

Adult Services, Housing and Homelessness Self-Assessment Summary

Purpose

This summary presents the key findings from the Public Sector Improvement Framework (PSIF) self-assessment for Adult Services, Housing and Homelessness, carried out in September–October 2025. The assessment supports Best Value and meets the requirements of the SPI Direction to publish self-evaluation outcomes.

Methodology

The PSIF model covers six key areas:

- Service Planning
- Staff
- Partnerships and Resources
- Processes and Services
- Leadership
- Results

59 out of 770 staff completed a structured questionnaire, with an **8% response rate**. Responses were analysed to identify strengths, improvement opportunities, and cross-cutting themes.

Staff Engagement

As part of the self-assessment process staff from Adult Services, Housing and Homelessness were brought together in a dedicated focus group to review the findings and analysis. The session ensured that staff recognise the results, validated the themes, and began shaping the improvement opportunities collaboratively. This consensus-based approach is a key feature of the Council's improvement methodology, helping to build ownership, foster engagement, and support the service on its improvement journey from the outset.

Key Strengths

- Strong commitment to financial sustainability and long-term viability.
- Use of data to inform decisions and allocate resources effectively.
- Service user involvement in planning care and activities, reflecting person-centred practice.
- Environmental awareness and action, including electric pool cars and use of digital documentation.
- Collaborative and creative teamwork across disciplines to deliver outcomes despite budget constraints.

Opportunities for Improvement

- Service planning and responsiveness: Service activity is often shaped by short-term demands, highlighting the need to strengthen forward planning and support sustainable improvement.
- Limited frontline involvement in service planning and decision-making.
- Communication gaps between senior service management and staff, leading to uncertainty.
- Financial constraints impacting service delivery and widening inequalities.
- Inconsistent evidence of improvement from feedback, suggesting a need for better visibility of change.

Cross-Cutting Themes

- **Communication and Engagement:** Staff want clearer, more consistent communication and opportunities to contribute to decisions.

- **Data Visibility and Use:** Performance data exists but is not well understood or visible to staff.
- **Workforce Pressures and Support:** Staff face workload pressures and emotional strain; policies exist but need more consistent application within the service.
- **Leadership and Strategic Alignment:** Service leadership is driving innovation but needs greater visibility and inclusion of frontline voices.
- **Partnership Integration and Resource Challenges:** Partnership working is active but fragmented, with integration issues and resource constraints.

Next Steps

An **Improvement Action Plan** has been developed, detailing actions, risks, resources, and outcomes. This will guide service enhancements and ensure alignment with Council priorities and Best Value principles.

This summary reflects Dumfries and Galloway Council's commitment to **transparency, continuous improvement, and effective governance**.