



OFFICE OF PUBLIC SECTOR REFORM

Brief on Projects and Programmes



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BACKGROUND

In January 1995 the Public Sector Reform Programme was launched with a mandate to alter and improve the structures, processes, systems, attitudes and behaviours in the Public Service and to create the appropriate institutional capacity. This mandate was the catalyst for the creation of the Office of Public Sector Reform in February 1997.

SERVICES

Programme/Service	Brief Description
Employee Assistance Programme (EAP)	The EAP provides employees with a mechanism to address issues that may negatively impact upon their productivity and morale. A number of workshops covering such areas as teambuilding, grievance handling and stress management have been held and public officers, and in some cases their immediate relatives, have received counselling. Two private vendors provide the EAP service and OPSR administers the programme.
Organisational Reviews/Assessments	Organisational reviews are conducted on request for ministries/departments. An Organisational Review is a comprehensive in-depth examination of the systems, procedures, processes and structure of an organisation with a view to improving its performance.
Manpower Audits	Manpower audits are conducted on request for ministries/departments. A manpower audit is a comprehensive review of the human resources assigned to an agency.
Change Management	Change management is about increasing the probability of an organization realizing its future state so that associated outcomes and the expected return on investment are achieved. OPSR's change management services are practical in its application as it leverages mechanisms within organizations to influence and develop employees through activities such as communication, training, and visible sponsorship, while at the individual level paying

Programme/Service	Brief Description
	attention to coaching and resistance management.
Records Management/Registry Reviews	The Office assists ministries/departments on request with the review or setup of registries.
Process Mapping	The Office conducts process flow mapping and analysis for improvement in workflow and organisational performance
Service Standards/ Service Assessment and Improvement Programme	The Office provides assistance to key service agencies that have direct contact with members of the public in improving service delivery with the establishment of service standards, customer service training and other initiatives.
Strategic Planning	The Office provides technical assistance to ministries and departments on request with the development of strategic plans.
Public Relations	The Office produces a quarterly magazine 'Challenge to Change' to keep stakeholders abreast of PSR issues and other pertinent information/human interest articles. The Office also has a website www.reform.gov.bb and Facebook page which provides information on PSR and allows users to download and print publications.
Publications	The Office produces from time to time manuals, brochures, guidelines and assists agencies with the development of such items.

CURRENT PROJECTS/PROGRAMMES

Records Management/Registry Reviews

- Ministry of Education, Science, Technology and Innovation
- Technical and Vocational Education and Training (TVET) Council
- Office of the Governor General
- Barbados Postal Service
- Immigration Department

Strategic Planning

- Ministry of Industry, International Business, Commerce and Small Business Development
- Barbados Fire Service
- Data Processing Department
- Training Administration Division

Manpower Audit

- Ministry of Tourism and International Transport

Organisational Review/Assessment

- Personnel Section, Police Department
- Post Office

Change Management

- Ministry of Health - Amalgamation of the Government Labs
- Personnel Administration Division - Implementation of the Correspondence Management System
- Barbados Postal Service
- Data Processing Department

Service Assessment Improvement

- Ministry of Health – Polyclinics

Procedural Manuals

- Ministry of Education, Science, Technology and Innovation

Employee Assistance Programme

Completed Activities

- Presentations on the EAP - Polyclinics, National Assistance Board, Auditor General, Welfare Department, Geriatric Hospital, Ministry of Agriculture and Water Resource Management, Schools Meals Department, Urban Development Commission, National Council of Substance Abuse and a number of schools
- EAP Workshops – Town and Country Planning Office,
- Panel Discussion – National Housing Corporation

Proposed Activities

- Presentations on EAP – Auditor General, Prison Officers Week Health extravaganza, Psychiatric Hospital, Ministry of Labour and Human Resource Development
- EAP workshop – Barbados Library Service, Statistical Service

Ongoing

- Counselling Services - Network Services Centre
- Critical Incidence Stress Debriefings

Communications and Public RelationsOngoing Activities

- Challenge to Change Magazine
- Facebook Page
- Website
- Public Sector Reform Annual Desk Pad

Completed Activities

- Promotional items for the Correspondence Management System
- Development of brochure promoting the Correspondence Management System

Other Activities

- Development of Challenge to Change Electronic App
- Promotion of the Correspondence Management System
- Promotion of the new Competency Framework

SPECIAL PROJECTS**Business Process Reengineering Project (ongoing)**

Barbados continues to fall in the competitive rankings and there is an urgent need to improve efficiency, effectiveness and service delivery in the Public Sector by reviewing and reengineering business processes, particularly in the various service agencies. The main objectives of the project are to improve Public Service efficiency and effectiveness and service delivery.

Current Projects:

- Registration Department
- Land Registry

- International Business Unit
- Town and Country Planning Office (pending)

Change Management Programme (ongoing)

Failure to pay attention to the people side of change when implementing new projects/programmes may result in low utilization, slow speed of adoption and poor proficiency. Change management is practical in its application as it leverages mechanisms within organizations to influence and develop employees through activities such as communication, training, and visible sponsorship, while at the individual level paying attention to coaching and resistance management. Change management is about increasing the probability of an organization realizing its future state so that associated outcomes and the expected return on investment are achieved while seeking to understand employees' values and finding ways to motivate staff and create harmony in the workplace.

Current Projects:

- Personnel Administration Division (Correspondence Management System)
- Ministry of Health (Amalgamation of the various labs)
- Post Office (Modernisation)
- Data Processing Department (Restructuring)

Audit of Statutory Boards

The objective of the project is to document all posts at the statutory boards. The information that will be captured include: Post title, salary, no. of positions, status (Permanent/Temporary/Contract), allowances and other conditions. A database has been created and the information will be analysed and reconciled with the information at the Ministry of the Civil Service. On completion the Ministry of the Civil Service and the Office of Public Sector Reform will have an accurate record of posts at the statutory boards

Directory of Ministries, Departments, Statutory Boards and Public Companies

Currently there is no comprehensive listing of all agencies in the Public Sector. The Office is in the process of compiling a list of all agencies in the Public Sector with definitions on what is a ministry/department/statutory board/public company. This directory will be distributed to all ministries for review before the document is finalised.

Strategic Planning Work Book/Guidelines

To increase the use of strategic planning as a management tool the Office will be developing a strategic planning workbook and guidelines for distribution throughout the Public Sector. The workbook and guidelines are in the final stages of development.