

Transforming Shared Services

A UK Government Perspective

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About Defra



Department
for Environment,
Food & Rural Affairs



Our priorities are to

- Clean up Britain's rivers, lakes and seas
- Create a roadmap to a circular economy
- Ensure nature's recovery
- Support our farmers to boost food security
- Improve our resilience to the dangers of flooding.

32,000 Defra group employees

Including 13,000 Civil Servants

Across 34 agencies and public bodies

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About Defra Group Corporate Services

Defra group Group Corporate Services

- We have existed since 2017, and we deliver via partnership agreements across the Defra group
- We have over 3,000 people working across our seven functions.
- We deliver 50+ high level functional services.

Defra group Human Resources (HR)

Defra group Finance (DgF)

Defra group Commercial (DgC)

Defra group Property (DgP)

Defra group Digital, Data, Technology & Security (DDTS)

Defra group Strategy, Partnerships and Operations (SPO)

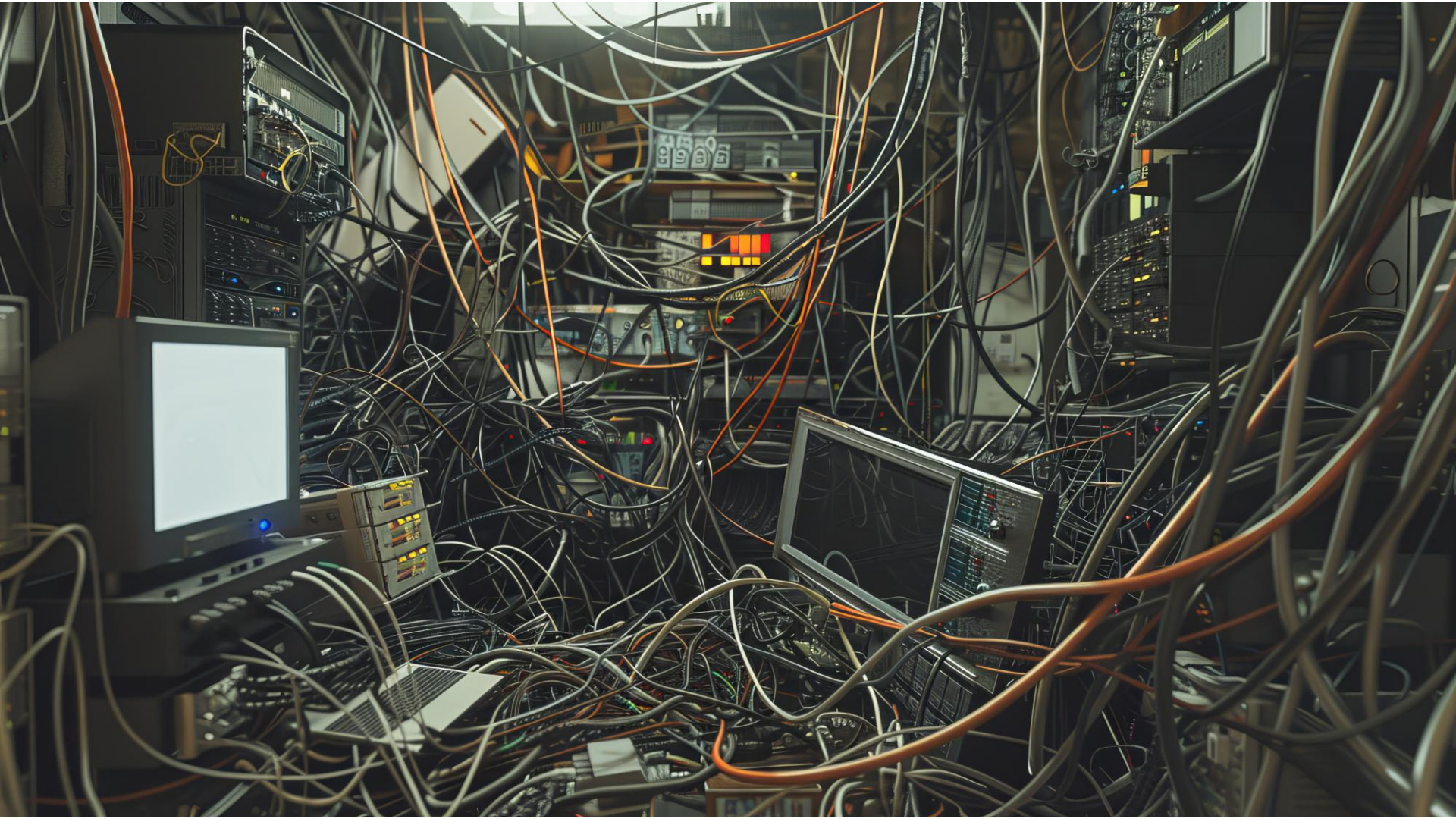
Defra group Communications

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Why is delivering transformation so hard?

