

# Self Assessment

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- Self Assessment
- Get Ready

# SHBVN – Quick Reminder



- National benchmarking club since 1995
- Set up by 5 councils to prepare for CCT
- 70+ members in Scotland
- Delivers 3 core services:
  - Benchmarking
  - Practice exchange
  - Self assessment

# Self Assessment Service



- Originally only *peer review*
- Developed & expanded scope 2 years ago
- Now include several elements:
  - Service element workbooks
  - Self assessment support
  - Self assessment standard – **COMING SOON**

# Regulatory Approaches: 1



## Scottish Housing Regulator

- Landlord functions RSLs and LA
- 'Shared Risk Assessment'
- "Targeted Inspection Report"
- Potentially greater levels of interaction with regulator
- RSLs already working this way – new to LAs

***The purpose of inspection is to provide an independent external assessment of the effectiveness of housing and homelessness service delivery and make recommendations to help improvement.***

***The Regulator works jointly with Audit Scotland and the other regulators operating in each area. This ensures that scrutiny activity is proportionate, risk based and targeted only on areas where scrutiny bodies have identified significant risks.***

# Regulatory Approach

- Shift to 'Risk Based'
- No cyclical inspection – desk top analysis
- Potentially greater levels of interaction with regulator
- RSLs already working this way – new to LAs

# Regulatory Approach

- RSLs submit APSR
- Regulatory Plans published annually
- Rating system: High, Medium, Low engagement
- Based on risk factors including Governance, Financial Viability, Performance

# Regulatory Approaches: 2

- SCSWIS
  - Regulate and inspect – wide remit
  - Homelessness – Housing Support Services
  - Standards
  - Self Assessment preparation and snapshot

***We regulate, inspect and support improvement of care, social work and child protection services for the benefit of the people who use them. Various kinds of organisations provide the services we regulate: local authorities, individuals, businesses, charities and voluntary organisations.***

***Our workforce is highly skilled and experienced in all aspects of care, social work and child protection. We operate out of offices across Scotland. We are accountable to Ministers at Scottish Government and both our Board and Executive Team set out our strategic direction***



# Charter

- Final consultation stages
- Current charter outcomes
- Implementation date of April
- SHR will consult June-August on how they will measure outcomes

# Achieving the Charter

- **ARC**

- Annual Return on the Charter
- Replace APSR for RSLs
- New for Councils
- June submission (1<sup>st</sup> 2014)
- SHR caveat that it can collect data that is necessary to regulate

- **Annual Report to Tenants**

- Report on Charter achievement
- Focus/emphasis agreed with tenants
- Published in September
- Copy sent to SHR

# Regulators Challenge

- Data
  - Keep ARC manageable in size
  - How to collect qualitative data particularly on customer satisfaction
- Regulators Risk Based Assessment
  - ARC & Report to Tenants BUT ALSO
  - Publically available performance reports i.e. to committee
  - Homeless statistics to SG
  - Audit Scotland SPI (these will be switched off)
  - Other reports on website
- Any Concerns – regulator will contact you

# Self Assessment/PMF

## ORGANISATIONAL ACTIVITIES?



Area	Performance Management Framework		
	Tools	Timescales	Outputs
<b>Customer Satisfaction</b>	Tenant Participation; Surveys; Focus Groups Service specific	Every Year/two years Service exit	Newsletter articles Monitoring Reports
<b>Data/ Process Analysis</b>	Benchmarking Clubs (SHBVN)	Annual cost/ performance cycle Ad-hoc process exercises	Analysis reports
	National statistical collections	Quarterly and annual cycles	Data bulletins
	Peer Review	Ad-hoc exercises	Reports and Action/ Improvement Plans
<b>Quality &amp; Accreditation Schemes</b>	IIP Customer Excellence TPAS PSIF	Every 3 – 5 years	Assessment Reports Awards Certificates
<b>SHBVN self- assessment</b>	Web based workbooks	As requested	Reports and improvement plans
	Direct support	Ongoing	Reports, awards, improvement plans
	The Standard	In development	Award, certificate

# Practice Pointers: 1

## **Use PMF for**

- VFM Procurement
- Contract monitoring & management
- Continuous improvement (not just for meeting external standards)
- An effectively and efficiently run business

## **Be prepared and fit for purpose**

- appropriate to level of scrutiny desired
- can measure you are delivering what you set out to
- accessible language
- embedded staff/stakeholder involvement methods

# Practice Pointers: 2

## **Make sure your approach to Self Assessment or Performance Management is:**

- Documented
- Has the right balance - not too burdensome
- Front line staff are equipped to be involved
- Results used to improve service – not to criticise
- It comes from the bottom up – not a top down approach
- Senior management show leadership, vision and help the organisation to embrace the approach

Over to you

**Individual reflection**

**Group discussion**

# Contact



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