

**RESOURCE 13: PSIF and How Good is the Learning and Development in Our Community?**

Revised version of the Framework for Evaluating the Quality of Services and How Good is the Learning and Development in Our Community? July 2016 and the Public Service Improvement Framework (PSIF)

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?
Key Areas & Quality and Performance Indicators	<b>1. Key performance outcomes</b> 1.1 Improvements in performance <div style="text-align: center; border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;">9</div>	<b>2. Impact on service users</b> 2.1 Impact on learners <div style="text-align: center; border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;">6</div>	<b>5. Delivery of key processes</b> 5.1 Delivering the learning offer with learners 5.2 Fairness, equality and diversity <div style="text-align: center; border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;">5</div>	<b>6. Operational management</b> 6.1 Planning, policy review and development and participation by stakeholders in key processes <div style="text-align: center; border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;">2</div>	<b>9. Strategic leadership</b> 9.1 Vision, values and aims 9.2 Leadership and direction 9.3 Leading people and developing partnerships 9.4 Securing improvement of quality and impact of services <div style="text-align: center; border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;">1</div>	<b>10. Capacity for improvement</b> 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 <div style="text-align: center; border: 1px solid black; width: 30px; height: 30px; margin: 0 auto; font-size: 1.2em;">ALL</div>
		<b>3. Impact on staff</b> 3.1 Impact on staff and volunteers <div style="text-align: center; border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;">7</div>		<b>8. Partnerships and resources</b> 8.1 Partnership working 8.2 Financial, resource, knowledge and information management <div style="text-align: center; border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;">4</div>		
		<b>4. Impact on the community</b> 4.1 Impact on the local community 4.2 Improving impacts from sharing wider practice <div style="text-align: center; border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;">8</div>				

<b>PSIF criteria</b>	
1.	Leadership
2.	Service Planning
3.	People Resources
4.	Partners and Other Resources
5.	Service Processes
6.	Customer Results
7.	People Results
8.	Community Results
9.	Key Performance Results