

## **Achieving and Maintaining Standards - Performance Building Blocks**

Organisational arrangements are in place which underpin individual employee performance and align individual effort to Service outcomes and Council objectives.

Performance Building Blocks enable managers to set expected standards, objectives and targets and, from these, monitor and measure individual employee performance.

### **CORPORATE AND SERVICE PERFORMANCE FRAMEWORK**

[Single Outcome Agreement](#); [Community Plan](#); [Corporate Plan](#)  
[Business Management & Improvement Plan](#)

Audits/Inspections

Performance Indicators or other service statistics

Service Strategies; Partnership Agreements

Employee Engagement Survey

### **TEAM AND PROJECT**

Team Plans

Project Plans

Meeting action plans

Employee Engagement Survey Results

Customer Feedback; Team performance (eg statistics relating to team delivery of services)

### **EMPLOYEE AND JOB SPECIFIC**

[Job Profile](#)

[Recruitment](#) (*ie to ensure the right person in the right post*)

[Induction](#)

[Employee Review & Development \(ERD\)](#)

One-to-one meetings, including supervision

### **BEHAVIOURAL STANDARDS**

[Employee Code of Conduct](#)

[Our People Charter](#)

### **PROFESSIONAL STANDARDS**

Professional Standards (eg Scottish Social Services Council; Law Society)

Professional Codes of Conduct