Incorporating Bromley Scope

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Staff Supervision and Appraisal Policy

Policy Statement

Bromley Mencap is committed to ensuring that staff receive effective supervision on a regular basis in accordance with their range of tasks, their responsibilities, their role, their needs and the stage of their professional development.

Purpose

The purpose of supervision is to:

- Ensure compliance with legislation, regulations and guidelines
- Ensure the provision of high quality, efficient, effective and economic services which reflect consultation, partnership and service user/carer involvement, and demonstrate consideration of equal opportunities and non-discriminatory practice
- Assist staff to further develop skills that enable them to prioritise, assess, plan and time manage their work
- Promote reflective practice that ensures decisions are based on sound evidence and assessment of risk
- Ensure that Bromley Mencap's policies and procedures are observed including appropriate recording and the use of IT systems, and that agreed minimum standards are met
- Provide staff with support through the management of their workload, professional development and the opportunity to consider the impact that personal or organisational issues may have on work performance
- Offer or identify sources of specialist advice where appropriate
- Assist staff to use up to date knowledge and skills, and to identify areas requiring further development
- Provide a setting for a two-way exchange of information
- Provide opportunities for staff members to reflect on changes to the processes / legislation and procedures that may have changed within the scope of their work

Scope

This policy applies to all staff within Bromley Mencap who provide services to service users and their managers.

Definitions

Supervision is an accountable process which supports, assures and develops the knowledge, skills and values of an individual. Its purpose is to enhance the quality of an individual's work enabling them to achieve agreed outcomes and objectives.

Procedures

Supervision sessions will be based on an agreed **Supervision Contract** between the supervisor and supervisee, which will include:

- **The mandate for supervision** (e.g., Management expectations, standards, roles and responsibilities)
- **Structure** (e.g., frequency, length, location, agenda setting, ground rules)
- **Content** (e.g., review of work, casework planning, risk assessment, administration, recording, report writing, review of skills, knowledge and value base, developmental needs, resources)
- **Process** (e.g., opportunity to reflect on the experience/feelings associated with work, to explore supervisee's coping strategies, to raise issues associated with discrimination, constructive two-way feedback)
- **Recording** (e.g., the purpose, content and how supervision will be recorded)
- **Resolution of disagreements/difficulties**
- **Casefile review** At every supervision two casefiles will be reviewed by the Manager to allow reflection on casework undertaken, allow opportunity for discussion and resolve any issues relating to recording of information. A note will be left on the casefile to show this review has taken place and a central record of reviews will be help by the service manager.
- **Confidentiality**

The minimum **frequency** for formal supervision should be agreed between the manager and the staff member, and be recorded on the supervision contract. The agreed frequency of supervision will depend upon the following factors:

- The nature of the staff member's role and responsibilities
- The experience of the worker
- The length of time in the role
- The complexity of their work
- The individual's support needs

A record of each supervision session will be made by the supervisor on Supervision Record and a copy given to the supervisee. The Supervision Record should be signed by both the supervisor and the supervisee and kept in a secure place. Supervision notes may be typed by a third party by mutual agreement of the supervisor and supervisee.

Supervision notes should be completed by the supervisor as soon as possible, and no later than 2 weeks after the supervision session took place.

Supervision notes should be held for each employee

Training and Development

Supervision sessions should be used to monitor and review the training and development needs of staff. A separate training plan should be developed and reviewed annually.

Appraisals

Appraisals provide a good opportunity for the Manager and staff member to meet and provides a forum for:

- Individual feedback on work performance
- Formal acknowledgment of achievements throughout the previous year
- Identification of any development needs
- Clarification of expectations of an individual and how this relates to the Company & team objectives and organisational objectives
- Planning for the coming year
- An opportunity to thank staff for a job well done
- Gives both appraiser and appraisee the chance to present their views and ideas.

Procedure

Annually the Manager and staff member will agree a date for the appraisal to take place. The appraisal form is sent to the staff member for them to complete the self-appraisal ahead of the meeting. The staff member will give the completed form to the Manager ahead of the meeting to allow time for the staff member's thoughts and ideas to be considered.

At the appraisal meeting, the content is discussed and any additional notes are added as agreed at the meeting, priorities and objectives for the coming year are also discussed and agreed.

The Manager then adds any further comments to the form and returns this to the staff member for agreement after which it is signed off by both parties.

These objectives then form the basis for discussion at each supervision meeting ensuring that the resources agreed are available to ensure delivery of the objectives / development opportunities as noted.