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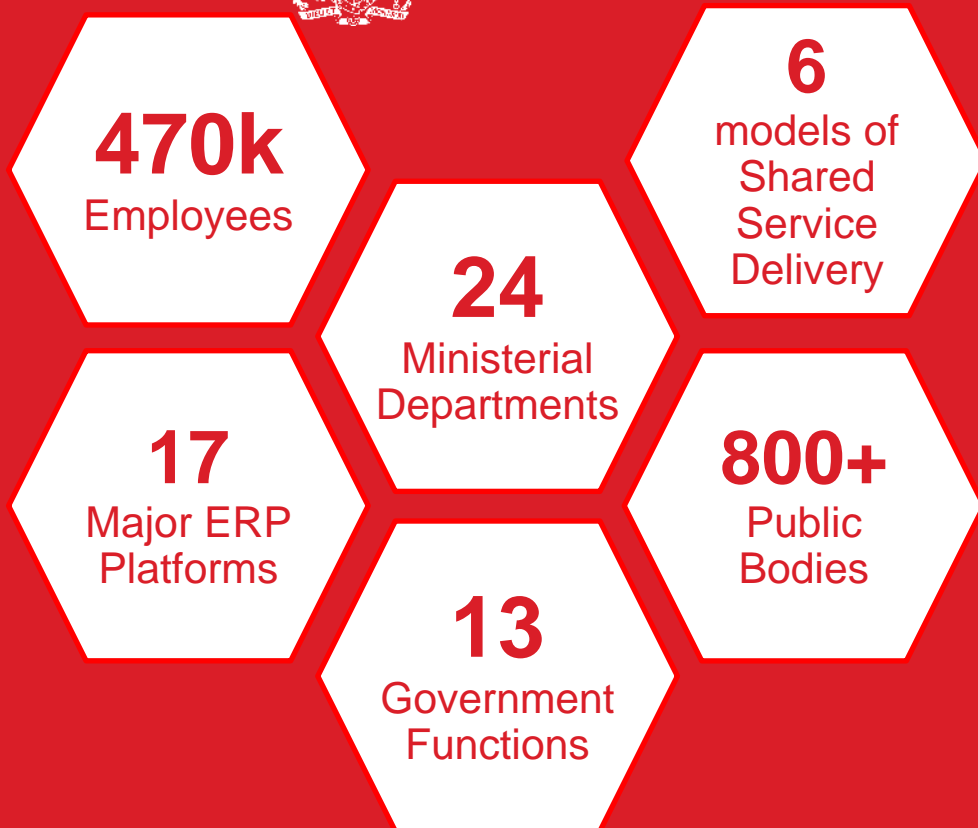


How did we get here?

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**The scale of
the challenge**
of transforming
shared services in
government





What we are faced with

Some key
challenges

Technical debt
and aged
systems



Challenged
resources



Changing and
new priorities



Change overload
and resistance



Old models don't
work anymore



Lack of
consistency





What we want to achieve via transformation?



UK Shared Services for Government Strategy

How we get to 2030



Delivering **better services**, through **modern systems**, at a **lower cost**. This means...



A better experience for all users with systems that are intuitive, easy to use, and mobile-enabled.



Efficiency and value for money through better systems and services, which support productivity and reduce costs



Standardised processes and data to support interoperability, making it easier to understand and compare corporate data.

