



HM Inspectorate of Constabulary in Scotland
Improving Policing across Scotland



Public Service Improvement Framework

Joint Statement

Her Majesty's Inspectorate of Constabulary in Scotland (HMICS) and the PSIF Partnership believe that there are fundamentally common shared objectives for the Public Service Improvement Framework and the HMICS Inspection framework and that both support the planning and delivery of service improvement within policing, the SPA and partner organisations.

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

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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

HMICS Inspection Framework

The HMICS Inspection Framework, published in 2014, has been developed using the principles outlined in PSIF, the EFQM Excellence Model and Best Value

characteristics. It has been adapted to provide an inspection framework to assist specifically in the inspection of elements of policing or the Scottish Police Authority.

The HMICS Inspection Framework was developed to provide structure to our activities and the means to consistently and objectively assess policing in Scotland. The purpose of this framework is to support lead and associate inspectors at HMICS when conducting inspections. While each inspection will vary in subject matter and scope, this framework provides a structure within which we can ensure a consistent and professional approach. We also hope the framework will help inspected bodies, stakeholders and the public to know what to expect from HMICS. The clear focus is on outcomes and improvement.

There are six overarching themes within the HMICS Framework which link to statements that will be used to assess the organisation or service area. The themes are;

- Outcomes
- Leadership and Governance
- Planning and Process
- People
- Resources
- Partnerships

HMICS will continue to work with others to ensure our Framework reflects best practice and has the potential to develop into a wider self-assessment tool.

More information on the HMICS Inspection framework and the work of HMICS is available on the HMICS website – www.hmics.org