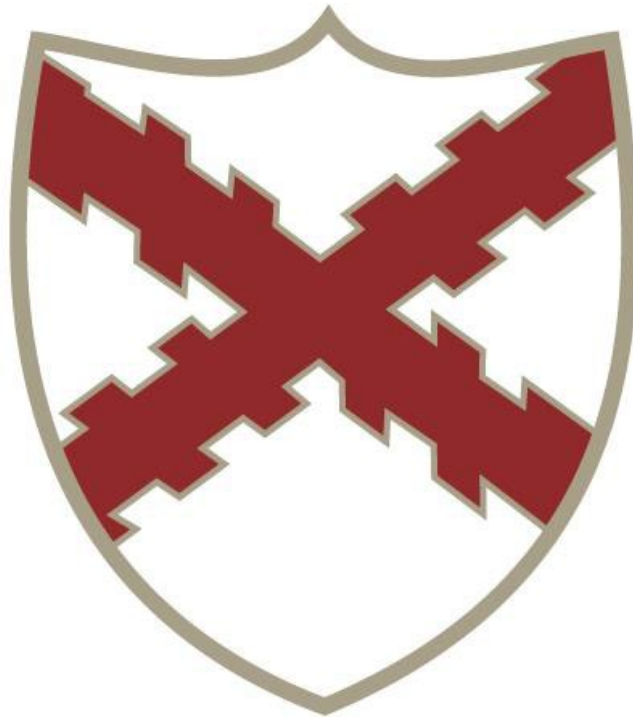


ST. AUSTELL TOWN COUNCIL



STAFF APPRAISAL POLICY

Responsible Officer:	Town Clerk
Date approved:	13 th April 2026
Date of review:	March 2029

1. Introduction

- 1.1 This policy reflects the aims of the Town Council to be a good employer, to encourage effective teamwork and to help staff develop whilst providing efficient and effective services. It seeks to provide a framework through which managers and employees can have an effective dialogue and an opportunity to focus on achievements, quality of work, barriers to progress, training needs and targets to help achieve the Town Council's strategic aims.
- 1.2 This policy applies to all employees of the Town Council.

2. Aims

- 2.1 Appraisals are essential for the effective delivery of services and the management and evaluation of staff. Appraisals help develop individuals, improve organisational performance and feed into strategic planning.
- 2.2 Annual performance appraisals enable standards to be set, expectations and objectives agreed, delegation of responsibilities and succession planning.
- 2.3 Appraisals assist with the continuous improvement of the Town Council.

3. Process

- 3.1 Appraisals are conducted annually for all employees of the Town Council, usually commencing in March/April. This does not preclude meetings throughout the year with staff to review workloads and progress.
- 3.2 Each member of staff is appraised by their Line Manager. The Town Clerk is appraised by the Mayor and a member of the Staffing Committee.
- 3.3 In order to be effective, it is important that both the appraising Line Manager and employee understand the purpose of the appraisal process. If required, training can be provided to Line Managers or members of the Staffing Committee to ensure that they have a good understanding of what is expected from them and their responsibilities as an appraiser.
- 3.4 The Line Manager will arrange the appraisal meeting at a suitable time and date with the employee, in a private room.
- 3.5 The Line Manager will draft the appraisal form and submit it to the employee for consideration at least three days before the meeting date. In the case of the Town Clerk's appraisal, the Town Clerk will draft the appraisal form and submit it to the Mayor and a member of the Staffing Committee for consideration at least three days before the meeting date.
- 3.6 It is anticipated that the following will be discussed as a minimum:
 - Review past 12 months performance and previous appraisal goals and objectives;
 - Agree and set future goals and objectives;
 - Any training requirements.

- 3.7 After the meeting, the Line Manager produces another draft of the appraisal form, taking into account the comments made at the meeting and submits it to the employee for consideration.
- 3.8 The employee reviews the form and if content, signs it to confirm that they are happy with the contents and that it is a fair representation of the meeting. The signed form is returned to the Line Manager who signs the form, provides a copy to the employee and places the original copy in the employees personal file.
- 3.9 If the Line Manager and employee cannot agree the contents of the appraisal, the Town Clerk will arbitrate.

4. Report

- 4.1 The Staffing Committee is confidentially provided with a copy of the annual appraisals for the Town Clerk, Deputy Town Clerk, Operations Manager and Library Manager.
- 4.2 Unsatisfactory performance from any member of staff is managed by the Line Manager, Town Clerk or Staffing Committee outside of the appraisal process.

5. Guidance for the appraiser

- 5.1 Interviews should be held on a one-to-one basis (except in the case of the Town Clerk).
- 5.2 General comments should be supported by specific examples.
- 5.3 The Appraiser should outline the Town Council's strategic aims and how the individual can contribute towards these aims.
- 5.4 Appraisers should encourage a two-way dialogue and invite ideas from the appraisee for improving services, individual performance and teamwork.
- 5.5 The appraisal process is not a replacement for grievance or the disciplinary procedure.
- 5.6 Appraisers should provide constructive feedback and guidance on future targets and how they can be achieved.

