

RESOURCE 1: How Good is the Learning and Development in Our Community? July 2016

Framework Overview

High Level Question	What key outcomes have we achieved?	How well do we meet the needs of our stakeholders?	How good is our delivery of key processes?	How good is our operational management?	How good is our strategic leadership?	What is our capacity for improvement?
<p>Key Areas & Quality and Performance Indicators</p>	<p>1. Key performance outcomes</p> <p>1.1 Improvements in performance</p>	<p>2. Impact on service users</p> <p>2.1 Impact on learners</p>	<p>5. Delivery of key processes</p> <p>5.1 Delivering the learning offer with learners</p> <p>5.2 Fairness, equality and diversity</p>	<p>6. Operational management</p> <p>6.1 Planning, policy review and development and participation by stakeholders in key processes</p>	<p>9. Strategic leadership</p> <p>9.1 Vision, values and aims</p> <p>9.2 Leadership and direction</p> <p>9.3 Leading people and developing partnerships</p> <p>9.4 Securing improvement of quality and impact of services</p>	<p>10. Capacity for improvement</p> <p>Global judgment based on evidence of all key areas, in particular, outcomes, impact and leadership. No specific QI as gather evidence from QIs across the previous five questions</p>
		<p>3. Impact on staff</p> <p>3.1 Impact on staff and volunteers</p>		<p>8. Partnerships and resources</p> <p>8.1 Partnership working</p>		
		<p>4. Impact on the community</p> <p>4.1 Impact on the local community</p> <p>4.2 Improving impacts from sharing wider practice</p>		<p>8.2 Financial, resource, knowledge and information management</p>		