Team Charter/arrangement/agreement

This is an example of what your team may want to include in its guidance on how to operate on a daily basis. The title and section headings are suggestions to help you get a conversation started, you may choose to change to a format and wording that better suits your team, or just pick out the headings and points that you think are relevant to your team. This is a tool to help you and your Team, not a statutory document.	
Introduction What kind of service are we? Who are our customers? What do we need to do our job? What are our values and how can we demonstrate them?	• Discuss service design principles, challenges and reach consensus re identifying a need to change/improve. • Do team members lead by example? • What can we plan ahead? • Respect, trust, listen, responsible
Health & Safety What level of risk will team members be exposed to either in the workplace or in the community? Are we all aware of lone working procedures/guidance?	• Local housekeeping arrangements • Local Fire safety procedures • Staff list of names of NOK and contact details? • Reasonable adjustments? Security of information? • Security of equipment? • Display screen advice? • Team purchases carry bags for equipment? • Clear desks, equipment left tidy? • Would it help to complete a team or individual well being assessments? • Lone Working arrangements – local keeping safe procedure for in the community or office(see guidance on Lone working) • How do we plan ahead?
Customer care Do we consider both internal and external customers? Do our customers know what hours we operate within?	• How do we inform customers of operational hours and how to contact us? • How to process referrals? • Advice and support to customer?

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Do our customers know how to contact us?	• Advice and support to team members?
Do we need to provide a rapid or emergency response to customers?	• How to provide rapid response? • How many staff will be needed to support Duty/office each day? • Is cover provided out of hours? If so how will this be provided? • Can we provide business continuity in an emergency situation?
Do we a have service standard to achieve when responding to internal/external customers?	• Are service standards specified eg response time to phone calls or emails? • How to respond to complaints?
Communication How will we keep each other informed of whereabouts?	• Electronic diaries? • Absence monitoring? • Rota? • Keeping supervisor informed of work plan? • Administration support? • Plan ahead
How will we feel supported and part of a team?	• Buddying, mentoring? • Sametime, Email, Telephone, text? • Informal meetings • Team social events • Team meetings? • group meetings?
How do we keep up to date with news and information?	• S-Net? • electronic newsletters? • Notice boards? • email, sametime, text, telephone? • Events
Work with others Is the behaviour of our team professional helpful and supportive to our customers?	• Are we respectful to each other and our customers? • Are we helpful to each other and our customers?
Does our culture support Smarter working? What needs to change?	• Do we listen? • Are we being fair and inclusive

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Are we flexible in how we use office space? Are we welcoming?	with each other and our customers? • Are desks kept clear for people to drop in and use? Is there an inclusive approach to visitors
Monitoring performance Do individuals know what is expected of them? How do we as a team know we are performing to required standard?	• How are targets or goals set? • Data recording requirement? • Recording hours worked? • Do we have knowledge and understanding of team plan and how it fits in with service and corporate plan? • Supervision – purpose, commitment to attend, frequency? • Appraisals – commitment to prepare and complete annually and hold mid-year review?
Develop People How do we ensure that all members have the skills and knowledge to be able to do the job? How will individuals reflect on training and put it into practice?	• Training plans created from appraisals and supervision. • E- Learning • Attending training • workplace shadowing • best practice groups • Resources eg S-Net, Policies & Procedures, Internet, online knowledge hubs, internet community forums, publications. • Cascading information • Lead by example • Learn to teach, lead best practice sessions? • Team champions • Team advocates

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Review and Impact of Team Charter This is a working document that will change as your team evolves and gets used to working in a more flexible way	• When will you review your local team arrangements? • When will you review personal arrangements? • Are you having regular 1 to 1 meetings? • Have you thought of asking a person who is external to your team to help with the review process to ensure fairness and objectivity?
Overall Summary – arrangement Core days & hours open to customers How to contact team Locations Equipment Travel Business continuity etc	