

- 4.1 The purpose of self-assessment is to better understand how the Council is performing and to identify areas for improvement. It should be a continuous process and is a key part of ensuring that duties under Best Value are achieved.

The Council is scrutinised by its External Auditors as to how it is meeting its Best Value duties.

- 4.2 The Best Value Assurance Report (BVAR) published on 23/01/20 by Grant Thornton, our External Auditors at the time, recommended improvements to the Council's approach to self-assessment. In particular they said:
"The council's approach to performance management can be further improved through sharing of practices between services and council teams in order to fully embrace and support effective self-assessment and a culture of continuous improvement."
- 4.3 In response, it was agreed that the Council would:
"Review the Council's approach to self-assessment and implement a new corporate approach to support the Council's continuous improvement and efficiencies agendas."

5. Public Sector Improvement Framework

- 5.1 The Council worked in partnership with the Improvement Service and their Public Service Improvement Framework (PSIF) has been adopted. PSIF is a self-assessment approach to support improvement in organisations. This structured approach enables a systematic, objective, and comprehensive review of activities and results. It should also be noted that PSIF has been adopted by a number of Scottish Councils.
- 5.2 The Improvement Service has undertaken briefing sessions with the Council's Executive (ELT) and Senior Leadership (SLT) teams during workshops on performance and self-assessment. Following this, a pilot assessment was undertaken between January and March 2022 with the Customer Resolution and Improvement Team in Communities and Place. This assessment received strong positive feedback from all participants involved and enabled the training of the staff in the Corporate Performance Team in the assessment approach.
- 5.3 There is a need to accelerate progress on self-assessment and continuous improvement, and it is a likely point of scrutiny by the Council's External Auditors.

6. Developing a PSIF Programme for 2023/24

- 6.1 Following changes to personnel and elections in May 2022, in addition to other ongoing changes in Council structure, a review of the programme and proposed rollout is being developed.

In order to inform this review, and to provide further facilitation experience, the Corporate Performance Team performed a PSIF review of their own function. This learning exercise has resulted in improvements being made to the approach for future PSIF reviews.

- 6.2 The next step is to discuss and agree a new PSIF Programme with the Executive Chief Officers and their management teams. This will focus on areas where improvements are required and may be informed by a variety of different sources including Internal Audit reports, external Inspection reports or areas where poor performance has been identified.
- 6.3 The outcomes from PSIF reviews will be reported to the appropriate Strategic Committees. This will allow all areas for improvement to be scrutinised, with progress in implementing the actions monitored and reported to the Committee.

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