



Department
of Health

Civil Service Reform

Department of Health: One year on report

July 2013



Department
of Health

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Foreword

Within the focus of the Department of Health on managing safe and secure transition to the new health and care system, the department has also made good progress with Civil Service Reform.

The Department's aim is to embed it firmly within our own change programme. This reflects a strong alignment between Civil Service Reform and what we need for DH – a smaller, well-managed and efficient organisation, better delivery supported by strong programme and project management skills, and clearer accountability.

There is a new focus on assuming and holding the wider health systems to account, which the Department does through good management information, strong governance and performance management regimes, and excellent relationships.

Una O'Brien, Permanent Secretary



HM Treasury will be publishing the Public Expenditure Statistical Analysis 2013 on the 16th July on their website. For information on departmental expenditure, including outturn budgets from 2008-09 to 2012-13 and plans for future years (to 2015-16), please refer to this document.

Total FTE Reduction between Q2 2010 - Q1 2013: 14% (-488 FTE)²

Overall Staff Engagement Score in 2012 (benchmark 58%): 53% (no change on 2011)

Progress against department-focused actions in the Reform Plan

Action 2: Digital by Default	DH's digital strategy was published in December 2012. We are currently developing a digital policy making toolkit planned for July 2013. A series of benchmarking exercises will be carried out before and after training is executed to ensure digital capability is improving across the department.
Actions 3 and 4: Shared and Sharing Services	DH will join the first independent shared service centre (ISSC1) and has begun discussions on the scope of service. It is engaged with Health Hub partners in developing a cross system communications strategy with greater alignment to avoid duplication and improve effectiveness. It has created a new health group internal audit shared service for DH and our arms-length bodies.
Action 5: Open Policy Making	DH submitted a joint bid with DWP to the Contestable Policy Fund in April 2013 (funding agreed).
Action 6: Matching Resources to Government Priorities	Responsibility for matching administrative resources to priorities has remained with Directorates for 2013/14 to create a period of stability during the first year of the new health and care system. DH will be undertaking a baseline review of its activities over the summer to ensure it is focussing on government priorities, and this will inform the design of business planning for 2014/15.
Action 9: Management Information	The Quarterly Data Summary completion rate for Q4 was 100%. Departmental NEDs are focussed on ensuring that useful key metrics are brought to the Board, and we are in discussion with Cabinet Office colleagues to improve the use of MI.
Action 12: Skills, Learning and Development	DH has adopted the new Civil Service Competency Framework. We have launched the FIT campaign and have made staff and managers aware that they can take up to 5 days each year. DH and it's ALBs have signed up to Civil Service Learning. The Civil Service Capabilities Plan is being implemented and communicated alongside the DH Learning and Development Strategy.



Action 14: Secondments and Interchanges	DH is establishing a programme for connecting staff to patients and service users. 45 providers have been identified to date and pilots will start in June. All Senior Civil Servants are expected to have taken part by the end of the year.
Action 16: Departmental Improvement Plans	Work has begun to develop our Improvement Plan, which will be delivered in March 2014.
Action 17: Creating a Modern Employment Offer	DH has adopted the new performance management framework. The new Terms and Conditions for staff will be implemented in September 2013.
Creating a Modern Workplace	All DH office accommodation has been modernised bringing teams (both DH and some co-located ALBs) together into a flexible and collaborative workplace. This is supported by extensive use of video conferencing; new health and well-being facilities and a new ICT shared service.

Wider reform in DH:

DH has been implementing major reforms to the NHS and Public Health systems over the last two years culminating in structural changes, which commenced on 1st April 2013. Over 45,000 staff across England were affected as the roles and responsibilities of the new DH, new ALBs, and organisations created by the reforms all came into force, impacting on the responsibilities, accountabilities, ways of working, size and structure of our organisation. These changes are the subject of the 'Our DH' transformation programme through which the actions in the Civil Service Reform Plan are being implemented.