



**Joint Policy for Cumbria Partnership Foundation Trust &
North Cumbria University Hospitals NHS Trust**

Capability Policy and Procedure

Reference	POL/WOR/010
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Accountable Director	Director of Workforce and OD
Policy Author	HR Business Partner, HR Manager

Please note that the Intranet / internet Policy web page version of this document is the only version that is maintained.

Any printed copies or copies held on any other web page should therefore be viewed as “uncontrolled” and as such, may not necessarily contain the latest updates and amendments.

The Trust(s) are committed fully to compliance with the requirements of the General Data Protection Regulations (GDPR) 2016 and the Data Protection Act (DPA) 2018. The GDPR and DPA legislation aims to balance the requirements of organisations to collect, store and manage various types of personal data in order to provide their services, with the privacy rights of the individual about whom the data is held.

The GDPR and DPA legislation covers both manual and computerised records in any format, where the record contains details that can identify, directly or indirectly data on a natural person or persons. The DPA sets out principles which must be followed by those who process data; it gives rights to those whose data is being processed.

Policy On A Page

SUMMARY & AIM

The Capability Policy and Procedure relates to matters of work performance. All employees have a responsibility to achieve and maintain a satisfactory level of performance. The purpose of this procedure is to assist and encourage employees to achieve and maintain effective standards of performance.

This procedure is designed to deal with those cases where an employee is lacking in some area of knowledge, skill or ability and is consequently unable to carry out their required duties to an acceptable standard. The purpose of this procedure is to ensure fairness and consistency in handling capability issues.

TARGET AUDIENCE:

- All Agenda for Change (AfC) staff employed by the Trusts, including temporary staff and staff on secondment
- For new AfC employees, any performance related concerns will be dealt with under the Trusts' Probationary Policy.
- Concerns about capability involving medical and dental staff are dealt with in NCUH's Conduct, Capability, Ill Health and Appeals Policies and Procedures for Practitioners and CPFT's Responding to Concerns about Medical and Dental Staff Policy, which will be harmonised in due course.

TRAINING:

- Guidance notes for managers and advice regarding the application of the policy and procedure can be found in the Toolkit on the HR section of the Trust's intranet and from the Human Resources Department.
- People Management Training (PMP) is available to Line Managers.

