

Seven key questions



Domain	Question
Strategy	How does our strategy allow us to be agile, flexible and responsive to the changes in our sector?
Corporate governance	How does our decision-making processes allow us to effectively manage the key risks, challenges and opportunities facing our business?
Clients and market focus	How will we differentiate ourselves to retain and attract clients in an increasingly competitive market?
Financial sustainability	What impact will individualised funding have on our business and the way our services are costed, priced and funded? What changes do we need to make?
People and capability	How will we attract, recruit and retain staff with the right values, skills and capabilities to support the changing needs of our clients and our business?
Information and knowledge management	Do we have the right information systems in place to respond to the reform? How will our systems support the necessary changes to our business, clients, operations and finances over the next decade?
Safeguarding quality management and improvement	How do our systems, processes and people help us to maintain and improve our safety, quality and performance? How will we know when we are doing well, or at risk?