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| AGE UK EXETER |
| Controlled Document  Document Name: Staff Development Policy  Document Reference Number: Pol 1  Document Version Number 3  Agreed by Standards Committee on: 4 June 2018  Approved by Board of Trustees on: 10 July 2018  Review Schedule Every two years  Next review due July 2020  Owner (Responsibility) Services Manager  Pass amendments to: QA & Systems Manager  Revision History See appendix  Document Location Idrive/Resources/Policies/Pol1 |
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| Document Description  The Staff Development Policy sets out the various aspects of Staff Development which are utilised by Age UK Exeter. This document complements the Safer Recruitment Policy, Staff Terms & Conditions, Staff Handbook and Enablers Handbook and should be read alongside them. |
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| Implementation & Quality Assurance  Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.  The Policy will be reviewed every two years by the Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.  All aspects of this Policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy please contact Sue Martyr, [s.martyr@ageukexeter.org.uk](mailto:s.martyr@ageukexeter.org.uk) or at Age UK Exeter, 138 Cowick Street, Exeter, EX4 1HS, 01392 455600 |

**Staff Development Policy**

1. **Policy Statement**
   1. Age UK Exeter values its staff and is committed to supporting and developing them to enable them to carry out their work to a high standard and to develop their skills and knowledge.
   2. Age UK Exeter is a learning organisation, that reviews and learns from its practice, and encourages staff to support and share experiences with each other.
   3. Staff Development refers to a range of activities used to develop the knowledge, skills and competencies of staff. Development activities may include induction processes, formal support/supervision; team meetings, practice sharing, shadowing, coaching / mentoring, attendance at internal or external training sessions, online learning, reading, observation, action learning sets etc
   4. Line Managers, in consultation with the senior management team, are responsible for providing support and development opportunities which is done with due regard to equality of opportunity.

**2. Induction**

2.1At the start of employment, or a new role, an induction programme will be arranged which will include:

* support to understand the organisation, the service and their role
* opportunity to establish training and support needs
* plan on-the-job training and coaching.

2.2 For new starters at co-ordinator level or above, some probationary objectives will also be agreed. These will be reviewed during supervision and at probationary reviews, and used to assess progress during the probationary period and confirmation in post.

1. **Supervision and Reviews**

Formal review procedures at Age UK Exeter are:

* 1. **Probationary Review.**
* All posts at Age UK Exeter are appointed subject to satisfactory completion of a six month probationary period with a review at three and six months. This is intended to give staff an opportunity to settle into post and to give them and Age UK Exeter the chance to establish whether there are any insurmountable problems with their employment.
* Any issues and/or training requirements identified during the review will be followed up through regular supervision sessions. Any issues identified during the probationary period must have been satisfactorily resolved before the individual can be confirmed in post.
  1. **Regular Supervision (‘one to ones’)**
* All staff are expected to participate in regular supervision sessions which are normally held approximately six-weekly, quarterly or annually depending upon the role undertaken. Supervision at other intervals may be arranged depending upon need.
* Supervision is a two-way process with benefits for both parties which present an opportunity to discuss openly progress on work, problems and successes and personal issues where appropriate. Both the member of staff and the line manager should prepare for the meeting.
* Supervision is an opportunity for the member of staff and/or the line manager to highlight areas for professional development, or to enhance effectiveness in role. The line manager should consider how to address any training or development needs and to make the arrangements.
* Supervision sessions should be regarded as a priority by both participants and changes to the arrangements should be kept to a minimum.
* Discussion in supervision sessions (as in Probationary Reviews and Annual Appraisals/Reviews) is expected to remain confidential unless both parties agree to share certain information and agree the circumstances for this to happen, or where the line manager recognises a need to seek guidance or clarification from a senior manager.
* Notes of supervision sessions will be written up, copied to the employee with the main copy being retained confidentially by the line manager.
* Supervision sessions for Enablers will be conducted by a mixture of face-to-face meetings and telephone calls (usually two of each of the course of the year). All other staff will have face-to-face meetings.
* The Chief Executive is supervised by a delegated Trustee, with formal, recorded one to one meetings taking place at least quarterly. The supervising trustee will report to the Board that supervision has taken place, but will not share the detail of the discussion except where there is a serious concern.
  1. **Annual Appraisals/Reviews**
* All staff will have an annual review or an annual appraisal (for co-ordinator level and above).
* The review/appraisal will look back on the achievements of the past year and set objectives for the coming year in addition to acknowledging any problems or difficulties which have arisen.   
    
