



Supervision policy

1. Purpose

This policy will provide a guide for the one-to-one supervision of all staff whether on a temporary (including agency staff), permanent, full-time or part-time basis. This policy sets out how staff can expect to be supervised and provides supervisors with the main points of effective supervision.

2. The aims of supervision

Supervision:

- makes sure staff know what is expected of them
- makes sure staff contribute to the organisation's outcomes by carrying out their duties effectively and efficiently
- ensures good practice, and challenges and manages poor practice
- makes sure issues relating to health and well-being at work are addressed
- supports the continuous professional development (CPD) of staff
- makes sure equality is promoted and diversity valued, personally and within the organisation.

3. Definition of supervision

Supervision is a regular one-to-one meeting between the supervisor (for example, the line manager) and the supervisee to meet organisational, professional and personal objectives. Supervision forms an essential part of performance management. It underpins the induction programme (for newly appointed workers) and is the foundation on which appraisal is built.

4. Supervision agreements

The arrangements for supervision should be set out in a written supervision agreement, agreed between the supervisor and the supervisee. Each planned session must be recorded in an appropriate format. The agreement must be reviewed at least once a year, but can be changed at any time with the agreement of the supervisor and the supervisee.

5. Planned and informal supervision

'Planned' supervision involves regular, private, one-to-one meetings that take place on an on-going basis between a member of staff and the same supervisor. Even when staff and supervisors work closely together, they still need to meet for private one-to-one time on a regular basis. The sessions should focus on the worker, their

performance, their development, their well-being and any issues relating to their work that do not arise on a day-to-day basis.

Discussions and decisions about work issues, challenges or new information will also happen in group meetings or informal discussions. If any decisions are made in relation to people, children or young people in informal discussions or meetings, the worker must make sure it is clearly recorded in their file.

6. Minimum frequency

The frequency of planned supervision for social care, early years and childcare workers is set out in the relevant statutory guidance and National Minimum Standards. These should be regarded as an absolute minimum and supervision should be provided more frequently, if possible. The supervisor should agree with each worker how often supervision is held and it should be noted in the supervision agreement.

7. Supervisors' responsibilities

Supervisors should attend supervision meetings with a positive attitude. They must make sure that supervision takes place for all the staff they are responsible for, in line with this policy and the relevant statutory guidance and National Minimum Standards. Supervisors are responsible for making sure sessions are planned and prepared, and there is a record of the sessions that can be audited.

8. Workers' responsibilities

Workers are responsible for attending supervision sessions with a positive attitude to discussing and reflecting on their work. They are also responsible for putting any actions that are agreed into practice.

9. Disagreements

Disputes should be dealt with through discussion wherever possible. This should involve the supervisor's line manager if necessary. If more formal processes are necessary, this must take place through the disciplinary, capability, complaints or mediation processes, as appropriate

10. Recording

The supervisor is responsible for recording supervision sessions. The record should be detailed enough so that it can be audited later. An outline of decisions or action points with reasons and a summary is usually enough. The supervisor and supervisee should sign and date the record. Any disagreements about content should be recorded. Records should be typed rather than handwritten if possible. If this is done by anyone other than the supervisor (for example, administration staff) this must be with the supervisee's agreement.

11. Storage

The supervisor can keep hard or electronic copies of supervision records. They may be reviewed in specific circumstances. The supervisor should control who has access to the supervision records and must make sure any hard copy records are locked away and electronic copies should be stored securely.

12. Access and confidentiality

Supervision records are private but not confidential. They are the property of the organisation, not the individual. Supervisors will occasionally need to discuss what happens during supervision sessions with others, such as their line managers. This should always be with the knowledge of the worker.

Other people may need to access supervision records. They might include:

- managers providing cover in the absence of a line manager
- senior managers (for quality assurance purposes)
- investigating officers (for example, for capability or disciplinary purposes)
- inspectors
- performance staff (for example, for audit and quality assurance purposes).