

LOCAL COUNCIL AWARD SCHEME

APPLICATION FOR NANTWICH TOWN COUNCIL

Statement - Performance Management

The Town Council developed its first Corporate Strategic Plan in 2020 containing five key Core Priorities with the overarching vision of 'making Nantwich an even better place'. Each of the core priorities contain a number of actions to be delivered throughout the life of the plan. One of the Core Priorities is 'Continuing to develop and learn as an Organisation'. There are a number of actions identified which either have been delivered or will be delivered between 2020-2023, including:

Provide training opportunities for Councillors and Officers – The Council has a training budget and training policy for members and staff. Members regularly attend training sessions provided by the local ALC. The Clerk is currently undertaking level 5 in Community Governance, the Deputy Clerk is current undertaking CiLCA and other members of staff are undertaking other training such as NVQ's, health & safety, First Aid, Mental Health First Aid and Food Hygiene etc.

Develop Key Performance Indicators (KPI's) to improve the efficiency of the Council – The Council has recently developed KPI's within its Customer Service Policy. The delivery of excellent customer service and application of these standards rests with council employees and performance against these standards will be assessed through annual employee appraisals.

Investigate feasibility of introducing a computerised system to record all HR, contacts, issues & accidents – The Town Council appointed external HR consultants in late 2020, which lead to the review of all employment contracts and HR policies and procedures. A new appraisal system was introduced in April 2021 for all staff. All staff targets set within their appraisals are directly linked to the objectives and actions of the Corporate Plan. Each team member has a copy of the Corporate Plan which is used as an aid in understanding their role within the organisation and how each team member can contribute towards the Council and its corporate aims. In July 2021 the Town Council also invested in HR software which aids the management of health and safety, time management, training, performance and much more.