

EFQM / PSIF ASSESSOR RESOURCE SHARING

1. SUMMARY

- 1.1 Following the CPP Management Committee meeting on 19 October, this report provides information about EFQM and PSIF Assessors in the Community Planning Partnership. EFQM (European Framework for Quality Management) is a business excellence framework. PSIF (Public Service Improvement Framework) is based on the EFQM model and tailored to public service organisations. Organisations that use either EFQM or PSIF have EFQM Accredited Assessors and this report recommends that these resources be shared across the Community Planning Partnership.

2. RECOMMENDATIONS

- 2.1 The Management Committee agrees to partners sharing information about EFQM / PSIF Assessor resources that are available with a view to sharing EFQM Assessors across the partnership. Information to be provided to Jennifer Swanson, Improvement and Organisational Development, Argyll and Bute Council.

3. DETAIL

- 3.1 EFQM (European Framework for Quality Management) is a business excellence framework. This excellence model provides a way of looking at the whole of an organisation and identifying strengths and areas for improvement.
- 3.2 PSIF (Public Service Improvement Framework) is based on the EFQM model and tailored to public service organisations. PSIF integrates different standards and frameworks to minimise duplication and increase efficiency. These include the principles of Best Value and criteria from Investors in People and Customer Service Excellence.
- 3.3 Organisations that use either EFQM or PSIF have EFQM Assessors who are involved in either facilitating or scoring self-assessments, or both.
- 3.4 Argyll and Bute Council uses PSIF and has 7 EFQM Assessors who are facilitating and scoring self-assessments in every service. Strathclyde Fire and Rescue uses PSIF and currently has 2 EFQM Assessors. Through the

Improvement Service Community of Practice these two organisations have shared information informally.

- 3.5 There are other organisations operating in the Argyll and Bute area that use either EFQM or PSIF. Further investigation is required to confirm how many EFQM Assessors there are across the community planning partnership.

4. CONCLUSION

- 4.1 EFQM and PSIF are excellence frameworks that are used by community planning partners. EFQM Assessors could be shared across the partnership and partners are asked to share information about this.

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