

Performance Improvement Policy

Note: If your organisation has adopted a performance improvement framework, you may find that a policy helps you to establish an implementation plan and then stick to it. You may also find that a policy serves to demonstrate your commitment to key people inside (e.g. staff, volunteers) and outside (e.g. funding/ commissioning bodies) your organisation.

1. A Performance Improvement Policy should stipulate how you intend to implement a Performance Improvement framework or system. This could be a self-assessment framework- e.g. Perform, or a system developed by the organisation itself-, or an externally validated framework, e.g. PQASSO or Investors in People.
2. The Voscur Information sheet- Model PI Policy- provides a template policy. This is intended to provide guidance in developing a Performance Improvement Policy for your organisation. This guidance is not exhaustive. Each organisation will want to develop their policy in line with their aims, objectives, organisational culture, processes and performance improvement methods in mind
3. This template is intended for use by a range of social economy organisations, e.g. voluntary and community sector organisations, social enterprises, cooperatives, who will have a variety of different legal structures and ways of operating. Therefore, in places, the template offers a “menu” of options that can be selected/deleted as necessary.
4. A Performance Improvement policy does not have to be long. In many ways, the shorter it is, the more accessible it can be.
5. It is important to consider how the policy is implemented in order to communicate what you want to communicate and to whom. Consider displaying it in a public place, enclosing it with funding applications, adding it as an appendix to business plans, including it in staff/volunteer handbooks.



6. Notes of some of the terminology:

Stakeholders: this could include workers, volunteers, trustees, management committee members, service users, funders and others. See the C3 Information sheet on “Stakeholder Analysis” for more information.

Partners: this could include funders; organisations/people you work together with to provide a service; organisations/people providing you a service; organisations/people to whom you provide a service; your competitors and others.

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Disclaimer: The information provided here is intended to give some pointers, and is not fully exhaustive. Voscur cannot accept any legal responsibility for how this information is used. For more information about Performance Improvement, contact David MacKenzie at Voscur: tel. 0117 909 9949 or david@voscur.org Have a look at the website of the C3 Partnership, which supports Performance Improvement in the voluntary and community sector in the former Avon area: www.c3partnership.org



Updated 19 July 2007