

OUR MISSION

We develop and provide administrative, procurement and financial services

Directorate Highlights

2008/9 Business Plan and Mission, Vision, Values Launch.

The 2008/9 business plan has been developed (Figure 1) using feedback from staff and customer surveys and from European Foundation for Quality Management (EFQM) questionnaires that were completed by a wide cross section of staff within the directorate.

Feedback also indicated that there was a need to revisit the directorates Mission, Vision and Value statements (Figure 2), to address, this a cross-directorate working group is in place to identify methods of improving the profile and awareness. On 29th and 30th of April four events were held involving all staff to launch the business plan and the Mission, Vision and Values and to look back on our performance of the previous year.

Figure 1

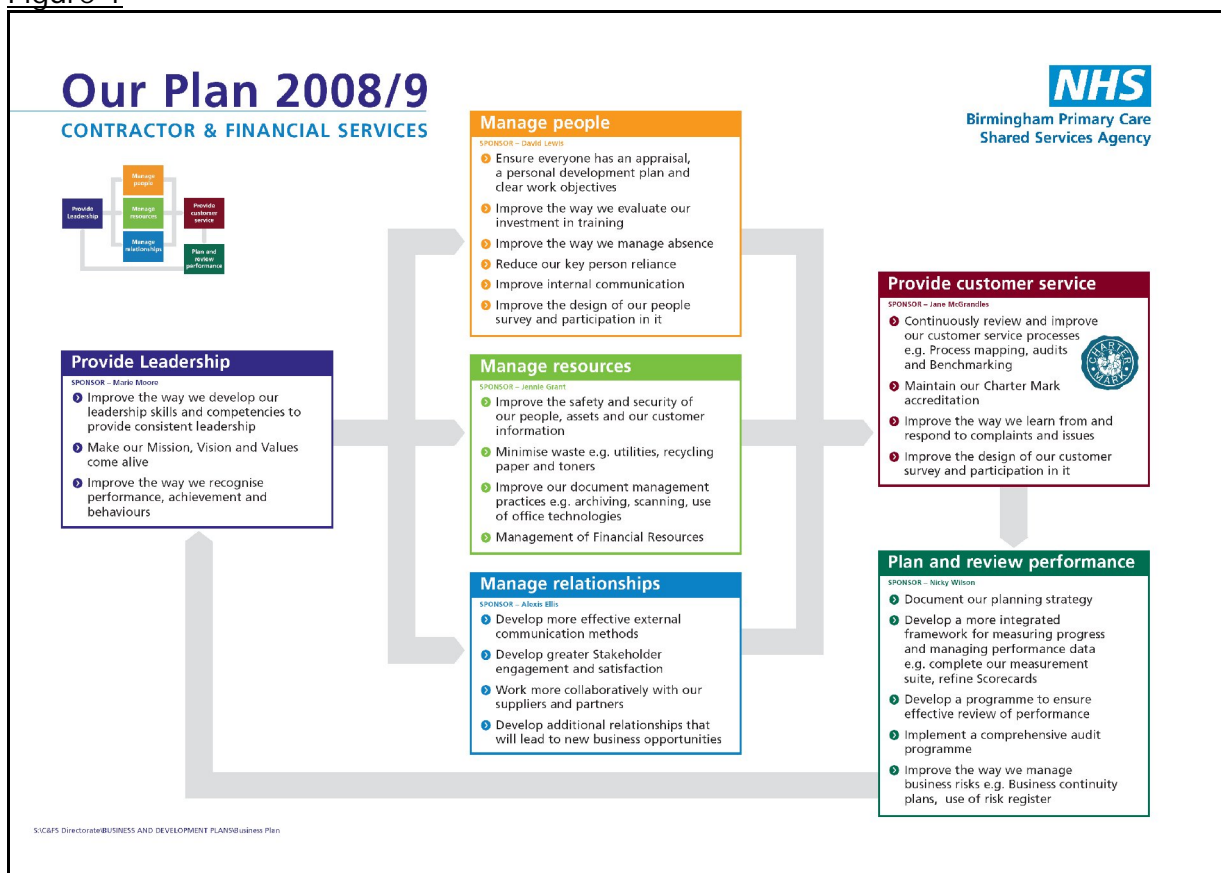


Figure 2

<p>MISSION We develop and provide administrative, procurement and financial services</p>	<p>We enable public sector organisations to focus on their customers. Our services are regularly reviewed and improved We work with clients to match their service specifications We are experts in support services. We ensure current knowledge of ad adherence to DOH regulations, legal requirements, Standing Financial Instructions and Standing Orders.</p>
<p>VISION To deliver a cost effective, professional service that consistently exceeds all expectations</p>	<p>Employer of choice People who meet customer needs Attracting and retaining the best people Training and developing people Recognising the value of diversity Safe environment</p> <p>Professional People who focus on customer needs Experts who provide excellent services Value for money from efficient and effective working Developing effective partnerships</p> <p>Quality & Improvement Robust documented lean processes Work with partners so we all get it right first time Innovate and work with clients to add value and take advantage of technology and better working practices Proactively resolve root causes of problems.</p>
<p style="text-align: center;">VALUES</p> <p>Professional – respecting the relationship with our partners, taking pride in delivering a quality service, working to agreed standards and procedures.</p>	

- **C**ustomer focus – building stronger relationships, taking the time to understand our customers, and their needs.
