



# Conundrum: Why Every Government Gets Things Wrong - And What We Can Do About It

*Richard Bacon, Christopher Hope*

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Government failure is affecting everyone. The single mum worried sick by a tax credit demand from HMRC to 'repay' thousands of pounds she never received; the family whose holiday was ruined because the Passport Office couldn't issue passports in time; the school that couldn't open at the start of term because CRB checks were being carried out by an organisation in meltdown; the farmers led to bankruptcy and even suicide by a Kafkaesque system for administering farm payments; and rail operators facing an uncertain future because the Department for Transport inadvertently landed the whole rail franchising system in chaos. Why is government getting it so wrong? Richard Bacon and Christopher Hope delve into the astonishing world of cock-ups and catastrophes and ponder why those at the top continue to fall short.



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