

1. New staff should have an induction session with their line manager on their first day at work (an induction checklist is provided), a support and review sessions after one week, after four weeks and then at least bi-monthly. After successful completion of the probationary period staff should have support and review sessions at least tri-monthly.
2. The purpose of these sessions is to discuss issues, which arise in service delivery, performance issues, performance against targets, training needs and any other job related issues including lone working. They are also an opportunity to offer support and encouragement and involve staff in decision making. It should be remembered that support and review sessions are a two way process, and dialogue should be two way.
3. Ideally, the sessions for the coming twelve months should be put in the diary at the time of the APR (Annual Performance Review) and not changed without the agreement of all involved.
4. Room space needs to be booked which is mutually acceptable as well as being both private and interruption free.
5. The length of the session will depend on the person, post etc, but initially an hour should be booked.
6. The actual structure of the session will be determined by the line manager and the member of staff. A starting point might be reviewing the notes from the previous session. (Support and review note sheets are provided.)
7. The Line Manager should make notes on the note sheet. It is not necessary to write everything down that is said, but notes relating to operational issues, performance issues and agreed action should be comprehensible and give enough detail to cover the facts.
8. Notes should be kept in a file (started at induction), and stored in a locked filing cabinet. A copy should be given to the member of staff.

9. As soon as it is known that a member of staff is leaving, the support and review notes should be filed with the person's personal details.
10. Most will be gained from these sessions if the member of staff and the Line Manager take time before the session to think about the current situation and any issues that have arisen between sessions. Regular meetings between staff members and Line Managers should mean that there will be no unpleasant surprises for either at the APR.
11. Information gained from supervision should inform the annual training plan and particular note should be taken of safeguarding, health and safety, risk assessment, equal opportunities and diversity.

Revision History

Members of the Suffolk Artlink board will review this policy annually.

Date approved	Date amended
Sep 2011	
Sept 2012	
Sept 2013	
22 September 2014	
17 January 2017	
21 July 2020	