

WEST DUNBARTONSHIRE COUNCIL

Report by Director of Community Health & Care Partnership

Community Health and Care Partnership: 6 April 2011

Subject: Public Service Improvement Framework – Improvement Plan Update

1. Purpose

- 1.1** This report is to update members with the reviewed and refreshed action plan arising from the departmental self evaluation carried out using the Public Service Improvement Framework (PSIF) in 2010, and with an up-date on the planned roll out schedule for PSIF for each service area of the Department.

2. Background

- 2.1** Members will recall that in January 2010 a report was presented to inform members of the completion 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** In March 2010 we reported on the completed Improvement Plan detailing actions required, desired outcomes, measures of success, targets, timescales, the responsible officer and any resource implications.

3. Main Issues

- 3.1** Since then, we have matched the PSIF Improvement Plan to actions arising from the recommendations from our original SWIA report and integrated these into the annual departmental service planning process.
- 3.2** Our current review notes progress across all sections of the improvement plan and the refreshed Improvement Plan has been input to Covalent for ease of ongoing reporting and monitoring purposes. Appendix 1 is an extract from Covalent showing progress made on the improvement plan to date.
- 3.3** A roll out plan to undertake self evaluation using PSIF across the Department which takes into account other related activity, such as competitiveness testing, currently being carried out within the Department is underway. Home Care services will complete an improvement plan by the end of March and Learning Disability services are in discussion about commencing with their self evaluation within the next two to three months. Appendix 2 shows the planned roll-out plan for PSIF across the department.

- 3.4** As with an earlier pilot with Welfare Rights and Money Advice, the experience of undertaking PSIF has been met with enthusiasm from staff and their managers and has provided a wide range of staff with the opportunity to be involved in improvement activity.
- 3.5** PSIF provides a recognised and accredited framework for self evaluation and as such will support the on-going process of external scrutiny.
- 3.6** Some concerns were expressed that the number of actions detailed in the original plan might be too onerous and these have been addressed by theming and grouping the main issues and changing some actions into milestones. As the roll out continues across each service area, it is expected that more improvement actions will correlate with the Departmental plan and will contribute to systematic self evaluation and continuing improvement.

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 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.

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

- 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 action 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 continue to be implemented and monitored and PSIF rolled out across the Department as shown.

8.2 Members are asked to:

- a) Note the review of the improvement plan; and
- b) Note the progress to roll-out of the PSIF process within the CHCP.

Keith Redpath
Director
Community Health & Care Partnership

Date:

Person to Contact: Mrs Beryl Middleton, Section Head, Service Improvement, Social Work and Health Services, Garshake Road, Dumbarton G83 3PU. Tel: 01389 737783

Appendices: Appendix 1 – Departmental PSIF Improvement Plan
Appendix 2 – Schedule for roll-out of PSIF

Background Papers: None

Wards Affected: All