

## **Statement on Managing the Performance of Staff**

Folkestone Town Council is committed to ensuring its 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 where SMART targets are set from the Strategic Corporate Plan and Budget.

In line with Council's adopted Standing Orders the Town Clerk has an annual appraisal carried out by the personnel sub-committee.

Targets for other staff are monitored informally through supervision and discussions throughout the year with the Town Clerk.

Staff are rated using the NALC template across a 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 and actively encourages staff to attend training and provides a training budget that is controlled by the Town Clerk to support 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.