

WEST DUNBARTONSHIRE COUNCIL

Report by the Chief Executive

Corporate and Efficient Governance Committee : 20 April 2011

Subject: Chief Executive's Department Public Service Improvement Framework (PSIF) Improvement Plan

1. Purpose

1.1 The purpose of this report is to inform members of the Chief Executive's Department Public Service Improvement Framework (PSIF) self assessment and the resulting Departmental Improvement Plan.

2. Background

2.1 In line with the recommendations of the Crerar review in 2007 and the new Audit Scotland BV2 process the Council are rolling out PSIF self assessment and improvement planning as the core tool to facilitate continuous improvement.

2.2 In August 2010, Council agreed the Continuous Improvement Strategy which includes a programme to roll out PSIF strategically and with services.

2.3 The Departmental assessment will ensure that every area of business is subject to challenge and improvement and leaders and staff are demonstrating the behaviours which are required to promote openness, transparency and accountability.

2.4 The PSIF improvement plan will be used as key evidence to be submitted to Audit Scotland and the shared risk assessment team.

3. Main Issues

3.1 The self assessment team consisted of the Head of Service, Managers and Officers from the Department.

3.2 Introductory training on PSIF was provided in house by a qualified EFQM assessor prior to self assessment, which equipped staff with knowledge of the self assessment and improvement planning process which they require to actively participate in a self assessment of their Department.

3.3 The self assessment and improvement planning process involved allocating specific areas of the PSIF framework to members of the team to assess; they reviewed evidence and identified areas where improvements were required in their Department.

- 3.4** The team then participated in a fully facilitated PSIF self assessment of their performance led by the Manager of Quality who is a professionally qualified EFQM assessor.
- 3.5** As a result of the self assessment a CED PSIF Improvement Plan was designed to address areas of improvement identified. The plan is broken down into nine sections to reflect the nine areas in the framework against which the Department were assessed:
1. Leadership
 2. Strategic planning
 3. People management
 4. Partners and resources
 5. Processes
 6. Customer results
 7. People results
 8. Community results
 9. Key performance results
- 3.6** Improvements were identified across the spectrum of the framework, all of the improvement actions are contained in a Gantt Chart Appendix 1 and this gives the timeline of implementation in a better visual format than the subsequent Appendices.
- 3.7** The Improvement Plan at Appendix 2 only contains actions which are embedded in the 2010/11 Departmental Plan and have largely been completed.
- 3.8** Appendices 3 & 4 contain longer term actions which will be reviewed and integrated into the Departmental Planning process of future years and reported on through the Performance Management Framework.
- 4. People Issues**
- 4.1** There are no people issues.
- 5. Financial Implications**
- 5.1** A number of relevant PSIF Improvement actions are also in the 2009/10 and 2010/11 Best Value Improvement Plans so financial resources have already been identified. It is expected that the PSIF Improvement Plan can be delivered from within existing resources.
- 6. Risk Analysis**
- 6.1** Lack of progress in implementing the Departmental PSIF Improvement Plan could result in a higher level of scrutiny by Audit Scotland. Sound self assessment is fundamental to the SRA regime.

7. Equalities, Health & Human Rights Impact Assessment (EIA)

7.1 No significant issues were identified in a screening for potential equality impact of this plan.

8. Conclusions and Recommendations

8.1 Although the Department is already committed to embedding a culture of continuous improvement, taking part in the PSIF and improvement planning process has provided a systematic approach to self assessment.

8.2 To ensure alignment and streamlining of improvement activity, the PSIF Improvement Plan has been embedded in the current strategic planning and performance management system of the Department

8.3 Committee members are asked to note the Chief Executive's Department PSIF improvement plan 2010/11, 2011/12 and 2012/13.

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Date: 7 April 2011

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Appendices: Appendix 1 PSIF Improvement Plan 2010/13 Timeline
Appendix 2 PSIF Improvement Plan 2010/11
Appendix 3 PSIF Improvement Plan 2011/12
Appendix 4 PSIF Improvement Plan 2012/13

Background Papers: None

Wards Affected: All