

RESOURCE 8: Overarching Framework Quality Indicators

The six **High Level Questions** could be answered by evaluating CLD activity systematically across the **Key areas**, as set out in the table below:

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	1. Key performance outcomes	2. Impact on service users 3. Impact on staff 4. Impact on the community	5. Delivery of key processes	6. Operational management 8. Partnerships and resources	9. Strategic leadership	10. Capacity for improvement

The commitment, inputs and work of the organisation or service outlined in **Key Areas 5- 9** contribute to the outcomes identified in **Key Areas 1-4**. **Key Area 10** outlines the aspects to be taken into account when judging the degree of confidence that the service being evaluated has the capacity to continue to improve.

The Quality Indicators (QIs) contained in the Key Areas are shown in the table below:

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?
Quality Indicators	1.1 Improvements in performance	2.1 Impact on learners 3.1 Impact on staff and volunteers 4.1 Impact on the local community 4.2 Improving impacts from sharing wider practice	5.1 Delivering the learning offer with learners 5.2 Fairness, equality and diversity	6.1 Planning, policy review and development and participation by stakeholders in key processes 8.1 Partnership working 8.2 Financial, resource, knowledge and information management	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	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