

ADAT SUPPORT TEAM STANDARDS

TASK	DESCRIPTION	PERFORMANCE MEASURE	REVIEW
Punctuality	To be on time for meeting or table apologies	75%	Annually & PDP
Preparation time before meetings	Must have at least 15 minutes preparation time before meetings (could be day before meeting)	75%	Annually & PDP
Apologies for non-attendance at meetings	Apologies to be given prior to all meetings unable to attend (as much notice as possible)	95%	Annually & PDP
Action points from meetings	Taking forward action points within agreed timescales	90%	Supervision & PDP
Minutes/Action Notes of meetings	Minutes/Action Notes to be distributed within 10 working days of meetings	90%	Supervision & PDP
Agendas, papers for meetings	Items for agenda 2 weeks before meeting Agenda papers distributed 10 days prior to meeting	90%	Supervision & PDP
Phone calls & messages	If out of building/meeting arrange for divert and un-divert on return Messages to be responded to within 2 working days, either phonecall, fax, email, letter Checking of phone messages within 1 day	90%	Review within 3 months at team meeting
Written correspondence, fax, email, letters	Response within 5 working days of receipt	75%	Annually & PDP
Report deadlines	Meet deadlines for report	75%	Supervision & PDP
Absence deferment	Set up annual leave email response standardised for ADAT one week prior to annual leave	100%	Annually
Electronic diary	Keep electronic diary as up-to-date as possible, ensuring permissions are in operation	100%	Six monthly Team meetings