

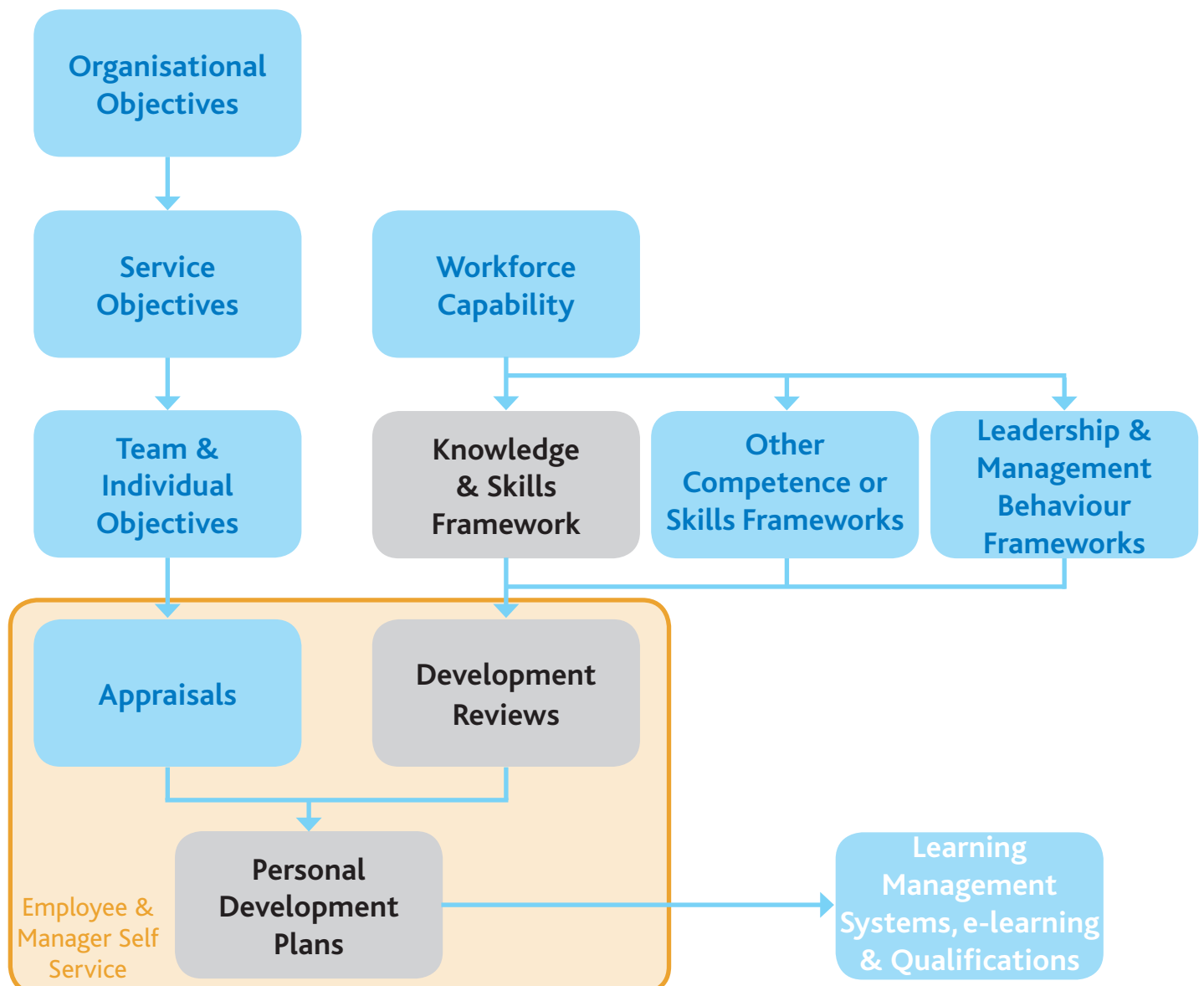
AT-Performance - The Solution For Joined-Up, Self Service Appraisal and Development Review

AT-Performance is the new web-based employee management tool, designed to help you to centrally manage competence, behavioural and service objectives for all your staff.

UK healthcare organisations are being asked to demonstrate regular staff appraisal as a way of focusing on performance management and competent workforce, and as a response to the Darzi Next Stage Review. The Healthcare Commission (soon to be Care Quality Commission) reports, in the last national staff survey, that 61% of NHS staff had an appraisal. Of these 61%, only 53% of staff felt that the appraisal led to improvements in how they did their jobs, and 76% felt that the appraisal resulted in clear objectives.

AT-Performance, along with the support we can provide to help you create and implement an appraisal and development culture, can be a key part of driving up these figures.

The following diagram illustrates the key performance management processes and how AT-Performance can help you to manage these. *(Items in grey can already be managed by the e-KSF).*



AT-Performance Functionality in more detail

Organisational, Service, Team & Individual Objectives

This enables objectives to be defined, weighted to indicate their relative importance, then cascaded to staff individually or based on existing work structures or definable user groups.