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How we are approaching shared service

Good practice in
designing shared
services

**Accountable
leadership**



**Taking your
people with you**



**Service
excellence**



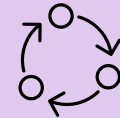
**Transformation
and continuous
improvement**



Adopt not adapt



Interoperability



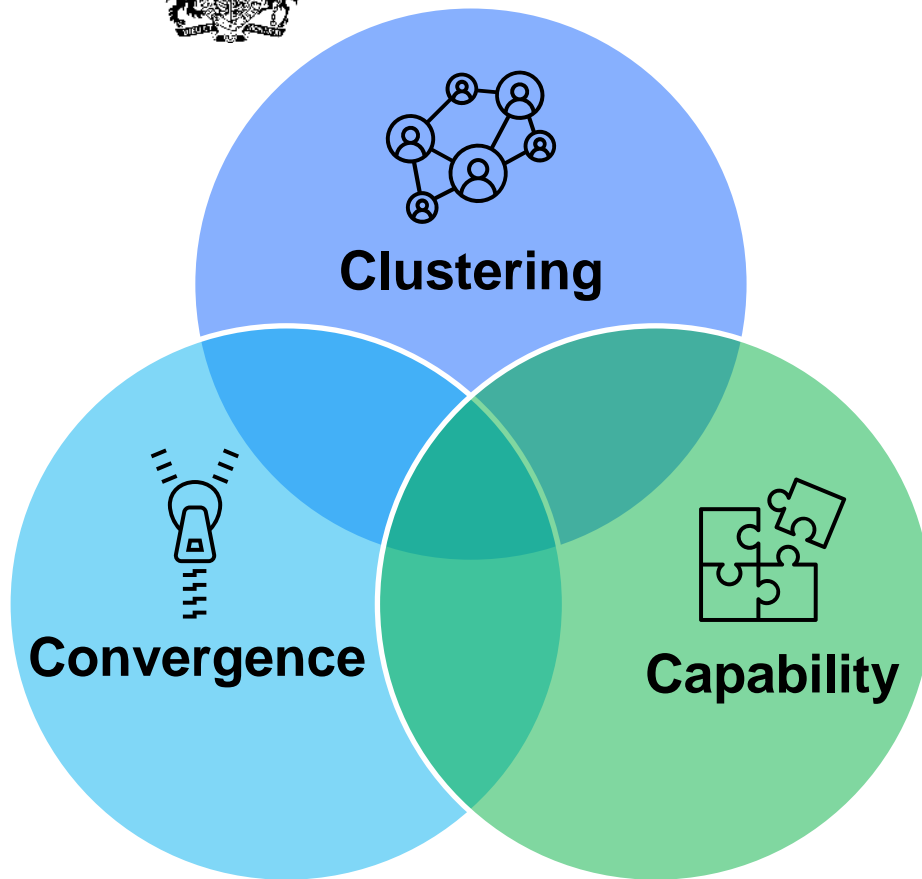


What are we doing to transform shared services?



What are we focussing on?

Common areas
where we want
to be better?



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Clustering

24 departments into
5 shared service
centre clusters

Defence



Delivered by
MoD Defence
Business Services

Overseas



Delivered by
FCDO
Shared Services

Synergy



Currently delivered by
Shared Services
Connected Ltd (SSCL)

Matrix



Delivered by
UK Shared
Business Services

Unity



Delivered by
Unity/HMRC
Shared Services



Convergence

We have developed a Functional reference model For HR, finance, commercial and grants functions.

~700
Process Flows



~600
Data Standards



Data

~2500
Business Terms



Leading Practices

~275
Performance Metrics



Performance



Technology

NOVA
FUNCTIONAL REFERENCE MODEL

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Capability

Exploring what we
can share more
capabilities held
in departments

Deeper shared capabilities

Exploring sharing more areas where we are more mature in HR, Finance and commercial in our existing clusters.

Broader shared capabilities

Exploring opportunities to share more in other functions such as Digital, Data and Property where we could cluster activity.

Develop new capabilities

Exploring opportunities to build new shared capabilities in Artificial Intelligence, Intelligent Automation and Process Mining.



The background of the slide features a large, faint, light green watermark of the Royal Coat of Arms of the United Kingdom. It depicts a shield supported by a lion on the left and a unicorn on the right, topped with a crown. The shield is divided into four quarters, each containing a different heraldic symbol. The motto 'DIEU ET MON DROIT' is inscribed on a ribbon at the bottom.

DEPARTMENT FOR
ENVIRONMENT, FOOD
& RURAL AFFAIRS

Thank you for listening

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