



Statement on Performance Management

The Local Government Association states that:

'The ability to manage the performance of a council is critical to its success. It enables members and officers to assess whether the organisation is achieving what it set out to do, delivering value for money and making life better for its citizens.'

Crediton Town Council (CTC) believes the fundamental goal of performance management is to improve for the benefit of the whole community. To achieve this, it is important for Members and Officers to review their own performance and effectiveness as well as that of CTC. This will ultimately inform CTC's aims and objectives, as detailed within its Strategic Action Plan, detailing how it will achieve its strategic goals including how it will monitor and review its performance.

CTC strives to continuously improve the performance of its Members and Officers to promote good practice and increase knowledge and skills. To do this it has adopted a Training & Development Policy.

Member development

All Members play an important role within the performance management process therefore it's important to make sure all new members receive appropriate training at the earliest opportunity. Member Training is based on the overall objectives of CTC and the training needs of each Member. All Members will be provided with an induction pack as well as the opportunity to attend a relevant new Member course when joining. Training logs are reviewed based on individual needs as well as CTC's overall objectives. CTC may hold an annual Member training event covering relevant topics pertaining to the work of the Council and Members. This is very important as Members need to:

- Effectively and efficiently represent the community.
- Make sure the needs of residents are considered when devising and reviewing Council policies and strategies.
- Identify, monitor, and improve CTC priorities.
- Address under performance.
- Assess whether CTC is achieving value for money.

Officer Appraisal and development

CTC employs 4 members of office staff; the Town Clerk, Deputy Town Clerk, Events and Town Centre Officer and Administrative Officer.

CTC employs a Youth Worker, two sessional Youth Workers and two Peer Educators.

All Officer contracts of employment are based on the model contract agreed between The National Association of Local Councils and The Society of Local Council Clerks.

CTC is committed to all its Officers maintaining at least the minimum level of continuous professional development appropriate to their role and both the Town Clerk and Deputy Town Clerk have achieved their Certificate in Local Council Administration.

CTC operates an annual appraisal system, which identifies training and development opportunities for each Officer member based on their personal needs as well as the requirements of CTC in order for it to achieve its strategic aims and objectives. Personal Development Plans are used to review and monitor training and development requirements on an individual basis.

The Town Clerk is subject to an annual 360 appraisal.



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Member and Officer training logs will be reviewed on an annual basis to ensure they are in line with the individual's training needs as well as the strategic objectives of CTC.