

To: CORPORATE SERVICES COMMITTEE		Subject: Public Service Improvement Framework (PSIF) 2011/2013 Update – Design Services
From: HEAD OF DESIGN & PROPERTY SERVICES		
Date: 10 th May 2012	Ref: WH/KMcL	

1 Introduction

1.1 The purpose of this report is to inform Members on the progress of the Design Services Public Service Improvement Framework (PSIF) improvement plan, previously reported to Corporate Services Committee in October 2010.

2. Background

2.1 Members will be aware of the council's commitment to self assessment as a key element of our business planning process and a requirement of the BV2 arrangements announced by Audit Scotland.

In April, 2008 the council joined a number of other Scottish local authorities and public sector organisations in adopting PSIF as the preferred self assessment model to be used across council services where no statutory self assessment model was in place (e.g. VSE for Learning and Leisure and SWIA for Social Work).

In May 2009 a two year rolling programme at Head of Service level was agreed for PSIF. The programme is now complete with progress on improvement action plans currently being reviewed.

3. Progress and Impact

3.1 Design Services were one of the first services to undertake a PSIF assessment, taking part in the PSIF pilot. The original assessment took place during late 2009. To date progress has been made in implementing the PSIF Improvement Plan agreed at that time.

A large number of actions are now complete, as anticipated given the date of the original assessment. Some of these are noted below, with further information included in the attached appendix:-

- Consistent Communication of Service Improvement Plan and Performance Management Framework throughout Design Service
- Measurement of customer satisfaction for one off projects
- Communication of Customer Feedback returns/available to all staff
- Staff Forum could be used as a mechanism for service improvement
- Customer Feedback returns/analysis available to all staff
- Utilisation of Corporate Complaints System

Some actions remain ongoing, some detailed below:-

- Continue to identify partnership working opportunities
- Further development of Corporate Property Repairs Maintenance Strategy
- Continue to seek out best practice examples across the industry

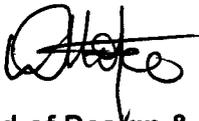
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Overall the impact of the PSIF improvement plan has contributed to high staff satisfaction levels, improved communication across the service, more efficient working practices in highlighted areas and increased customer feedback mechanisms.

Events have moved on since the initial assessment, and after a Council restructure which took place in July 2011 'Design & Property Services' was created. The main priority of this PSIF progress review, was in the first instance to revisit the Design Service action plan, however to address the new service, some new actions have been included in the attached appendix. It is also considered that the new service should undertake a PSIF evaluation in its own right, as early as possible in the next programme.

4. Recommendation

- 4.1 It is recommended that Members note the content of this report.



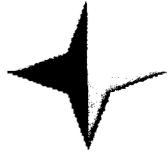
Head of Design & Property Services

For further information on this Report please contact William Hope on 01698 504001.



Design Services
PSIF Improvement Action Plan – Update 2011 - 2013
[February 2012]

Leadership						
Consistent Communication of Service Improvement Plan and Performance Management Framework throughout Design Services	Complete	Monthly management meetings and fortnightly meetings with staff take place. Service Improvement Plan and Performance information is communicated during these meetings. This is now embedded in the service.	√			
Raise Awareness of Bright Ideas Staff Suggestion Scheme	Complete	The launch of Bright Ideas took place in January 2010. After CMT decision is now being managed at Service level again.	√			
Service Planning						
Measurement of customer satisfaction for one off projects	Complete	Post occupancy evaluations are undertaken in Primary and Secondary schools. Feedback is used to inform future design. The information is published on Scottish Government website.	√			
People Resources Additional inhouse training to Communicate work of others across Design Services	Continue during 2012	To date this is mainly undertaken via the team meeting structure. However, with recent changes and creation of 'Design & Property Services' further work around the role & remit of the new services is required.		√		
Partners & Other Resources Continue to identify more partnership working opportunities	Continue during 2012	The New Build Social Housing Framework is delivering 250 houses through 3 contractors. The second Framework is being tendered and is intended to be in place by November 2012.		√		



Access for FSS to share information to ensure timely response to customers	Complete	Work continues with FSS's and CCC to share information which contributes to more efficient working practices across the organisation.	√			
Further development of Corporate Property Repairs Maintenance Strategy	Continue during 2012	Consultation is underway and has been incorporated into the revised 'Asset Management Plan' Paper to CMT Conveners on 20 th Feb - Ongoing meetings are taking place with Services to prioritise properties in line with Report recommendations.		√		
Service Processes Customer Feedback returns/available to all staff	Complete	This is cascaded via the current team meeting structure.	√			
Central information point containing addresses where additional customer needs are a consideration	n/a	After initial discussion and some preliminary investigations a decision was made not to progress this action.			√	
Increase awareness of contact centre staff	Complete	Design staff have spent some time at the Contact Centre with staff and worked together to make some improvements around processes that touch on Design Services.	√			
Staff Forum could be used as a mechanism for service improvement	Complete	Staff Forum continues to date and gives staff the opportunity to raise potential Service Improvement ideas in an informal setting.	√			
Customer Results Customer Feedback Returns/analysis available to all staff	Complete	Cascaded to staff via current team meeting structure and via the local brief.	√			
Utilisation of Corporate Complaints System	Complete	Appropriate staff have been trained in the use of Lagan (Corporate Complaints System).	√			



People Results Continue to develop some form of reward and recognition	Complete	Bright Ideas Staff Suggestion Scheme is now operated at a Service level. Regular feedback on ideas is discussed at Corporate Services Snr Management Team meetings and highlighted via Corporate Services newsletter. Also, Core People Perception Measures have been introduced to each service Performance Portfolio. Targets are set by each service.	√			
Community Results Greater promotion of what Design Services can do for the Community	Complete	This action will be led Corporately. However, Design Services have included 'Community Benefit' questions in Tender information leaflet.	√			
Key Performance Results Review current process with a view to introducing best practice	Continue during 2012	Design Services review performance measures on an annual basis via the service planning process. Work continues to identify best practice via APSE and Society of Chief Quantity Surveyors Benchmarking Group. The service regularly reviews charges by retendering consultants – which is due for renewal in 2012.		√		
Design & Property Services	Continue through 2012	An annual review report on working with partners indicating achievements to date will be prepared.				√
	Continue through 2012	Appropriate performance measures are in place to reflect the remit of the new service.				√