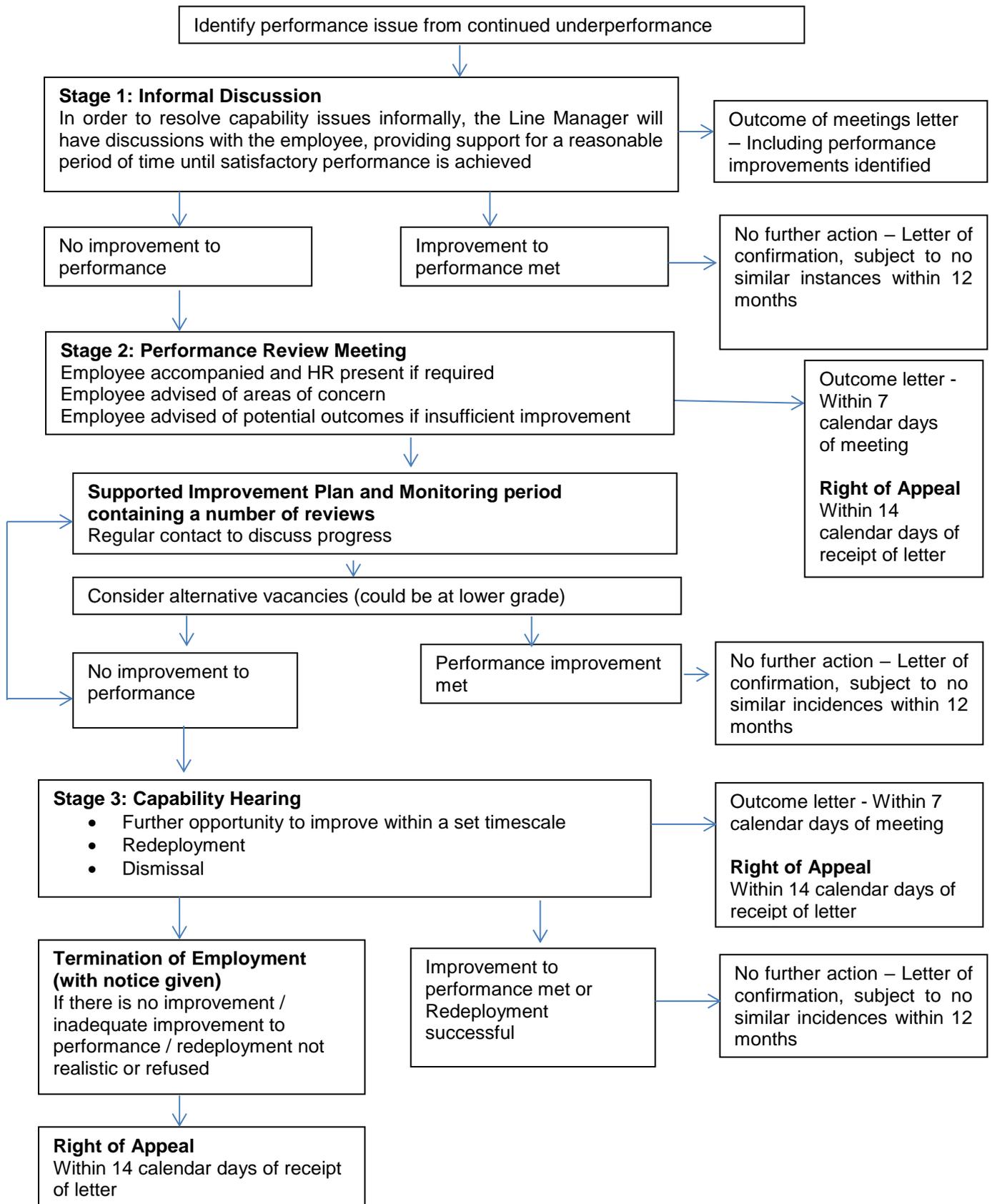
KEY REQUIREMENTS

1. All AfC employees are covered by this Policy and Procedure.
2. Employees will be given the opportunity to be accompanied by a work colleague or Trade Union Representative at the formal stages of this procedure.
3. At each formal stage of the procedure the employee will be informed of the alleged poor performance and given the opportunity to state their case prior to any decision being made.
4. Where an employee has been subject to formal action under the Capability Policy and Procedure this is likely to contribute to a decision to defer incremental pay progression, but should be considered in the light of the individual's overall performance. Reference must be made to the Trusts Appraisal Policy – Non Medical Staff.
5. Employees have the right to appeal against a decision made at each formal stage of the procedure.

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CAPABILITY FLOWCHART



1. INTRODUCTION

This policy applies to all AfC staff employed by Cumbria Partnership NHS Foundation Trust and North Cumbria University Hospitals NHS Trust, including temporary staff and staff on secondment.

The policy does not apply to matters concerning the professional competence of medical and dental staff.

In the case of capability issues relating to staff groups who require to be professionally registered, CPFT/NCUH has in place a mechanism to ensure that relevant statutory regulatory bodies are informed, as appropriate, where such issues arise. Decisions taken by regulatory bodies are separate to those taken by CPFT/NCUH.

2. PURPOSE

This procedure is designed to ensure that the performance of employees is at an acceptable standard. It provides a mechanism to assist employees to improve their performance, wherever possible, where such deficiencies exist and to provide a fair and consistent means of dealing with capability issues.

The procedure is to be used where there is a genuine lack of capability, rather than a failure on the part of the employee to perform to the standards of which they are capable. In such circumstances, the Disciplinary and Dismissal Policy and Procedure may be appropriate. The Capability Procedure is not to be used where the cause or the lack of capability is health related. In such circumstances the Attendance Management Policy and Procedure should be followed.

