

The six point scale is a method of scoring performance against a scale.

- 1. Unsatisfactory:** An evaluation of unsatisfactory applies when there are **major weaknesses** in provision requiring immediate remedial action. Service user/learner experiences are at risk in significant respects. In almost all cases, staff responsible for provision evaluated as unsatisfactory will require support from senior managers in planning and carrying out the necessary actions to effect improvement. This may involve working alongside other partners
- 2. Weak:** An evaluation of weak applies to provision which has some strengths, but where there are **important weaknesses**. In general, an evaluation of weak may be arrived at in a number of circumstances. While there may be some strengths, important weaknesses will, either individually or collectively, be sufficient to diminish service user/learner experiences in substantial ways. It implies the need for prompt, structured and planned action.
- 3. Satisfactory:** An evaluation of satisfactory applies to provision characterised by **strengths which just outweigh weaknesses**. An evaluation of satisfactory indicates that service users/learners have access to a basic level of provision. It represents a standard where the strengths have a positive impact on service users' experiences. However, while the weaknesses are not important enough to have a substantially adverse impact, they do constrain the overall quality of service user/learner experiences. It implies that action should be taken to address areas of weakness by building on strengths.
- 4. Good:** An evaluation of good applies to provision characterised by **important strengths** which, taken together, clearly outweigh any areas for improvement. An evaluation of good represents a standard of provision in which the strengths have a significantly positive impact. However, the quality of service user/learner experiences is diminished in some way by **aspects in which improvement is required**. It implies that the provision/partnership should seek to improve further the areas of important strength and also take action to address the areas for improvement.
- 5. Very Good:** An evaluation of very good applies to provision characterised by **major strengths**. There are very few areas for improvement and any that do exist do not significantly diminish service users or learner experiences. It is a standard that should be achievable by all. It implies that it is fully appropriate to continue to make provision without significant adjustment. However, there is an expectation that the provision/partnership will take opportunities to improve and strive to raise performance to excellent.
- 6. Excellent:** An evaluation of **excellent** applies to provision which is **sector-leading** and where the experiences and achievements of the people we work with are of a very high quality. An evaluation of excellent represents an **outstanding standard of provision** which exemplifies very best practice and is worth disseminating. It implies that very high levels of performance are sustainable and will be maintained.