- **A**ccessibility – being approachable, open, friendly and available to provide honest and straightforward information and advice.
- **R**esponsibility – respecting our customers and the communities that we serve and having customer’s interests in mind and delivering what we promise.
- **E**xpertise – Offering services that match our customers agreed
- **C**larity of purpose – robust structure, focused goals, strong performance management.
- **L**earning – invest time and effort into understanding, developing and improving our people, processes and productivity.
- **A**ction – deliver on our promises and services.
- **S**ynergy – working in innovative and flexible ways in partnership with our clients and suppliers to achieve better value.
- **S**atisfaction – obtain feedback from our customer staff and partners and use that information to feed improvement activity.

The launch events included interactive opportunities for all staff to share achievements that they individually or as a team had made, and to comment on the effectiveness/usefulness of the event and key messages they were taking away. Below is a small sample of feedback and comments received.

Achievements

“Processing of GP end of year certificates”.

“I feel proud that I have been involved in ensuring that all staff are encouraged to feel, part of the 'Business'.”

“Electronic GRN & scanning, year end went well!”

“Achieved 2 day turnaround for non-stock requisitions for all PCTs which met SLA requirements.”

“Had very good and improved Audit reports.”

“Working towards automating financial systems.”

“I feel proud that my team have encompassed the new learning required to deliver on PDS phase 2.”

“Proud of our ability to constantly monitor and improve our procedures for the benefit of our customers and colleagues.”

The event

“Very good method of sharing information, good insight into what other departments do, sponsors for each area will hopefully keep things on track”

“Better understanding of Mission, Vision and Values, and also of other departments activities.”

“Communication needs to be improved internally, liaise with the team and managers, work as a team to provide a better service.”

“Gained more knowledge about how all departments work.”

“How important my job role and my department role”

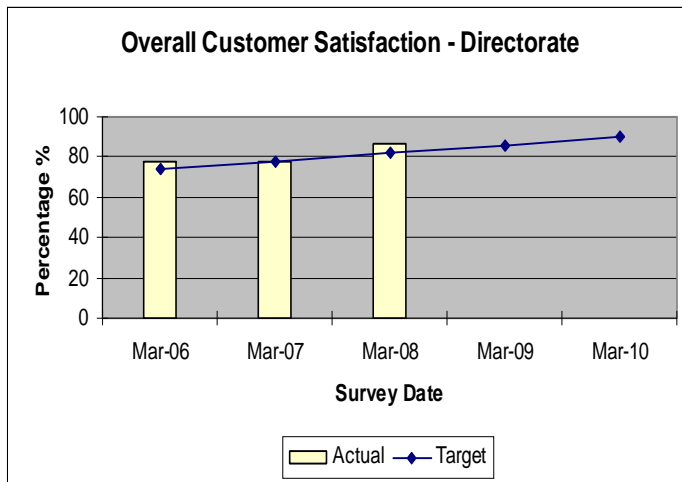
“Being aware that we all represent the Shared Services agency & create an image of it that will be conveyed to our suppliers/customers.”