3. POLICY DETAILS

3.1 Principles

At any stages of the formal procedure employees have the right to be accompanied by a work colleague or a recognised trade union representative. It is the employee's responsibility to arrange trade union representative or work colleague support.

At each stage of the procedure the employee will be informed of the alleged poor performance and given the opportunity to state their case prior to any decision being taken.

Any steps under this procedure should be taken promptly unless there is good reason for delay and all reasonable steps will be taken to deal with capability matters in a timely manner. However, in the interests of clarity, this procedure sets out guidelines regarding timeframes that would normally be expected for the stages of the capability process. Whilst management should endeavour to comply with these time limits, in practice, this will not always be possible and therefore it may be necessary to extend the time limits contained within this procedure. The employee will be informed in writing if the time limits are being extended and will be informed how long this will be for and why this is necessary.

When an individual's performance falls below the required standard, managers must be clear about what the required standards are and to what extent they are not being met.

Managers should keep the employee informed (as far as possible) regarding any circumstances that are likely to result in delays.

Written records of capability matters will be kept to include:

- The nature of the poor performance
- Records of discussions and any other evidential documentation
- The decision and actions to be taken
- The reasons for the action
- Whether an appeal was lodged
- The outcome of the appeal
- Any subsequent developments

Appropriate levels of confidentiality and privacy will be maintained at all times during the capability process by all parties. This applies to all documentation, investigations, interviews and hearings.

Where an employee refuses to co-operate with any aspect of this policy, this may be deemed to be wilful non-co-operation and may be addressed directly through the Trusts Joint Disciplinary Policy & Procedure.

Managers may be accompanied by a Human Resources (HR) Representative. An HR Representative will always be present at formal meetings where dismissal is a potential outcome.

3.2 Grievances Raised during Capability Proceedings

If an employee raises a grievance relating to a capability matter it may be appropriate to deal with both issues concurrently. The Trusts may choose to suspend the Capability Procedure for a short period while the grievance is considered. This must be discussed with a member of the HR team prior to any action taken.

3.3 Formal Capability Action against a Trade Union Representative

Formal capability action will only be taken against an accredited Trade Union representative when the matter has been discussed (after notifying the employee) with a full time official of the Trade Union concerned.

3.4 Disability or Medical Issues

If the employer or an employee identifies that there is an impairment due to a disability or a medical issue which is contributing to their performance, the procedure will be paused and the manager must discuss this with a member of the HR team for consideration and discussion regarding next steps.

The following actions may be taken:

- A referral to Occupational Health if this has not already taken place.
- Discuss with the employee what the reasonable adjustments could be (or have been) put in place. This could include any support or development needs identified either from the employee or others in relation to the impairment. A record of what reasonable adjustments considered should be kept.
- Agree meetings to review the effectiveness of any reasonable adjustments.

3.5 Resolving Performance Issues Informally (Stage 1)

As part of the day-to-day supervision process, line managers should support and encourage employees to achieve a satisfactory level of performance. By giving support and encouragement to employees, and discussing performance problems when they arise, in many cases this will be sufficient to ensure that performance improves.

The outcome of any informal discussions, including any agreed actions with a supported improvement plan and review dates, will be confirmed in writing to the employee within 7 calendar days and a copy placed on their personal file.

If satisfactory improvement is achieved and maintained, the manager will meet with the employee to confirm that no further action shall be taken. This will be confirmed in writing to the individual but will be disregarded for the purposes of future formal capability hearings that take place more than 12 months after this meeting.

During the discussions there are a number of aspects which the line manager should discuss with the employee:

- Explain to the employee that they are not meeting the expected standard of performance
- Clearly explain how the employee is not meeting the expected standard of performance
- Mutually explore and discuss the reasons for any failure to achieve the required standard of performance.

