

**PERTH AND KINROSS COUNCIL**  
**Achieving and Maintaining Standards**

**Performance Improvement Action Plan – ‘How To’ complete, with examples**

Employee Name:  
 Date Created:

Manager Name:  
 Review Date: *(i.edate of meeting to review progress. Tip: diarise these dates in advance)*

Area of Improvement	Standard to be achieved <i>(i.e. what is required of the employee?)</i>	Support Required <i>(i.e. what support/ development /meetings are required to assist the employee in doing what is expected?)</i>	Method of Assessment <i>(i.e. how will the employee’s performance be measured?)</i>	When is the improvement required? <i>(i.e this will be a realistic time frame which could be from 2 weeks to 6 months and reflecting the nature of the activity)</i>	Monitoring Process and current status <i>( i.e how will progress will be monitored and what is the current status?)</i>
<b>Example: Relationships at work</b>					
<b>Relationships and communications with colleagues</b>	1. To be courteous and show respect to colleagues. 2. To refrain from using aggressive and dismissive language. 3. To recognise and adhere to professional boundaries with all colleagues	XX will read the PKC Code of Conduct and Employee Charter  <i>Current status, XX review date: XX has undertaken the above and acknowledges that she knows the standards required.</i>	Feedback and examples from colleagues.  Observations by manager at team meetings and other team situations.	By XX date	At three planned meetings between XX dates  <i>Add and update ‘current status’ following review meeting(s).</i>
<b>Communicating effectively with Team Leader</b>	XX will ensure that SM is informed about urgent issues immediately only where TL input is immediately required.  XX will address all non	Discussion about urgent and non-urgent scenarios.	Assessment by manager and discussion about situations where XX has asked for assistance from	By XX date	XX will assess XX’s communication with him at review meetings over next three months.  <i>Add ‘current status’</i>

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	urgent matters himself by either checking with colleagues, researching on ERIC or using other sources of assistance.		manager AND where he has addressed issues himself.		<i>following review meeting(s).</i>
<b>Example: Time Management</b>					
Time Management	Able to prioritise workload making best use of work time.  Maintain accurate on-line diary of activities.		XX and manager to assess diary in retrospect at review meetings.  Manager to spot check 2 activities a week to assess time management.	By XX date	Weekly meetings after training, for four weeks.  <i>Add ‘current status’ following review meeting(s).</i>
<b>Example: Working Methods</b>					
<b>Accuracy in organising and administering training courses</b>	1. Book places. 2. Send reminders. 3. Send course information. 4. Fill vacancies. 5. Report non-attendees to XX officers.  Expectation is that course administration work undertaken will follow instructions and be 90% accurate initially, building to 100% in 3 months.	None currently required.  XX to identify any training or support needed.	Feedback from course delegates will identify any inaccuracies.  Spot checks by XX to double check accuracy.	By XX date	At diarised review meetings between XX date and XX date.  <i>Add ‘current status’ following review meeting(s).</i>
<b>Project Planning</b>	PID to be created for all proposed projects and approved by XX  Project Plan to be developed and accurately updated for	Undertake PKC project Management e-learning course  Meet with XX to share tips for good project management	Progress report on work plan and all projects to be brought to Briefing Meetings with XX.	By XX date	At diarised review meetings between XX date and XX date.  <i>Add ‘current status’</i>

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	all live projects.	Familiarise self with all project management paperwork: on XX system (e.g. ERIC; sharepoint)	Quality of project plans to be assessed by XX at review meetings.		<i>following review meeting(s).</i>
<b>Example: Professional Competence</b>					
Social Work knowledge and practice	To show an understanding of social work empowerment principles and ethical issues in relation to service user's rights to self determination and avoiding social work dependency.  To demonstrate practice on the above basis.	Additional peer supervision to be arranged by XX to discuss her assessments of need, and explore the specific social work interventions within each case.  XX Continuing Professional Development (CPD) to be undertaken: as a refresher of social work knowledge.  <i>Six additional peer support supervision sessions from senior practitioner arranged,. (started on the XX date).</i>	Assessment of knowledge and practice by Senior Practitioner following the six sessions.  Assessment by manager of knowledge, practice and future competence following review meetings.	By XX date	Reviews arranged on XX date(s).
<b>Example: Management of Team</b>					
<b>People Management Skills and activities</b>	Ensuring that work undertaken by the team is completed on time, to the quality required and in line with service priorities.  <b>XX will:</b> Ensure Team and individual project plans are in place and updated; Undertake monthly team meetings and monthly one to	Complete XX online course.  Attend XX in-house Management skills development sessions.  Meet with XX to discuss approach to managing team.	Assessment of knowledge and demonstration of improved practice at review meetings.	By XX date	Meetings arranged for XX dates.

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	one meetings; Provide timely feedback on both good and under-performance of team and individual members; Provide feedback and communicate in a neutral and professional manner.				
Record of discussion (with date of comment):					
Manager Signature and date:			Employee Signature and date:		