

**AUKKC Supervision Policy**

**Age UK Kensington and Chelsea**

**Policy review extension form**

Policy title	Supervision Policy
Current date of expiration	October 2020
Extension period request	31 <sup>st</sup> October 2021
Reason for extension request	The unprecedented circumstances of the Covid-19 Pandemic significantly affected our organisational capacity to update our Policies as resources were focused on our large-scale Emergency Response. Our Board have now initiated a full external Policy review of all our Policies which is being carried out by the Policy Review Team and this will be complete by the end of October 2021.
Does this extension request pose any risks?	No – our Policy Review team have given assurances that this extension is appropriate
Summary of risks e.g. not meeting national guidance	
Has this document previously been granted an extension? Add details e.g. 2 previous extensions amounting to 6 months	No

Name and Job title of person completing this form	Jess Millwood, CEO
Date of completion	30/07/2021
Name and Role of Board Member Approving Extension	Christine Morgan, Trustee, Chair Quality, Performance, Development & Human Resources Committee

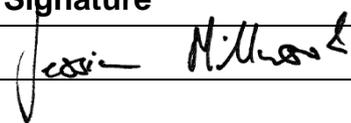
### AUKKC Supervision Policy

Is the Extension Approved? If no, reason why not	Yes
Date of Extension Approval	05/08/2021
Date Policy Tracker Updated to Record Extension	

#### Document Control Information

Version History			
Version	Date	Detail	Author
2.0	Oct 2015	Policy added to MDI. Full review of content scheduled	Richard Brine
2.1	Oct 2019	Policy Reviewed and updated	Jess Millwood

Current Version	
<b>Name of Group Approving the Document</b>	Quality, Performance & Development Committee
<b>Date of Group Approval</b>	10/10/2019
<b>Date Added to Master Document Index</b>	23/10/15
<b>Review Date</b>	Oct 2020
<b>Version Number</b>	2.1
<b>Related Documents</b>	
<b>Author</b>	Jess Millwood
<b>Service Unit</b>	All
<b>Consultation Tracking Sheet</b>	No

Approval Signature			
Version	Date	Signatory (Print)	Signature
2.1	20/10/2019	Jess Millwood	

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## AUKKC Supervision Policy

### CONSULTATION TRACKING SHEET

This document must be completed and accompany the document through the final ratification and authorisation process. A copy of this sheet should be included at the front of the final published policy.

**Name of Document:** AUKKC Supervision Policy

Name of person / team / committee asked to provide feedback	Date feedback request sent	Feedback received (Y/N)	Feedback incorporated into Policy (Y/N)
QPD	18/01/2019	Y	Y

### Document History and Change Record

The following are registered holders of controlled copies of this document:

Position	Version
Business Manager (Management Representative)	2.0
CEO	2.1

Amendment History			
Version	Date	Amendment	Approved By
2.0	Oct 2015	Document control information added	Richard Brine
2.1	Oct 2019	Document reviewed and updated	Jess Millwood

## **AUKKC Supervision Policy**

### **Staff Supervision Policy**

The primary aim of supervision at Age UK Kensington & Chelsea is to ensure that staff are supported in delivering the aims and objectives of the organisation and that this support is accurately documented and regularly reviewed.

The aims of the organisation and the role of each person in achieving these are outlined during the induction period. Specific objectives and training/development plans to support each person in achieving these objectives are agreed during the probationary period. These objectives and training plans are reviewed annually as part of the Organisation's annual planning process. Progress towards objectives is monitored during regular supervision meetings and issues raised here may feed into the annual appraisal and organisation planning process.

The supervision meeting is an opportunity for managers to ensure that staff are meeting the standards required to carry out their roles effectively. It is also an opportunity for individuals to raise matters of concern with their line manager and to seek support for any problems that have arisen in their work.

### **Scope and purpose of supervision**

#### **1.0 Introduction**

Supervision is the formal process through which a member of staff and their line manager communicate to ensure that the staff member is able to carry out the duties UN responsibilities off the post to the required standard and with the appropriate support.

#### **2.0 Purpose**

- To give staff guidance, support and direction
- To hold staff accountable for their work and their actions
- To provide staff with the opportunity to discuss and reflect on their work
- To encourage personal development

#### **3.0 Core Principles**

- All staff will receive planned, formal an uninterrupted supervision on a regular basis – this should be approximately every two months
- Supervision will be carried out within an equal opportunities framework, i.e. all staff will receive supervision that is appropriate to their roles and involvement in the organisation.

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- Supervision aims to promote competent, accountable practice.
- Issues discussed in supervision will remain confidential unless the line manager feels that there is good reason for the issue to be raised either with their own line management structure and/or with HR.
- Supervision will be monitored to ensure consistent good practice.

### **4.0 Supervision function**

In applying these principles to the purpose of supervision, both parties need to have regard to the following supervision functions:

#### **4.1 The Management Function**

**The aims of the management function are to ensure that the member of staff understands and meets the standards required to carry out their role effectively. This includes:**

- That they demonstrate an understanding of the organisations policies and procedures and apply these to their work
- Deadlines are agreed and constantly met
- The basis of decisions are clear and made explicit in supervision records
- The supervisee knows their role within their team and within the organisation
- Work is reviewed regularly in accordance with organisational and legal requirements.

#### **4.2 The Mediation Function**

**The aims of the mediation function are to:**

- Deal with any complaints about the supervisee's performance effectively and fairly
- Ensure resources are allocated in the most efficient way
- Alert senior management do any potential issues with resources
- Consult with or brief staff about organisational changes
- Involve supervisees in decision-making

#### **4.3 The Supportive Function**

**The aim of the supportive function are to:**

- Provide constructive feedback
- Provide the supervisee with the opportunity to discuss issues arising from their work

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- Monitoring the overall health and wellbeing of the supervisee especially with regard to the effect of stress
- Help the supervisee reflect on difficulties in colleague relationships and to assist the supervisee to resolve any conflicts.

### **4.4 The Educational Function**

#### **The aims of the educational function are to develop:**

- The competence of the supervisee
- The supervisee's capacity for self-appraisal
- An assessment of the supervisee's training and development needs and how those needs can best be met
- Learning within the supervisee of areas of development and how to initiate this development themselves.

### **Procedure**

#### **Process of supervision:**

#### **Planning**

The supervisor has responsibility for organising supervision meetings and for ensuring these happen regularly. Where possible, a date for the next supervision meeting should be set at each supervision meeting.

#### **Location**

Supervision should be uninterrupted and in a confidential setting.

#### **Frequency**

All staff will receive supervision on a regular basis. Every member of staff must have a named line manager responsible for providing supervision. The frequency of these meetings may vary depending on the location of the staff member and the hours that are worked.

#### **Recording**

Notes of the supervision meeting provide a formal record of the support provided to each person. They should be clearly and accurately documented and agreed between both parties. These notes are confidential and will be kept in locked personnel files or secure electronic folders. Supervisors are responsible for ensuring supervision records are stored securely and confidentially.

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A record of the items discussed and decisions reached including any disagreements must be made. The supervisor is responsible for the task of recording. The supervisor and supervisee should each keep a copy. If the supervisee does not agree with the record they should raise this either on receipt of the document or at the next meeting. Any disputes over what is recorded should be brought to the attention of the supervisor's line manager or the Chief Officer.

### **Involvement of a third person**

Difficulties that cannot be resolved within supervision should be recorded in the supervision notes and referred to the supervisor's line manager.

### **Monitoring**

It is a management responsibility to ensure that supervision is provided in accordance with the policy. The conduct of supervisions will be reviewed regularly by the line manager of the supervisor.