

---

**Report To:** Policy and Resources Committee      **Date:** 26 March 2019

**Report By:** Steven McNab  
Head of Organisational  
Development, Policy and  
Communications      **Report No:** PR/09/19/LM

**Contact Officer:** Louise McVey  
Corporate Policy, Performance  
and Partnership Manager      **Contact No:** 2042

**Subject:** Update on the Public Service Improvement Framework (PSIF)

---

## **1.0 PURPOSE**

- 1.1 The purpose of this report is to provide the Policy and Resources Committee with an update on the Council's Public Service Improvement Framework (PSIF) programme and to seek approval to move to a three yearly cycle of PSIF assessments.

## **2.0 SUMMARY**

- 2.1 All services of the Council that are not governed by a formal self-evaluation framework carry out a self-assessment using the Public Service Improvement Framework (PSIF) model. To date, this has been a two year rolling programme that seeks to ensure continuous improvement in service delivery.
- 2.2 At its meeting on 6 February 2018, the Policy and Resources Committee approved the Public Service Improvement Framework (PSIF) schedule of assessments for 2018. Facilitated self-assessments were carried out with Legal and Property and Regeneration and Planning Services.
- 2.3 An assessment of the former Safer Communities Service was also scheduled to take place during 2018. This did not happen due to the changes in the management structure that took effect in April 2018. The service functions of the former Safer Communities Service have been absorbed within the self-evaluation and improvement work of the Inclusive Education, Culture and Communities and Environment and Public Protection Services.
- 2.4 The PSIF model is formally reviewed every 3 years. A review is currently underway at the moment, led by the Improvement Service with support from a small number of PSIF organisations.
- 2.5 The CMT recently considered a progress report on the PSIF programme and is proposing that Services move to a three yearly cycle of assessment. This would have the benefit of aligning the PSIF programme with the three year lifespan of the Corporate Directorate Improvement Plans and the national PSIF review.
- 2.6 Services will continue to ensure that they can evidence robust self-evaluation that is timely, meets the needs of the organisation and demonstrates a commitment to continuous improvement. This includes, but is not limited to, service reviews; budgets savings exercises; customer surveys; benchmarking groups; stakeholder engagement and performance reporting.

2.7 Subject to the approval of the Policy and Resources Committee to move to a new, three yearly assessment cycle, the next phase of assessments is due to be carried out in 2020. A report providing further information on this will be brought to this Committee in November 2019.

### **3.0 RECOMMENDATIONS**

3.1 It is recommended that the Committee:

- Approves a move to a three yearly cycle of PSIF assessments, which will apply to those services that are not governed by a formal self-evaluation framework.

**Steven McNab**

**Head of Organisational Development, Policy and Communications**

## **4.0 BACKGROUND**

- 4.1 Self-evaluation is a critical aspect of audit and inspection. It is also integral to any continuous improvement process as it enables an organisation to understand its current level of performance and to implement improvement actions that will drive the organisation forward. The Audit Scotland Best Value Assurance Report on Inverclyde Council found that Inverclyde Council uses self-evaluation consistently with clear links to improvement plans.
- 4.2 The Public Service Improvement Framework (PSIF) has been the Council's preferred self-assessment framework since 2008. At present, all services within the Council that are not governed by formal self-evaluation or inspection framework (e.g. Care Inspectorate, How Good is our Public Library Service, Validated Self-Evaluation etc.) participate in a rolling programme of PSIF self-evaluation and develop a service improvement plan approximately every two years. This helps the Council demonstrate its commitment to continuous improvement.
- 4.3 PSIF is the leading performance management/self-assessment framework in Scottish local government and has been widely adopted across the public and third sector. 34 organisations have implemented the framework in some form.
- 4.4 Responsibility for monitoring the PSIF programme lies with the Corporate Quality Improvement Group (CQIG). Reports are presented to the CMT and Policy and Resources Committee as appropriate.

## **5.0 THE PSIF PROGRAMME 2018**

- 5.1 At its meeting on 6 February 2018, the Policy and Resources Committee approved a timetable of PSIF assessments for the year. Two services carried out assessments over the course of the year:
  - Legal and Property Services; and
  - Regeneration and Planning
- 5.2 Assessments were carried out by small team of officers from across the service and a range of improvement actions were identified. These improvement actions have been considered by the Head of Service and developed into an improvement plan. It is the responsibility of each Head of Service to ensure that the improvement plan for their service is implemented.
- 5.3 An assessment of the former Safer Communities Service was also scheduled to take place during 2018. This did not happen due to the changes to the management structure that took effect in April 2018. This resulted in the roles and responsibilities of this service being transferred to the Inclusive Education, Culture and Communities and Environment and Public Protection Services. The service functions within the former Safer Communities have been absorbed within the self-evaluation and improvement work of these new Services.

## **6.0 FUTURE SELF-EVALUATION PROGRAMME**

- 6.1 The PSIF is an integral part of Inverclyde Council's strategic planning and performance management framework. High level, corporate improvement actions that are identified are incorporated into the CDIPs where appropriate, and service level actions are formulated into a service improvement plan.
- 6.2 The PSIF model is reviewed by the Improvement Service every 3 years to ensure that it remains fit for purpose and reflects any changes in public sector. The Improvement Service is carrying out a further review during 2019, with support from a small number of PSIF organisations.

- 6.3 Looking ahead, the CMT is proposing that Services move to a three yearly cycle of PSIF assessment. This would have the benefit of aligning the PSIF programme with the Corporate Directorate Improvement Plans' three year lifespan and the national PSIF review.
- 6.4 Services will continue to ensure that they can evidence robust self-evaluation that is timely, meets the needs of the organisation and demonstrates a commitment to continuous improvement. This includes but is not limited to, service reviews; budgets savings exercises; customer surveys; benchmarking groups; performance reporting and stakeholder engagement.
- 6.5 Subject to the approval of the Policy and Resources Committee for a new, three year assessment cycle, the next phase of assessments will be carried out in 2020. A report providing further information on this will be brought to this Committee in November 2019.

**7.0 IMPLICATIONS**

**7.1 Finance**

The cost of carrying out the PSIF assessments is associated with staff time and is contained within existing budgets.

Financial Implications:  
One off costs

Cost Centre	Budget Heading	Budget Year	Proposed spend from this report	Virement from	Other Comments
N/A					

Financial implications: Annually recurring costs

Cost Centre	Budget Heading	Budget Year	Proposed spend from this report	Virement from	Other Comments
N/A					

**7.2 Legal**

There are no known legal implications.

**7.3 Human Resources**

None.

**7.4 Equalities**

The PSIF model includes a strong focus on equalities.

Has an Equality Impact Assessment been carried out?

Yes

**No** This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

## **7.5 Repopulation**

The self-assessment process enables organisations to identify their strengths and the areas for improvement, which help to build a culture of continuous improvement within the organisation. A high performing Council will in turn make Inverclyde a more attractive place in which to live and work.

## **8.0 CONSULTATION**

8.1 The recommendations contained within this report have previously been approved by the CMT.

## **9.0 LIST OF BACKGROUND PAPERS**

9.1 None