

LSIILARA7v2 - SQA Unit Code HF82 04

Evaluate the performance, value and impact of services



Overview

Monitoring and evaluation are key to ensuring quality in service provision. This standard is about assessing the effectiveness and efficiency of services and functions, and the value they deliver to customers and communities, i.e. their impact. It includes the development and maintenance of monitoring and measuring processes, and recording the evidence of evaluation.

The standard is applicable to people in management roles with responsibility for monitoring and developing services systems and functions. It is also relevant to people in practitioner and operational roles who contribute to service delivery.

Performance criteria

You must be able to:

- P1 identify valid key indicators to measure the performance, value and impact of services and functions
- P2 develop a framework to gather the qualitative and quantitative data needed to evaluate work with specific communities
- P3 establish systems and monitoring procedures for collecting and assessing information on the performance over time
- P4 operate monitoring procedures to ensure the relevance, quality and accuracy of data collected
- P5 monitor service levels to ensure quality and timeliness targets are met
- P6 analyse data and information collected using statistical and other techniques
- P7 use the findings to assess the value and impact of services, and to identify where performance needs to improve or be modified
- P8 benchmark the performance of your organisation against other comparable organisations and take action based on the findings
- P9 report regularly on service performance, value and impact, including performance against budget
- P10 identify when a discrete service is not meeting its targets, and propose remedial action
- P11 assess the future of low impact services
- P12 ensure that lessons learned are disseminated both internally and externally and acted upon as appropriate

Knowledge and understanding

You need to know and understand:

- K1 how to develop and use measures to evaluate the performance, value and impact of services and functions
- K2 what procedures your organisation uses to measure and report on organisational performance
- K3 how to ensure that methods of collecting qualitative and quantitative data are inclusive and participatory
- K4 how to ensure that staff and customers are able to report service problems, and that the mechanisms for doing so are visible, accessible and inclusive
- K5 the operational plan and budget for services and functions

Additional Information

Behaviours

1. You establish a culture where people feel able to identify performance issues and identify improvements
2. You seek to improve the performance and potential value of services
3. You take ownership of issues and their resolution
4. You ensure that methods of evaluation are meaningful to customers and stakeholders
5. You committed to reviewing your own work
6. Your are committed to learning and to the sharing of experience

Links to other NOS

This standard has links with

MSC F12 – Improve organisational performance in the NOS for Management and Leadership, developed by the Management Standards Centre.

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