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| **Agenda item:** | **9** |
| **Attachment:** | **C** |

**HRA BOARD COVER SHEET**

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| **Date of Meeting:** | 21 November 2017 |
| **Title of Paper:** | Service Improvement Programme (SIP) Progress report |
| **Purpose of Paper:** | To update Board on SIP Progress |
| **Reason for Submission:** | Regular assurance requirement for Board to have a clear understanding of progress against plan |
| **Lead reviewer:** | Executive Team |
| **Details:** | The attached slide set represents a summary of key information related to SIP (taken from the more detailed reporting collated by the programme team). The headlines are;* SIP primarily in process improvement stage - the approach is to pilot, evaluate and roll out (where applicable)
* Timeline for benefits being realised dependent on speed of process changes being implemented (most are timetabled for 18/19) – identified as a key risk (linked to HRA capacity for change)
* Benefit profiles being finalised (to Programme Board end Nov)
* Will need to realign programme to ensure compatibility and connectivity with Research Systems development
* Lessons from process improvement should be used to inform research systems development

The Board were particularly keen to understand the relationship between activity and benefits. Future reports will use the format initiated here (see benefit slides) to update the Board on progress in delivering agreed benefits.The Board are invited to comment on format and content with a view to creating a standard template for future reports.  |
| **Suitable for wider circulation?**  |  Yes. |
| **Time required for item:**  | 15 mins |
| **Recommendation / Proposed Actions:** | **To Approve** |  |
| **To Note** | **Yes** |
| **For Discussion** | **Yes** |
| **Comments** |  |
| **Name:** | Ian Cook |
| **Job Title:**  | Director Transformation and Corporate Services |
| **Date:** | 15th November 2017 |