SUPERVISION AND APPRAISAL POLICY

PRN-136: Supervision and Appraisal Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Purpose

The purpose of this policy is to ensure that employees and volunteers receive regular supervision, support, guidance, performance feedback, and development opportunities to enable them to perform their roles safely, effectively, and confidently.

The organisation recognises that supervision and appraisal are essential for:

- Delivering high-quality services.
- Promoting safeguarding.
- Supporting wellbeing.
- Encouraging professional development.
- Maintaining standards of practice.
- Improving performance.
- Supporting accountability and learning.

As a Non-Accommodation Companionship and Wellbeing Support Service, effective supervision contributes to safe, person-centred, and compassionate support.

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2. Scope

This policy applies to:

- Employees
- Volunteers
- Managers
- Team Leaders

- Volunteer Coordinators
- Directors

The policy applies to both formal and informal supervision arrangements and annual appraisal processes.

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3. Policy Statement

The organisation is committed to providing regular supervision and appraisal opportunities that:

- Support professional growth.
- Promote reflective practice.
- Identify learning and development needs.
- Monitor performance.
- Support wellbeing.
- Strengthen safeguarding practice.
- Improve service quality.

Supervision is intended to be a supportive and developmental process rather than solely a performance management tool.

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4. Objectives

The objectives of supervision and appraisal are to:

- Support safe and effective practice.
- Promote accountability.
- Encourage continuous improvement.
- Monitor workload and wellbeing.
- Review performance and achievements.
- Identify training needs.
- Improve communication.
- Support organisational objectives.

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5. Principles of Supervision

Supervision and appraisal will be based on being:

Respective

All discussions will be conducted respectfully and professionally.

Openminded

Employees and volunteers will be encouraged to discuss concerns honestly.

Confidential

Information shared will be treated sensitively and confidentially.

Supportive

The process should help individuals succeed and develop.

Accountable

Individuals remain accountable for their responsibilities and conduct.

Continuously Improving

Supervision and appraisal should promote learning and better outcomes.

Person-Centred

Recognising individual strengths, challenges, and development needs.

Constructive

Focused on improvement and development.

Regular

Taking place at agreed intervals.

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6. Definition of Supervision

Supervision is a structured discussion between a manager and an employee or volunteer.

It provides an opportunity to:

- Review practice.
- Discuss concerns.
- Reflect on experiences.
- Identify learning needs.
- Receive support and feedback.
- Monitor performance.

Supervision helps ensure that staff and volunteers feel supported and competent in their roles.

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7. Types of Supervision

Formal Supervision

Planned meetings held at agreed intervals and recorded appropriately.

Formal supervision may include:

- Performance review
- Safeguarding discussions
- Training needs
- Wellbeing support
- Goal setting

Informal Supervision

Day-to-day support and guidance provided by managers or coordinators.

This may include:

- Advice
- Coaching
- Brief check-ins
- Problem solving

Group Supervision

Structured discussions involving multiple employees or volunteers.

Group supervision may support:

- Learning
- Peer support
- Problem solving
- Information sharing

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8. Frequency of Supervision

As a minimum:

Employees

- Formal supervision should normally take place at least every 8–12 weeks.

Volunteers

- Supervision should take place at intervals appropriate to the role and level of involvement.

Additional supervision may be arranged following:

- Safeguarding concerns
- Incidents
- Complaints
- Significant changes
- Requests for support

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9. Supervision Agenda

Supervision discussions may include:

Service User Support

- Quality of support
- Outcomes achieved
- Challenges encountered

Safeguarding

- Safeguarding concerns
- Risk management
- Professional boundaries

Health and Safety

- Lone working
- Incident reporting
- Risk assessments

Wellbeing

- Stress levels
- Emotional wellbeing

- Work-life balance

Performance

- Achievements
- Objectives
- Development areas

Learning and Development

- Training completed
- Future learning needs
- Professional development opportunities

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10. Reflective Practice

Supervision should encourage reflective practice.

Reflection may explore:

- What went well.
- What could be improved.
- Lessons learned.
- Emotional responses.
- Impact on service users.

Reflective practice supports continuous learning and professional growth.

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11. Safeguarding Within Supervision

Safeguarding must form part of supervision discussions.

Managers should explore:

- Current safeguarding concerns.
- Confidence in reporting concerns.
- Learning from safeguarding incidents.
- Professional boundaries.
- Risk factors affecting service users.

Any safeguarding risks identified must be addressed promptly.