ST AUSTELL TOWN COUNCIL

Staff Development Review

Name : _____

Review Date : _____

Post : _____

Both the reviewer and jobholder in preparing for the Review Discussion should complete a copy of the SDR form. Detailed notes should be made under each heading to lead to a constructive meeting. At this stage the notes are personal to those making them. The final agreed version of this form is to be used as a permanent record of the review. It is completed by the Reviewer and jointly signed with the jobholder.

Overview of the last 12 months

What are the main achievements and improvements you have accomplished? What could have gone better? What lessons can be learned? Highlight those development or training activities which have helped to make your performance more effective.

Key Tasks / Service Improvements

Enter in this section any key tasks or service improvements which the jobholder will be involved with during the next 12 months; these should wherever possible be tasks that will help contribute to the Town Plan (when completed) or identified priorities.

Key Task Objectives For Next 12 Months	Review Date	Target Date

Performance Review

There are two main aspects to being an effective member of staff. Mark the importance of each element to your job and your current confidence/competence in each area:

Importance	Confidence/Competence
A = central to my job	1 = fully competent/confident
B = major part of my job	2 = fairly competent/confident
C = minor part of my job	3 = slightly competent/confident
D = not a part of my job	4 = not competent/confident

ST AUSTELL TOWN COUNCIL

Staff Development Review

Skill/Competencies	A - D	1 - 4	Comments
Team Working			
Able to demonstrate leadership and build an effective team			
Able to coach colleagues within own team/other teams in section			
Demonstrates an ability to be a good team member, willing to assist when needed; regularly makes suggestions to improve working practices/encourages colleagues to do the same			
Organisational Ability			
Plans and organises workload effectively – prioritises tasks and meets deadlines			
Plans and organises meetings leading to documented results and action plans			
Gives attention to detail/accuracy			
Analyses information provided from a variety of sources			
Able to work under pressure			
Able to meet output targets			
Dealing With People			
Face to face communications – effectively exchanges information with colleagues and/or public. Can actively listen and is effective and considerate when expressing own views.			
Customer care – seeks always to provide high level of service to users and to exceed expectations			
Written communications – able to produce written material that is understandable, avoids jargon and meets organisational standards.			
Influencing and Persuading – is confident and articulate in convincing others of the merits of their own point of view.			
Able to solve problems, negotiate and resolve differences within area of responsibility.			
Provides effective feedback - to team, colleagues, customers			
Able to lead and manage change			
Interviewing skills – recruitment and selection procedures			
Commitment/Initiative			
Demonstrates adaptability and flexibility			
Punctual and dependable			
Demonstrates an ability to motivate self and others			

ST AUSTELL TOWN COUNCIL

Staff Development Review

Skill/Competencies	A - D	1 - 4	Comments
Initiative – able to act independently within area of responsibility			
Contributes regularly to discussions, team briefings etc			
Professional Expertise			
Knowledge of regulations/legislation required to undertake the duties of the post			
Professional qualifications			
Knowledge/awareness of Health and Safety			
Knowledge of ICT			
Ability to utilise all relevant computerised systems appropriately			
Handling Disciplinary/capability/grievance issues			
Knowledge of performance and budgetary monitoring.			
Corporate Issues			
Awareness of Council's duties under Equal Opportunities legislation and employee responsibilities within it.			
Political Awareness			
Presentation of reports at Council Committee Meetings			
Representing the Authority at meetings involving the public			
Strategic planning			
Other Post-Specific Competencies/Skills Required Not Already Included			

ST AUSTELL TOWN COUNCIL

Staff Development Review

Performance Objectives

Enter in this section specific performance objectives for the jobholder during the next 12 months; (these should link to key tasks / service improvements as previously identified that will help contribute to the Town Plan or identified priorities).

Performance Objectives For Next 12 Months	Review Date	Target Date

Development ideas - what could we do between us to:

- a) enable you to achieve your objectives and contribute more effectively to what the Council is doing at the moment
- b) improve your performance in your current post over the next 12 months
- c) enable you to develop your future career

This may be achieved by a wide variety of means e.g. course, seminars, self-directed reading, projects, coaching, job shadowing etc. Careful examination of individual development needs is required to make learning most effective.

Development need identified	Action required to develop performance	Person responsible for action required *	Completion Target date

* E.g. individual, Clerk, Deputy Clerk

ST AUSTELL TOWN COUNCIL

Staff Development Review

Any additional comments by job holder/Clerk/Deputy Clerk

Date of next review _____

Signature of job holder _____ Date _____

Signature of Clerk/Deputy Clerk _____ Date _____