

Everyday Matters 121s (Appraisal)



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Version 1**

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1.0 Policy Statement

Milton Keynes City Council (MKCC) has chosen to have a dynamic and supportive approach around everyday performance built around the concept of on-going objective setting and review. The focus of Everyday Matters 121s is the conversation between the manager and colleague, about the needs of each colleague, making sure that they are supported and able to meet their objectives. The system offers both managers and colleagues the flexibility to review, amend or reset, adding new objectives as contemporary issues or a new direction presents itself. It also ensures and promotes wellbeing and professional development conversations to be recorded, and for MKCC to report on them.

2.0 Who does Everyday Matters 121s apply to?

Everyday Matters 121s applies to all colleagues employed by Milton Keynes City Council, except for school-based colleagues.

3.0 What is Everyday Matters 121?

MKCC has developed a bespoke Everyday Matters 121 electronic system for recording and managing records of the 121 meetings.

Colleagues should have a minimum of six meetings per year (one meeting every 8 weeks). After a 121 has been completed, both the manager and the colleague are sent a summary of the conversation. Colleague objectives are captured and then can be reviewed next time.

For new starters, the Everyday Matters 121 conversations must take place weekly for at least the first two months. Please see the [Supporting New Employees Policy 2024.docx](#) for more information.

For more information about Everyday Matters 121s please see the intranet – Everyday Matters [Every Day Matters: 121s](#)

4.0 Key Merits of Everyday Matters 121s

- **Timely feedback:** Regular one-to-ones allow for immediate feedback and course correction, rather than waiting for an annual review. This helps colleagues improve and grow continuously.
- **Better communication:** Frequent check-ins foster open communication between colleagues and managers, leading to stronger relationships and better understanding of goals and expectations.

- **Enhanced employee engagement:** Regular interactions can increase engagement and motivation, as colleagues feel more supported and valued.
- **Flexibility:** Goals and priorities can change quickly in a fast-paced business environment. Frequent check-ins allow for more agile and adaptive goal setting.
- **Reduce stress and increased wellbeing:** Annual appraisals can be stressful for both colleagues and managers. More regular, informal conversations can help reduce this anxiety and promote continuous wellbeing.

5.0 The Everyday Matters 121s system includes:

- Prompt cards to help managers and colleagues with the conversation
- Ability to record a colleague as absent (so compliance is accurate)
- Ability to show supervision for roles where this is needed
- Ability to discuss and monitor performance concerns and keep up to date records
- Ability to allow paper-based 121s if required
- Career progression conversation and recording
- Wellbeing conversations, including mental, physical and financial wellbeing
- Continuous Professional Development records
- Ensure colleagues meet MKCC spotlight expectation for managers and colleagues for each 121 period - [Expectations Spotlight.pptx](#)

6.0 Everyday Matters 121s reporting

Since launching the 121 system, HR have developed Power BI interactive dashboards which provide managers with up-to-date information including details of who has had a 121 and when it took place allowing Heads of Service, Assistant Directors and Directors to carefully monitor compliance. Managers can view their service area in detail.

7.0 Incremental pay

The success of MKCC is closely linked with the performance of all its colleagues and as such the council recognises the importance of acknowledging the positive performance of them in terms of their development and contribution to the work of MKCC through incremental progression. The award of increments will be considered on an annual basis and performance is managed via the Everyday Matters – 121 process.

For more information about incremental pay please see the Terms & Conditions Handbook on the intranet.

Version Control

Version	Date	Updated by	Comments
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