



STAFF CHECK-IN POLICY

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1. Introduction

ng homes values its staff and wants them to be happy and proud to work for the Association. Staff who feel this way are more motivated, interested and likely to take responsibility and share ownership for contributing to ng homes' aims and objectives and corporate and social responsibilities.

The Association has developed a new approach called 'Staff Check-in' as a replacement for the previous staff appraisal policy. For the purposes of this policy and in practice, ng homes will refer to 'appraisals' as a 'Staff Check-in', to reflect the change and purpose of our continuous approach to evaluating performance and develop strong working relationships between managers and staff through regular open two-way dialogue.

ng homes is therefore committed to engaging staff and involving them in decision making. We aim to create a culture in which the Association's values are embedded. The values are as follows:

- We are a quality organisation delivering excellence
- We act with integrity
- We are friendly and treat people with respect
- We are customer focused and put the customer first
- We are trusted and trusting
- We are accountable

By ensuring the values are adhered to, the following behaviours should be encouraged, recognised, developed and rewarded:

- Demonstrating initiative for improving the service to customers, or internal processes.
- Taking responsibility for identifying and resolving problems and issues, which prevent the Association from delivering good service to customers or to each other.
- Demonstrating teamwork – within and across teams – through working together and supporting the overall goals of the Association.
- Delivering excellent customer service – through responding promptly and courteously to internal and external customer requests, anticipating and exceeding customer's expectations.
- Continuously seeking improvement to what we do.

Staff have been consulted and have been actively involved in the development and introduction of the Check-in process.

2. Purpose

The main purpose of the Staff Check-in is to assist with staff personal development, build strong working relationships, improve performance and achieve ng homes' objectives, through the maximisation of individual staff and team potential. Check-ins will support staff growth and development and enable the Association to harness the skills and talents of all our people.

The Staff Check-in will also focus on supporting staff health and wellbeing.

It is also recognised that a review of individual and team achievements can improve performance through:

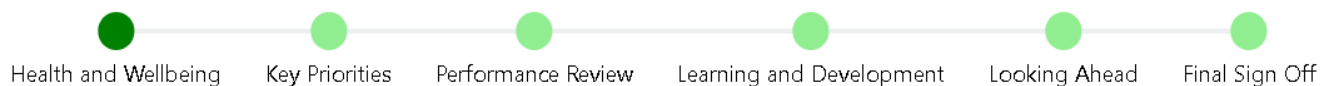
- Clarification of the employee's job function and role in the team
- Reinforcing a positive and professional attitude to our work
- Identification of training needs
- Identification of support needs
- Giving future direction to staff through the identification of agreed key priorities
- Building strong relationships between the staff member and manager
- Taking time out formally to let staff know how valuable they are to the Association
- Providing an opportunity for staff to contribute to the Association's development

The staff member and their manager will agree how the staff member will be able to contribute to the continuous improvement of the Association and the services provided over the coming year. They will also agree what support is required from managers. Training/support will be provided/offered to enable staff to perform their job to the best of their ability.

The Staff Check-in will take a 'continuous feedback' approach. The process will be flexible, both in terms of timing and approach, to allow the member of staff and their manager to be empowered to fully participate in these ongoing conversations. The staff member and manager will therefore meet as frequently as required for Check-ins, but as a minimum, this should take place on a six monthly basis.

3. Principles

The aim of the Staff Check-in is to achieve mutual assessment and agreement on the staff member's contribution, targets, training and development needs as a continuous process. This will be achieved through a focus on five key elements: health and wellbeing, key priorities, performance review, learning and development and looking ahead.



The Check-in will place an emphasis on discussions surrounding general mental and physical health and wellbeing and allow staff to view this, alongside performance related matters, as an equally important matter for discussion. Therefore, health and wellbeing is a mandatory element of the Check-in.

In turn, the Check-in will enable any matters arising to be discussed in an open, non-judgemental, and confidential manner and facilitate the right support to be arranged where appropriate. The discussion for this section can range from matters such as workload, general support, working environment, teamwork, organisational culture and general health (physical and mental).

