

Managing Work Performance and Capability Policy TEMPLATE

The ICB has the right and responsibility to establish requirements in standards of work to be achieved by its staff, so long as these are realistic and clearly defined.


In order to fulfil this responsibility, the ICB will ensure that individual employees' work is monitored fairly.

The ICB is committed to valuing all of its employees and will encourage them, through guidance, training and development, to achieve their full potential on a consistent basis.

Where there is an identified failure in performance, the ICB will, as part of the process of encouragement and support, discuss with the employee the reasons giving rise to that situation.

Formal action in line with the principles and procedure outlined in the Managing Work Performance and Capability policy may follow if the employee fails to meet the agreed performance levels.



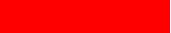
INFORMAL / FORMAL PERFORMANCE IMPROVEMENT PLAN (Delete as appropriate)			
Employee Name:		Line Manager Name:	
Job Title:		Line Manager Job Title:	
Department:			
Date of meeting:			



Area(s) of performance requiring improvement	Expected standard/level of performance	How improvement will be assessed/measured (what evidence is required)	Support /Training required (+ who arranges it, delivery method)	Review meeting dates	Objectives met? (RAG) explain	Next Steps (eg next review meeting date, move to next stage of process, additional support / training)

Guidance notes

- 1) It is important to complete this plan as fully as possible
- 2) Staff must be clear whether they are in the informal or formal parts of the performance management process.
- 3) Staff should be given the opportunity to take the proposed plan away to consider it before signing it to accept its contents.
This should be a reasonable amount of time
- 4) if staff refuse to sign the proposed plan, Managers must do all they can to agree on targets/measures etc that are acceptable to both.
However, staff will be required to work to the plan if agreement cannot be reached.
- 5) Performance improvement targets should be SMART:
Specific – is it as precise and specific as possible and stated in the positive?
Measurable – How will the employee and manager know when the outcome is achieved?
Achievable – Is there access to everything needed to achieve this outcome and is it realistic?
Relevant – Is the outcome relevant and appropriate to the improvements required?
Time bound – Is there a clearly defined timeframe, including a committed deadline?
- 6) The aim of this process is to improve performance, and this should be reflected in the support / training offered to enable staff to meet the required standard of performance.
- 7) Rag rating:

	Performance standard successfully met and evidenced
	Progress made towards performance standard but still incomplete
	Performance standard not reached

- 8) The Managing Work Performance and Capability Policy can be found here: [Document Library - Happy Healthy Lives](#)



