

## **WEST DUNBARTONSHIRE COUNCIL**

### **Report by Interim Executive Director of Social Work and Health**

**Social Work and Health Improvement Committee: 17 March 2010**

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**Subject: Public Service Improvement Framework**

#### **1. Purpose**

- 1.1** This report is to update members with the finalised action plan arising from the departmental self assessment carried out using the Public Service Improvement Framework (PSIF), and with details of the planned roll out schedule for PSIF for each service area of the Department.

#### **2. Background**

- 2.1** Members will recall that at the January 2010 Committee a report was presented to inform members of a project undertaken by the Social Work and Health Department to work with the Social Work Inspection Agency (SWIA) and the Improvement Service to pilot the use of the Public Service Improvement Framework (PSIF) to undertake a self evaluation using the SWIA Performance Inspection Model (PIM) as guidance.
- 2.2** As well as testing out how well this framework relates to the SWIA PIM, we wished to gain first hand learning experience and to have the opportunity to influence the future use of PSIF with the SWIA PIM.

#### **3. Main Issues**

- 3.1** We were engaged in drawing up and implementing an Improvement Plan, comparing this with our SWIA report, and using what we have learned to support the roll-out of service level PSIF self assessments across Social Work and Health.
- 3.2** We have completed this process and have produced an Improvement Plan, attached as Appendix 1, detailing actions required, desired outcomes, measures of success, targets, timescales, the responsible officer and any resource implications.
- 3.3** The Improvement Plan will be input to Covalent for reporting and monitoring purposes.
- 3.4** A roll out plan to undertake self assessment using PSIF across the Department has been produced and is attached as Appendix 2. This takes into account other related activity, such as competitiveness testing, currently being carried out within the Department.

#### **4. Personnel Issues**

- 4.1** There are no personnel issues arising directly from this process, though the roll-out of PSIF across the department will involve significant employee input. This process and the implementation of any improvement actions arising from the process will involve taking employees away from their direct employment roles, however it is expected that over a number of years the process will be of significant benefit to the department and employees, as the improvements are implemented and employees become more involved directly with the improvement processes of the Council.

#### **5. Financial Implications**

- 5.1** There are no financial implications for this part of the work. However, rolling out PSIF across all our services will require to be resourced to facilitate the process and this will require to be found within existing resources.

#### **6. Risk Analysis**

- 6.1** Issues raised in the improvement plan will require to be progressed. Whether we use the SWIA PIM or PSIF, lack of progress on key actions, or inability to sustain our current progress would result in a higher level of future scrutiny and would reflect badly on the Council. In addition to this the issues highlighted, once implemented are expected to result in a higher standard of service being delivered to the people of West Dunbartonshire. It should be noted that the PSIF process carried out in this exercise and an earlier review done as a pilot for the Council within our Welfare Rights and Money Advice Service has been met with enthusiasm from employees and all are involved in the continuous improvement processes resulting from the assessment. It is expected that similar results will be experienced across the various parts of the department as this process is rolled-out.

#### **7. Equalities Impact**

- 7.1** An equalities impact assessment has been carried out on this plan and identified the need for ongoing monitoring of the effect of the Workforce Plan to ensure that there is no unintended equalities impact as a result of the implementation of the plan.

#### **8. Conclusion and Recommendations**

- 8.1** The Improvement Plan will now be implemented and monitored and PSIF rolled out across the Department as shown.
- 8.2** Members are asked to:
- a) Note the updated and finalised improvement plan appended to this report; and

- b) Note the schedule for the roll-out of the PSIF process within the Social Work and Health department.

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<b>Appendices:</b>	Appendix 1 – Departmental PSIF Improvement Plan Appendix 2 – Schedule for roll-out of PSIF
<b>Background Papers:</b>	Equalities Impact Assessment
<b>Wards Affected:</b>	All