



Supervision Policy

Supervision and appraisals are processes which offer support, assurance and develop the knowledge, skills and values of an individual, group or team.

The purpose is to help the team to improve the quality of the work they do, to achieve agreed objectives and outcomes.

Who should have supervision and appraisals?

Supervision and appraisal systems should be put in place for all team member within a setting, this includes all permanent, temporary, full time, part time, bank, and voluntary team. A supervisor is responsible for the supervision and appraisal of team's work, guiding and directing their teams in the performance of their tasks.

The role of the Supervisor

Supervisors are normally the line managers of team members. The line manager role may also be your director. Supervisors usually manage staff who have no management responsibility themselves. They will often perform the same tasks as their teams or have recent experience of the work. A supervisor will have responsibility the daily supervision of team and the work they do, as well as conducting regular supervision meetings and yearly appraisals with the team members they supervise.

A supervisory role holds significant responsibility and should provide supervision that is based on a written policy or agreement. Supervisors are best placed to talk to team members, to listen to their concerns, to counsel and coach them, to check they meet their targets and to ensure they are committed to the setting.

What is Supervision?

The aim of supervision is to allow team members and their supervisors to:

- Discuss issues or difficulties
- Identify solutions to address issues
- Be coached in tackling issues as they arise
- Review work and workload
- Explore feelings
- Develop practice and competencies
- Plan future action
- Ensure every families/ young person's and/or child's safety and wellbeing

- Focus on individual children/ young people and/ or families and their development and progress
- Monitor standards Regular one to one supervision meetings should be organised to discuss and look at the points above.

These meetings should mainly focus on the day-to-day work issues that arise.

Effective supervision should support, coach and train the practitioner and promote the interests of children, families, young people the foundation work with. Supervision should foster a culture of mutual support, teamwork and continuous improvement which encourages the confidential discussion of sensitive issues, and the immediate reporting of any grounds for concern about a young person/ adults or child's welfare and safety.

Why is Supervision important?

Research has shown that the key to building a work-force who are well trained, highly skilled and passionate about their role, is to provide support, guidance and opportunities. High quality supervision is one of the most important drivers in ensuring outcomes for people who use the foundation programme.

It also has a crucial role to play in the development, retention and motivation of the workforce. All organisations need to make a positive commitment to a strong supervision culture.

This is achieved through:

- A clear supervision policy, with practice that supports the policy
- Effective training of supervisors
- Strong lead and example senior managers
- Performance objectives for supervision practice in place for all supervisors
- Monitoring of actual practice, including frequency and quality

For practitioners involved in day-to-day work with children and families, effective supervision is important to promote good standards of practice and to support individual team members.

Holding a Supervision meeting

When planning the meeting the supervisor should consider the length of the meeting and organise a venue to hold it in. Ideally the meeting should be conducted in a familiar place to the appraisee, where they are comfortable and during their working hours.

The meeting should be an opportunity for both the supervisor and team member to discuss the previous supervision meeting notes and review the progress towards the appraisal form's personal development plan's actions.

The meeting will also provide the opportunity for agreed actions and timescales to be set as a result of the discussions that have taken place.

At the beginning of the meeting, both the supervisor and team member should agree and prioritise what they wish to discuss during the meeting. The priorities of both people should be given the same consideration when deciding the focus of the meeting.

Recording a Supervision meeting

All supervision meeting discussions should be recorded properly and promptly. Meetings notes and actions can either be recorded during the meeting or afterwards within an agreed time frame.

This will enable agreed actions and timescales to be noted and for the form to be reviewed before the next meeting. Both parties should be given the opportunity to see and sign the form, as well as record any points that they disagree with regarding the meeting content. The completed form should be filed in the team member's personnel file and treated as confidential.

How frequently should Supervision meetings be held?

Regular supervision meetings should be organised between team member and supervisors. Supervisions will typically take place once every 3 months and will last approximately 30 mins to one hour.

Confidentiality and Access

Supervision is a private but not a confidential process. This means that the records are the property of CurveBall Coaching, not the individual. From time-to-time supervisors will need to discuss the content of supervision sessions with others, this should always be with the knowledge of the supervisee.

Access to supervision records should be controlled and all records should be locked away so that others who do not have a legitimate right to see the records cannot access them.

Storage and Retention

The Individual Supervision Agreement and the supervision records will be kept on the supervisee's file held by the supervisor or in an agreed place, in a locked cabinet. It is a matter for the supervisor what other documents are held with the supervision records, these may include appraisal documents, sickness documents and correspondence.

Annual Review

An audit will be carried out once a year in order to determine whether the supervision policy is being adhered to.

Complaints

Supervisees should always discuss any complaints or dissatisfaction in the first instance with their supervisor and endeavour to reach an agreement within the normal supervision process. Supervisees should talk to their manager if they feel that their supervision agreement is not being met. If the complaint cannot be resolved by discussion with the managers, then supervisee should raise the issue with Directors.

This policy was adopted by: CurveBall Coaching

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To be reviewed: 02/06/24

Signed: Zack Cullen