

Facts for Families: Our Performance Management System

We take staff performance very seriously and every year each member of staff has a performance review – from the Chief Executive through to the support workers and office staff.

We want people to demonstrate all round good performance and to test this we ask the opinion of a range of people including their colleagues, manager and the people we support; we call this a **360 review**. We know the importance of families having a say about the people who directly support their relative, so we include you in the review and we have written this factsheet to enable you to make the most of the opportunity.

As part of a 360 review, we will send you a feedback form for you to complete in confidence and return to us. It is very simple – it asks what's working and not working from your point of view. This is a person-centred thinking tool that forms the bedrock of our practice and we review the answers to work out what needs to change and what we should do next.

When you fill in the form you might like to think about our Family Charter – do we live up to it in your view?

- What about our values: Courage, respect, ambition, integrity and partnership.
- How does our colleague demonstrate these values in their contact with you?
- Is your relative supported well?
- Is your relative supported to stay in touch with family and friends?

Of course you will have many of your own questions and those above won't be relevant to everyone!

Here are some examples of how you might fill in the form – we really want you to be honest and can assure you that your honesty will not have negative consequences for you and your relative.

	What's Working	What's not working
Please think about how [Insert name] supports your relative/friend	<p>Very patient and encouraging.</p> <p>Doesn't give up when things get hard.</p> <p>Makes sure he is clean and well dressed at all times.</p> <p>Great support to stick to a healthy diet.</p> <p>Not phased by things that some people could find embarrassing in public.</p>	<p>Doesn't always turn up on time and my relative gets anxious about it.</p> <p>Sometimes forgets to post birthday cards to relatives which is important.</p> <p>When they are supporting my son shopping, they don't let him make his choices about meal ingredients like we agreed.</p>
Please think about how [Insert name] works in partnership with you	<p>Keeps a low profile when giving support at family events but always notices promptly when support is needed.</p> <p>Asks my opinion on the best way to proceed.</p> <p>Keeps me up to date with news of activities.</p>	<p>Doesn't support my relative to initiate visits to me.</p> <p>Forgets to keep other sister in the loop.</p>

If you would like further advice or support around our Performance Management System, please contact your relative's operations director. Their contact details are on the website, if you don't have them to hand.



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