Staff Supervision Policy

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Supervision is a process where individual staff meet regularly with their line manager on a one-to-one basis to discuss the progress of their work, reflect on their role and highlight something that they are proud of. It should offer an opportunity for their contribution to be recognised, to resolve difficulties and to give and receive feedback.

The values upon which both parties should approach supervision include honesty, supportiveness, willingness to learn, trust, respect, attentiveness, freedom to challenge and openness to constructive criticism.

It is recognised that these values underpin supervision. However, in some circumstances individuals may feel they are not being adhered to. If a mutual resolution is not reached than the involvement of another party may be required. This may be a more senior manager.

Each member of staff shall meet for supervision with their immediate line manager. The frequency should be determined by discussion between the manager and the employee but should normally be not less than every month and may be more frequent if this is required. Supervision time should be given high priority and not lightly re-arranged or interrupted. Meetings should be scheduled for an hour maximum. More frequent supervision should be held during the probationary period of a new member of staff.

Staff should work constructively to make supervision a positive and enabling experience within which there is openness and trust. Both have a responsibility to raise any issues which do or could interfere with developing and continuing a purposeful and effective supervision relationship. This will be done before issues become too large or complex to easily resolve.

The line manager will take responsibility for arranging and recording notes of the meeting. It is the role of the line manager to raise any issues in relation to the conduct and performance of the employee and to provide constructive feedback.
The manager will record action points from the meeting and will sign and date the notes. A copy of the notes will be given to the member of staff present.

The member of staff will raise any issues with their line manager in relation to work performance and will give feedback about any concerns that may arise. The one-to-one form must be completed at least one day before the meeting is due to take place. The member of staff will also read through the notes of the meeting to check they agree with these, and they will then sign and date the notes.

Supervision notes will be kept for each member of staff in their personnel files. At the supervision session a one-to-one record sheet will be filled in. This will include:

- An agreed list of work to take place until the next meeting
- Who will be doing the work (manager or worker)
- points which will need picking up at the next session
- Issues which are raised and need addressing but on a longer time scale
- Updated records of leave and sickness, and any welfare or personal issues
- Details of training undertaken and requested, which will link to the learning and development needs identified in the personal development plan

Record sheets are primarily for internal use, but it is recognised that in disciplinary or grievance procedures either party might at some point use their contents. There should therefore be agreement about what is recorded, including listing any issues which arise which there is no agreement about. The notes are kept as a confidential record and should only be shared with the manager's line manager if there is cause for concern about the employee's conduct or welfare.