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

**HRA BOARD COVER SHEET**

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| **Date of Meeting:** | 18 October 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  |
| **Lead reviewer:** | N/A |
| **Details:** | This report offers a headline summary of progress made – the programme is still in early phases and impact will not yet be felt by external stakeholders. |
| **Suitable for wider circulation?**  |  Yes. |
| **Time required for item:**  | 10mins |
| **Recommendation / Proposed Actions:** | **To Approve** |  |
| **To Note** | **Yes** |
| **For Discussion** | **Yes** |
| **Comments** |  |
| **Name:** | Ian Cook |
| **Job Title:**  | Director Transformation and Corporate Services |
| **Date:** | 11 October 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
* SIP - Corporate functions
* SIP - Public Involvement in Ethical Review (PIER)
* SIP - Analytics
* SIP - Customer Support

**Progress Update**

1. A positive advisory report on the set up of SIP has been received and the programme board are considering the recommendations and any actions to address these. The main one requiring attention is addressing the connectivity with the four nations programme and the remainder of the HRA Approval delivery outside of SIP to provide additional clarity where possible. Further consideration of evidence and feedback of a qualitative nature has been discussed with workstream leads, following the discussion with the HRA Board at the last meeting and the request for intelligence that gave a rounded picture as we’re developing so we’re able to show how we’re making the right difference as we move towards realising benefits.
2. Communication and engagement with staff continues and included an update at the last all staff VC, further updates to the intranet, blogs and articles in the weekly newsletter. Staff have continued to be involved in the development of work in working groups and a number have been participating in the joint validation pilot under the HRA Approval SIP workstream.
3. For external audiences the work is being positioned as further improvements being made since HRA Approval was introduced and we will continue to ensure timings of communications are right with the focus on updating on be updated on improvements as they are developed and can be felt through the usual channels (HRA Latest, website, social media, etc).
4. **SIP Approval:** The priority workstream – SIP Approval has 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. However, this can present some challenges, for example the amendments work needs resource to also be available in the 4 nations as well as the HRA Approval team to be able to progress this work and this is not currently available, however some minor activity is underway that will improve applicant guidance on amendments in the meantime.
2. The integrated process work area has 12 component areas of work to take forward to reach the future state process. The joint validation work, a new approach with Research Ethics Service and Assessment team staff working together, is the furthest forward and the pilot work has completed (although the teams are continuing with working in the new way to gather further evidence and data). The data gathering for the evaluation of the pilot is underway and the report due at the end of the month. A workshop was held in September on the ’ready for review thresholds’ component. The remainder have leads allocated and planning work has been underway during September.
3. The proportionality work is now underway with invitations sent to stakeholder to participate in discussions to inform the scope of the work. Data analysis is also underway on study types to inform the workstream as well as a literature review. The main purpose of this work package is to support a proportionate approach to delivery of HRA Approval for the NHS in terms of content of applications and review undertaken as well supporting proportionate approaches across stakeholder community.
4. ‘Supporting applicants to get it right first time’ has kicked off work with the research systems team. At present, a high proportion of applications to the HRA are not valid, have information missing or not clear, or require clarification and/or change before approval can be issued. This is costly in terms of HRA resources but also wasteful for research applicants. The focus of this work package is to support applicants to prepare a high quality application, so that it is approved with fewer corrections made by the applicant.
5. **SIP - Corporate:** The corporate SIP workshop took place in September and identified processes and areas for efficiency or working differently that could release capacity. Four key areas have been identified: information management; volunteers; facilities and office management; corporate support and people/ESR. Project briefs are now being drafted for each area for further decisions to be taken on prioritisation and phasing of work with a focus on activity in this year that will create capacity elsewhere in the organisation. A follow-on workshop is planned for November.
6. **SIP – PIER:** The SIP Public Involvement in Ethical Review (PIER) is progressing well and planning is underway for the next phase of work involving researchers.
7. **SIP - Analytics:** The SIP analytics workstream is well underway but a key consideration is its place or alignment with the research system improvement programme.
8. **SIP - Customer support:** The SIP customer Support workstream is in its early phases and only just starting during October.