In addition, discussions with the employee should include the following:

- If the performance problems are related to the employee's personal life, then the necessary counselling/EAP support will be offered
- If the performance problems are related to a medical condition or disability, the employee will be referred to the Occupational Health department. The manager must refer to the Trusts' Joint Attendance Management Policy & Procedure.
- If the poor performance emanates from a change in the Trusts standards, these standards will be explained to the employee and help will be offered to obtain conformity with the standards.

- If interpersonal relationships at work are related to the poor performance, then, wherever possible, steps will be taken to resolve this.
- Mutually agree an action plan setting out clear objectives and standards to be achieved and include realistic timescales for the employee to achieve the expected standards of performance. This should include any required training, supervision, support and any other action deemed appropriate. The manager should review progress regularly during this time.
- Inform the employee that if the informal discussions and support do not result in an acceptable level of performance within a reasonable period of time, they will be progressed to the formal stage of the Capability Procedure.

3.6 Formal Capability Procedure

The formal procedure has two stages:

- Stage 2: Performance Review Meeting
- Stage 3: Capability Hearing

3.6.1. Supported Improvement plan

A Supported Improvement plan (Appendix 1) should be completed and updated at each stage of the formal procedure, signed and dated by both the manager and the employee to confirm agreement. The manager should meet with the individual to undertake regular reviews within the agreed timescales and provide additional support if required.

3.6.2 Stage 2: Performance Review Meeting

The employee will be notified in writing that a formal Performance Review Meeting is to take place briefly covering the reasons and possible consequences. Managers must ensure that employees receive the meeting notification a minimum of 10 calendar days beforehand.

At the meeting the manager will:

- Discuss the employee's performance, outline areas of concern, the consequences of the poor performance and identify actions already taken and support given to help achieve an improvement in performance.
- Review the objectives and associated paperwork against which the employee's performance has been evaluated
- Consider reasons for the continuation of unsatisfactory performance
- Analyse the support that has been provided including any identified training that has taken place
- Review and update the performance expectations
- Develop a supported improvement plan, agreeing realistic timescales for improvement, including the arrangements for monitoring performance (including regular progress review meetings).

- The manager will inform the employee that failure to improve performance to the required standards within a reasonable period of time could lead to dismissal.

The outcome of the Performance Review Meeting will be confirmed in writing to the employee within 7 calendar days of the meeting and a copy of the letter placed on their personal file.

Consideration should be given at this stage to alternative vacancies which the employee would be competent to fill and these should be discussed with the employee. These could include vacancies at a similar or lower grade. Employees will be guaranteed an interview if they meet the minimum criteria outlined in the person specification, in accordance with the process for redeployment. No appointment can be guaranteed, however, where an appointment is offered the employee is not entitled to pay protection.

At the end of the formal monitoring period the manager will arrange a further meeting to formally review the employee's progress, addressing all the issues discussed at the formal meetings. If the manager feels that some but not all progress has been made to the required standards, the period of review may be extended. Whilst every situation is different, as a general guide, improvements in performance are expected to be achieved from between 1 and 12 weeks, depending on the individual circumstances.

If the manager determines that the employee's performance does not meet the required standards expected, the employee will progress to Stage 3 of the formal Capability Procedure.

If satisfactory improvement is achieved and maintained, no further action shall be taken and the formal Capability Procedure will end, subject to no similar incidences within 12 months. This will be confirmed in writing to the individual.

3.6.3 Stage 3: Capability Hearing

If, despite all the measures outlined above, the desired improvement has still not been achieved (or redeployment has already been exhausted or dismissed by one of the parties as a reasonable option), a Stage 3: Capability Hearing will take place.

The purpose of the Capability Hearing is to decide if the individual is, or will be capable within a reasonable time period, of achieving the required standards of performance and to determine a course of action that will take into account both the needs of the Trust and the individual.

