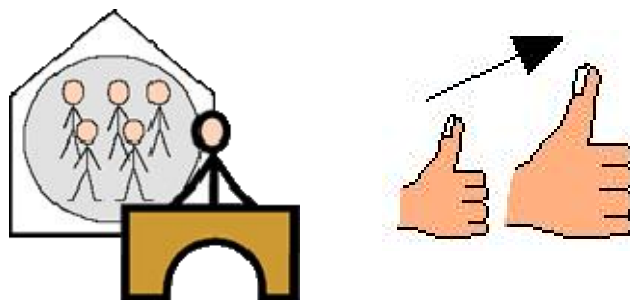


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# Accessible Supervision and Appraisal Policy

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**June 2010**

*This accessible policy has been produced to assist the people we support to understand our policy framework within the context and best practice of inclusive communication. This accessible policy is not a substitute for the full policy document and therefore staff and managers must make themselves familiar with the full policy document.*

*The complete policy statement can be found within the Supervision and Appraisal Policy document available from the Admin Team at the Consortium Office.*

This policy is about how staff and managers work together to make sure they are doing a good job.

## Aims

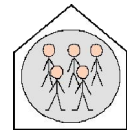
To make sure that everyone is doing a good job so that Service Users are getting the best service



To make sure staff can talk generally about how they are doing in the job to their Supervisor



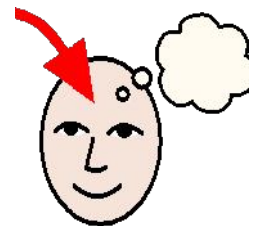
To talk about how the team are as a whole and their role in the team



To talk about anything personal

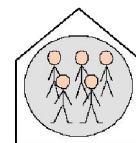


Also for the Supervisor to talk about how the person has done in their job, their strengths and any other issues

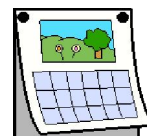


## Supervisions and Appraisals

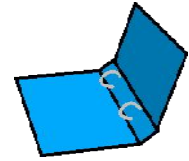
All staff should have a meeting to see how they are doing every two months (supervision)



Once a year all of this information will be put together (annual appraisal) and talked about



From the appraisal the staff will then have a plan of what to do next



What happens in these talks will be kept so it can be looked at again and everyone can know what was said. What is said is recorded on the 'Supervision Recording Format'

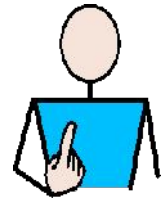
Expectations of the process need to be talked about and a 'Supervision Contract' made

A Supervision Contract between Supervisor & Supervisee

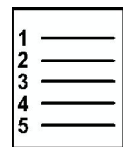
What I Supervisee expect from Supervisor	What I Supervisor expect from Supervisee
What I Supervisor am Prepared to offer	What I Supervisee am Prepared to offer

## Agenda for the Meetings

The meetings are time to look at each person



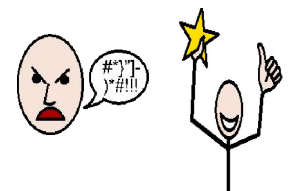
What is talked about will be the same for each meeting



But it is a time to talk about anything you want by putting it on the agenda



Staff will be told how well they are doing their job and how well they are behaving



## Looking at the work you do

Each job has many aspects to it



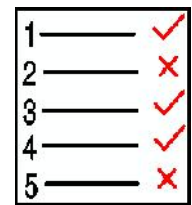
Different aspects will be assessed in different meetings which must be agreed beforehand



All assessments must be finished in the year

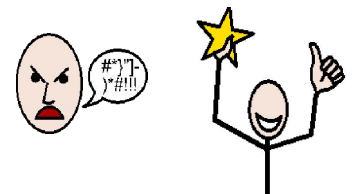


'Performance Assessment' looks at each task in the Job Description and makes sure the person is doing all of these

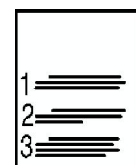


## How you behave

There are ways which are right for staff to act and ways that are wrong. It must be talked about whether the staff member is doing things in the right way



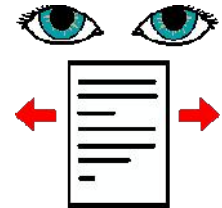
Talking about this will add to the plan for the future



# The Team

Every team should have a 'Team Charter' which shows how the team should work together

This should be reviewed every year



The supervisor should see if the person is following this Team Charter

# Health

During the year each person will be looked at to see how if they are healthy and happy



This is done by using the 'HSE Indicator Tool'

**Appendix 6: The HSE Indicator Tool**

**Introduction:** It is recognised that working conditions affect worker well-being. The Consortium believes individuals can use this tool to help them identify stress factors that may be having some impact on them and discuss them with their manager. Your responses to the questions below will help to determine the impact your current working conditions, and enable monitoring of future improvements.