“We are actively doing our bit to recycle our work resources.”

“Importance of customer satisfaction, carrying out appraisals, understanding of other teams.”

Annual Customer Survey Results

The customer survey results a year on year positive trend both in level of participation and level of satisfaction, with this years satisfaction results exceeding our benchmark.



Analysis of responses and comments has indicated where there is opportunity for improvement in;

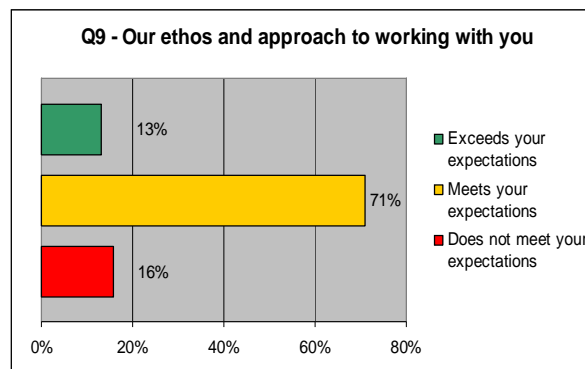
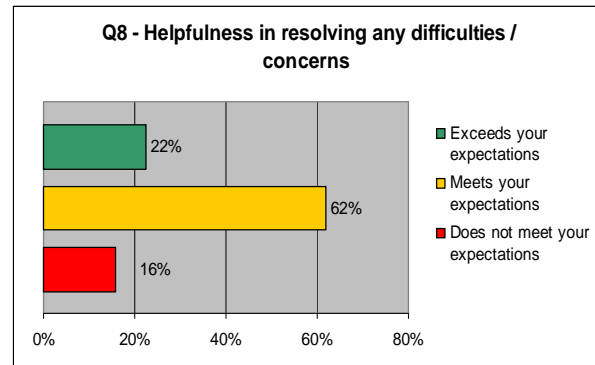
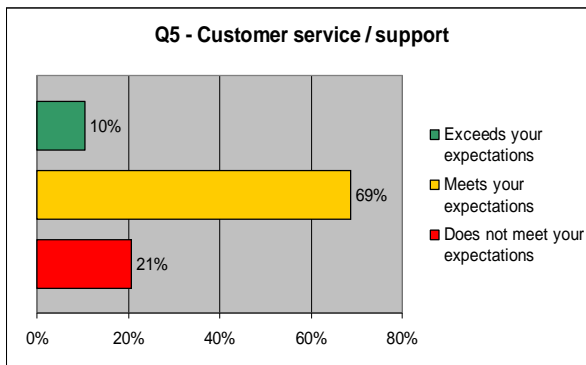
- Communication
- Responsiveness
- Knowledge

The business plan for the coming year includes objectives to address these concerns, with commitments to improve our internal and

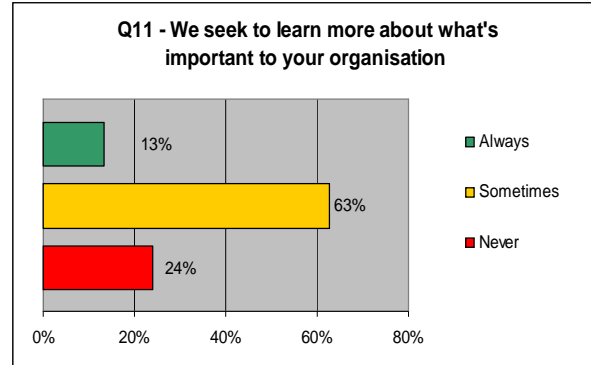
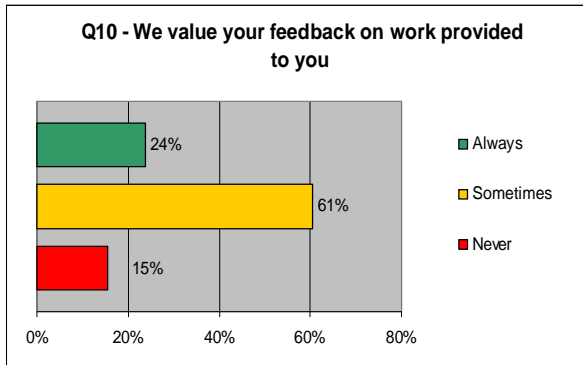
external communications, and that all staff have their individual training and development needs identified and planned for via the appraisal process.