The Capability Hearing will consist of two managers who are more senior than the manager who led the meetings under Stage 2 of the procedure, together with an HR representative. The Levels of Authority for managers who can hear Capability Hearings is identified in the Joint Disciplinary Policy & Procedure (section 4.5).

The employee will be notified in writing of the areas of performance which are to be considered at the Hearing and will be given 10 calendar days' notice in advance,

and the employee must be advised that they may be dismissed at the end of the Hearing.

The individual will also receive copies of all the relevant documentation that will be referred to during the Hearing. The manager who has previously been dealing with the case will also attend the Hearing and will outline the issues and provide a summary of actions to date, including those undertaken informally. The employee may also wish to provide documentary evidence to be considered at the Hearing, which must be provided within 5 calendar days' of the Hearing (or as indicated in the invitation to Hearing letter).

The Panel may take one or more of the following decisions, according to the circumstances of the case:

- Give the employee a further opportunity to improve within a set timescale, with further training or support which the Panel deem necessary. At the end of this period, the Capability Hearing will be re-convened to allow the Panel to reconsider the case and reach a final decision
- Recommend redeployment to a post elsewhere in the Trust that would be appropriate to the skills and capabilities of the employee. This process will be governed by the redeployment procedure (as detailed in the Organisational Change Policy), except that the redeployment could be to a post at a lower grade or salary and/or on different terms and conditions of service. Where a recommendation for redeployment is made, the period during which the case should be considered will be set by the Panel and the employee informed that a refusal will result in termination of employment.
- Dismissal of the employee including in cases where redeployment is not a realistic option or has been refused by the employee, with notice period given in line with individual's contract of employment.

The panel's decision, including the right of appeal, will normally be confirmed in writing within 7 calendar days of the hearing.

Where an employee requests a postponement of the hearing for genuine and valid reasons, this will be considered and if deemed appropriate, an alternative date will be agreed, which is then confirmed in writing with a new date. Any further request for a postponement will be refused unless there are exceptional circumstances. Failure to attend the Hearing on more than one occasion, and where this has not been agreed, may result in the Hearing taking place in the absence of the employee.

3.6.4 Appeals Process

The right of an appeal exists at all stages of the formal process (Stages 2 and 3). There will not be a delay in implementing management decisions pending an appeal, but they may subsequently be amended or reversed as a result of an appeal meeting. However, an appeal cannot result in a higher level of sanction being issued to the employee than the action being appealed.

A more Senior Level Manager who has not been involved in the case prior will hear the appeal. The Manager will be supported by a Senior HR Representative.

An appeal must be made in writing within 14 calendar days of receipt of the letter confirming the outcome of the formal hearing, clearly stating the grounds for the appeal.

The process for appeal against dismissal will be detailed in the outcome letter from the Capability Hearing (stage 3), and will be in accordance with the appeal process outlined in the Joint Disciplinary Policy and Procedure.

The decision of the Appeal Panel will be final.

3.7 Further Instances of Poor Performance within 12 Months of Stage 1 or Stage 2 Hearings

Any recurrence of poor performance during the 12 month period following Stages 1 or 2 of the Capability Procedure may result in further formal action commencing at whichever stage of the procedure is deemed appropriate.

Where appropriate a letter will be issued describing the likely consequence (dismissal) of a failure to improve performance by the assessment date.

4. TRAINING AND SUPPORT

A Toolkit for Managers is available on the HR section of the Trusts Intranets. Support will be provided by HR to managers implementing this policy and procedure where required. Also, training is available through the People Management Programme (PMP).

