

Staff Supervision and Appraisal Policy and Procedure

1. Purpose

This document sets out the Suffolk Artlink's approach to staff supervision and appraisal. It is designed to ensure that staff receive regular, structured opportunities for reflection, feedback and development, while maintaining clear performance expectations.

Through effective supervision and appraisal, the Suffolk Artlink seeks to support staff wellbeing, strengthen skills and competence and enhance the quality and safety of services delivered.

2. Scope

This policy and procedure applies to staff employed by Suffolk Artlink on PAYE.

3. Definitions

Supervision: A structured, ongoing process through which a staff member is supported and guided by their line manager (or designated supervisor) to carry out their role effectively, safely and in line with organisational standards. It provides a regular forum for reviewing workload, performance, conduct and wellbeing, offering feedback, identifying development needs, and addressing concerns or risks.

Annual appraisal: A formal, structured review conducted once a year between an staff member and their line manager (or designated supervisor) to evaluate overall performance during the appraisal period. It provides an opportunity to review achievements against objectives, assess competence and behaviours, identify learning and development needs, and agree goals and priorities for the year ahead.

4. Policy

This policy sets out the Suffolk Artlink's approach to staff supervision and aims to ensure a consistent, supportive and effective process across the Suffolk Artlink. It clarifies the responsibilities of staff and line managers, identifies the focus of supervision, and outlines expectations for recording.

We recognise that the quality of its services depends on staff skills, motivation and relationships with beneficiaries. Regular, planned supervision is a core mechanism for supporting effective practice, staff wellbeing and continuous improvement.

All staff will receive regular supervision.

Supervision should be a positive and constructive process that forms part of routine working practice. It provides an opportunity to reflect on work, review progress against agreed objectives, support professional development, provide and receive feedback, ensure consistent application of policies and standards, and discuss any personal or external factors that may affect work.

5. Procedure

At least three weeks' notice of the date of the appraisal will be given and this will give time to prepare using the attached form and at least one weeks' notice will be given of supervision sessions.

For the process to be effective supervision meetings should be held monthly and be:

- viewed as an opportunity for shared reflection on work
- seen as part of a culture that promotes reflexive practice/evidence-based practice, self-directed learning and learning from experience
- an integral part of the working routine
- approached in a positive, constructive, honest, open and forward-looking manner
- Holistic in nature recognising person and professional attributes.

Supervision sessions provide an opportunity to:

- demonstrate progress of staff with the objectives agreed at the appraisal
- demonstrate progress of staff with the objectives agreed at supervision
- reflect on the effectiveness of recent training and development activities contributing to workplace competence, and identify any outstanding needs
- provide feedback on performance
- provide support, direction, advice and guidance on individual cases, staff and management issues
- develop skills and understanding
- ensure policy and standards are met consistently in practice
- discuss any external/personal circumstances that may have a bearing on work

Records

- Records on planned supervision sessions should be kept by those involved
- These records should be signed and agreed by the line manager and staff member, and should outline the issues discussed, decisions reached and action agreed
- Appropriate confidentiality of records will be maintained.
- Records should be kept for at least 1 year after a staff member has left the Suffolk Artlink and then destroyed.

6. Monitoring and Review

This policy and related procedures and guidance will be monitored by the Suffolk Artlink Board members on a regular basis for compliance and will be reviewed at least triennially.

Date approved or amended	Signed	Role
20/07/2026	Alistair Winch	Company Secretary on behalf of the Board of Trustees