The graphs below show our areas of strength and areas where development is needed

Strongest results for individual questions

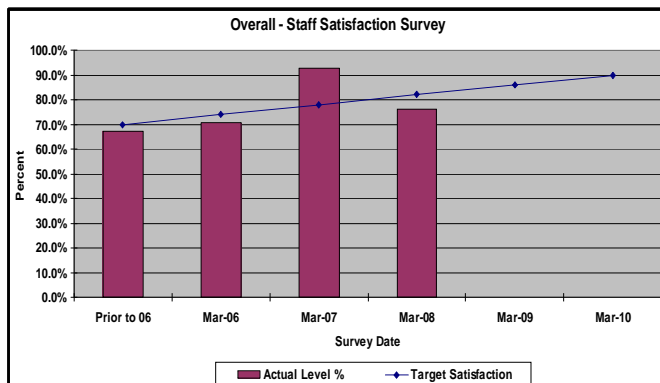


Weakest results for individual questions



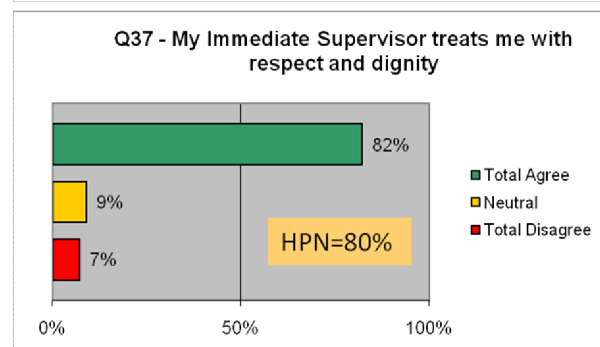
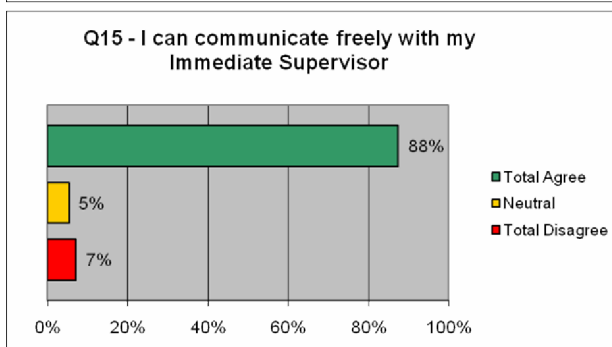
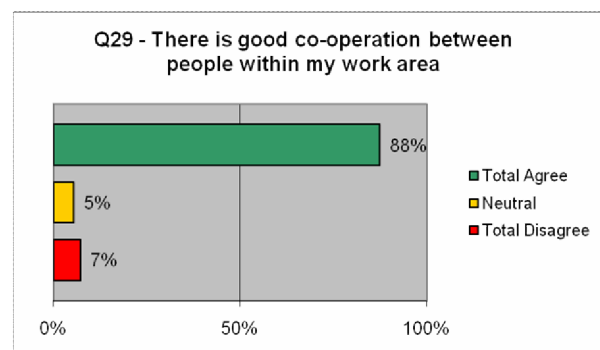
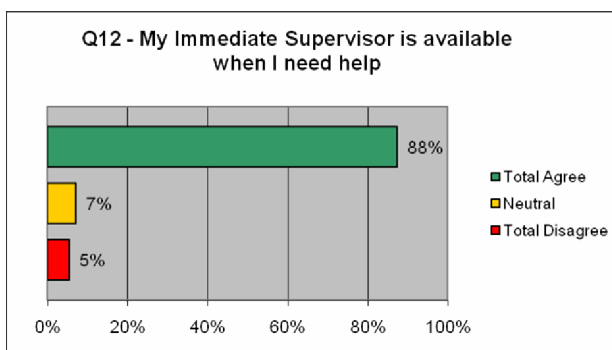
Annual People Survey Results

The survey was fully reviewed by a cross-section of staff with the support of an external consultant to include the best practices used by successful organisations. The review included increasing the number and range of questions asked.