  Best practice is for any difficulties, for example in performance or in managing workload or relationships to be addressed within supervision rather than raising it for the first time in appraisal. Any training needs can also be discussed during appraisal.
* The appraisal form/review questionnaire will be given to the employee in advance of the meeting to allow them to give some thought to the areas being discussed to enable a full discussion during the meeting. There is not a requirement to submit answers to the questions prior to the meeting.
* Notes from the review/appraisal will be written up and signed by the employee, line manager and one of the senior management team. The signed form will be retained on the personnel file with a copy given to the employee.
* Enablers – Annual review questionnaires are posted to enablers to complete and return. These are then discussed at the next 121 meeting.

**4. Training**

* 1. Some roles require specific training or competencies. Some training sessions are therefore mandatory or strongly recommended for Age UK Exeter staff depending upon the role undertaken which will be discussed during the induction. See Appendix A for a list of such sessions.

4.2 Staff development and/or training needs may be identified at any point throughout the year but are most likely to be highlighted during the induction process, supervision or annual appraisals and reviews.

4.3 Line managers support staff to identify learning needs and how best those can be met.

4.4 Requests for specific external training should be made to your line manager and will be considered case by case taking into account the wants and needs of both the individual and the organisation, and available resources

1. **Peer Support and Learning**

5.1 Opportunities for peer support and learning is available through regular team and staff meetings. Opportunities are also available at external meetings, eg AUK national training sessions, Regional Meetings and CEO Away Days.

If you have any comments or suggestions on the content of this policy please contact: Sue Martyr, [s.martyr@ageukexeter.org.uk](mailto:s.martyr@ageukexeter.org.uk) or at Age UK Exeter,   
138 Cowick Street Exeter, EX4 1HS, 01392 455600

**Revision History**

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| **Revision date** | **Summary of Changes** | **Other Comments** |
| 4 June 2018 | New Policy reviewed by Standards Committee | Recommended to Board for approval |
| 10 July 2018 | Approved | Next review due  July 2020 |
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Appendix A

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| **Staff** | Intro to AUK Exeter | Manual Handling Theory | Manual Handling Practical (inc Wheelchair) | Safeguarding Awareness | LA Safeguarding Level 2 | LA Safeguarding Level 3 | Dementia Friends | Dementia Awareness Level 1 | Dementia Awareness Level 2 |
| Bank DS staff | M | M | M | M | X | X | R | X | X |
| Co-ordinators | M | M | M | M | M | M | X | M | M |
| East/West Exe DS Assistants | M | M | M | M | X | X | X | M | R |
| Enablers | M | M | M | M | X | X | X | R | X |
| Finance/  Fundraising | M | M (subject to risk assess.) | X | R  M for Finance Manager | X | X | R | X | X |
| Groups | M | M (subject to Risk Asses.) | M (subject to Risk Asses.) | M | M | X | X | M | X |
| Kitchen | M | M | X | R  M for Catering Manager | X | X | F | X | X |
| Park/Lane DS Assistants | M | M | M | M | X | X | X | M | M |
| Reception/Admin/ | M | M (subject to Risk Asses.) | X | M | X | X | X | M | X |
| Tools Co | M | M | M | M | M | X | X | M | M |
| Waiting | M | M (subject to Risk Asses.) | X | M | X | X | R | X | X |

Notes:

* 1. Attendance at Dementia Friends is on a voluntary basis, ie unpaid