

ADOPTED AT THE FULL TOWN COUNCIL MEETING 7 FEBRUARY 2022

REVIEW: FEBRUARY 2024



OTTERY ST MARY TOWN COUNCIL STAFF APPRAISALS POLICY AND PROCEDURE

1. General

Ottery St Mary Town Council (“the Council”) is committed to developing all members of staff so that they can perform to the best of their ability and can offer the efficient, accurate and appropriate service to the Council and the public.

The Council’s Staff Appraisals Policy and Procedure is designed to promote development by reviewing past performance and looking ahead to set achievable objectives, linked to the aims and objectives of the Council.

2. The Objectives of Staff Appraisals

To enhance the quality of service delivery by the Council through encouraging each employee to achieve high standards of performance

To help all employees develop to their fullest attainable level of potential and achieve job satisfaction

3. Aims of the Appraisal Process

- Staff will understand how they help achieve our customer’s needs and expectations, the Council’s objectives and overall priorities.
- Based on that information, staff will have clear tasks in their own Work Plan for the next 12 months, with a clear understanding of their job role.
- Staff will have been regularly monitored to record progress and will know how well they are doing.

- Help will be offered to staff to make changes where progress is not being made.
- Staff will have the opportunity to discuss their performance and, how happy they are at work, their training and personal development needs and future ambitions.
- The Council as a whole will know if it has the capacity and skills it needs to achieve its objectives.
- Managers and staff will understand the reasons for any variations in performance against set targets and take appropriate measures to correct this and communicate this information to the HR Committee.

4. The Appraisal Process and Equal Opportunities

Every member of staff will have a performance appraisal and should be treated with dignity and respect throughout the process

Employees are expected to take a pro-active approach in preparing for the interview

5. Roles and Responsibilities

The implementation and management of this procedure will be the responsibility of the CEO, reporting to the Human Resource Management Committee (the Committee).

6. Definitions

- The Appraisee is the employee who is being appraised
- The 360 Degree Reviewer is a co-worker, Chair/s of a Committee that the individual works with and The Mayor and/or Deputy Mayor
- The Appraiser is the CEO carrying out the appraisal of all employees. The CEO will be appraised by the Chair of the Committee
- The Reviewer is the Committee which monitors the process

7. Learning and Development

Learning and Development can take many different forms and should not be considered simply in terms of off-the job training ('the training course'). Development can include:

- Coaching
- Computer based training
- Delegated work

- Mentoring
- On-the-job training
- shadowing

8. The Appraisal Process

Annual appraisals will be completed between January and April each year. The Appraisal process works best when there are reviews carried out within the year, e.g. half yearly.

9. How the appraisal will be conducted

- at least 5 working days notice will be given to the 360 Degree Reviewers who will be asked to complete Appendix 1
- at least 5 working days notice will be given to the employee
- sufficient time will be ensured for the meeting
- Appraisal meetings should take place in a private room which is light, spacious and, barring emergencies, free from distractions/interruptions
- All appraisals will be treated equitably and the meeting will be friendly but professional.
- The appraisee and appraiser are participating in a two-way discussion, not an interview.
- The appraiser will share feedback from the 360 Degree Reviewer as part of the appraisal process.
- The appraiser will guide the process by use of questions and listening, and will regularly summarise key points.
- The appraisee should take responsibility for expressing their views and this may include working together with the appraiser to address any difficulties currently experienced.
- The appraiser and appraisee will ensure they are both clear and in agreement as to the action to be taken

10. Appraisals meetings should follow the format of:

A. Review of previous years performance to establish previous objectives met and areas for improvement by the employee, their manager and the Council in general

B. Setting of objectives for the year ahead, remembering that they should be:

- Specific – clear about what is actually required, trying to avoid too much detail and jargon
- Measurable – tasks need to be linked to quantifiable measure
- Achievable – consideration should be given to training/competencies
- Realistic – neither too difficult nor too easy
- Timed – anticipated timeframe and targets, phased through the year

C. Identifying training and personal development for the year ahead

Personal development should:

- commit the employee to a series of career path training and development activities
- maximise an employee`s ability to achieve service objectives in the medium and long term
- reflect the balance between the Council`s view of the employee`s development needs in their current and possible future role, and the employee`s own view of their long-term career goals
- be realistic with appropriate resources being available and within budget
- be jointly agreed by the employee and the HR Committee.

Note: objectives and training should, wherever possible, be measurable against the Council`s overall strategy.

11. Appraisal Paperwork

It is the responsibility of the appraiser to complete the appraisal forms within 1 week. The forms are then passed to the employee to provide their own comments and to sign acceptance of the content. If they do not agree with the content they should indicate their concern/issue in the space provided.

In cases of dispute the appraiser should attempt to resolve any issues. If this is not possible they should refer the matter to the Committee. Any referrals should be dealt with and a response given to the appraisee within 10 working days.

When appraiser and appraisee have signed the documentation it should be kept by the CEO. A photocopy will be made and given to the employee.

12. Record Keeping

- Appraisals are a key component of the employee`s personnel record and completed and signed records will be filed on the employee`s personal file.

- Appraisers may keep copies of their paperwork but only in a secure and confidential location
- In line with the Data protection Act, the Council will only hold records that are relevant, other records will be securely destroyed in line with the Council's document retention and archive framework.

13 Confidentiality

Appraisal records should be kept confidential and should not be accessible in any format to any member of staff other than:

- The appraiser
- The respective appraisee
- The HR Committee (for discussion within specific meetings)
- The CEO

Care should always be exercised to avoid breaching confidentiality.

14. Reviews

Half yearly reviews will be carried out throughout the year if it is deemed necessary

Appendix 1:

<https://forms.office.com/Pages/ResponsePage.aspx?id=402yMuNA8Uu7hvZEninM-o0mU9r02IBDiNVU2NN8IX5UMU0wTEw5N0Y0TjY1VDJaTEgxVTU5NFJMTC4u>