Handout 14: Ways that Client Work is Reviewed

A written plan enables us to review if the goals have been achieved. A plan clearly outlines what is to be done (the strategies), by whom and when. It makes it easy to see how things are progressing.

Reviews are done on a regular and frequent basis and the timeframes are usually specified in the plan. Three monthly progress reviews are common with a major review happening each 12 months.

When we conduct a review we look at the goals which are written in the service plan. Then we consider the progress that has been made towards achieving the goal. Recommendations are made about further work that is needed.

A review will usually involve speaking with the person who the plan is for and those people who are responsible for implementing the strategies. This may be done by phone or at a meeting.

A review will often highlight that a goal has not yet been achieved. This is an opportunity to assess why that has happened and to develop strategies for overcoming any problems. The reasons may include a lack of resources that was not considered in the original plan e.g. staff losses, needing more time, changes in the person's life or environment, other goals becoming more important.

The plan may also be used by a supervisor to monitor a person's work with a client.