

# Managing capability

## A guide to dealing with employment issues

### Informal Stage

- Inform employee of issues and implications and discuss possible causes.
- Discuss and agree (if possible) an action plan.
- Discuss and note any support required.
- Set regular reviews e.g. weekly or monthly
- Monitor progress.
- Issue record of conversation confirming actions.

Once concerns are raised discussion is forward looking focusing on the Action Plan and timetable for achievement.

### Informal Stage Review Meeting

- Discuss Progress - what has been achieved, what has not been achieved – if not, why?
- Discuss possible causes and mitigating circumstances. If progress is unsatisfactory given the explanation, inform individual they will be invited to a meeting under Stage 1 below.

Discussion focuses on review period and is backwards looking.

A

## Disciplinary Procedure

### 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.

Once concerns are raised discussion is forward looking focusing on the Action Plan and timetable for achievement.

### Stage 1: Formal Review Meeting

- Discuss Progress - what has/has not been achieved, and if not, why?
- 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 and date of next review.
- Enclose action plan, including any revisions.

Discussion focuses on review period and is backwards looking.

B

### Stage 2: Formal Review Meeting

- Discuss Progress - what has/has not been achieved, and if not why?
- 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

### Stage 3: Formal Meeting

After hearing representations from the employee and considering the evidence of poor performance, the employer will take appropriate action, which may result in dismissal or demotion as an outcome. Issue letter confirming decision and informing employee of their right to appeal.

(If at any stage the employee has shown a sustained and satisfactory level of improvement, the procedure is ended - confirm in writing to the employee)