



The winning team from Clackmannanshire Council

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Barry Dickson,
IT Manager,
Clackmannanshire
Council

An “open and honest” approach has been identified as one of the key factors behind Clackmannanshire Council’s successful adoption of PSIF.

The local authority won prestigious Quality Scotland ‘Recognised for Excellence’ awards in both 2010 and 2011, and is regarded as a real PSIF success story.

Barry Dickson, former Head of Business Improvement and Technology Services and now IT manager, has been one of the main drivers of the Clacks Improvement Model (CIM), the council’s variation of PSIF.

Since first adopting PSIF/CIM in 2007, Barry’s service has gone through the process twice and has benefited immensely from the framework.

He revealed that a willingness to embrace change has been the foundation of their success. “I’m enthusiastic about PSIF,” said Barry.

“It’s an extremely powerful tool and can make a radical difference to a service and organisation, but only if you approach it with an open and honest mindset. You must be prepared to take action to improve.

“PSIF requires commitment from the top of the organisations. You can’t just have an isolated team doing it. It’s part of the improvement approach for the whole organisation and has to be embraced in that way.

“The external evaluation aspect is very important. You can do a self-assessment evaluation and get a good mark, but external accreditation has more credibility.



PSIF Case Study

continued....



“We were very clear that we did not want anything other than the most rigorous standards applied to us. That was the approach we took from the start - we didn’t want it carried out with rose-tinted spectacles. We wanted a realistic evaluation telling us where we needed to improve.

“This helped create a focus for our management team and service on where our efforts should go. It also celebrated the fact that we were deploying good practice, or even best practice, in some areas. That was externally acknowledged and was very positive. You can champion change and improvement, but it is also good to applaud success.

“Another positive of PSIF is that it is easier to communicate with staff that excellence is not a destination - it’s an onward journey.

“There is always room for improvement and, through PSIF, the staff have a vehicle which they can put faith in.”

For the second PSIF assessment, a different team of staff was brought together and Barry believes this paid dividends.

He said: “Collectively, the staff have embraced that they are on a continuous improvement journey.

“The staff saw that we had listened, we were taking action and making improvements, and it won their hearts and minds. It’s now seen as part of our improvement toolbox for the service and the council.”

For further information on PSIF, please contact Jane O’Donnell on 01506 775567
