

WEST DUNBARTONSHIRE COUNCIL

Report by the Executive Director of Corporate Services

Corporate and Efficient Governance Committee

20 April 2011

Subject: Public Service Improvement Framework (PSIF) Improvement Plan

1. Purpose

- 1.1** The purpose of this report is to inform members about the Corporate Services Public Service Improvement Framework (PSIF) self assessment and seek approval to implement the 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 now rolling out PSIF self assessment as the core tool of self assessment and improvement.
- 2.2** The Council agreed to use PSIF as the umbrella corporate framework for self assessment and improvement. A hierarchical approach to improvement is being implemented, which includes the Corporate Management Team, Departmental and service based reviews.
- 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** Whilst it was acknowledged that the Best Value Improvement Plan is the Councils top priority it was also considered important that the Corporate Services department should provide visible leadership, strategic direction, and commitment to employees by participating in the process of self assessment and improvement.
- 2.5** 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 Director, Heads of Service, Managers, and the Director's secretary.
- 3.2** Introductory training on PSIF was provided in house by a qualified EFQM Assessor prior to self assessment, which provided an appreciation of the self assessment process and the knowledge required to actively participate.

- 3.3** The self assessment 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.
- 3.4** The team subsequently participated in a fully facilitated PSIF self assessment of the department's performance. Since then the team have undertaken further opportunities to review, prioritise, and refine the proposed improvement plan to ensure it adopts a holistic approach to performance and improvement and the plan is streamlined, avoids duplication, and can be wholly integrated within current service and operational plans.
- 3.5** As a result a Corporate Services Department PSIF Improvement Plan has been developed (Appendix 1) and designed to address the priority improvement areas identified during the assessment process. A number of core areas were identified across the spectrum of the framework and development of the improvement plan focused on the high level actions and milestones which will have the knock on effect of addressing a wider range of improvement actions.
- 3.6** Progress of the improvement plan will be monitored monthly through the Director's performance meeting and a complete assessment and evaluation of progress will be undertaken at the six month stage. Performance will be reported as part of the Departments schedule of quarterly performance reporting.

4. Personnel Issues

- 4.1** There are no personnel issues.

5. Financial Implications

- 5.1** Any financial resources to implement actions from the departmental PSIF improvement plan will be found from within existing resources and approved budgets.

6. Risk Analysis

- 6.1** The improvement plan is recognised as a high priority and acknowledges the need for the Council to demonstrate a strong commitment and progress within the principle of continuous improvement.

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

- 7.1** The PSIF assessment process recognises the role of impact assessment and individual elements of the improvement plan will be screened for potential equality impact.

8. Conclusions and Recommendations

- 8.1** The Department is committed to implementing the PSIF as the Council's primary tool to continue to deliver continuous improvement within its service delivery.
- 8.2** To ensure alignment and streamlining of improvement activity the PSIF improvement plan has been refined and reviewed by the department's management team and will be embedded in the departmental and service operational plans.
- 8.3** Members are asked to note the Corporate Services Department PSIF improvement plan.

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8th April 2011

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Appendices: Appendix 1: PSIF Improvement Plan

Background Papers: None

Wards Affected: None