The objective of the Check-in is to achieve a mutual assessment of performance and mutual agreement on the way forward and, in turn, to build strong relationships between staff and managers. The aim is to reach a consensus in all areas during the Check-in. Best results will be achieved if the member of staff regularly details or reflects on their progress, achievements, and thoughts ahead of their Check-in. Staff are therefore given an opportunity to note what they feel they have achieved towards their key priorities and performance, and where they may need some further training and/or direction. This will form the basis of the Check-in discussions.

For any new starts the initial Check-in will take place within the first three months of employment, following on from the induction process. This will allow objectives and training and development

aspirations to be established. The Check-ins will be held as frequently as required, dependent on individual needs, but as a minimum on a six monthly basis.

Managers will not view Check-ins as a mechanism to admonish or reward staff.

Prior to any Check-in, the staff member and their manager will have taken enough time to prepare and review any updates. The Check-in should take place somewhere free from interruptions, relaxed and informal to encourage frank and open discussions (in person or remotely).

The Check-in will assess achievements and look at the staff member's contribution from an overall perspective as well as the day-to-day details. Each Check-in will allow the opportunity for key priorities, performance and training needs to be discussed and reviewed as applicable.

Any documentation relating to the Check-in will be treated confidentially. Check-in information will therefore be kept securely on the Association's HR system (CIPHR) and only the member of staff, their manager and HR will have access to the information, in the case of the CEO's annual appraisal (see 4.1) the Chairperson and the Vice-Chairperson, where appropriate will have access as the appraisers. When a member of staff leaves our employment, personal information will be destroyed in line with retention periods.

4. Process

4.1 Key Considerations for Staff Check-ins

Staff Check-ins will be effective if staff and their manager are committed to the following principles:

- Clear commitment by both parties
- Knowledge and understanding of the process
- A positive and trusting climate of relationships
- A supportive approach
- Clear explanation and agreement of the five key principles
- High level of participation
- A joint problem-solving approach
- Effective follow-up

All staff will take part in Check-ins, the manager participating must have direct influence over the staff member's daily duties and be capable of implementing most recommendations arising from the process. Where possible the direct line manager will be the individual supporting at the Check-in. The CEO will have an annual appraisal as an alternative to the Staff Check-in and this will be conducted by the Chairperson and/or Vice Chairperson supported by an external consultant, where required. The CEO's appraisal information may be recorded in an alternative format, for example a paper copy for ease of access.

Where a line manager feels a member of staff's contribution has been particularly exceptional, they will take responsibility for highlighting this to the appropriate Director.

The process for recording Check-ins will be accessible to all staff (see Appendix Two) and will be recorded in the HR system. At the heart of the Check-in however is the quality and frequency of the discussions, goal setting, and focus on personal/professional development and the system enables a means of documenting a summary of these conversations.

4.2 Staff Check-ins

Check-ins will take place in every six months and can be carried out in person or remotely. The staff member will be given sufficient notice of the date of their Check-in and further Check-ins will be agreed and diarised at the end of each Check-in thereafter. Staff will be given sufficient time during working hours to prepare for their planned Check-in and will use their day to day tasks to contribute towards achieving their key priorities and development goals.

The member of staff and manager will meet and discuss the comments they have prepared in each of the sections: health and wellbeing, key priorities, performance review, learning and development and looking ahead. Job descriptions can be utilised at Check-ins as they set out the key roles and responsibilities of each post which in turn can be shaped into key priorities

The member of staff and manager will diarise their next Check-in, which as a minimum will take place every six months.

Key priorities will be specific to each member of staff and their current role. They may relate to a specific element of the staff member's role which they want to focus on developing; can be in line

with a specific KPI or may link to an overall team objective which their day to day task contributes to. Key priorities should be specific and have realistic target dates for completion whilst also having scope to add, change or amend these as the member of staff and manager see fit.

Before any follow up Check-ins, the member of staff will work towards achieving their key priorities as detailed in the 'looking ahead' section of their previous Check-in and in turn make a positive contribution to the work and culture of the Association. This will form the basis of the follow up Check-ins where the mutually agreed priorities will be discussed and reflected on against their performance, with agreed timescales for their next Check-in.

