**Performance Management: Capability Flow Chart**

**INFORMAL PERFORMANCE MANAGEMENT**

This informal process sits outside of the Capability process.

Discuss the performance related issues and possible causes with the individual; agree an action plan to address these issues. A copy of the action plan should be given to the individual and a date for the next review meeting agreed within a reasonable time frame.

At review meetings, progress should be discussed and the action plan revised or ‘closed’, as appropriate.

If informal discussions and action plans are not enabling an individual to reach acceptable standards of performance, the formal Capability process can commence.

If this informal approach is unsuccessful the individual should be invited to a meeting under Stage 1 of the procedure.

**Appropriate evidence must be available to show that the informal process has been undertaken effectively before commencing the formal procedure**

**STAGE 1 FORMAL REVIEW MEETING**

Discuss progress – what has and has not been achieved. If not, why not? Discuss possible causes and mitigating circumstances.

If progress is satisfactory, issue letter confirming capability ended but must maintain improvement to avoid returning to stage 1 of the procedure.

If progress is unsatisfactory given the explanation, inform individual they will be moved to Stage 2. Discuss any further training / support needed and how the action plan can be achieved. Issue letter confirming moved to Stage 2, right of appeal and date of next review. Enclose action plan, including any revisions.

**STAGE 2 FORMAL REVIEW MEETING**

Discuss progress - what has and has not been achieved. If not, why not? Discuss possible causes and mitigating circumstances.

If progress is satisfactory, issue letter confirming capability ended but must maintain improvement to avoid returning to stage 2 of the procedure.

If progress is unsatisfactory given the explanation, inform individual they will be invited to a meeting under Stage 3. Issue letter to invite them to a meeting within 14 days.

**STAGE 3 FORMAL MEETING**

After hearing representations from the employee and considering the evidence of poor performance, the company will take appropriate action, which may result in dismissal or demotion as an outcome. Line Manager to consult with HR prior to the communication if a decision to dismiss or demote an employee. Issue letter confirming decision and informing employee of the right to appeal.

**STAGE 1 FORMAL MEETING**

Inform employee of issues and implications. Discuss and agree (if possible) an action plan. Discuss and note any support required. Set review date. Monitor progress. Issue letter confirming actions and right of appeal.

**FORMAL CAPABILITY PROCEDURE**