

Performance Management Policy

Status	Approved	Named Trustee	Almarene Frederick
Initial Review	Jan 2023	Reviewed By	HR, SLT, Trustees
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Purpose

The purpose of this policy is for colleagues to have a clear understanding of the work expected from them, to receive ongoing feedback regarding how they are performing relative to expectations, to identify development opportunities and to address performance that does not meet expectations.

Related Documents

- Performance Management Guide for Line Managers
- Grievance Policy
- Whistleblowing Policy

Values

Our values are:



Optimistic yet realistic

Look to the future but prioritise the present.



Include intentionally

Foster an open culture.



Deliver with Integrity

Always uphold honesty, act within our morals & ensure we are dependable.



Empowerment

Feedback empathetically, always act with understanding, support and value.

Policy

Managing performance is an essential part of helping Caudwell Youth achieve its aims. This should be based on clear goals, performance/behavioural and personal objectives linked to the colleague's role and job description. There should be regular communication throughout the year to identify training, development and support needs.

Induction

All colleagues receive an induction into the Charity. This ensures they receive accurate information about the Charity, with clear expectations about their role. The line manager will set out the plan on their first day and review at the end of the induction period to check all elements have been fully covered.

Probation period

The probation period is 3 months. There will be a mid-term review at 6 weeks and a formal end of probation meeting. At that meeting, the options are to confirm employment, extend the probation period with clear goals agreed by the line manager; consider a different role which suits the colleague's skills, or their contract could be terminated.



Objectives

All colleagues should be clear of what is expected of them when carrying out their role, and this is through clear, measurable and agreed objectives.

Behaviour standards and competencies

Behavioural competencies are set out to define how colleagues should conduct themselves at work, at the same time allowing for creativity and individual styles.

Colleagues should always:

- act in a professional way;
- respect their colleagues, partners and people using the service;
- not cause reputational damage to the organisation;
- dress in an appropriate way when representing the organisation and carrying out their duties;
- ensure that they always act in an anti-discriminatory way, failure to do so will be seen as gross misconduct and will result in suspension and investigation.

Catch up's

These are regular, informal sessions scheduled by the line manager. This allows good working relationships to be formed. For new colleagues, these should be weekly for the first 6 weeks and then as and when required.

One to One meetings

One to One meetings are more formal and should be held once a month or more regular if required. This allows for more formal and structured discussions, allowing the line manager to discuss task based and development objectives for the colleague's area of responsibility, and their personal development.

Annual appraisal

An annual appraisal is a roundup of the year just gone, an opportunity to recognise what has been achieved, to identify the areas which could have gone better and an opportunity to plan for the coming year. Annual objectives should be set at the beginning of the year, reviewed at 6 months and then appraised at 12 months.

Managing poor performance

There are times when performance is not up to the standards we expect. Managing this well is essential for the colleague, as well as for the Charity. It is important that concerns have been discussed through catch up sessions, one to one and appraisal meetings, so it doesn't come as a surprise when poor performance needs to be formally addressed. If there is a need for this process the colleague would be entitled to have a representative with them for support.

Should a colleague have concerns about their line manager, they can follow the process in the Grievance Policy and Whistleblowing Policy.

