

## Corrigendum

### Page 8

Word << time >> missing from Executive Summary. See insertion of word in the second sentence of the paragraph below.

The report provides real-world insights into the difficulties in designing and operating one-stop shops across a range of OECD member countries. At the same, the principles have been devised in part around well-established tenets of sound public governance. The principles thus reflect good public policy as well as the actual experiences of various one-stop shops.

The report provides real-world insights into the difficulties in designing and operating one-stop shops across a range of OECD member countries. At the same time, the principles have been devised in part around well-established tenets of sound public governance. The principles thus reflect good public policy as well as the actual experiences of various one-stop shops.

### Page 87

**Remove** the following sentence:

“GOV.UK verify” went live in 2016 as an identification system to access government services. It now provides access to 16 UK government services.

And **replace** it with the following sentence:

GOV.UK went live in 2010 as the UK's single government website creating a central place for citizens to access factual, relevant information about the government. Thousands of individual government websites and all the existing content was rewritten or republished to reflect user needs.