

# *WHO ARE WE?*

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*WHY ARE WE DOING THIS?*



*HOW DOES THIS HELP?*

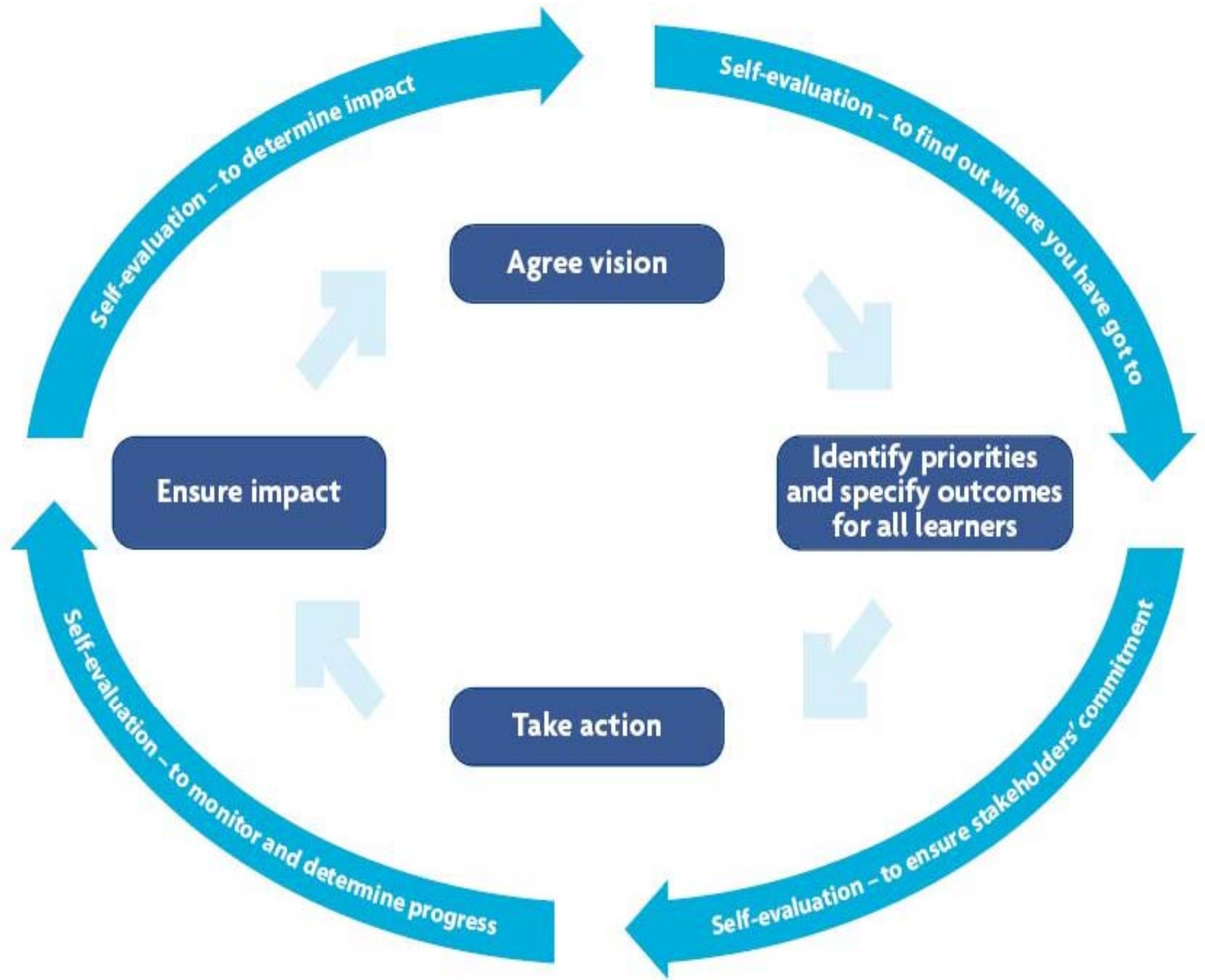
*IMPROVEMENT*

*SINGLE OUTCOME  
AGREEMENT*

*HOW GOOD IS OUR MODEL?*

# *SIX HIGH LEVEL QUESTIONS*

- ❑ 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 management?*
- ❑ How good is our leadership?*
- ❑ What is our capacity for improvement?*



# TEN KEY AREAS

- ❑ *Key performance outcomes*
- ❑ *Impact on service users*
- ❑ *Impact on staff & volunteers*
- ❑ *Impact on the community*
- ❑ *Processes & delivery*
- ❑ *Policy development & planning*
- ❑ *Management and support of staff & volunteers*
- ❑ *Partnerships & resources*
- ❑ *Leadership*
- ❑ *Capacity for improvement*

**28 QUALITY INDICATORS**

# *QUALITY INDICATORS FOR CULTURE & SPORT*

- Contributing to economic development*
- Promoting innovation, vibrancy and creativity*
- Commissioning arrangements*

# *SOME DETAILS*

- ❑ *'paid staff and volunteers' differentiation*
- ❑ *New 'Engaging and Developing Communities' Key process QI reworking and condensing of HGIOCLD Community Engagement QIs*
- ❑ *Specific insertion of 'Equity' into 'Inclusion, Equality and Fairness' QI*
- ❑ *Clarity about 'users' and 'non-users' of services*
- ❑ *'service providing organisations'*



*WHAT NEXT?*