

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Executive

Audit & Performance Review Committee: 14 March 2007

Subject: Public Services Improvement Framework

1. Purpose of Report

- 1.1** The report updates Committee on the implementation of the new Public Services Improvement Framework.

2. Background

- 2.1** In September 2006, the Improvement Service in partnership with Quality Scotland and West Lothian Council formally launched the 'Public Sector Improvement Framework' (PSIF). This was the 'West Lothian Assessment Model' which was developed internally by West Lothian Council and based largely on the European Foundation Quality Model (EFQM) to integrate all the requirements of best value, EFQM, Chartermark and Investors in People (IiP) in one new self-assessment framework.
- 2.2** The framework has been endorsed by COSLA, Investors in People and the Improvement Service and is being developed and marketed by Quality Scotland - who are the lead body in Scotland for EFQM.
- 2.3** The PSIF was formally launched by Tom McCabe, the Minister for Finance and Public Service Reform, in Edinburgh on 26th September. The framework is being rolled out in 2 phases – the first phase being a pilot involving 2 local authorities, one government service area and one fire/police authority which will run for one year. The local authorities selected for Phase 1 were Edinburgh and Stirling/Clackmannanshire (jointly).
- 2.4** The last meeting of this Committee endorsed the CMT recommendation that we adopt the PSIF as the Councils continuous improvement framework.
- 2.5** Quality Scotland are working with us in the interim so that we will be ready to participate in Phase 2 later this year.

3. Main Issues

- 3.1** A briefing for senior management took place on 27th February.
- 3.2** A new Quality and Improvement Officer is being recruited – and is expected to be in post by the end of March. The implementation of the PSIF is a key task for this officer.
- 3.3** A new Project Team has been set-up to manage the implementation of the PSIF with representation from all Departments. A list of potential services to pilot the framework has been drawn up.
- 3.4** Assessor training is being planned.

4. Financial Implications

4.1 There are no financial implications.

5. Personnel Issues

5.1 There are no personnel issues.

6. Risk Analysis

6.1 No Risk analysis is needed for this report

7. Recommendations

7.1 The Committee is invited to note the contents of this report.

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David McMillan
Chief Executive
Date: 1 March 2007

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Appendix: None

Background Papers: None

Wards Affected: All