Performance management policy and procedure

This policy will be reviewed on an annual basis

Statement of intent

To ensure all staff work at the same expected high standard of work. Delivering high quality childcare and education.

Aim

To address poor performance in a supportive manner which is fair, consistent and effective. To ensure sustained effective improvement of an employee's performance enabling them to fully implement their job description.

Performance reviews

You will normally attend an annual performance review discussion (staff appraisal) and termly supervisory meetings with a member of the management team

Our policy is to monitor your work performance on a continuous basis so that we can maximise your strengths and help focus on areas requiring improvement or development.

Performance improvement - informal

If we have any concerns about your performance, we will normally work with you to help improve it informally first. This may include providing you with training, meeting with you and monitoring your performance. The meeting will be used to:

- identify areas of concern,
- clarify the required standards expected,
- establish the likely causes of poor performance and identify any training or support needs, and/or
- set targets for improvement and a reasonable timescale for review.

At each stage of this procedure (where appropriate) we will consider whether the unsatisfactory performance is related to a disability and, if so, whether there are any reasonable adjustments that could be made to assist you.

You may be set a development/improvement plan which outlines the key areas we require improvement on, the support to be provided and the timescales to demonstrate this improvement.

We understand that it can be difficult to have discussions about performance improvement. We aim to deal with any performance issues sensitively, constructively, and as far as possible, in confidence. However, it is important for our business that our employees perform to a satisfactory standard.

If an informal approach to improving performance is unsuccessful, it may result in formal action, which will be managed using the performance disciplinary procedure below.

Performance improvement - formal

Formal meetings will follow along the disciplinary process set out in the Handbook. At a formal meeting, we will normally:

- set out the required standards that we believe you may have failed to meet, and go through any relevant evidence that we have gathered;
- allow you to ask questions, present evidence, respond to evidence and make representations;
- establish the likely causes of poor performance including any reasons why any measures taken so far have not led to the required improvement;
- identify whether there are further measures, such as additional training or supervision, which may improve performance;
- where appropriate, discuss targets for improvement, outline a timescale for review and detail the consequences of failing to improve within the review period.

During the review period, your performance will be monitored and at the end of the review period, we will inform you of the next step. If we are satisfied that you have met the targets for improvement, no further action will be taken.

The consequences of unsatisfactory performance may include a series of formal warnings, which, in the absence of satisfactory improvement could in due course result in dismissal.

If dismissal is a possibility, we will establish whether there is any likelihood of a significant improvement being made within a reasonable time and whether there is any practical alternative to dismissal, such as redeployment.

You will have the right to be accompanied by a work colleague or trade union representative at any meeting where you may receive a formal warning or potential dismissal. You will also have a right of appeal.

The Company reserves the right to act at any warning level or to skip warning levels, depending on the circumstances of the case.

This policy was adopted at a meeting of Pippins Pre-school and Nursery

Held on Wednesday 30th September 2026

Signed on behalf of the Management Trustee Directors

Role of signatory (e.g. chairperson etc.) Chair

Commenced 16.10.18 revised 30.09.2026