



PRESS RELEASE

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Public thematic report

FRANCE SERVICES PROGRAMME

Initiated by the Prime Minister's circular of 1 July 2019, the France services programme was presented as a response to the feeling of marginalisation and remoteness from public services experienced by part of the population. Spearheaded by the National Agency for Territorial Cohesion (ANCT), it is based on a network of local operators (local authorities, La Poste, associations, etc.) and now involves eleven national operators to help users complete their administrative procedures online. In 2021, 67 % of adults living in France carried out at least one administrative procedure online in the previous 12 months, but the requirements for using new technologies and administrative terminology, and the impersonal nature of the service, prevent some people from accessing it. The Court therefore examined the nature and quality of the services on offer to determine whether they meet user needs. The survey focused primarily on user satisfaction and looked at the financial and human capacity of this system to maintain a sustainable operation. The assessment revealed a quantitative and qualitative gain and confirmed that a majority of users are satisfied with the support provided by France services advisors. However, the scheme can only be consolidated and sustained if a viable medium-term development scenario is rapidly agreed. This should make it possible to increase operator mobilisation, provide better financial support for the operators of highly frequented sites and place greater value on the role of advisors.

Successful deployment of a local network to promote regional cohesion

Five years after its roll-out, the France services network now comprises more than 2,840 centres in France (including satellite locations). Almost 100% of centres are less than 30 minutes' travel time for users. The number of requests handled by France services centres has risen steadily since the network was set up, from 1.17 million in 2020 to almost 9 million by the end of 2023. On average, 14 % of in-person reception and support for core public services is provided by the France Services network. 58% of users are over 55, and the majority of them are women (56 %). Young people are poorly represented (6 % of users are under 26). Furthermore, almost 82 % of requests are processed on site. User satisfaction at France services centres exceeds 90 %. This reflects both the network's ability to meet users' formal requirements and its ability to listen to them and support them through a direct, personalised relationship. As a result of this unique relationship, the France services network is undeniably helping to reduce territorial divides. The results of the programme surpass the previous experience of the *maisons de services au public* (MSAP - public services centres), which until then had been the most successful system of pooled, multi-purpose local services. Rigorous certification of the France services network has enabled the emergence of a comprehensive range of services and a uniform quality of care across the country.

Conditions for long-term success not yet fully in place

The programme must clarify its strategic objectives and become more meaningful. Between maintaining the status quo and a major transformation of the system into a 'single gateway' for all public services, there is scope for an intermediate scenario, which would enable the expansion of reception capacity and the enhancement of the range of services on offer. The departmental plans for improving access to services for the public can serve as a useful framework for the local structuring of local services, including the France services network. The latter would also benefit from a better knowledge of the population in each area, as well as from monitoring changes in the availability of public services. France services advisors are efficient in providing one-to-one support to users who are not digitally literate. However, they cannot make people more skilled/autonomous in their use of digital tools without the support of other digital inclusion players in the departments. The long-term success of the programme also depends on its governance, which must provide more effective coordination of the various stakeholders. At national level, the ANCT must coordinate its actions more effectively with the ministries and operators, in particular by promoting greater synergy between the operator networks and France services. At the local level, the partnership requires better coordination between the centres and the operators responsible for delivering the shared services across the entire network. Depending on the territories and operators, the relationships between the France Services advisors, who interact directly with users (the 'front office'), and the operator services, who are experts in their procedures (the 'back office'), still require clarification.

Funding to ensure the long-term future of the system and a fair distribution of costs

The Court estimates the total cost of the programme at around €350 million for 2024 (including approximately €113 million from the State's general budget). In 2023, funding for the programme by the State and its operators increased, with an annual fixed amount raised from €30,000 to €35,000 for non-postal structures. The aim of the programme's funding trajectory is to reach €50 000 per structure by 2026. Despite this trajectory, the financial burden continues to fall more heavily on local providers (cities, associations, etc.) than on the State and its operators. Moreover, national funding does not take into account the saturation of certain areas. An additional flat-rate subsidy would appear to be necessary to cover the cost of the programme in areas where visitor numbers are higher than their reception capacity. Similarly, while the methods of distributing funding between the historical operators have been revised to better reflect the services used, the participation of new operators joining the programme in 2024 will need to be clarified.

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3^e CAMPAGNE de participation citoyenne

de la Cour et des chambres régionales et territoriales des comptes
du 2 septembre au 4 octobre 2024

DÉJÀ 6 RAPPORTS D'INITIATIVE CITOYENNE
PUBLIÉS ET 28 EN COURS

