

Community Transport Waltham Forest

Training and Supervision Policy

Statement

Community Transport Waltham Forest require staff to receive supervision at least four times per year, the agenda covering all aspects of practice, philosophy of care in the organisation and career development needs. Other staff should be supervised in ways that are consistent with their roles and responsibilities. Supervision reflects a combination of management, educational and support functions, which aim to:

- Achieve optimum outcomes for service users
- Ensure best practice and attainment of required standards of care
- Ensure compliance with stated policies and procedures and other organisational requirements
- Enable staff to feel valued and well supported
- Enable staff to continuously develop and improve their knowledge and skills

1.1 General Policy Statement

CTWF puts a high value on developing and training its staff, and uses supervision and annual appraisals as an important means to help them become more competent and professional, building on the training provided in the induction programme.

All full time members of staff can expect to receive a minimum of four formal supervision sessions every year. Part time staff will have supervision proportionate to what they would receive if working full time.

The main purpose of the supervision provided is to, discuss, review reflect on and analyse people's work practices. This will ensure that they achieve optimum outcomes for service users and meet the aims and objectives of the service and the standards required.

Supervision will also provide opportunities to discuss individuals' needs for support, developing and learning so that they can continue to improve their practice and performance.

2. Staff Responsibilities

2.1 Manager / Senior Person

To ensure that all staff, and service users have access to and are aware of this policy

3. Scope

This policy applies to all staff, Management Committee.

4. Audit Plan

The Manager/ Senior Person will monitor adherence of the policy and report findings to the Trustees.

5. References

Croner's – A Management Guide (www.cronertraining.co.uk)

6. Procedure

Supervision will be carried out through a combination of regular one to one meetings with a designated supervisor and group supervision. At least half of the allocated supervision sessions will be on a one to one basis so that there are sufficient opportunities to address individual concerns. For example, all formal annual staff appraisals will be undertaken on an individual basis. Group supervision will be used mainly to address common organisational and team practice issues in between the three monthly formal one to one supervision sessions.

Agendas for each supervision meetings are reached by agreement on the priority issues and concerns of all participants. Meetings will typically cover the following issues:

- Review of individual's or group member's practice and issues rising
- Personal development, training and support needs
- Other matters relating to work situation that have an impact on standards of work
- Supervisors and supervised are made jointly responsible for ensuring that discussions and meetings occur regularly and are given priority. All reasons for deferring or cancelling planned supervision sessions or non-attendance at group supervision sessions will be recorded
- All formal individual and groups supervision sessions will be held in private and as far as possible free from interruption

Confidentiality of information

All discussions will observe the service's policies on confidentiality of information. Participants should be clear from the outset of the session / individual discussion item what information can be treated in confidence and what cannot and what will be recorded / or may be disclosed 'off the record'. Any information that cannot be treated in confidence in the supervision context will be disclosed to a third party on a need to know basis.

Where matters need to be taken beyond the supervision context, actions will be taken openly with everyone involved informed of what is to happen.

Supervision Recording and Access to Records

All formal supervision meetings will be recorded to an agreed format with details of key discussion points, agreed actions to be taken, targets and time scales. The record of the meeting will be signed by all taking part and any disagreements over any aspects may be noted. The formal records may be used as evidence of compliance with the Headway Minimum Standards on supervision.

Signed supervision records belong to the organisation and must be kept in a safe place with access by authorised persons only. This normally means the immediate supervisee and their supervisor with others being allowed access for specific, stated purposes and only with the agreement and knowledge of those involved.

These formal recordings and access to records policies do not prevent people from making their own informal notes of meetings and discussions, containing personal reflections, learning points etc but these will not be used as substitutes for formal records in situations where such evidence may be required.

Typical supervision agenda

- a beginning [for introductions, setting agendas and agreeing priorities and outcomes]
- a middle [where the contacts are worked through] and
- an end [where the meeting is summarised, decisions taken and actions agreed]

Common agenda items are:

- Review of previous session, agreements made and progress made with action points
- Review of work schedules and workloads and associated performance
- Discussion and review of any specific roles and responsibilities, for example as key worker for service user plans
- Discussion of development and training issues and progress
- Discussion of working relationships and personal support issues