

The Public Service Improvement Framework (PSIF) is an innovative and bespoke quality model for public services in Scotland. Developed by West Lothian Council in partnership with Quality Scotland and Investors in People Scotland it is tailored to the public sector environment. Integration of quality frameworks such as the EFQM Excellence Model, Charter Mark and the Investors in People Standard inspire a holistic approach to delivering continuous improvement.



With a structure based on the EFQM Excellence Model, the PSIF has nine criteria parts – all encompassing linkages with the aforementioned quality model and standards as well as the principles of Best Value. The nine criteria are organised in two sections and are scored using RADAR © EFQM:

<b>What we do</b> Evaluating the processes and policies in place	<b>What we achieve</b> Analysing the results gathered
<ol style="list-style-type: none"> <li><b>1 Leadership</b> Setting the overall aims of the organisation, and managing and implementing this through planning and involvement with stakeholders and people</li> <li><b>2 Service Planning</b> Policy and Strategy, the context within which the organisation operates, and how it monitors its performance</li> <li><b>3 People Resources</b> What people resources are used, and how they are managed and motivated</li> <li><b>4 Partners and Other Resources</b> What relations there are with partners, what other resources are used, and how they are managed</li> <li><b>5 Service Processes</b> Activities and Initiatives – What the organisation does to meet the aims it has set out - with measurable targets</li> </ol>	<ol style="list-style-type: none"> <li><b>6 Customer Results</b> How well the organisation meets the needs and expectations of its customers</li> <li><b>7 People Results</b> What the organisation has achieved in terms of motivating, involving, developing and valuing its staff</li> <li><b>8 Community Results</b> Sustainability and the good neighbourliness aspect of the organisation</li> <li><b>9 Key Performance Results</b> What the organisation has achieved in relation to its Performance Indicators</li> </ol> <p>The performance of the organisation in relation to the targets set out in the plans for activities and initiatives</p>
<b>Scoring:</b> Approach, Deployment & Assessment & Review (100)	<b>Scoring:</b> Trends, Targets, Comparisons, Causes & Scope (100)