This element of the tool gives you the ability to:

- » Define corporate/higher-level objectives or strategic themes that can be cascaded through the departmental work structures.
- » Cascade objectives to locally definable user groups where required groups of staff do not fall under the same staff groups or departments within the existing work structures.
- » Bulk upload objectives as an administrator or manager with the ability to 'globally' add, map and cascade objectives to users, work structures and user groups.
- » All identified objectives will be available for competence/behavioural-based objective appraisals.

Workforce Capability

Enables the use of national competence frameworks, or your own local framework, as the basis for creating objectives.

This element of the tool gives you the ability to:

- » Input or import a competency or behavioural framework.
- » Create locally defined frameworks - competency profiles/job descriptions, similar to the KSF Post Outlines.
- » Map the loaded framework to the KSF at indicator level, to a specific KSF post outline and then assign these to individuals centrally or through management self service.
- » Map the loaded framework to National Occupational Standards.
- » All national reporting requirements for individual KSF Development Reviews are driven from AT-Performance functionality via the mapping (if required, for AfC staff) and produce a KSF Post Outline from the locally defined framework.

The Appraisal & Development Review Meeting

AT-Performance can be used alongside the e-KSF, or stand alone, to record appraisals in a flexible way. AT-Performance is built to align development reviews and appraisals, and allow for managers and staff to have productive discussions about both performance targets and achievements, and personal competence development.

This element of the tool gives you the ability to:

- » Map review / appraisal outcomes to corporate/higher-level objectives or strategic themes.
- » Link personal objectives to objectives based upon competence/behavioural frameworks and service-based objectives.
- » Weight objectives based on their relative importance to the individual.
- » Record Personal Progress Reviews.
- » Measure performance and create action plan and evaluation process.
- » Define timescales for individuals meeting objectives.
- » Add additional multi-reviewer/raters such as the use of 'grand parent' sign-off and/or mentor/professional reviewer input/sign-off.

Personal Development Planning (PDP)

AT-Performance will provide integration to the current e-KSF Personal Development Plan, but with additional flexibility.

AT-Performance will provide integration to the current e-KSF Personal Development Plan, but with additional flexibility. AT-Performance clients will have additional control over which PDP fields to display, and which should be mandatory.

The PDP allows managers and staff to record a holistic development plan, which builds up over time into a complete learning record for the member of staff. The PDP can be used to track learning requirements, learning activities, target completion dates, barriers and enablers of success, and much more!

In addition, the Personal Development Plan provides integration to our learning management system, AT-Learning, for the processing of training and e-learning requests. (please see www.at-learning.org for more information about this system).

Summary of the Benefits of AT-Performance

- » AT-Performance can be used by all healthcare organisations and all staff groups (not just Agenda for Change staff), resulting in a joined-up performance tool for the entire organisation, including senior managers and medics.
- » Use local or national competence and skills frameworks to ensure standard descriptions of roles – with links to the KSF where necessary.
- » Create and cascade performance objectives, to align team and individual activities with corporate objectives.
- » Bulk-upload and update objectives, allowing for rapid organisational responses to changes in the service environment.
- » Track all your competence, behaviour and performance frameworks in one tool.
- » AT-Performance integrates with the e-KSF and AT-Learning, but can also be used stand-alone to manage performance, without needing the e-KSF in place.
- » AT-Performance has a full suite of standard and customisable reports to allow organisations to track achievement of appraisals, and also interrogate information to build organisational performance management and capability plans.

In common with our other employee development tools, AT-Performance is:

- » Hosted on a secure website, meaning that you don't need any software or server hardware in your organisation.
- » Intuitive interface and processes allow the tool to be rolled out quickly to your managers and staff, ensuring you achieve rapid results.
- » Developed with our predominantly NHS client base under our registered methodology: Development by Democracy® ensuring the tool evolves with your needs.

If you're using the e-KSF in the NHS, AT-Performance integrates with your existing suite of tools.

Whilst we recommend the e-KSF for NHS organisations, there is no requirement to use e-KSF before you can benefit from AT-Performance. If you are using e-KSF, then AT-Performance will integrate seamlessly with it, using e-KSF data about employees, pay bands and points, work structures (department structures, occupational groups and manager/staff relationships). For more information about this, please see our associated "integrating AT-Performance with existing systems" fact sheet.

Future development plans for AT-Performance

When you buy into the AT-Performance platform, you'll also benefit from a regular release plan to enhance functionality - included in your standard annual licence fee. The detail and timing of these releases will be agreed after consultation with our AT-Performance user-group, but we can already tell you about some specific plans:

- » 360 degree feedback processes, to allow colleagues and internal/external stakeholders to provide feedback.
- » Doctors, dentist and consultant appraisal.
- » Mobile/PDA (Personal Digital Assistant) access to personal appraisal, development and performance data.

Further Information

For further information about AT-Performance or to arrange a demonstration of the tool please contact your Regional Account Manager or email info@think-associates.co.uk