



Triple C
(Liverpool)

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SUPERVISION AND SUPPORT POLICY

Policy Adopted	September 2006
Last Reviewed	September 2025
Next Review Due	September 2028

Date	Reviewed by	Approved by	Date Accepted by Trustees
January 2022	Operations Manager	Policy Review Committee	31 st January 2022
May 2025	Operations Manager	Policy Review Committee	1 st September 2025

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 (this will usually be Triple C Operations 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 Triple C 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 and offered to lead volunteers.

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

3. Aims of Supervision

We are committed to providing supervision and support which gives regular and intentional opportunities to:

- i. ensure employees know what is expected of them
- ii. ensure that health and wellbeing at work issues are addressed
- iii. recognise and acknowledge good practise and challenge and manage any poor practice
- iv. provide guidance and support
- v. share good practice
- vi. provide positive and constructive feedback
- vii. 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 line manager is responsible for recording a supervision meeting.

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 accepted as 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 is planned 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 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 passed 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 the Operations Manager or 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 the staff member's 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

- i. Formal supervision meetings are to be held ideally, every 3-4 months. There should be a minimum of three meetings per year. The frequency of meetings may be adjusted based on individual need and workloads.
- ii. 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 or on an ad hoc basis.
- iii. 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 Manager

- i. The line manager should send a meeting invitation via email, to members of staff for each of their formal supervision meetings. If a meeting must be rescheduled by the line manager, an updated meeting invite should be sent to the member of staff.
- ii. 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 line manager or chair of trustees can be asked to attend in place of the line manager.
- iii. All formal supervision meetings are recorded using the supervision record template and a copy sent to the member of staff for review.

10. Roles and Responsibilities of Staff

- i. 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.
- ii. If a member of staff wishes to have an informal supervision meeting, they should pass a request to their line manager.
- iii. To review the agenda in advance of the meeting and advise if they have any matter, they

would like added to the agenda

- iv. To review the supervision record after each meeting

11. Designated Trustees

The Chair and Vice-Chair of Trustees and any other clergy on the Trustee Board are committed to being available to staff for a health and wellbeing meeting should they wish.

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.

13. 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 line 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.