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| **Agenda item:** | **8** |
| **Attachment:** | **B** |

**HRA BOARD COVER SHEET**

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| **Date of Meeting:** | 13th September 2017 |
| **Title of Paper:** | Service Improvement Programme Update |
| **Purpose of Paper:** | To update the Board on current progress of the programme |
| **Reason for Submission:** | To offer the Board assurance that satisfactory progress is being made on  |
| **Lead reviewer:** | N/A |
| **Details:** | This report offers a headline summary of progress made – however it is intended to offer a short presentation with more detail on the work being carried out on benefits, delivery plans, risk and resources at the meeting itself  |
| **Suitable for wider circulation?**  |  Yes. |
| **Time required for item:**  | 20mins |
| **Recommendation / Proposed Actions:** | **To Approve** |  |
| **To Note** | **Yes** |
| **For Discussion** | **Yes** |
| **Comments** |  |
| **Name:** | Ian Cook |
| **Job Title:**  | Director Transformation and Corporate Services |
| **Date:** | 6th September 2017 |

**SIP UPDATE FOR HRA BOARD**

1. The service improvement programme will contribute to the transformation of the whole organisation by ensuring that its corporate and operational functions and resources are appropriately aligned to offer the best chance of delivering our refreshed strategic aims.
2. There are five workstreams in the SIP programme:
* **SIP – Approval:** Designing and delivering an integrated service for applicants which includes REC opinion, assessment, technical assurance and s251 support as relevant). This will include development work linked to implementing the ‘future state process ‘– including proportionality, guidance and post approval activity and related system changes**.**
* **SIP - Corporate functions:** (e.g. corporate services, corporate secretariat and finance), Development of an effective and efficient corporate support and infrastructure model that results in a business model that secures the best value ‘mix’ of in-house, third party and shared ALB resourcing.
* **SIP - Public Involvement in Ethical Review (PIER)**: To support an improvement in the level and quality of public involvement that are seen in applications for HRA Approval including research ethics committee review.
* **SIP - Analytics:** Initially developing an options appraisal regarding a preferred solution and then subsequently to deliver a technical application which will significantly increase the HRA’s ability to both manage workload and deliver more sophisticated and real time performance analytics. It will also have the potential to be able to connect with the wider health research system analytical infrastructure
* **SIP - Customer Support:** Delivering an integrated approach to managing the customer relationship, ensuring that all queries are managed effectively and that feedback is effectively used in improving service provision
1. **Progress Update:** All workstreams have now completed high-level scoping activity and documentation and have been undertaking more detailed planning, benefits profiling and resource planning. The programme board is meeting regularly to sign off key documents, review progress, risks and issues.
2. There is on-going communication and engagement with staff through a variety of routes which have included all staff face to face briefings from directors at the centres, all staff VCs, roadshow visits to centres, dedicated intranet pages and updates, newsletters, blogs as well as involvement of staff in working groups developing solutions.
3. For an external audiences the work is being positioned as further improvements being made since HRA Approval was introduced and an update was provided on this in August’s HRA latest in Teresa’s blog. ‘Customer’s’ will continue to be updated on improvements as they are developed through the usual channels (HRA Latest, website, social media, etc).
4. A staffing workstream is being established to undertake the work relating to staff roles and changes in accordance with our organisational change policy.
5. **SIP Approval:** The priority workstream – SIP Approval is the most advanced in its progress. There are a number of key work areas that have been identified which are:
* Amendments
* Integrated process
* Proportionality
* Supporting applicants to get it right first time
1. There is a strong relationship with 4 nations work for many of these areas, so activity is being taking forward working closely with 4 nations colleagues and where appropriate progressing activity together with the 4 Nations NHS/HSC Compatibility programme.
2. The integrated process work area has made significant progress with the future state process we are working towards confirmed following workshops with staff and stakeholders. The key areas of work to achieve this have now been identified and work is being commissioned to take each of these component parts forward. Work is already well underway on joint validation with piloting of a new approach now being undertaken with Research Ethics Service and Assessment team staff working together. There will be a formal evaluation of the pilot in October.
3. Benefits profiles have been developed based on those in the overarching SIP programme Initiation document focused around a better, more predictable service for applicants. (these will be presented in more detail at the board meeting)
4. **SIP - Corporate:** The corporate SIP has identified key work areas for this year and the next financial year. The focus of activity in this year is to look at areas that enable us to create capacity elsewhere in the organisation by undertaking activity differently or bringing it together centrally thus enabling colleagues to have time to participate in other areas of SIP activity. A workshop is planned on 12 September to develop further detail around the projects, agree leads and start to commission the work and support the development of benefit profiles.
5. **SIP – PIER:** The SIP Public Involvement in Ethical Review (PIER) is progressing well and has completed a number of workshops working with RECs to help shape the direction of the workstream to understand better what support and guidance RECs need in assessing how effectively public involvement has helped the research applicant address the ethical issues within their application.
6. **SIP - Analytics:** The SIP analytics workstream is developing an options appraisal on how best the HRA can manage, analyse and present its approval operational and performance data and the HRA is currently in discussion with both NIHR and DH in determining what those options may be as well as what possibilities there could be in linking HRA data to those of other key stakeholders, in particular NIHR. This work is likely to be a key focus within the overall research system improvement programme.
7. **SIP - Customer support:** The SIP customer Support workstream is in its early phases and whilst scoped at a high level it is not planned to start further detailed work until October.