4.3 Progress Between Check-ins

It is the staff member's responsibility to work towards their agreed objectives and their training and development needs in the period between Check-ins. Staff should not wait until just before their next Check-in to make progress and the process should enable them to work towards their key priorities through their day to day tasks and responsibilities. Should a staff member wish to raise any concerns or request additional support they should do so as soon as practicable and not wait until their next Check-in.

The process is flexible and staff can document their progress and reflections in between Check-ins in a way which is beneficial to them.

4.4 Follow up Check-ins

The staff member and manager will meet for their follow up Check-in and will take part in a two-way feedback discussion. The member of staff will comment on what progress has/has not been made in relation to their key priorities and will advise their manager of any further support they may require, either from their manager or through another means such as training or support from another department or colleague for example. The manager will also provide feedback in terms of the staff's progress. From this discussion, the member of staff and manager may agree to make amendments dependent on business needs and priorities throughout the year.

The staff member and manager will each agree their comments and submit these sections, before submitting the final sign off section, at which point, no further changes can be made.

The staff member and their manager will diarise their next Check-in, which as a minimum will take place every six months.

5. Compliance Audit / Reporting

HR will carry out a compliance audit on a quarterly basis and will implement the appropriate action dependent on the findings. The aim is to support full compliance with the policy and maximise the benefit to the organisation and the staff members.

The information gathered from the audit will be presented in a report format to the Human Resources on an annual basis.

6. Other Related Policies

- Code of Conduct for Staff
- Data Protection Policy
- Dignity at Work
- Equality Diversity and Inclusion Policy
- Flexible Working Policy
- Home Working Policy
- Hybrid Working Policy
- Learning Development and Further Education Policy
- Stress and Mental Wellbeing at Work Policy
- Terms and Conditions of Employment
- Health, Safety and Wellbeing Policy?

7. UK General Data Protection Regulation 2021

The ng group will treat your personal data in line with our obligations under the UK General Data Protection Regulation 2021 (UK GDPR) and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notice.

8. Policy Review

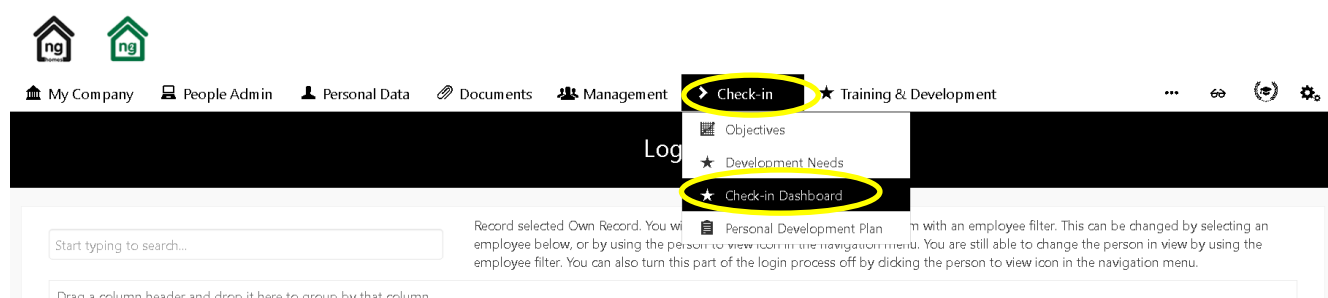
This policy will be reviewed every three years or earlier in line with changes in the workplace or good practice guidelines.

