



**Triple C**  
(Liverpool)

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## STAFF SUPERVISION POLICY

<b>Policy Adopted</b>	September 2006
<b>Last Reviewed</b>	January 2022
<b>Next Review Due</b>	September 2024

Date	Reviewed by	Approved by	Date Accepted by Trustees
January 2022	Operations Manager	Policy Review Committee	31 <sup>st</sup> January 2022

## **1. Introduction**

Triple C (Liverpool), hereafter referred to as Triple C, is committed to providing effective support and recognition to all staff. Supervision is a key part of individual performance management. All staff will have access to formal and informal supervision with their line manager. In addition, staff will have access to a separate health and wellbeing supervision.

## **2. Purpose**

A standardised supervision process will actively encourage all staff to meet the aims and objectives of the charity and their respective project. This policy will provide a framework for the one-to-one supervision of all members of staff working for Triple C.

This policy sets out how members of staff can expect to be supervised and provides line managers with the key elements required to supervise employees and volunteers effectively.

## **3. Aims of Supervision**

- To ensure employees know what is expected of them
- To ensure that health and wellbeing at work issues are addressed
- To recognise and acknowledge good practise and challenge and manage any poor practice
- To provide guidance and support
- To share good practice
- To provide positive and constructive feedback
- To offer development opportunities

## **4. Supervision Record**

Each formal supervision meeting must be recorded using the supervision record template which can be found on Triple C Team SharePoint.

The recording of supervision meeting is the responsibility of the line manager.

Records should clearly detail any decisions that have been made, the reasons for these, any agreed actions including who will take responsibility and the timescale for carrying out these actions.

The supervision records should be agreed by both parties. An electronic copy will be sent by the line manager to the member of staff to review and agree. If the member of staff does not respond within seven days the record will taken to be agreed. If there is disagreement as to the content of the record this should be recorded by the line manager.

## **5. Formal supervision**

Formal supervision will be one-to-one meeting that are planned in advance on an on-going basis between a member of staff and their line manager. The member of staff or line manager have the option to invite a designated trustee to the formal supervision meetings, likewise the designated trustee can request to attend a formal supervision meeting. The focus of these sessions is wholly on the member of staff, their workload, their performance, their development and training needs, as well as any issues arising from their work that do not arise on a day-to-day basis. There will also be opportunity to clarify annual leave, time off in lieu etc. Open communication, a shared agenda and a supervision record of each meeting will support the supervision process.

Formal Supervision meetings should last no longer than 1½ hours. If discussions need to be carried on

past this, a follow up meeting should be arranged within the following 10 business days and the frequency of the meetings should be reviewed. Any urgent actions agreed at the meeting will be dealt with immediately or as soon as possible by the person holding that responsibility

## **6. Informal supervision**

Informal supervision meetings can be requested by a member of staff for any reason normally if they wish to discuss a particular matter that can't wait until their next formal supervision or if there is a part of their daily role that they require support or assistance with.

## **7. Health and Wellbeing Supervision**

General Health and wellbeing will be covered in formal supervision meetings; however, all members of staff can request a separate health and wellbeing meeting with their line manager or a designated trustee.

## **8. Frequency**

- a. Formal Supervision meetings are to be held ideally, every 2-3 months. There should be a minimum of four meetings per year.
- b. There is no set frequency for Informal Supervision meetings, they can be arranged at the request of the member of staff to their line manager.
- c. There is no set frequency for separate Health and Wellbeing Supervision meetings. They can be arranged at the request of the member of staff to a manager or designated trustee.

## **9. Roles and Responsibilities of Line Managers**

- a. The line manager should send a meeting invitation, via email to members of staff for each of their formal supervision meetings. If a meeting has to be rescheduled by the line manager an updated meeting invite should be sent to the member of staff.
- b. The line manager should endeavour to make time in their diary for any informal supervision meetings that are requested. These should take place no later than three working days after the request is received. In the event of illness the operations manager or chair of trustees can be asked to attend in place of the line manager.
- c. To provide an agenda to the member of staff ideally, 7 days before the meeting date
- d. To record all formal supervision meetings using the supervision record template and send a copy to the member of staff for review.

## **10. Roles and Responsibilities of Staff**

- a. The member of staff should, where schedules allow, accept formal supervision meeting invitations from their line manager. If unable to accept a meeting date or time an alternative must be suggested to their line manager.
- b. If a member of staff wishes to have an informal supervision meeting should pass a request to their line manager.
- c. To review the agenda in advance of the meeting and advise if they have any matter, they would like added to the agenda
- d. To review the supervision record after each meeting

## **11. Designated Trustees**

The Operations Managers is responsible for maintaining a list of designated trustees who have agreed to be available to staff for a health and wellbeing meeting should the wish. The current list can be found on the Triple C Team SharePoint.

Designated trustees may attend formal supervision meetings as detailed in section 5.

## **12. Meeting Environment**

The environment is a key consideration when holding supervision meetings. The trustees, depending

on which meeting this is, hold responsibility for the meeting space, which should be accessible, safe, and comfortable and will not be interrupted. Both supervisor and member of staff should have any phone calls diverted or messages taken so that they can both focus on the meeting at hand.

### **I3. Confidentiality**

Supervision is a process which supports the staff member both personally and professionally. All formal supervision records will be kept securely in the staff member's file.

If a separate health and wellbeing supervision is requested the manager or designated trustee is responsible for recording notes and holding these files in a secure place. The manager/designated trustee will have sole responsibility for these files unless information they feel it is necessary to share with the Operations Manager or Chair of Trustees.

#### ***Future access to information***

If a staff member leaves, the supervision notes will be kept on file for up to two years and then destroyed.

#### ***Absence of line manager***

If the line manager is off work for more than a four-week period, the Chair will facilitate all supervision meetings in their absence. On return to work the line manager will be informed of any meetings that have taken place and have access to the supervision record.