



# Capability Policy

## Introduction

Ledbury Town Council recognises the role of its employees in providing a high-quality service to the community. The Council will therefore recruit employees of the highest quality and then assist them in achieving their full potential with training and development, measured job profiles, regular meaningful appraisals and personal development plans.

It is recognised that there will be occasions when, for a variety of reasons, an employee does not meet the required standard and the Council will therefore follow the ACAS code of conduct and all the relevant employment legislation with the employee.

## Procedure

All employees will have an up to date, agreed, job profile covering their responsibilities and detailing the standard at which they are expected to form.

All employees will have a formal performance appraisal interview with their line manager at least every 12 months and interim supervision meetings will take place as appropriate as part of the Councils Performance Management Process.

## Monitoring Performance

All line managers have the responsibility to ensure that the performance of their staff is up to the agreed standard and action should take place immediately the standard is not being achieved.

## Initial Action

The line manager should arrange a meeting with the employee to discover why their performance is not up to standard.

The reasons may be due to: -

- Lack of skill or knowledge
- Training or refresher training required
- Excessive workload
- Inadequate resources
- Personal issues

The manager should identify and priorities the reasons and take the appropriate action e.g. arrange suitable training, look at the resources available etc.

The line manager should put in place a timescale for improvements and continue to monitor performance. A record of the meeting should be made together with the agreed timescales and future monitoring feedback sessions. This record should be signed by both parties and placed in the employees personnel file.

If at the end of the agreed timescale the employee's performance has returned to the agreed standard no further action apart from the regular performance reviews will be needed. The records should be removed from the file and archived.

### **Subsequent Action**

If the employee fails to reach the agreed standard of performance despite the above assistance the matter becomes a formal issue and the Council's Disciplinary Procedure must be invoked.

**Date adopted by the Council – 30 May 2020**

**Date for Review – 29 May 2022**