



*“DFID is changing with the times to respond to the evolving challenge of eradicating poverty, and Civil Service Reform is shaping how we work and the skills we need. Building better finance and commercial skills and sharing services in the UK and overseas are essential to achieving our poverty reduction goals.”*

*- Mark Lowcock, Permanent Secretary*

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**Total FTE Reduction between Q2 2010 - Q1 2013:** +11% (+180 FTE)

**Employee Engagement Index in 2012 (CS benchmark 58%):** 71% (up 1 percentage point on 2011)

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### Progress against department-focused actions in the Reform Plan

**Action 2: Digital by Default**

DFID's [Digital Strategy](#) was published in December 2012. We have established a Digital Advisory Panel, chaired by one of our Non-Executive Directors, and will complete a digital skills audit in Autumn 2013.

**Actions 3 and 4: Shared and Sharing Services**

DFID is continuing to consolidate overseas offices with FCO and other Government partners, through the “One Her Majesty’s Government (HMG) Overseas” initiative. We already share legal services with FCO and TSol, and work with FCO as part of the ‘International Group’ to deliver audit services. We are also currently assessing whether the first Independent Shared Services Centre (ISSC1) or a shared international platform with FCO offers best value for money for the range of services offered. Regarding the use of shared communication hubs, we are a member of the communications team based around the National Security Council and are actively involved in the cross-government mediation service. We are also involved in the HR Complex Casework Project Board looking to unify and improve complex casework provision.

**Action 5: Open Policy Making**

We have not submitted any bids to the Contestable Policy Fund.

External experts are used in Bilateral and Multilateral Aid Reviews that define resource allocation in the department. We also engage with external partners to develop innovative approaches to delivery, recent examples include: new technologies to produce higher yielding, drought tolerant and more nutritious food; and the DFID access roads project using research on the use of local materials to ensure roads in Africa are open 12 months a year and cost less to build and maintain.

**Action 6: Matching Resources to Government Priorities**

The bilateral, multilateral and humanitarian aid reviews completed in 2011 allowed departmental resources to be matched to a thematic results-based system. Our departmental board is leading a review of post 2015 DFID business model.

<b>Action 9: Management Information</b>	The Quarterly Data Summary completion rate for Q3 was 98%. MI is provided to the departmental board and the Executive Management Committee on a monthly basis to ensure informed decision making on strategic and operational issues including on results commitments, financial performance, programme portfolio and a range of non-financial indicators.
<b>Action 12: Skills, Learning and Development</b>	DFID has adopted the new <a href="#">Civil Service Competency Framework</a> . We offer five days of learning and development to all staff. 100% of staff have signed-up to Civil Service Learning. The <a href="#">Civil Service Capabilities Plan</a> was heavily promoted within the department, including via our intranet, our Permanent Secretary blog and by cascading the briefing issued to the Senior Civil Service in May 2012. The key issues have also been embedded in Senior Civil Servants objectives guidance and DFID's Improvement Plan. In June we commenced a departmental skills review, which will run until September 2013.
<b>Action 14: Secondments and Interchanges</b>	In 2012/13, DFID facilitated 8 inward secondments from and 1 outward secondment to the private sector, and established a business mentoring programme in conjunction with the Whitehall and Industry Group. We also have an on-going programme of 40 strategic secondments to international partners and organisations (e.g. to World Bank, Regional Development Banks and UN agencies) including 2 reciprocal arrangements with bilateral donors. We also carry out secondments to other aid agencies (AusAID) and several cross Government loans.
<b>Action 16: Departmental Improvement Plans</b>	DFID was one of the five pilot departments. Our first <a href="#">Improvement Plan</a> was published in June 2013. Improvement actions are embedded in the objectives of our Senior Civil Servants.
<b>Action 17: Creating a Modern Employment Offer</b>	The new performance management framework is in place. Implementation dates for new terms and conditions are staggered with the first changes taking effect from October 2013.
<b>Creating Modern Workplaces</b>	Our London office has moved to a new, cheaper site, enabling more flexible working (including moving to a 7:10 desk ratio). Telecoms, video conference and end user devices have all been upgraded.

#### **Wider reform in DFID:**

DFID has continued to make a significant contribution to the National Security Council (NSC), joining up with partners across government to share expertise and good practice to deliver HMG's goals. DFID's work is aligned to NSC country strategies and DFID has also increased its focus on those countries which have emerged as NSC priorities since 2010, including Syria and Libya.