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12. Employee and Volunteer Wellbeing

The organisation recognises that supporting vulnerable adults can be emotionally demanding.

Supervision should provide opportunities to discuss:

- Emotional wellbeing.
- Stress and workload.
- Challenging situations.
- Support requirements.
- Personal resilience.

Employees and volunteers should feel able to raise concerns without fear of judgement.

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13. Performance Management

Supervision may include discussion regarding:

- Quality of work.
- Conduct and behaviour.
- Attendance and reliability.
- Professional standards.
- Achievement of objectives.

Where concerns arise, support and improvement plans may be developed.

The organisation aims to address issues constructively and fairly.

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14. Appraisal Process

Appraisal is a formal annual review of performance, achievements, and development.

The appraisal process provides an opportunity to:

- Review the previous year.
- Assess objectives and achievements.
- Discuss strengths and challenges.
- Review competencies.
- Identify development needs.

- Set future objectives.

Appraisals should support both individual and organisational development.

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15. Appraisal Areas

Appraisals may consider:

Performance

Quality and effectiveness of work undertaken.

Organisational Values

Demonstration of organisational values and behaviours.

Training

Completion of required learning and development.

Safeguarding

Commitment to safeguarding responsibilities.

Communication

Relationships with service users, colleagues, and stakeholders.

Professional Development

Future learning and career aspirations.

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16. Objective Setting

Objectives should normally be:

- Specific
- Measurable
- Achievable
- Relevant
- Time-bound

Objectives may relate to:

- Service quality
- Personal development
- Learning goals

- Organisational priorities

Progress should be reviewed throughout the year.

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17. Learning and Development Planning

Appraisals should identify:

- Training requirements.
- Skill development opportunities.
- Career aspirations.
- Leadership development opportunities.
- Volunteer development goals.

Development plans should be documented and reviewed regularly.

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18. Record Keeping

Records of supervision and appraisal meetings should be maintained.

Records should include:

- Date of meeting
- Key discussion points
- Actions agreed
- Objectives set
- Learning needs identified
- Review dates

Records should be stored securely and confidentially.

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19. Confidentiality

Supervision and appraisal discussions will normally remain confidential.

Information may be shared where:

- Safeguarding concerns exist.
- There is a legal obligation.
- Organisational risk requires escalation.

- Serious misconduct is identified.

Any sharing of information should be appropriate and proportionate.

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20. Resolving Disagreements

If an individual disagrees with supervision or appraisal outcomes, they should discuss concerns with their manager.

If concerns remain unresolved, the matter may be escalated to:

- A senior manager
- Director
- Trustee (where appropriate)

Disagreements should be managed professionally and fairly.

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21. Case Study

Scenario: Supporting a Volunteer Following a Safeguarding Concern

A volunteer raises a safeguarding concern involving possible financial abuse of a service user.

During supervision:

- The volunteer reflects on the situation.
- Safeguarding actions are reviewed.
- Emotional impact on the volunteer is discussed.
- Additional Financial Safeguarding training is identified.

Outcome

The volunteer feels supported and gains greater confidence in recognising and reporting safeguarding concerns.

Learning Point

Supervision provides an opportunity for learning, support, reflection, and professional development.

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22. Responsibilities

Directors

Responsible for:

- Promoting a culture of learning and accountability.
- Ensuring effective supervision arrangements are in place.

Managers and Volunteer Coordinators

Responsible for:

- Conducting supervision sessions.
- Completing appraisals.
- Providing feedback and support.
- Monitoring performance and wellbeing.
- Maintaining records.

Employees and Volunteers

Responsible for:

- Participating fully in supervision.
- Preparing for meetings.
- Raising concerns honestly.
- Following agreed actions.
- Engaging in learning and development.

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23. Monitoring and Quality Assurance

The organisation will monitor:

- Supervision completion rates.
- Appraisal completion rates.
- Training compliance.
- Learning and development plans.
- Employee wellbeing indicators.
- Volunteer retention.
- Service quality outcomes.

Monitoring findings will be used to improve support arrangements and workforce development.

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24. Review Arrangements

This policy will be reviewed:

- Annually
- Following significant organisational changes
- Following safeguarding reviews
- Following workforce feedback
- Following legislative or regulatory changes

Related Policies

- Learning and Development Policy
- Volunteer Management Policy
- Employee Wellbeing Policy
- Adult Safeguarding Policy
- Health and Safety Policy
- Lone Working Policy
- Equality, Diversity and Inclusion Policy
- Dignity and Respect Policy