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

**HRA BOARD COVER SHEET**

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| **Date of Meeting:** | 21 March 2018 | | |
| **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:** | Senior Leadership Team | | |
| **Details:** | Contained in slide set. (The format is generally as presented to the board in November 2017 and will continue to be so, in order that the board have a consistency of reporting and can track progress at an appropriate level)  **To note:** Programme is currently focused on designing and delivering the necessary business changes in order to realise specified benefits. Baselines for benefits are being finalised and will be reported on at subsequent meetings. This will take the form of quantative measures (usually as part of KPI reporting) and qualitative (feedback from user/staff surveys)  High level plan will be tabled at meeting for ease of viewing | | |
| **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:** | 15 March 2018 | | |