**STAFF PERFORMANCE APPRAISAL PREPARATION**

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| Name of staff member: Kamana Rai | Planned interview date:12/11/2024 |
| Name of person carrying out appraisal | Planned interview time: 12p.m |

**Last Period**

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| **Achievements** |  |
| 1. Having reviewed the job description, what aspects of the job do you feel have been done well over the last year? | During the past year, I have shown a solid dedication through excellence in essential duties, especially in career counselling, creating customized development plans for clients, and fostering effective relationships with both clients and colleagues. Most of my clients are pleased with the support I provide. |
| 1. What contributed to the success over the last year? | "My experience over the past year has enabled me to provide excellent care support within the field. Gaining hands-on experience and becoming familiar with client needs and best practices have been key factors in helping me deliver high-quality support." |
| 1. Did the agreed training and development take place? If so, what impact did it have on your job? If not, why did it not take place? | "Yes, I participated in multiple training sessions on career development, which provided me with a foundational understanding of the field. However, I found that applying this knowledge in practical situations was quite different. Real-world scenarios presented complexities that weren’t fully addressed in the training. Going forward, more hands-on or practical-focused training would be helpful to bridge this gap." |
| **Challenges** |  |
| 1. What aspects of the job do you feel might have been done more effectively? | "I’ve observed some challenges with the management system, as clients frequently express concerns that their preferences or requests aren’t always acknowledged. Often, feedback from clients is not fully implemented, leading to repeated issues that could affect their satisfaction. Improving how client feedback is incorporated into management practices could significantly enhance our service." |
| 1. What kind of obstacles or challenges have you encountered? | I have encountered issues with travel time, sometimes arriving earlier than scheduled and other times later, causing clients to become upset with us. Also not arranging proper time in rota. |
| **Action** |  |
| 1. What action have you taken to try to become more effective and efficient in your job? | I have tried to understand the needs of client and providing excellence service according to the care plan. |
| 1. What action has been taken to resolve any difficulties you have encountered? | I consistently made an effort to connect with the office by either emailing or calling them. |

**Next Period**

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| **Objectives for the next 12 months** |  |
| 1. What objectives or priorities do you have for the coming year? | My main objective is to maintain healthy relationship with clients, colleagues and the office |
| 1. What can the company do to help you achieve the objectives over the next year? | The company must make sure that they are providing the client’s demands and priority in a systematic way. Also they have to keep on updating about the changes done in the care plan to the client. |
| **Training requirements** |  |
| 1. What training or development would assist you in achieving your job related objectives? | Training related to the manual handling. |
| 1. How would they assist you to achieve your objectives? | It will provide us knowledge about the equipment that clients are using. |
| **Communication** |  |
| How could communication in the company be improved? | First thing is the company must have to give response in time, giving proper update about the clients. |
| **Organisational issues** |  |
| Are there any ways in which the company could improve to assist you in your job? | In my opinion if the company provide us the uniform so it will be easier for the client to identify their carer. Also, we are not getting overtime payment. |
| **Job description** |  |
| Do you feel your job description reflects the job you do? If not please write down your suggestions below | yes |
| **Comments** |  |
| Are there any further comments you would like to make? | Yes, we are not getting response in a needed time. Sometime our care plan changes with in short interval of time without any update. |