

## Statement on Managing the Performance of Staff

Faversham Town Council is committed to ensuring Council employees:

- Are clear about their duties and responsibilities
- Know what is expected from them
- Understand Council priorities
- Have the tools, resources and training needed to undertake their role
- Are motivated and recognised for their achievements
- Understand how to raise and escalate problems and concerns and be confident these will be given proper consideration
- Take the health and safety of themselves and others seriously
- Are treated well, receive fair recompense and see the Council as a good employer

Each staff member has a current job description and has at least an annual performance appraisal. Specific, measurable, agreed, relevant and time bound targets for the coming year are cascaded from the Council's Strategic Plan through the organisation.

The Town Clerk has an annual appraisal carried out by the Mayor and Deputy Mayor. They agree targets with the Town Clerk based upon key operational functions and business plan objectives.

Targets for other staff are monitored informally through supervision and discussions throughout the year. Staff are rated across the range of areas including:

- Quality of work
- Efficiency
- Attendance
- Time keeping/flexibility
- Working relationships
- Competency in the role

Where improvement is required an individual improvement plan will be agreed and formal monthly monitoring put in place with the staff member until the required improvement is obtained or formal capability action instigated.

The Council is committed to training and development as a method of maintaining and improving performance. The Council encourages staff to attend training and provides a training budget that is controlled by the Town Clerk in support of this. Training and professional development records are kept for each member of staff.

All staff have access to Council Policies and have been issued with those relating to HR matters and how to raise grievances or concerns.