**Instructions:** You are required to complete the questionnaire at least once every year. In order to compare the current situation with past or future situations, it is essential that your responses reflect your work in the last six months.

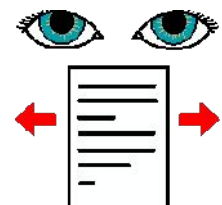
Read each of the statements below and tick the box that best represents your feelings and opinions. When you have completed it, it will form the basis of a discussion in an agreed supervisor session with your manager. Any actions agreed from the discussion should be recorded in the supervision notes and action plan.

	Slightly Agree	Agree	Neutral	Disagree	Slightly Disagree
1. I am clear what is expected of me at work.					
2. I can decide when to take a break.					
3. Different groups at work demand things from me that are hard to combine.					
4. I know how to go about getting my job done.					
5. I am subject to personal harassment in the form of unkind words or behaviour.					

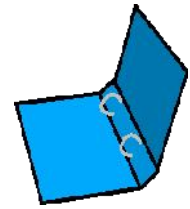
If someone is not OK then we will look at what can be done

# Appraisals

See how the person has done in the past year and plan for the next year



Everything that has been talked about in supervision will be looked at before this meeting



Talk about how others have been there to help you or have not helped you

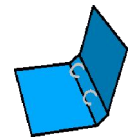


The meeting will end with what can be done in the next year (these have to be realistic and able to be done in a year)



## Records

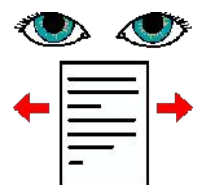
All staff will have a record of their work



These need to be kept up to date



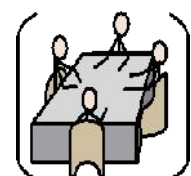
They need to be looked at before the yearly meeting



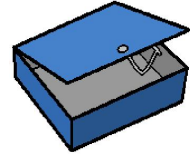
These will not be looked at by anyone else



Those allowed to look it at are the member of staff, their manager and possibly some other people if they are allowed



This record will go with the person if they change jobs



## Confidentiality

If someone does something illegal then their file may no longer be private



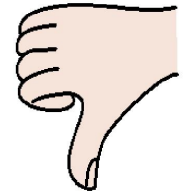
Managers will make sure that they give enough help by always looking at what has happened in these meetings



If staff have been thought to do something wrong then these records will be given to someone else to check over them



If there is no reason for the record to be looked at by someone else then the person will be disciplined

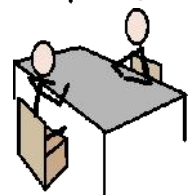


## If the Supervision Relationship Breaks Down

If people do not get on then they should tell someone else



Either person can say that there is a problem



# Good Practice

Prepare for the meetings with plenty of time



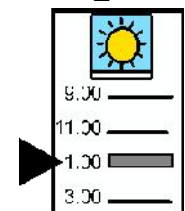
The location must be comfortable with nothing to disrupt you



Meetings should take place between 9am and 9pm



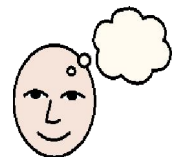
Staff and managers should have not be busy doing other things during this time



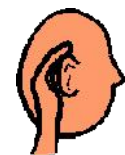
Tell the person how they are doing – but just say one thing at a time



Tell them so that they understand what to do



Listen to what is being said



Give praise where it is due



Problems should be talked about as soon as possible so that you know what really happened



Remain calm and choose your words carefully



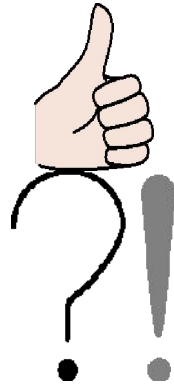
Tell someone about what they are DOING wrong and don't make them out to be a bad person



Know what you are talking about before you speak to the person



Tell them what they are doing well and how they can do the same in the future



Help them to work out what to do – don't take the problem on yourself

### **Some forms which might be helpful:**

- Supervision record
- Appraisal record
- Code of practice assessment
- Performance assessment – support worker

