

# Oscar Krane

WE ARE ENGAGEMENT

## EVENT PROGRAMME

Wednesday 17th & Thursday 18th September



EXCELLENCE  
IN CENTRAL  
GOVERNMENT



Cabinet Office  
Digital



Cabinet Office



HM Revenue  
& Customs



Valuation Office  
Agency



Counter Fraud Authority



North Sea  
Transition  
Authority



Department for  
Business & Trade



Government  
Shared Services



Government  
People Group



UK Statistics  
Authority

The public sector is going through the biggest transformation in modern times. In the last couple of years we've seen departments merge, re brand and sometimes disappear completely, but that doesn't mean that the work they did just disappears.

In order to increase efficiency more departments are looking at hot desking and flexible working, with this comes risk associated with data and Cyber security. So how do departments make data accessible whilst making it easy enough for people to gain access?

The relationship between central government and the private sector is also changing. The relationship is now more of a partnership as oppose to client-supplier due the fact that with the demand landscape constantly changing suppliers need to be flexible enough to adapt to the changing needs of the department they are supplying to. As well as having to manage their relationships with their suppliers differently, Central Government are also having to work with localised public sector organisations in a different way, whether it be an NHS Trust, Local Authority or Blue Light organisation.

The Excellence In Central Government event brings together civil servants from all organisations under Chatham House rule with no press in attendance allowing all attendees to speak openly and frank about the challenges they are facing and what they are doing to solve them.

Topics to be discussed include:

- Civil Service Reform • Public Trust and Accountability • Operating in a post Brexit climate
- Workforce and Talent Management • Crisis Management and Public Health • International Relations and Geopolitics • Digital Transformation and Technology • Political Pressure and Policy Uncertainty • Budget Constraints and Efficiency Demands • Devolution and Coordination with Local Governments



DoubleTree By Hilton  
Oxford Belfry Hotel & Spa  
Milton Common,  
Thame, OX9 2JW

## WEDNESDAY 17TH SEPTEMBER

15:00 – 18:00 HOTEL CHECK-IN AND FREE TIME

18:45 – 19:30 REGISTRATION AND DRINKS RECEPTION

19:30 – 22:00 NETWORKING DINNER

# THURSDAY 18TH SEPTEMBER

**07:45 – 08:20**    **REGISTRATION, TEA, COFFEE & PASTRIES**

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**08:20 – 08:30**    **CHAIR’S WELCOME AND OPENING REMARKS**

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**Glen Hymers**, *Chief Information Security Officer*

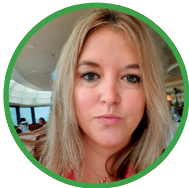


**Cabinet Office**  
**Digital**

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**08:30 – 09:00**    **HOW THE CABINET OFFICE IS USING PROCESS INTELLIGENCE SOFTWARE TO STREAMLINE GOVERNMENT PROCESSES**

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Join Jenny Sime, Cabinet Office Deputy Director, as she discusses why processes should be a concern and how the Cabinet Office use Process Intelligence to drive transformation across digital services. Jenny will also talk about the initial stage of work to improve the efficiency of its internal processes, including the transformation of its shared service centres across UK Government.

**Jenny Sime**, *Shared Services Strategy Deputy Director – Relationship Manager & Process*



**Cabinet Office**

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09:00 - 09:30

## WHAT IT REALLY MEANS BY PUTTING USERS AT THE HEART

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The UK Supreme Court Change Programme was a three year wholesale digital and operational transformation programme which completed in March 2025. It delivered on time and within budget delivering exactly what it set out to do, which was to provide a modern and excellent service to users which is intuitive, accessible and digital, supporting us in our ambition to be a world-leading Court.

The transformation comprised 46 different services which has transformed our users' ability to learn about, interact with and file cases with the UK Supreme Court and Judicial Committee of the Privy Council. This has included the delivery of a new case management portal, two websites: one for the UK Supreme Court and a second for the Judicial Committee of the Privy Council, contact the Court functionality and a full technical handover to the administration. This user-led Programme engaged over national and international users through research and testing, ensuring it met real needs.

All staff were actively involved, with extensive technical handover sessions and all-staff upskilling sessions delivered to support adoption. The Programme stands out for its inclusive, collaborative approach and seamless execution, having completed on time and within a tight budget in March 2025. Exceptional user feedback reflects the Programme's success, which has transformed efficiency, accessibility, and users' experience.



**Sam Clark**, *Director of Corporate Services and Change*

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09:30 - 10:00

## ALL ROADS ARE PAVED WITH DATA

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Data is often the foundation for most programme's, from improving efficiency to cost savings and risk management.

With data often seen and more valuable than money, ensuring that the data used is critical before it's used as the foundation for organisation improvement.

Aydin Sheibani will discuss HM Revenue and Customs uses of data across the organisation.

