



## INTRODUCTION.

The purpose of this policy is to describe the required standards of performance and the consequences of a failure to deliver to the standards.

It also sets out the procedural steps which Andover Town Council will take in response to performance which falls short of those standards. They are designed to ensure fair and consistent treatment of staff.

The policy has been developed in line with the statutory ACAS Code of Practice for Disciplinary and Grievance Procedures. Andover Town Council intends to follow procedures outlined by ACAS wherever appropriate.

## SCOPE AND PURPOSE

This policy applies equally to full time and part time employees on a permanent or fixed-term contract, regardless of length of service.

This policy applies where there is a genuine lack of capability displayed in the work that the employee is asked to deliver (e.g. lack of skill, aptitude, knowledge, or ability).

It does not apply to cases of poor attendance or wilful poor performance. In those circumstances the Attendance and Absence Policy and the Discipline Policy will be invoked respectively. Nothing in this policy prevents Andover Town Council from acting under these policies if considered appropriate. Exceptionally, a very serious failure to meet performance standards (e.g. negligence which amounts to gross misconduct) may lead to dismissal without prior warnings and without a notice period under the terms of the Discipline Policy.

This policy does not impact upon the Pay and Grading Framework under NJC model, which is designed to reward good performance over and above the minimum required standard.

This policy does not form part of any employee's contract of employment. Andover Town Council may change it from time to time and may depart from it depending on the circumstances of any case.



## SETTING THE STANDARDS

You must deliver your day-to-day work as outlined in your job description and annual objectives in a timely and professional manner and fully meet the standards and competencies for your job role level as set out in the Competency Framework. Poor performance occurs where the quality of work deteriorates below the required standard due to lack of ability, skill, or knowledge.

Andover Town Council will ensure that:

- Employees understand what is expected of them in terms of performance,
- That performance is monitored via regular supervision meetings with their line manager and via the annual performance management process,
- Employees are given appropriate training and support to meet those standards.

## THE OBJECTIVES

The primary aim of this procedure is to provide a framework within which Andover Town Council can work with employees to maintain satisfactory performance standards and to encourage improvement where necessary.

It is to ensure that concerns over performance are dealt with fairly and that steps are taken to establish the facts and to give employees the opportunity to respond at a hearing before any formal action is taken.

This policy is used to deal with poor performance. It does not apply to cases involving genuine sickness absence, proposed redundancies, or misconduct. In those cases, reference should be made to the appropriate policy or procedure.

## DISABILITIES

Consideration will be given to whether poor performance may be related to a disability and, if so, whether there are reasonable adjustments that could be made to your working arrangements, including changing your duties or providing additional equipment or training. We may also consider adjusting this procedure in appropriate cases.

If you wish to discuss this or inform us of any medical condition you consider relevant, you should contact the Town Clerk or Chairman of the Staffing Sub-Committee.



**CONFIDENTIALITY**

Our aim is to deal with performance matters sensitively and with due respect for the privacy of any individuals involved. All employees must treat as confidential any information communicated to them in connection with a matter which is subject to this Capability Policy.

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