5. PROCESS FOR MONITORING COMPLIANCE

The process for monitoring compliance with the effectiveness of this policy is as follows:

POLICY MONITORING RESULTS

The process for monitoring compliance with the effectiveness of this policy is as follows:

Aspect being monitored	Monitoring Methodology	Reporting		
		Presented by	Committee	Frequency
The policy is being utilised to support staff with concerns about their employment	HR ER Tracker KPI reports on number of formal capability cases	HRBP	Workforce and OD SMT	Annually
Compliance with timescales for each stage of the Capability procedure	Progress against timescales for each capability process			
Effectiveness of this policy in eliminating/ keeping risks to a minimum	Anonymised reports on capability cases including reasons, timescales and outcomes	HRBP	Workforce and OD SMT	Annually

Wherever the above monitoring has identified deficiencies, the following must be in place:

- Action plan
- Progress of action plan monitored by the Workforce Group minutes
- Risks will be considered for inclusion in the appropriate risk registers

6. REFERENCES:

Discipline and grievances at work: The ACAS Guide (2017)

<http://m.acas.org.uk/media/pdf/9/g/Discipline-and-grievances-Acas-guide.pdf>

Data Protection Act 2018

http://www.legislation.gov.uk/ukpga/2018/12/pdfs/ukpga_20180012_en.pdf

Employment Rights Act 1996

<https://www.legislation.gov.uk/ukpga/1996/18/contents>

Equality Act 2010

<https://www.legislation.gov.uk/ukpga/2010/15/contents>

7. CURRENT ASSOCIATED DOCUMENTATION

Joint Organisational Change Policy
 Joint Disciplinary Policy and Procedure
 Joint Professional Registration Policy
 Joint Attendance Management Policy
 Joint Managing Stress at Work

Joint (pending)

Grievance Policy and Procedure

Dignity at Work Policy and Procedure

NCUHT

Probationary Policy

Counter Fraud, Bribery & Corruption
Policy

Equality and Diversity Policies

CPFT

Equality and Diversity Policies

8. DUTIES (ROLES & RESPONSIBILITIES):**8.1 Chief Executive / Trust Board Responsibilities:**

The Chief Executive and Trust Board jointly have overall responsibility for the strategic and operational management of the Trust, including ensuring that Trust policies comply with all legal, statutory and good practice requirements.

8.2 Executive Director Responsibilities – Director of Human Resources and Organisational Development

All policies have a designated Executive Director and it is their responsibility to be involved in the development and sign off of the policies, this should ensure that Trust policies meet statutory legislation and guidance where appropriate. They must ensure the policies are kept up to date by the relevant author and approved at the appropriate committee.

8.3 Managers Responsibilities:

Line managers will:

- Ensure employees directly reporting to them are aware of any policies and procedures in relation to their employment.
- Ensure that standards are established, performance is monitored and that employees are given appropriate training and support to meet the standards expected in their job role. This includes issuing employees with updated Job Descriptions; ensuring staff receive regular appraisals and personal development plans; ensuring employees complete statutory and mandatory training; set attainable standards and targets and ensure employees are aware of these; provide help, support and encouragement as well as provide constructive feedback on areas where improvements could be made.
- Ensure at the outset that concerns about an employee's competence or performance are raised directly with them. This should be done quickly and without unreasonable delay.
- If there are concerns raised, the manager should seek to resolve minor issues informally in the first instance.
- Use discretion to resolve problems through informal discussion, as constructive guidance can often resolve difficulties and avoid the need for formal action under this procedure.

8.4 Staff Responsibilities:

All employees have a responsibility for co-operating with the development and implementation of Trust policies as part of their normal duties and responsibilities. They are responsible for ensuring that they maintain up to date awareness of corporate and local policies with regard to their own and their team's responsibilities, and to seek clarity from their manager if there are aspects of the above which they do not understand. Employees in regulated professions will ensure compliance with relevant codes of conduct, standards and requirements of the relevant professional body.

8.5 Approving Committee Responsibilities:

The Chair of the approving committee will ensure the policy approval is documented in the final section of the Checklist for Policy Changes. The committee will agree the approval of the final draft of the policy.

