



Public Service Improvement Framework

Joint Statement

The PSIF Partnership and HMIE believe that there are fundamentally common shared objectives for the Public Service Improvement Framework and the Quality Management in Education Model (QMIE 2) and that both support the planning and delivery of service improvement within Scottish local authorities.

There are also shared values around how these frameworks actively contribute to improving the quality of life for citizens and communities across Scotland, and therefore supporting the commitments outlined within the Concordat, and the principles endorsed through Single Outcome Agreements. A mapping exercise has been carried out to assist education officers working within local authorities to align their QMIE2 results to PSIF and vice versa. By reducing the duplication of effort, both organisations aim to meet one of the key recommendations from the Crerar Review of 2007.

Public Service Improvement Framework (PSIF)

The Public Service Improvement Framework (PSIF) is a corporate performance management improvement self-assessment framework, which encourages organisations in the public and voluntary sector to conduct a systematic and comprehensive review of their services and outcomes.

The framework is based on the EFQM Excellence Model and integrates the use of best value principles, Investors in People Standard and Customer Service Excellence Standard. Through the integration of these standards, duplication is minimised and increased efficiencies are encouraged throughout the review of service areas, thus driving improvements in a consistent and co-ordinated way.

Through the rigour and robustness of the framework, the organisation's status is identified with subsequent improvement plans agreed through a consensus approach, supported by detailed service improvement and implementation plans. This also ensures that tangible outcomes are realised in both the planning and delivery of local outcomes, their contribution to national outcomes as determined through Single Outcome Agreements, and ultimately to promote a culture of excellence in Scotland's public services.

More information on PSIF is available on the Improvement Service website - www.improvementservice.org.uk

Quality Management in Education (QMIE 2)

QMIE 2, published in 2006, was based on the overall principles of the Excellence Model of the EFQM and was designed to be used in conjunction with other quality models such as Investors in People, Chartermark and ISO 9000. Evidence produced through the use of other quality models and frameworks could be used to contribute to overall evaluations.

QMIE 2 was developed in partnership with key agencies and was designed to assist local authorities, together with their main stakeholders and partner agencies, such as the Improvement Service in developing and implementing a systematic approach to the self-evaluation of their education functions. The publication provides practical assistance and advice on the process of self-evaluation at both strategic and operational levels. It focuses on the role of self-evaluation in developing a council's capacity to drive continuous improvement and, most importantly, to secure and demonstrate measurable improvement in the quality of learners' educational experience. The clear focus is on impact and outcomes.

QMIE like the PSIF and other quality frameworks aims to provide support for authorities in carrying out the process of self-evaluation through which they can:

- achieve the best outcomes for all learners;
- take action to sustain quality, improve services and achieve excellence;
- meet the responsibilities set out in the relevant legislation; and
- meet the requirements of Best Value and Efficient Government.

HMIE are happy to accept any self-evaluation structured using the PSIF Framework for QMIE2 submissions, reducing the burden of duplication on those organizations who use the PSIF.

More information on QMIE and the work of HMIE is available on the HMIE website – www.hmie.gov.uk