

## 12 Next steps

137. This report sets out a broad direction of travel and the architecture for a new system. However, as reflected in the recommendations, there is much more to be done to develop a fully robust and tested programme of change. It is essential that the Government learns from the problems encountered during previous reforms to the child support system.
138. Moving from the status quo to a new delivery system is a major challenge and needs to be carefully managed. I recommend that a dedicated Programme Board is set up to lead this process. It should draw on a range of expertise from public and private sectors, the Department for Work and Pensions and other government departments, as well as specialist external skills in key areas, to ensure that best practice in public service design is followed. Supported by a Programme Office, it should be clearly responsible for delivering the right organisational architecture, customer interface and rigorously tested delivery systems.
139. I have raised a series of possible policy improvements and simplifications which require further work to turn them into specific proposals for action. Although led by the Department for Work and Pensions, many of these will require close working between a number of government departments. The Government should outline how it plans to take these forward in its formal response to this report.
140. Child support policy has undergone repeated reforms which have failed to deliver for children and families. We do not have the luxury of continuing in this vein. This report presents a real opportunity for change which must be seized upon and delivered to create a child support system fit for the 21st century.