9. ABBREVIATIONS / DEFINITION OF TERMS USED

ABBREVIATION	DEFINITION
HR	Human Resources
OD	Organisational Development
TPF	Trust Partnership Forum
EAP	Employee Assistance Programme

APPENDIX 1 - SUPPORTED IMPROVEMENT PLAN

Area of concern	Standard of Performance Expected	Evidence of Achievement	Support Measures	Review date

Additional Comments

Employee Signature

Date

Line Manager Signature

Date

DOCUMENT CONTROL

Equality Impact Assessment Date	12 September 2018
Sub-Committee & Approval Date	Joint HR Policy Sub Group 20 September 2018
Joint Partnership Forum Date	8 October 2018

History of previous published versions of this document:

Trust	Version	Ratified Date	Review Date	Date Published	Disposal Date
CPFT POL/004/017	October 2017	October 2017	October 2019	October 2017	n/a
NCUH	5	October 2018	August 2019	October 2018	n/a

Statement of changes made to v1.0 prior to publication

Version	Date	Section & Description of change
1.1	January 2019	Page 10 – stage 2 final paragraph amended to be consistent with flowchart and with supporting template letters.
1.0	29/11/2018	<p>Amendments to approved version prior to publication (in response to additional guidance on Appeals process) notified/approved by Joint Partnership members on 29 November 2018.</p> <ul style="list-style-type: none"> • Policy on a Page, Key Requirements, point 5. Right of appeal against each formal stage of the procedure added. • Table of Contents 3.5 Resolving Performance Issues Informally now referred to as Stage 1 of the procedure • Table of Contents 3.6.2 Performance Review Meeting referred to as Stage 2 and 3.6.3 Capability Hearing is referred to as Stage 3 • Capability Flowchart amended with new Stages, clarification on contents of outcome letters and timescales for issuing letters (7 days) • 3.1 Principles – additional sentence added (bottom of page 6 – The employee will be informed in writing if the time limits are extended and will be informed how long this will be for and why this is necessary.) • 3.5 Resolving Performance Issues Informally – Stage 1 added • 3.5 Third paragraph amended to include sentence – “This will be confirmed in writing but will be disregarded for the purposes of future formal

Version	Date	Section & Description of change
		<p>capability hearings that take place more than 12 months after this meeting.”</p> <ul style="list-style-type: none"> • 3.6.3 (page 11). Timescale for employee to provide new documentary evidence corrected to 5 days (or as indicated in the invitation to Hearing letter) as previous guidance did not make sense • 3.6.4 Appeals Process – Stages 2 and 3 added • 3.7 Further Instances of Poor Performance heading – Stage 2 added

Statement of changes made from previous version – NCUH Capability Procedure v5.0 October 2018 and CPFT POL/004/017 vOctober 2017

Version	Date	Section & Description of change
1.0	September 2018	<ul style="list-style-type: none"> • CPFT and NCUH policies combined into the Joint policy template
CPFT POL/004/017	October 2017	<ul style="list-style-type: none"> • GDPR guidance (new) added after first page – IG to confirm correct placement
		<ul style="list-style-type: none"> • Toolkit - new term used for standard letters and How to Guides already in use and available
		<ul style="list-style-type: none"> • 3.5 Resolving Performance Issues informally (Stage 1) – mutually agree action plan and realistic timescales for employee to achieve standards expected.
		<ul style="list-style-type: none"> • 3.7 Two formal stages. Performance Review Meeting (Stage 2), if performance not satisfactory the next (final) stage is the Capability Hearing (Stage 3).
		<ul style="list-style-type: none"> • No right of appeal at informal stage
		<ul style="list-style-type: none"> • Right of appeal at all formal stages

