Summary of quality indicators

Performance and Outcomes	Management and Delivery	Leadership and Direction
1. How well does our performance demonstrate positive impacts?	**3. How well are services managed?**	**5. How effective is leadership at all levels?**
1.1 Performance against aims and targets 1.2 Improvements in equality, diversity and inclusion	3.1 Management and support 3.2 Partnership working 3.3 Sustainable and effective use of resources	5.1 Vision, culture and direction 5.2 Leading people and developing partnerships 5.3 Governance for boards, management committees, trustees

Performance and Outcomes	Management and Delivery	Leadership and Direction
2. How well are outcomes for stakeholders being achieved?	**4. How good is the delivery of key services?**	**6. How effective is leadership in improving outcomes?**
2.1 Empowered communities 2.2 Lifelong learning 2.3 Improving life chances 2.4 Impact on supported, funded or commissioned organisations	4.1 Delivery of community development 4.2 Delivery of community learning	6.1 Raising standards 6.2 Securing improvement

Performance and Outcomes	
1. How well does our performance demonstrate positive impacts?	
1.1 Performance against aims and targets	• Analysis and use of data and other information • Monitoring progress • Impact on learners and communities
1.2 Improvements in equality diversity and inclusion	• Access and inclusion • Reducing barriers and inequalities • Fairness, equality and diversity
2. How well are outcomes for stakeholders being achieved?	
2.1 Empowered communities	• Active and delivering • Inclusive and strong • Influential and equal
2.2 Lifelong learning	• Learning at each life stage • Learning across generations • Resilience and change
2.3 Improving life chances	• Thriving • Success for all • Skills for learning, life and work
2.4 Impact on supported, funded or commissioned organisations	• Communication and development • Challenge and compliance • Sharing and contributing

Management and Delivery	
3. How well are services managed?	
3.1 Management and support	• Operational planning • Stakeholder engagement • Staff and volunteers
3.2 Partnership working	• Developing and sustaining • Joint vision, planning and evaluation • Adding value
3.3 Sustainable and effective use of resources	• Financial planning • Resource and knowledge management • Compliance
4. How good is the delivery of key services?	
4.1 Delivery of community development	• Building capacity • Effective relationships • Increasing influence
4.2 Delivery of community learning	• Design and delivery • Learner involvement • Opportunities to achieve and progress

Leadership and Direction	
5. How effective is leadership at all levels?	
5.1 Vision, culture and direction	• Vision, values and aims • Culture, ethos and equity • Leading change
5.2 Leading people and developing partnerships	• Leadership at all levels • Building and sustaining a strong workforce • Co-production and partnerships
5.3 Governance for boards, management committees, trustees	• Make-up and role • Leadership • Monitoring and improvement
6. How effective is leadership in improving outcomes?	
6.1 Raising standards	• Governance • Legislation and policies • Meeting standards and managing risks
6.2 Securing improvement	• Quality Assurance • Self-evaluation • Capacity for improvement