

## **Performance Management of the Town Council**

Leighton-Linslade Town Council strives to ensure continuous improvements are made in the way we operate and deliver services to the community. The performance of the Town Council as a corporate body is monitored through a number of mechanisms.

The Town Council's objectives for 2015-2018 are outlined in our Three Year Plan. Originally issued in April 2015, this has recently been revised and re-published to reflect progress to date and the current status of each project and objective. On an ongoing basis, progress is monitored by the responsible Committee through its annual work plan, which is a standing item on each meeting agenda.

Financial performance is managed not only by the Policy and Finance Committee, but also by both an internal auditor and an external auditor, who check to ensure that Town Council Financial Regulations and other policies are being adhered to. Our accountant works with our Finance Officer on a monthly basis, with all expenditure reported to the Policy and Finance Committee. Performance compared to budget is monitored by each of the standing Committees, which receive a breakdown of income and expenditure compared to budget on a quarterly basis.

At each meeting of Full Council, the minutes of previous Committee meetings are received and reviewed. In this way, the Council as a body can review and monitor performance.

The Town Council is a responsible employer and promotes an environment in which individuals receive ongoing training and support. Each employee is given an annual performance appraisal which identifies areas of strength, areas for improvement and any specific training needs. An annual training budget is provided, for general use and for specific service areas including Grounds, Cemeteries and Markets. In addition, the Town Council endeavours to provide company-wide training when appropriate. During 2016-2017, this will include manual handling training, fire safety and health and safety procedures, through an online forum which can be accessed by staff at whichever time and from whichever location is most convenient for them.

The Council also recognises the importance of offering training opportunities to our 21 volunteer Town Councillors. Following election in May 2015, Councillors were offered induction training sessions to familiarise themselves with the powers and duties of the Council, as well as information on Town Council owned assets such as the parks, pavilions and cemeteries, the street market and the Teenage Advice and Information Centre. In 2016, this has been followed up with the provision of Chairmanship Skills training and Planning training, both provided by officers of the Council. Councillors also receive information on a regular basis on the training opportunities available through the Bedfordshire Association of Town and Parish Councils.