**You will need to ensure you REMOVE any paragraphs, wording or highlighted sections that aren’t relevant. If you need help on how to use the template letter, please refer to the How to complete a Template Letter document on People First.**

[Letterhead Details]

**Strictly Private & Confidential**

***Addressee***

***Address 1***

***Address 2***

***Address 3***

***Address 4***

***Address 5***

***Ref: [Sender’s Initials]/[Employee’s Initials]/[Number]***

***[Date]***

***Dear [Employee Title, Employee Surname],***

**Re: Outcome of Capability Formal End Review Meeting**

I am writing to confirm the outcome of our Capability End of Formal Review Meeting. Our meeting was held to review your progress during your formal review period and confirm whether or not your performance has improved and you have achieved the standards required.

We met on ***[Date, time and location]***.

Attending our meeting was ***[Names of Attendees]****. (If no representative was present include the following sentence)* You confirmed to me that you were happy to hold our meeting without a representative being present.

We held our meeting under the Capability Policy.

In reviewing your progress we discussed ***[Include details of discussions, these should include a review of their action plan, discussions around any documentation provided by you in relation to whether or not performance has improved, feedback from your employee about their performance, any documentation they provided and discussions they raised in relation to their action plan, their progress and any concerns they have around the areas you raised].***

*(\*Delete paragraphs as appropriate to the outcome agreed)*

(Achieved Required Standards) ***(please delete heading)***

*(If you agree your employee has achieved the standards required and achieved the review period use the following paragraph)*

\*We agreed that you have achieved all the standards set out in your action plan and therefore your performance has improved to the level required for your role. As a result, we agreed to remove you from formal capability review.

*(\*If you have agreed to hold continuous meetings to support your employee after they come off capability review, use the following paragraph)*

\*In the short term in order to continue to support you to maintain your performance standards we agreed that we would continue with regular one-to-one meetings for ***[Include details of how long agreed to continue these meetings for].*** This will ensure that if there are any concerns about any areas of your performance managed during this capability process, we can discuss them straight away.

*(\*If you haven’t agreed to hold continuous meetings to support your employee after they come off capability review because you do not feel they are needed, use the following paragraph).*

\* I am extremely pleased that your performance has improved and hope that you continue to carry out your role to the standards required however, if you do have any concerns about your performance in the future please talk to me as soon as possible

(Extension of Review Period) ***(please delete heading)***

(\*If the employee has made Significant Improvement and an extension has been agreed use the following 5 paragraphs)

\*We agreed that you have made some significant progress and therefore your performance has improved in the following areas;

* ***[Enter list of performance areas where progress has been made and the progress made]***

\*Although you have not achieved all of the required standards as set out in your action plan, we agreed that with an extension of the formal review period, your performance should improve to the standards required. As a result, we agreed an extension of ***[length or review e.g. 2 weeks, 1 month etc]*** commencing ***[date]*** and ending ***[date]***.

\*We discussed and agreed the areas of the action plan you still need to improve in, and agreed how you will achieve this and any further support to assist you. You will also be expected to maintain your performance in the other areas where you are now achieving the standards required.

\*We will continue to ensure that regular one-to-one review meetings are held during the Formal Review extension period to discuss your progress and the support you are receiving.

\*I also wanted to remind you of our Employee Assistance Programme. The service is available 24 hours a day, 7 days a week, providing professional help to deal with work or personal issues. If you feel you might benefit from accessing this programme you can either call the 24-hour telephone line on **0800 716017**.  Alternatively if you just wanted to find out more about it you can visit their website [www.employeecare.com](http://www.employeecare.com/), the ‘access code’ and ‘password’ are both 72992.

\*If you have any questions please let me know by either calling me on ***[Telephone number]*** or email me at ***[Email address]*** or raise them during one of our one-to-one meetings.

(Not Achieved Required Standards) ***(please delete heading)***

*(\*If the employee has not achieved the standards required and you are moving to a Final Review use the following 6 paragraphs)*

\*Unfortunately due to the details I discussed during the meeting, I confirmed that there are still a number of areas where your performance is not reaching the standards required. As explained during the meeting these areas are;

* ***[Include areas where performance is still not being achieved]***

\*As a result I advised you that we would need to move your capability issues to a Final Review meeting. At the meeting a panel will consider your performance issues, support provided, any issues raised by you and the process we have followed to date. I do need to advise you that a possible outcome of the meeting is dismissal on the grounds of capability.

\*A Final Review meeting will be organised and a letter will be sent to you at least 7 calendar days before, providing you with details of the meeting.

\*As you will remain on capability whilst the Final Review meeting is being organised, we discussed what duties you will be able to continue to carry out. I confirmed these would be ***[Include details of what work your employee will be able to carry out during this period].***

\*I also wanted to remind you of our Employee Assistance Programme. The service is available 24 hours a day, 7 days a week, providing professional help to deal with work or personal issues. If you feel you might benefit from accessing this programme you can either call the 24 hour telephone line on **0800 716017**.  Alternatively if you just wanted to find out more about it you can visit their website [www.employeecare.com](http://www.employeecare.com/), the ‘access code’ and ‘password’ are both 72992.

\*In the meantime if you have any questions pleaselet me know by either calling me on ***[telephone number]*** or email me at ***[email address]***.

All details of this process under the Capability Policy should remain confidential and discussed only between those parties directly involved in the process. Contents of correspondence and case details should not be disclosed to other parties with the exception of your trade union representative. This requirement for confidentiality applies verbally, electronically, to use of social media and sharing hard copy content.

Yours sincerely,

***[Name]***

***[Job Title]***

cc: ***[Enter relevant details]***

Encl.  ***[Enter relevant details]***