



Public Service Improvement Framework

The PSIF Overview

What is the PSIF?

The Public Service Improvement Framework (PSIF) is a self-assessment tool which encourages organisations to conduct a systematic and comprehensive review of their own activities and results. The benefits of this is that it enables the organisation to identify their strengths and areas for improvement which will inform annual planning and define improvement initiatives that are monitored and measured over a specific period of time.

Self-assessment will not be a new practice for most as many other frameworks and standards use it in their application, including; the EFQM Excellence model, Charter Mark and in Education, How Good Is Our School.

To self-assess using the PSIF it is crucial that there be the involvement of a cross-section of people reflecting the dynamic of the organisation and its' departments. Ensuring that all structural levels are represented within the teams and customer-facing people brings a wealth of experience and information on day-to-day practice and the deployment of policy and strategy. In addition, this can also be used as a development opportunity for people not usually involved in the planning and improvement processes of the service, not to mention new innovation and ideas from untapped resources.

The PSIF has been successfully implemented by LGC Council of the year West Lothian Council (known internally as the West Lothian Assessment Model) in 49 services. The deployment of this framework has contributed to many of the organisation's improvements and successes including an excellent Best Value Audit in 2005, achievement of Charter Mark for many services and the continued retention of the IiP standard.

The Benefits of the PSIF

- The PSIF promotes a more holistic approach to continuous improvement by bringing together a number of organisational improvement tools including the EFQM Excellence Model, Charter Mark and the Investors in People standard
- Containing the principles of Best Value, the PSIF is a structured and systematic way to practically implement the legislation
- It gives organisations control to shape and develop their service delivery as it involves using their own experience and knowledge to evaluate performance and identify areas for improvement
- It is an inclusive process with people from all areas of the organisation able to become involved in assessments