



PROCEDURE DOCUMENT

Policy title: **Staff Supervision & Annual Appraisal Procedure**

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Document control

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Introduction

Barton Hill Settlement recognises the need for regular and effective supervision and appraisal of staff members. This is to ensure:

- That individuals feel supported and motivated in their work.
- That personal growth and development of individuals is discussed and monitored.
- That BHS can function effectively.
- That high quality services are delivered to the community.
- That the BHS staff team work towards BHS vision and values.
- That effective relationships are developed and maintained between staff, Settlement Board of Trustees, partners, external stakeholders and service users.

Barton Hill Settlement expects all staff to participate in the supervision and annual appraisal process positively and constructively, regardless as to whether they are either conducting or receiving a supervision or appraisal.

Our policy is to play a supportive role through your Line Manager to aid and monitor your work performance on a continuous basis, so that we can maximise your strengths, and help you to overcome any possible weaknesses.

Supervision

Supervision will take place on a regular basis throughout the year with the line manager and staff member. The frequency of these meetings will be agreed with the line manager and will happen on a more regular basis during the staff member's probationary period. The minimum amount of supervision a member of staff will receive will be six times per year.

All supervision meetings will be recorded on the Staff Supervision sheet (see Appendix 1), and will be kept confidential (between the staff member and the line manager) unless there is a formal concern (see 'Identifying Performance Issues' below). At each supervision meeting, safeguarding and child protection will also be discussed and recorded on the back sheet of the form, which will be filed by the HR and Admin Officer for monitoring and ongoing training purposes.

Appraisal

After successful completion of a member of staff's probationary period all staff members will have an initial appraisal meeting where objectives, work plans and targets for the year will be set with their Line Manager, or in the case of the CEO, the Chair of the Settlement Board of Trustees will have this responsibility.

An appraisal meeting will take place once per year, and the work performance of each member of staff, including setting objectives, work plans and/or targets, will be reviewed from the previous year. New objectives, work plans and/or targets will be discussed and set for the coming year, the member of staff's job description will be reviewed, and each member of staff's overall performance will be discussed and recorded on the Annual Appraisal form (Appendix 2).

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The Appraisal Form will be given to the staff member one week before the appraisal meeting by their Line Manager; this gives the member of staff time to consider the content of the form before the meeting.

Barton Hill Settlement's appraisal and work performance is NOT linked to pay rewards.

All completed forms will be returned to the HR and Admin Officer for employee records.

Supervision and staff appraisal meetings must take place in a private environment, where any matters discussed can be kept confidential and arrangements should be made so that there will be no telephone or other interruptions during the meeting.

Disputes arising from a supervision or appraisal

If a member of staff feels that the feedback they have received from their line manager has been unduly negative, or disputes the assessment of their performance, then they should discuss their concerns further with their line manager to determine the reasoning for the feedback, and if possible the employee should provide evidence for their views.

If the staff member is unable to resolve their concerns in this way, they may raise a grievance in line with Barton Hill Settlements grievance policy and procedure.

Identifying performance issues

Performance issues will normally be dealt with informally between the staff member and their Line Manager as part of day-to-day management. Where appropriate, the HR and Admin Officer will be notified and a note of such informal discussions may be placed on the staff member's personnel file, but will be ignored for the purposes of any future capability hearings. Barton Hill Settlement's Capability Procedure will be used for more serious cases, or in the case where an earlier informal discussion has not resulted in a satisfactory improvement. Informal discussions may help to:

- Clarify the required standards,
- Identify areas of concern,
- Establish the likely causes of poor performance and identify any training needs and/or set targets for improvement and a timescale for review.

Members of staff at Barton Hill Settlement will not normally be dismissed for performance reasons without previous warnings. However, in serious cases of gross misconduct, or in any case involving a member of staff who hasn't completed their probationary period, dismissal without previous warnings may be appropriate. (See the Disciplinary Procedure for further information.)

Line Managers will inform the member of staff during supervision of any concerns regarding their performance, and this will usually involve agreeing actions including time frames. This will also depend on the individual circumstances, but may involve reviewing appraisal records and other relevant information held on the member of staff's personnel file as well as gathering relevant documentation, unless there are grounds for taking formal action under the Capability or Disciplinary Procedures. Consideration will be given as to whether

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poor performance may be related to a disability and if so, whether there are reasonable adjustments that could be made to working conditions, including changing duties or providing additional equipment or training. If a member of staff wishes to discuss this or inform us of any medical condition which they consider relevant, they should contact their Line Manager and the HR and Admin Officer.

Barton Hill Settlement aims to deal with performance matters sensitively and with due respect for the privacy of any individuals involved. See the Confidentiality (Data Protection) Policy for more information.

Training

All Line Managers will receive guidance and information on conducting staff supervision sessions and annual appraisals. This will ensure consistency across the organisation within this policy.