9. Equality Impact Assessment

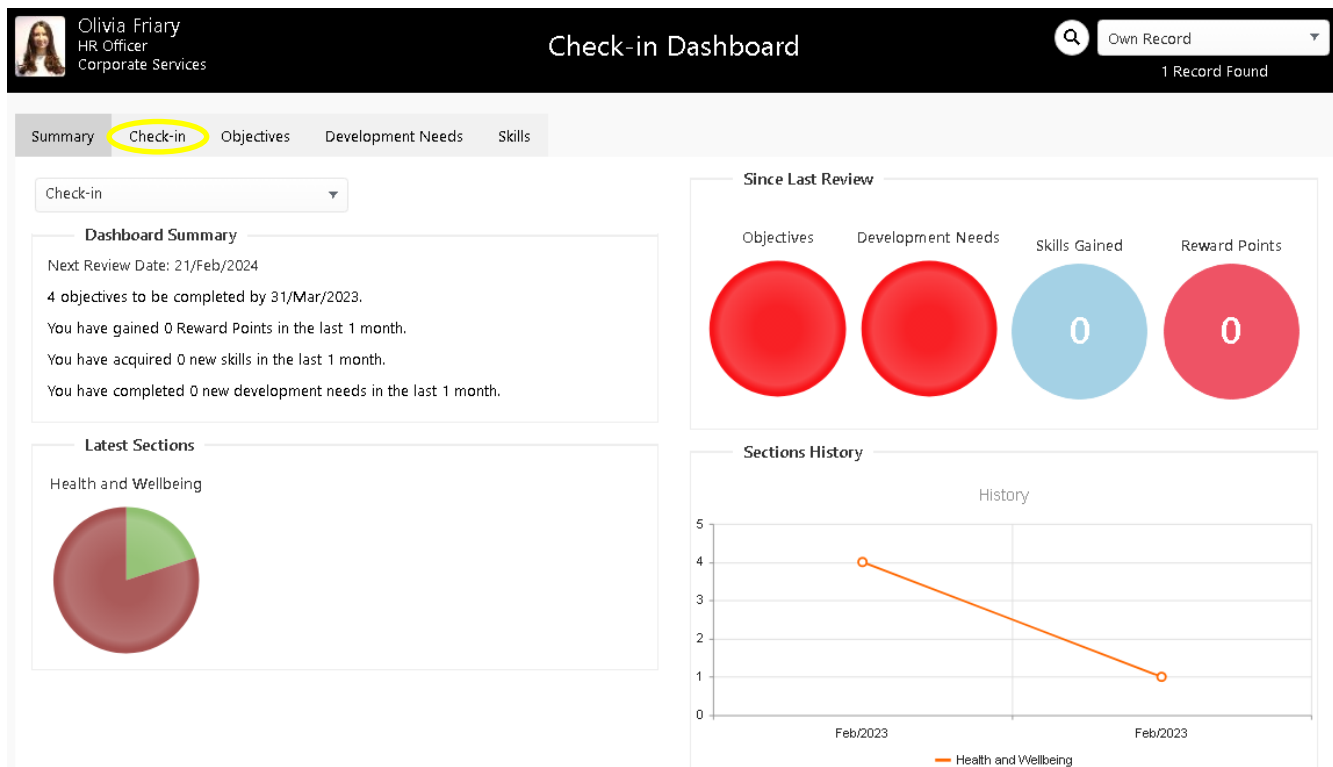
This policy is equally applicable to all and has no detrimental impact on protected characteristic groups as specified within the Equality Act 2010.

Appendix One – Check-in Process

- Access the Check-in Dashboard by clicking Check-in > Check-in Dashboard > Check-in



- Click 'check-in'



- Click 'insert new record'
- Description – type 'Check-in date'
- Review Type – select 'Check-in'
- Click 'submit'
- Click 'view'



Check-in

[My Company](#)[People Admin](#)[Personal Data](#)[Documents](#)[Management](#)[Check-in](#)[Training & Development](#)

Olivia Friary
HR Officer
Corporate Services

Check-in Dashboard

Description *

Review Date



Review Type

Next Review Date



Employee

Employee

Employee Form

Manager

Manager

Manager Form

✓ Submit

☰ Back To Dashboard

This will generate an email to yourself and your manager to advise that a check-in has started.

Each of the five sections can be submitted as you complete which will turn the red icon for that section to green.

Employee and Manager comments can easily be switched between by the bottom right icon.

1. Health and Wellbeing

Employee section

Description

Health and Wellbeing Key Priorities Performance Review Learning and Development Looking Ahead Final Sign Off

Reflect on your health and wellbeing over the past quarter

How has your health and wellbeing been over the past quarter? This can be work and/or personal.

How would you rate your health and wellbeing over the past quarter? (with 1 being poor and 5 being excellent)

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

Is there anything specific your line manager could assist you with?

Dashboard

✓ Submit Section

Delete

Print Review

View Manager Comments

Manager section

Description



Look at signposting and support

Summarise the discussion you have had and detail any support that has been identified.

