

Appendix 3

PERFORMANCE IMPROVEMENT PLAN

This plan should be agreed between the employee and the manager so that the expectations for the required improvement are clear, for all parties, in order for it to be measured.

Name: _____ **Post:** _____ **Date action plan started:** _____ **Manager:** _____

PERFORMANCE/SKILL/BEHAVIOUR REQUIRING IMPROVEMENT <i>List the skills, behaviours, duties or actions that need to improve, in line with the job description. How is it currently not being achieved. Be specific. What is the current percentage achievement and why?</i>	DESIRED OUTCOME <i>What steps or actions need to be taken to reach the improvement? What is the required improvement?</i>	SUCCESS MEASURE <i>What does improvement look like? How will it be demonstrated?</i>	DEVELOPMENT OPPORTUNITIES/ RESOURCES <i>What training, resources or support are needed to improve? How can these be applied. Who is responsible for implementing these</i>	WHEN WILL THE IMPROVEMENT BE MADE BY?
e.g. Training delivery is not taking place in a timely way. Feedback from customers is that there is a delay of one month. Achieving target is 10% of cases at present	Over the next two-month period delivery will increase gradually, with support from peers to meet success measure and JD.	Delivery is delivered in line with agreed standards with improved positive customer feedback.	We will work together to develop a delivery plan. Coaching to be undertaken to support confidence. Peer support to look at training content to ensure this is relevant and engaging.	Two months from today

Next review date: ____/____/____

Employee Signature: _____

Manager Signature: _____