Version	Date	Section & Description of change
1.0	September 2018	<ul style="list-style-type: none"> • CPFT and NCUH policies combined into the Joint policy template
NCUH Capability Procedure	V5.0 October 2018	<ul style="list-style-type: none"> • Page 2 – Policy on a Page added to policy, which includes Summary and Aim, Target Audience, Training and Key Requirements
		<ul style="list-style-type: none"> • Page 4 – Flowchart added to policy which details the process followed for performance management
		<ul style="list-style-type: none"> • S1 - Introduction condensed
		<ul style="list-style-type: none"> • S2 – Purpose section condensed
		<ul style="list-style-type: none"> • S3 – detail of the policy, previously at S6 is now moved to S3.
		<ul style="list-style-type: none"> • S3.1 – principles of performance management section added – overview
		<ul style="list-style-type: none"> • S3 – para 3 – detail added re timescales and importance of avoiding delay

Version	Date	Section & Description of change
		<ul style="list-style-type: none"> S3, para 6 – para added to detail that written evidence should be collated by manager
		<ul style="list-style-type: none"> S3, para 7 – para added to confirm that confidentiality should be maintained
		<ul style="list-style-type: none"> S3, para 8 – para added re failure to cooperate during performance management – referral to disciplinary matter
		<ul style="list-style-type: none"> S3.2 – section added re process when employees raise a grievance during performance management
		<ul style="list-style-type: none"> S3.3 – section added re Formal Capability Action against a TU Rep
		<ul style="list-style-type: none"> S3.4 – section added to detail options where employee has disability or Medical Issue
		<ul style="list-style-type: none"> 3.5 – retitled Resolving Performance Issues Informally and moved from 6.3.
		<ul style="list-style-type: none"> S3.5 – line added which instructs managers to record detail of informal discussions relating to performance
		<ul style="list-style-type: none"> S3.7 – section added re stages of formal procedure – 3 stage formal process, one of which is appeal
		<ul style="list-style-type: none"> S3.7.1 – Action plan renamed Supported Improvement Plan
		<ul style="list-style-type: none"> S3.7.2 – notice of meeting changed from 5 to 10 calendar days
		<ul style="list-style-type: none"> S3.7.2 – wording of meeting content updated
		<ul style="list-style-type: none"> S3.7.2, para 3 – outcome letter to be sent within 7 calendar days, previously 5 working days
		<ul style="list-style-type: none"> ~S3.7.2, para 4 – para added – consideration to be given to alternative vacancies and redeployment process followed.
		<ul style="list-style-type: none"> S3.7.2, para 5 – improvement generally required within 1-12 weeks, previously 4 -8 weeks
		<ul style="list-style-type: none"> 3.7.3 – Stage 2 Capability Hearing – Final Notification Review Meeting withdrawn from policy
		<ul style="list-style-type: none"> 3.7.3. para 4 – 10 calendar days’ notice of hearing given, previously documentation sent with 5 working days’ notice
		<ul style="list-style-type: none"> S3.7.3, para 5 – options available to panel listed here: additional option to revisit improvement plan again.
		<ul style="list-style-type: none"> S3.7.4 – window to lodge appeal shortened to 14 days from date of outcome letter, previously 21 day window from receipt of letter.
		<ul style="list-style-type: none"> S3.7 – reasons for appeal – examples removed
		<ul style="list-style-type: none"> S3.8 – section added to detail process when further instances of poor performance occur, within 12 months of Stage 1
		<ul style="list-style-type: none"> S5 – changes to process for monitoring compliance
		<ul style="list-style-type: none"> S6 – legislative references included

Version	Date	Section & Description of change
		<ul style="list-style-type: none"> S7 – current associated documentation added
		<ul style="list-style-type: none"> S8 – duties and responsibilities moved to this section, previously S5

List of Stakeholders who have reviewed the document

Name	Job Title	Date
CPFT Children and Families Care Group	Governance and Network Management Teams	Via email during September 2018
CPFT Mental Health Care Group	Senior Management Team	Via email during September 2018
CPFT Corporate Care Group	To all Heads of Services	Via email during September 2018
CPFT Community North Care Group	Senior Management Team	Via email during September 2018
CPFT Specialist Care Group	Senior Management Team	Via email during September 2018
NCUH	Senior Management Teams across Care Groups and Corporate functions	Via email during September 2018