Dashboard

✓ Submit Section

Delete

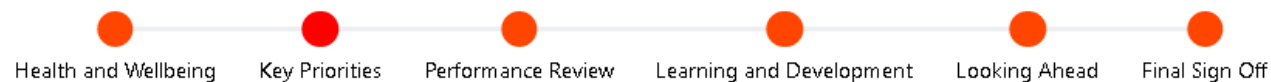
Print Review

View Employee Comments

2.Key Priorities

Employee section

Description Check-in Quarter 1



Reflect on what your time has been focused on over the past quarter

What have you been working on? Please include day-to-day tasks, projects, KPIs etc.

Dashboard

✓ Submit Section

Delete

Print Review

View Manager Comments

Manager section

Description

Check-in Quarter 1

Health and Wellbeing

Key Priorities

Learning and Development

Performance Review

Looking Ahead

Final Sign Off

Look at progress of key priorities

Comment on the progress made in relation to day-to-day tasks, projects and KPIs completed in this quarter.

Dashboard

✓ Submit Section

Delete

Print Review

View Employee Comments

3. Performance Review

Employee section

Description

Health and Wellbeing Key Priorities Performance Review Learning and Development Looking Ahead Final Sign Off

Reflect on your overall performance over the past quarter

How would you describe your overall performance this quarter?

Please provide any additional information as necessary (including any successes/developments in performance as well as any barriers):

Dashboard

✓ Submit Section

Delete

Print Review

View Manager Comments

Manager section

Description

Health and Wellbeing Key Priorities Performance Review Learning and Development Looking Ahead Final Sign Off

Look at performance

Comment on their performance over the past quarter and any successes and/or areas of improvement.

[Dashboard](#) [✓ Submit Section](#) [Delete](#) [Print Review](#) [View Employee Comments](#)

4. Learning and Development

Employee section

Description	
Check-in Quarter 1	
<div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>Health and Wellbeing Key Priorities Performance Review Learning and Development Looking Ahead Final Sign Off</div>	
<h3>Reflect on your development needs</h3>	
Summarise the training/development have you undertaken over the past quarter (internal and external);	<div></div>
Is there any specific training/development you want to undertake over the coming quarter (internal and external)?	<div></div>
<div><div>Dashboard</div><div>✓ Submit Section</div><div>Delete</div><div>Print Review</div><div>View Manager Comments</div></div>	

Manager section

Description

Check-in Quarter 1

Health and WellbeingKey PrioritiesPerformance ReviewLearning and DevelopmentLooking AheadFinal Sign Off

Look at training and development

List any specific training/development opportunities that may be of benefit in the coming quarter:

Dashboard

Submit Section

Delete

Print Review

View Employee Comments

5.Looking Ahead

Employee section

Description

Check-in Quarter 1

●

●

●

●

●

●

Health and Wellbeing

Key Priorities

Performance Review

Learning and Development

Looking Ahead

Final Sign Off

Plan for the next quarter

What are your priorities over the coming quarter? (be specific with day-to-day tasks and projects that are a priority)

Do you require any training and/or support to achieve these upcoming priorities?

Dashboard

✓ Submit Section

Delete

Print Review

View Manager Comments

Manager section

Description

Check-in Quarter 1

Health and Wellbeing

Key Priorities

Performance Review

Learning and Development

Looking Ahead

Final Sign Off

Look at the next quarter

What do you see as the priorities over the coming quarter?
(be specific with day-to-day tasks, projects and KPIs)

Is there any additional training and/or support required to achieve these priorities?

Dashboard

✓ Submit Section

Delete

Print Review

View Employee Comments

6.Final Sign Off

Employee and Manager section

Description

Health and Wellbeing Key Priorities Performance Review Learning and Development Looking Ahead Final Sign Off

Review and submit your responses

Date of next check-in

[Dashboard](#) [Submit Section](#) [Delete](#) [Print Review](#) [View Employee Comments](#)

- When you each submit the last section you will receive this prompt which will lock in your submission
- Click 'sign off' to lock in your responses.

Sign Off Review

You have completed all sections of this review. Would you like to sign it off for completion? You won't be able to make any further changes once signed off.

✓ Sign Off

✗ Continue

- Your check-in will now appear complete