



Department
for Work &
Pensions

Response to the Government Digital Strategy

December 2012

1 Our response

The [Government Digital Strategy](#) sets out how government will redesign its digital services to make them so straightforward and convenient that all those who can use them prefer to do so.

DWP’s Digital Strategy, published alongside this document, sets out how we will go about achieving this. This document responds directly to the 14 actions for departments from the Government Digital Strategy. We will update on progress against these actions, and the departmental strategy in general, on an annual basis.

Action 1

To strengthen departmental leadership, we have appointed a new board-level digital leader with responsibility for co-ordinating, directing and leading the digital agenda

Action 2

We will ensure that new and redesigned transactional services are operated and improved by skilled and experienced managers, with clear accountability for quality and take up

Action 3

To become a digital organisation, we will ensure we have the right digital skills and capabilities. We will address gaps in particular technical skills through internal development and external recruitment, and ensure that frontline staff have the skills to support people to use our digital services. We will work closely with Cabinet Office to deliver this improved capability

Action 4

We will work closely with Cabinet Office to deliver improved capability within the department

Action 5

We will redesign services handling over 100,000 transactions each year, starting with three exemplar services: Universal Credit, Personal Independence Payment and Carer’s Allowance. As well as these transactional services, our ambition is to digitalise as much of the Department’s activity as possible, where this could deliver a better service for the user and better outcomes for

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	the Department
Action 6	We will work closely with Government Digital Service to develop the Digital by Default service standard and ensure it is applied to all new and redesigned services from April 2014
Action 7	All of our new and redesigned services will be accessed through GOV.UK . We are working with Government Digital Service to complete the transition of all corporate publishing activities to GOV.UK by March 2014
Action 8	We have plans in place to drive take up of our existing transactional services, with telephony and face-to-face channels playing a major role in signposting and encouraging people online
Action 9	We will provide assisted digital support for people who are unable to access our services through digital channels, and work with Government Digital Service to agree a standard for these services. As the need for other channels diminishes over time we will consider how best to deliver this assisted digital support
Action 10	We support fully the move to leaner and more lightweight tendering processes, and will change the way we contract for services to focus on the best outcomes for users
Action 11	We support the use of common technology platforms and will work with other departments to develop joint services
Action 12	Where possible, we will remove any legislative barriers to digitalisation at the earliest opportunity, and build flexibility into future legislation
Action 13	We will provide a consistent set of management information wherever systems allow, and ensure that new systems are built with this in mind

Action 14

We will introduce a more open approach to policymaking, including engaging with a wider range of people through digital channels