

CS032 - Managing Performance Policy

MONITORING FORM	
Department	Corporate Services
Department Director	Human Resources Director
This policy is applicable to	Board and staff
Author	Sarah Bickerstaff
Original Version approved by & date	Executive Team – April 2015
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Version number	2
Date of minor modification	n/a
Period of Review	3 Years
Date of next review	August 2022
Internal /external consultees (if required).	n/a

1. INTRODUCTION

1.1 Weslo Housing Management (Weslo) is committed to achieving our strategic objectives as outlined in our Corporate Plan which are:

S01 - To provide and maintain a range of high quality housing and housing options to meet the needs of our communities.

S02 - To ensure our services meet the needs of our tenants, customers and the wider community.

S03 - To continue to invest in our properties to meet tenants' aspirations and regulatory standards.

S04 - To create a culture of continuous improvement by working more efficiently and effectively and to provide value for money.

S05 - To create an environment where our staff feel respected, valued, engaged, accountable and empowered.

S06 - To ensure strong leadership, management and excellent service delivery by investing and developing our staff.

S07- To be an employer of choice by creating opportunities for people to improve their employability prospects.

S08 - To maintain our financial health to achieve our ambitions for growth.

S09 - To ensure Weslo's Governance is compliant.

S010 - To make a positive difference and contribution to society particularly through identifying the needs of those who are disadvantaged

1.2 Weslo is required to comply with the Scottish Housing Regulators (SHR) Standards of Governance and Financial Management and associated guidance.

1.3 This policy, and associated procedures, reflects how performance is managed and monitored throughout the company.

2. SCOPE

2.1 For the purposes of this policy it is deemed to include the following organisations: Weslo Housing Management and its subsidiary, Weslo Property Management, all employees (permanent, temporary or contracted) and any other stakeholder if relevant to the Policy.

3. OBJECTIVES

- 3.1 This policy, and associated procedures, aims to:
- a. Ensure that the responsibility and accountability for the strategic direction, management and reporting of performance is clearly defined and aligned to the overall aims of the company
 - b. Gives due regard to the SHR standards of governance and financial management and associated guidance
 - c. Reflects recommended best practise in relation to the management and engagement of staff

4. RESPONSIBILITIES

- 4.1 The Board is responsible for setting the strategic direction for Weslo Housing Management, including the identification effective management of strategic risks. This is initially outlined in the five year Corporate Plan and reviewed thereafter on an annual basis commencing September/October.
- 4.2 The Executive Team is responsible for developing the strategies and operational objectives in line with the Delegation of Authority to ensure the strategic direction set by the Board is achieved. The Executive Team will report on a quarterly basis on strategic Key Performance indicators and operational matters by exception.
- 4.3 Where there is a reasonable cause to believe that the information is of material significance the Board must be advised in accordance with the Notifiable Events Policy.
- 4.4 Operational Managers are responsible for ensuring the efficient and effective delivery of the operational plan for their area of responsibility ensuring individual and team objectives are clear and aligned to the strategic plan.
- 4.5 Individual employees are responsible for delivering against the objectives and targets as establish at the beginning of the performance year. This is monitored in accordance with Weslo's policies and procedures.

5. EQUALITY AND DIVERSITY

- 5.1 This Policy will always be carried out in accordance with Weslo's Policy of Equality & Diversity which aims to promote diversity, fairness, social justice and equality of opportunity by adopting and promoting fair policies and procedures.

6. PUBLICISING AND AVAILABILITY

- 6.1 This policy is available on the Weslo website, to Board and staff members and any other key stakeholders. Copies are available free of charge. A

summary of this policy can be made available in other formats and languages.

7. MONITORING & REPORTING

- 7.1 This policy will be reviewed regularly to ensure compliance with applicable legislative changes, changes within the organisation and best practice

8. OTHER RELEVANT POLICIES AND PROCEDURES

- 8.1 This Policy relates to:

- a. Managing Performance Procedure
- b. Performance Improvement Policy
- c. Notifiable Events Policy
- d. Investigation Procedure
- e. Appraisal – staff guidance
- f. Disciplinary Policy

And these must be read in conjunction with this Policy.