

SFHGEN130

Work with teams and agencies to review progress and performance and identify next steps



Overview

This standard covers assisting teams and agencies to plan and carry forward learning and development by giving guidance and support in reviewing progress and agreeing further learning needs and how they might address these.

This standard applies to those people whose role gives them responsibility for reviewing the progress and performance of teams or agencies. They are likely to hold a senior practitioner or management role and may or may not have line responsibility for the team or agency. Users of this standard will need to ensure that practice reflects up to date information and policies.

SFHGEN130

Work with teams and agencies to review progress and performance and identify next steps

Performance criteria

You must be able to:

- P1 assist teams and agencies to undertake an accurate assessment of their progress against agreed development objectives
- P2 support teams and agencies in making use of relevant feedback and input from service users and other contacts outside of the team or agency
- P3 offer unbiased and constructive feedback on team and agency progress and achievement
- P4 support teams and agencies in evaluating their achievements and areas of continuing development need
- P5 give opportunities to team members to contribute to their own and their team's or agency's review
- P6 give all team members equal opportunity to contribute to team and agency assessment against the development objectives
- P7 ensure that team and agency reviews are carried out objectively against clearly articulated shared goals and targets
- P8 ensure that the review process is based on sufficient, valid and reliable information
- P9 provide information on the results of the review to authorised people only, in an appropriate format and to agreed deadlines
- P10 encourage teams and agencies to reflect on and make decisions about:
 - P10.1 their strengths and development needs
 - P10.2 their preferences and priorities for further improvement
- P11 offer constructive suggestions for areas in which teams and agencies might benefit from improvement
- P12 base your suggestions on clear and current evidence, making good use of feedback from performance and progress reviews
- P13 provide accurate and up to date information and advice on the standards of best practice which teams and agencies should seek to achieve
- P14 ensure that any planned changes to work roles and responsibilities are taken fully in account in identifying areas for improvement
- P15 encourage team members to develop a realistic but challenging view of the improvements they need to make:
 - P15.1 as individuals
 - P15.2 collectively
- P16 encourage team and agency members to develop a shared understanding of the need for improvement and the actions they will be

SFHGEN130

Work with teams and agencies to review progress and performance and identify next steps

required to take to bring that improvement about

- P17 encourage teams and agencies to create an accurate record of decisions taken and actions agreed and to disseminate this to relevant people along with details of deadlines and responsibilities

SFHGEN130

Work with teams and agencies to review progress and performance and identify next steps

Knowledge and understanding

You need to know and understand:

- K1 how development can contribute to the growth of the organisation and a learning culture in times of change
- K2 where to find, and how to use information about standards of best practice
- K3 what is involved in the concept of evidence based practice and how it is used in reviewing the progress and performance of agencies and teams against development objectives
- K4 what types of systems are used to review progress, including annual reviews, business planning meetings, team meetings and service user involvement meetings
- K5 how to give teams and agencies information, advice and support in a way that encourages them to develop and be reflective about their development
- K6 how the ethos of the organisation and service context can influence the way in which teams and agencies think about their learning and performance
- K7 how to assist teams and agencies to take due account of the individual needs of members when reviewing performance, progress and areas for improvement
- K8 the importance of equality of opportunity in providing opportunities for teams and individuals to contribute to their own assessments and how to ensure this
- K9 how to collect and validate the information you need to support teams and agencies effectively
- K10 methods of performance review used by different agencies
- K11 the importance of confidentiality when carrying out and reporting assessments
- K12 the importance of team members contributing to the assessment of their own progress and performance and how to encourage and enable them to do so
- K13 procedures for reporting the results of performance and progress reviews
- K14 why performance and progress reviews may be conducted
- K15 how to enable teams and agencies to be at ease and able to contribute in a constructive and active manner during performance and progress reviews

SFHGEN130

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Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 4 Service improvement

SFHGEN130

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Developed by Skills for Health

Version number 1

Date approved March 2013

Indicative review date March 2018

Validity Current

Status Original

Originating organisation Skills for Health

Original URN MH91

Relevant occupations Healthcare professionals

Suite General Healthcare

Key words Team; agency; performance; management