**Aydin Sheibani**, *Chief Data Officer*

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10:00 – 10:30

## DEMOCRATISING DATA – GOING BACK TO BASICS OF ACCESSING DATA

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There is no doubt that data is a key asset for modern government. Yet access to it is uneven and often slow. If you've ever had a minister or a senior leader need a key fact or figure at short notice but struggled to find it, this session is for you. At the Valuation Office Agency, we've built a strand of our data strategy around data access and are following through with strengthening our management information functions. We will show you how we went about that journey, showcase some of our MI products and discuss lessons learned.

**Peter Farleigh**, *Head of Data Strategy, Management and Disclosure in Finance, Data and Analysis Group*



Valuation Office  
Agency

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10:30 – 11:00

## CASE STUDY PRESENTATION

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11:00 – 12:00

## TEA, COFFEE & NETWORKING BREAK

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12:00 – 12:30

## DELIVERING EFFICIENCY BENEFITS THROUGH COUNTER FRAUD

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It's estimated that fraud costs over £1 billion pounds a year to the NHS, but with it being such a huge organisation where do you start and how do you ensure the cost of uncovering fraud isn't more than the amount recovered?

Matthew Jordan-Boyd will discuss how NHS Counter Fraud Authority are undertaking this task including some of the tools they use and what other Central Government departments can potentially learn from their work.

**Matthew Jordan-Boyd**, *Deputy Chief Executive and Chief Finance Officer*



Counter Fraud Authority

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12:30 – 13:00

## POWERING THE TRANSITION: DIGITAL INNOVATION AT THE HEAT OF THE NORTH SEA

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As the UK accelerates its journey toward net zero, the North Sea Transition Authority is harnessing the power of digital transformation to lead the way. In this presentation Patrick Rickles, Head of Digital Skills and Innovation, will share how the NSTA is leveraging data and digital platforms to accelerate the energy transition, reduce emissions and ensure energy security. From people-centric approaches, such as the Great Place to Work programme, to open data ecosystems, discover how the NSTA is embedding innovation into the core of our operations, delivering transparency, efficiency, and impact at scale. This talk will offer practical insights into building a digital-first culture within the public sector and the lessons the NSTA have learned along the way.

Patrick Rickles, *Head of Digital Skills and Innovation*

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13:00 – 13:30

## CASE STUDY PRESENTATION

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13:30 – 14:15

## LUNCH

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14:15 – 14:45

## TEA, COFFEE & NETWORKING BREAK

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14:45 – 15:15

## CHANGE MANAGEMENT WITHIN THE CIVIL SERVICE

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Vicky Webb and Mandy Oliver will discuss the ongoing change management programme within the Department for Business and Trade, detailing how it is enabling improvement and driving efficiency.



Vicki Webb, *Deputy Director for Change Strategy and Delivery*  
Mandy Oliver, *Head of Change Management*

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Ministers currently have to make do with out-of-date financial and HR information when making decisions. The teams who advise them have to commission departments manually to submit returns, often in the form of spreadsheets by email. It can take weeks to get a full picture across government, with a significant manual effort. For senior decision-makers, it can be like trying to drive a car by only using the rear-view mirror. The Chief Secretary to the Treasury complained about this in a speech earlier this year.

The establishment of five shared ERP systems, which hold all HR and finance data for the UK central government using common data standards, creates exciting opportunities. One of these is the potential to automate the provision of up-to-date summary data available to ministers and central teams. All the components are either in place or already planned. The Central Integration Hub, for example, has been set up to enable the new ERP systems to interact with central systems.

We completed the Discovery phase in December 2024 and are now working on the Alpha phase, a pilot with the Overseas cluster.

**Patrick Haston**, *Head of Cloud Transformation*

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Government  
Shared Services



Government  
People Group

## THE ART OF BALANCING TRUST, ETHICS AND DATA SECURITY WHEN SUPPORTING RESEARCH

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This will be a look at how the ONS has, since the introduction of the Digital Economy Act 2018, managed access to data for researchers. The opportunities and challenges that have emerged, including the pressures for more data and wider access. Our plans for how this service will operate in the future. I'll describe how we accredit both Trusted Research Environments, Researchers and Projects and our plans to review these accreditation criteria based on feedback from users and data providers, I'll also describe the work of the National Statisticians Data Ethics Committee and the processes that we have to assure that all projects and use of data are ethical.

**Nicola Shearman**, *Head of Legal and DGLP and Data Protection Officer*

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UK Statistics  
Authority

**16:15 – 16:45**

## **MANAGING RISK AND COMPLIANCE**

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During this presentation, Christopher Whitehead will talk about cyber transformation, managing risk and compliance within central government as well as the oversight of critical services.

**Christopher Whitehead**, *Head of Information Security*

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Cabinet Office  
Digital

**16:45 – 17:15**

## **CASE STUDY PRESENTATION**

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**17:15 – 17:45**

## **TEA, COFFEE & NETWORKING BREAK**

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**17:45**

## **EVENT FINISH**

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