



STOTFOLD TOWN COUNCIL

STAFF PERFORMANCE MANAGEMENT POLICY 2024

Introduction

The successful operation of any Council depends primarily on using the full potential of its workforce. This necessitates certain criteria being met which are to the benefit of both the Council and its employees and requires a strategy to be put into operation to achieve this aim.

The interests of the Council and its residents/customers are best served by a workforce, which as individuals and a team, are carrying out their tasks to the most effective performance level. This is what performance management, and appraisals are seeking to achieve and why they can have an impact on employees and Council performance.

The purpose of this policy is to establish a framework for managing, developing, and evaluating staff performance. It aims to ensure that all staff members are provided with the necessary support, feedback, and development opportunities to perform their roles effectively and to align their contributions with the strategic goals of the organisation.

Both managers and staff have to be aware of the individual requirements of the post. This is best served by having an up-to-date job description for each role, ideally linked to the strategic plan for the Council.

Objectives

1. ***Align individual performance with organisational goals:***
Ensure that each employee's work contributes to the overall objectives of the organisation.
2. ***Promote continuous improvement and development:***
Foster a culture where staff are encouraged and supported to enhance their skills and performance.
3. ***Provide clear expectations and regular feedback:***
Establish and communicate clear performance expectations and provide timely feedback.
4. ***Address performance issues promptly and fairly:***
Provide a structured approach to address and improve underperformance.

Key Principles

1. ***Fairness and Transparency:***
Performance management processes should be conducted fairly, consistently, and transparently across the organisation.
2. ***Employee Involvement:***
Employees should be actively involved in setting their performance objectives and in the evaluation of their performance.

3. *Continuous Feedback:*
Managers should provide regular, constructive feedback and support to help employees achieve their goals.
4. *Development Focused:*
Performance management should focus on both achieving results and developing employee capabilities.

Why are one to one meetings important?

Regular one to one meetings between a manager and individual employees in their line of management are important to ensure the employee is supported and is effective in their work the meeting will:

- provide a safe environment for the employee and manager to discuss performance
- be an opportunity to review current workloads and targets
- ensure priority is given to the most important areas of work
- enable both parties to clarify what is required
- set priorities until the next one to one meeting
- provide as early as possible an opportunity to address poor performance
- review recent achievements
- where necessary highlight and arrange for training to address weaknesses

The purpose of one-to-one meetings is to:

- provide a safe environment for open and frank discussion
- ensure there is a regular channel open for the employee and manager to discuss the employee's performance
- ensure performance is of an acceptable standard
- find solutions to any issues
- ensure objectives are being met

Process

1. Performance Planning

Objective Setting:

At the beginning of each performance cycle, managers and employees will collaboratively set clear, measurable, and achievable performance objectives aligned with the organisation's strategic goals.

Development Plans:

Identify any training or development needs required to achieve the objectives. Create a personal development plan to address these needs.

2. Ongoing Feedback and Coaching

Regular Check-ins:

Managers should schedule regular meetings (at least quarterly) to discuss progress against objectives, provide feedback, and adjust goals if necessary.

Feedback Mechanism:

Employees should be encouraged to seek and provide feedback. Managers should give feedback in a constructive manner that supports improvement and development.

3. Performance Appraisal

- a) *Annual Review:*
An annual performance review will be conducted to evaluate the employee's performance against the set objectives and competencies. This review will include:
 - Self-assessment by the employee.
 - Manager's assessment.
 - Peer feedback (if applicable).
- b) *Rating and Documentation:* Performance will be rated based on predefined criteria, and the outcomes will be documented and discussed with the employee.

4. Managing Underperformance

This is covered in the Performance Improvement Procedure in the Staff Handbook

[Employee Handbook 2024.pdf](#)

5. Review and Continuous Improvement

- a) *Policy Review*
This policy will be reviewed annually to ensure it remains effective and aligned with organizational goals.
- b) *Feedback on Process*
Gather feedback from employees and managers on the performance management process to identify areas for improvement.

6. Scope

This policy applies to all permanent, temporary, and part-time employees of Stotfold Town Council. It encompasses all aspects of performance management, including setting objectives, performance appraisals, feedback mechanisms, and personal development planning

7. Roles and Responsibilities

- a) *Managers:* Responsible for setting objectives, providing ongoing feedback, conducting performance appraisals, and supporting employee development.
- b) *Employees:* Responsible for actively participating in performance management activities, setting personal goals, and seeking feedback.
- c) *Human Resources (HR):* Provide guidance and support to managers and employees, ensure consistent application of the policy, and facilitate training on performance management processes.

8. Related Documents

[Employee Performance Management Form](#)

[How to make the most of your performance management.docx](#)

[Checklist for Conducting a Performance Management Appraisal.docx](#)

[How to conduct the Town Clerk's Appraisal.docx](#)

[Town Clerk's Performance Management Plan.docx](#)