

SFJPDPS2.6.2

Monitor the policy delivery process



Overview

Maintenance of a policy relies on knowledge of how the policy is currently operating. Monitoring processes must provide this information without interfering with effective service delivery. This unit is about organising and overseeing those monitoring processes.

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Performance criteria

You must be able to:

- P1 identify the processes and work-streams involved in the delivery of a policy
- P2 identify the key success indicators for the policy and how they can be monitored
- P3 conduct a risk assessment to establish the relative importance of different work-streams and the priority indicators to be monitored
- P4 contribute to the monitoring of key success indicators and of delivery processes
- P5 work with operational colleagues or third party service deliverers to analyse and interpret monitoring information
- P6 assess the monitoring information in the context of the broader policy landscape
- P7 prepare recommended actions for improvement that are directly evidenced by the monitoring information that has been collected
- P8 agree the practical operational actions that will be taken to improve performance in response to delivery monitoring

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Knowledge and understanding

You need to know and understand:

- K1 specific legislation, regulation, governance and cultural requirements that relate to the nation or region to which the policy will apply
- K2 that the policy formation process involves continuous engagement and partnership with a range of stakeholders meaning that those in policy functions must coordinate and on occasions take the lead but must also constantly seek to ensure that there is full stakeholder engagement
- K3 how to identify and analyse separate work-streams and processes within a policy
- K4 why it is important to use key success indicators to evaluate the effectiveness of policy outcomes
- K5 risk assessment techniques and the significance of priorities within policy processes
- K6 what part is played in the monitoring of policy delivery by service level agreements (SLAs) and other service delivery commitments
- K7 methods of monitoring service delivery
- K8 why it is important to work closely with operational colleagues or third party service deliverers to monitor policy delivery
- K9 how to link monitoring data that has been collected with the broader policy landscape
- K10 how to frame recommended actions for improvement practically
- K11 negotiating techniques for agreeing actions with operational colleagues or third party policy deliverers

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Additional Information

Behaviours

The policy function role demands a high level of professionalism and general professional behaviour that should be taken as read. The most important behaviours that will help you achieve effective performance in this unit are:

Communicating

1. You give people open opportunities to provide feedback about the policy delivery process and you respond appropriately.

Building relationships

2. You encourage and support those involved in policy delivery to make the best use of their skills.
3. You give feedback to those involved in policy delivery to help them improve their performance.

Problem solving and decision making

4. You check the validity and reliability of monitoring information with sensitivity to possible bias and in order to ensure balance.

Focusing on results

5. You constantly seek to improve performance by recommending practical actions for change.

Acting ethically

6. You identify and raise ethical concerns revealed by monitoring of policy delivery.

Acting strategically

7. You take steps to check that recommended changes do not detract from strategic direction.

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