

TAYSIDE FIRE AND RESCUE BOARD

REPORT BY THE CHIEF FIRE OFFICER

23 AUGUST 2010

PUBLIC SECTOR IMPROVEMENT FRAMEWORK (PSIF)**Abstract**

This Report provides Members with background information in relation to the implementation of the Public Sector Improvement Framework (PSIF) within Tayside Fire and Rescue and explains the process.

1 RECOMMENDATIONS

It is recommended that Members support the implementation of PSIF within Tayside Fire and Rescue to help promote continuous improvement within the organisation.

2 BACKGROUND

Tayside Fire and rescue has committed to implementing the Public Service Improvement Framework (PSIF) within the organisation over the next few years. The Public Service Improvement Framework is a business excellence model which aims to improve the way we conduct our business on all managerial fronts. It is a self-assessment framework which encourages organisations to conduct a comprehensive review of their own activities and results. It promotes a holistic approach to continuous improvement by incorporating a number of established organisational improvement tools:

- The EFQM Excellence Model
- The Investors in People Standard
- The New Customer Service Excellence Standard (formally Charter Mark Standard)
- Best Value principles

By integrating the assessment approaches delivered by these frameworks, the PSIF minimises duplication and increases efficiency - whilst retaining the rigour. The roll-out of the Public Service Improvement Framework is supported by four partner organisations: the Improvement Service, Investors in People Scotland, Quality Scotland and West Lothian Council.

Linking to the wider performance environment of Single Outcomes Agreements, Equalities Frameworks and sustainability, the key messages which reflect the strengths of the framework in supporting service improvement are:

- It is an organisational performance improvement framework, which encourages organisations in the public and third sector to conduct a systematic and comprehensive review of their own activities and results through self-evaluation,

- The rigour of the framework requires each organisation to use the same question set and to apply it consistently across the different facets of their structure,
- An overriding purpose of the PSIF is to leave a legacy of self-assessment and a culture of excellence within organisations. PSIF will streamline business improvement initiatives into an all encompassing framework, which will result in greater efficiencies and a better allocation of resources.

The PSIF provides a framework of key questions to challenge and stimulate performance through a structured process, which is developed to suit our organisational needs and drivers.

Through a programme of training, awareness raising and support from the PSIF Implementation Team, we will systematically roll-out a programme of self-assessments throughout the organisation. The self-assessment process will enable us to identify our strengths and the areas for improvement which will, in turn, inform the annual planning process and define improvement initiatives.

Tayside Fire and Rescue Fire Board will be included in this roll-out programme and will be assessed to help support Tayside Fire and Rescue with continuous improvement.

3 FINANCIAL IMPLICATIONS

There was an initial cost of £6960 to Tayside Fire and Rescue to train six members of staff to become qualified assessors. This has been incurred and will be contained within current revenue budget provisions, there are no future costs involved with this implementation.

4 CONSULTATION

The Clerk and Treasurer have been consulted in the preparation of this Report.

5 CONCLUSION

Tayside Fire and Rescue has commenced the implementation of PSIF within the organisation. This will provide the start to a journey of self assessment and continuous improvement within a recognised business excellence model.

S Hunter
Chief Fire Officer

Background Papers

No background papers, as defined in section 50d of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above Report.

Fire and Rescue Headquarters
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