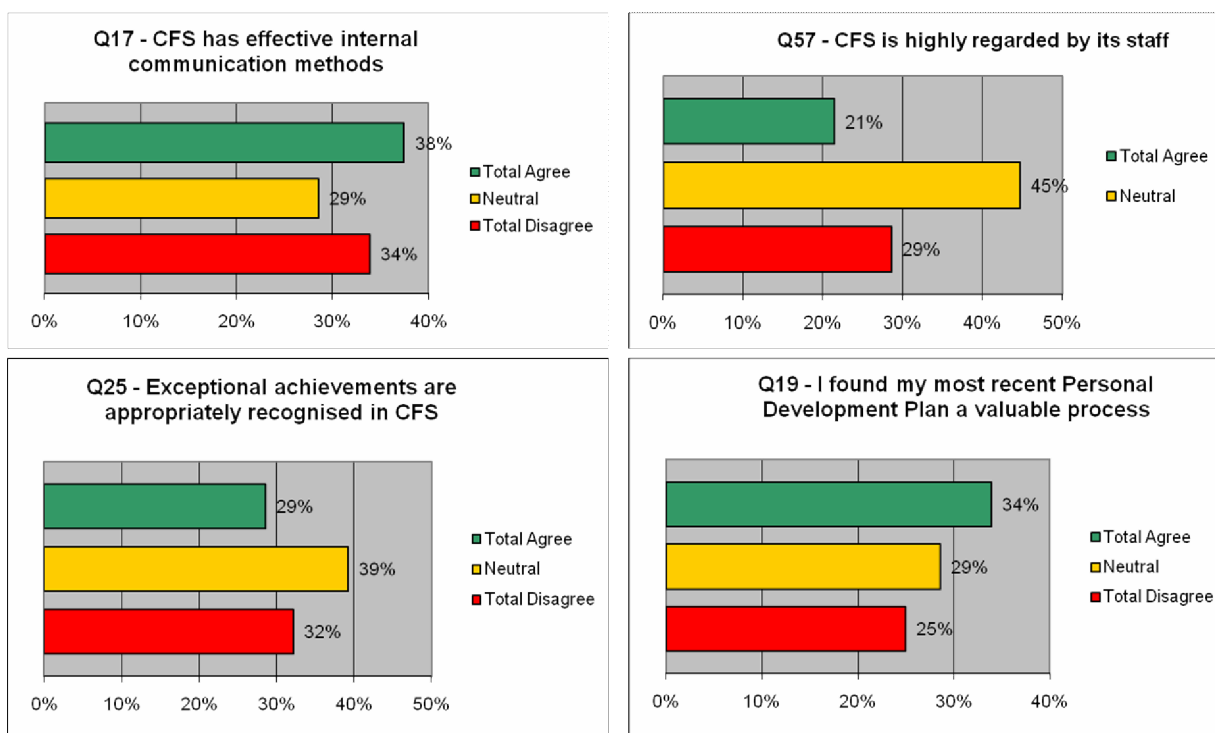


Whilst we are able to report on the year on year trend of satisfaction, this year's results don't reflect an exact like-for-like comparison with the two previous years. Additional methods of analysing the trend of satisfaction will be instigated when analysing next year's results. The graphs below demonstrate where we are performing well and where there is room for improvement:

Strongest results for individual questions



Weakest results for individual questions



The 2008/9 business plan includes specific actions and timescales to address the areas where improvement is needed. In addition, working groups have been established to analyse and make suggestions for improvements in external and internal communications and staff recognition.

Our surveys and business plan launch event show great momentum in the development of the Directorate, and demonstrates our ongoing commitment to improvement. We look forward to another successful year.

Marie Moore – Acting Director of Contractor and Financial Services
May 2008