**Supervision and Performance Conversations**

**1.1 Introduction**

Staff performance conversations and supervisions are fundamental to ensuring a quality assured service delivered by a confident and competent workforce.

The service has a responsibility for ensuring that support workers receive regular supervision and an annual performance conversation. Support workers will receive individual supervisions with a coordinator regularly (at least 6 monthly) and will be invited to attend group supervision sessions quarterly. It is an expectation that support workers will attend at least two group supervisions per annum.

**1.2 Performance Conversations**

Performance conversations bring an employee together with his or her line manager for regular, honest discussions about performance. The aim is to review work and development over the past year, and discuss behaviours, targets and development for the next year. These conversations also provide an opportunity to consider how performance contributes to the success of the whole organisation. These are embedded into support worker supervisions.

**14.3 Supervision**

Supervision of support workers will take place minimum of 6 monthly. We aim for these to be face to face where possible.

**Principles**

* Minimum of 6 monthly
* Face to face meetings wherever possible
* Provide a formal opportunity for staff to discuss their day to day work.
* Be carried out in a non-judgemental, positive and collaborative way.
* Be confidential between the supervisor and the staff member concerned excluding child protection concerns.
* Supervision notes are used to inform child review professional meetings.
* Supervisions will be recorded, and a copy given to support workers to sign.
* Supervisions will be used to recognise performance issues and praise best practise.
* Where there is under performance, supervision will provide the arena for these initial discussions prior to any more formal disciplinary processes.
* Supervision meetings will be held at a time and location convenient to support workers wherever possible

**Content of sessions**

* Review of actions from last meeting
* Update on progress on current support
* Review workload
* Identify any obstacles and support required in dealing with any problems
* Recognise effort and achievements
* Provide feedback that will help to improve performance
* Identify any learning and development activities that would help to improve performance
* Review any personal issues that are having an impact on performance
* Regularly review career development aspirations
* Evaluate any recent training events to ensure learning is applied /shared within the team

Supervision records are kept electronically in individual staff files on our secure sever.

Document last reviewed: September 2023

Reviewed by: Jo Austin

Next review date: September 2024