

Reviewed : April 2022

STAFF SUPPORT, ONE TO ONE AND ANNUAL REVIEW POLICY & PROCEDURES

PURPOSE

The purpose of this document is to set out the organisation's commitment to staff support and reviews.

Age UK Cambridgeshire & Peterborough (AUKCAP) is committed to providing appropriate staff support, guidance and reviews. Appropriate support and supervision will ensure that staff are able to deliver a high quality service in a way which is rewarding and satisfactory to the individual and effective for the organisation.

SCOPE

A structured and regular pattern of support, one to one's and annual reviews will be put in place for all staff of AUKCAP.

POLICY & PROCEDURE

MANAGEMENT STRUCTURE

It will be the responsibility of the Board of Trustees to ensure that the organisational structure of AUKCAP enables appropriate staff supervision and support to be provided. Therefore the Board of Trustees will review the organisational structure bi-annually.

HOW WILL SUPPORT, GUIDANCE AND REVIEWS BE PROVIDED?

Support, guidance and review will be provided by the following means, and all staff will have:

- Direct access to their Line Manager as and when required.
- Regular one to one meetings with their Line Manager (every 8-12 weeks dependant on role).
- An Annual Review meeting with their Line Manager.

In addition all staff are expected to attend team meetings and staff meetings which are held on a regular basis.

THE SUPPORT & REVIEW PROCESS

An Open Door

It will be the practice of all Line Managers within AUKCAP to be available as and when required to allow the employee and the Line Manager to discuss or seek guidance on important and urgent matters. However it is not intended that such discussions will replace regular meetings or absolve the employee of taking actions/decisions within the scope of their job.

In any case it is expected that a Line Manager and member of staff will at least speak on the telephone on a regular basis.

Regular One to one Meetings

Line Managers and employees will meet every 8-12 weeks. At these meetings both the line manager and employee will review objectives set and will monitor progress towards meeting those objectives. This collaborative meeting will be an opportunity to discuss any matters of concern, highlight any particular difficulties, acknowledge achievements and to identify guidance and support on day to day work.

Principle functions of one to one

- Wellbeing
- Reflection on performance
- Personal development
- Support & guidance
- Priorities for the next 8-12 weeks
- Practical arrangements (e.g. leave, TOIL, expenses etc)

The line manager will take notes using the appropriate template and will send them for validation and signing by the employee.

The agreed notes are then signed and a copy uploaded onto the employees Breathe HR documents profile.

In the event of an employee refusing to sign one to one notes, the line manager will note the date of refusal to sign along with any comment from the supervisee as to the reason they are refusing to sign at the end of the notes.

ANNUAL REVIEW MEETING

Every employee of AUKCAP shall attend an Annual Review Meeting with their Line Manager.

Purpose of Annual Review Meeting

The Annual Review Meeting provides employees the opportunity to discuss, with their Line Manager, their progress and performance during the period under review and set personal and organisational objectives for the year ahead. The Annual Review will also enable the employee to discuss their aspirations for the future and will highlight the need for further training and development. It is an opportunity to recognise the positive contribution each individual makes to AGEUKCAP.

Principle functions of the Annual Review:

- To give the manager and employee an opportunity to take a long-term view of their work & how this fits with the organisation objectives.
- To reflect on performance over the past year.
- To consider any factors which may have positively or adversely affected performance.
- To identify development and training needs or other support which may be required.
- To discuss the work for the coming year, including identifying personal objectives.

Arrangements for the annual review meeting to be made, where possible, at least two weeks in advance to enable the employee and line manager to prepare adequately. The review form should be shared at this point. See Appendix 1 Annual Review Record.

A quiet space/room should be arranged in advance, away from telephones and other disturbances.

Preparation for the meeting by both parties should include reference to the employee's job description, the organisational objectives and strategic plan and any other relevant documentation.

The line manager will take notes throughout the meeting, type up the form after the meeting and then send completed review for validation & signing by the employee.

The final copy will then be uploaded to the appraisee's Breathe profile.

CONFIDENTIALITY

One to one notes and annual review documents will be uploaded to employees personal Breathe profile which can be viewed and accessed if required by HR users, the employees line manager and their service manager. Where the employee wishes a matter to remain a confidence between the two parties, the Line Manager will endeavour to agree to this request. However all employees

should be aware that line managers have a duty of care to share worries or concerns with their own manager.

REWARD REVIEW

The Annual Review Meeting will not specifically include discussion of annual incremental increases in salary or job regrading. However the information and views exchanged during the Annual Review Meeting will be used by Line Managers and CEO when considering annual incremental salary increases or any need for job regrading, as required by the Terms and Conditions of Service.

APPEALS

In the event that an employee is unhappy with the outcome of the Annual Review Meeting they may raise the matter with the next line manager. In the event that an employee is unhappy with the outcome of the discussion with the next line manager then the employee may raise the matter via the organisation's Grievance Procedure.

MONITORING

The operation of this policy will be reviewed by the Trustees every two years.

Staff Support, One to One and Review Policy approved 01/05/2020



Signed by Chair of Trustees