



# PONY PARTNERSHIPS



## Staff & Volunteer Supervision Policy – 2025–2026

**Name of Organisation:** Pony Partnerships CIC

**Venue/Address:** All venues

**Date of Review:** 1 September 2025

**Date of Next Review:** 31 August 2026

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### 1. Introduction

This policy sets out Pony Partnerships CIC's approach to the support, supervision, and recognition of staff and volunteers. It is designed to ensure that all individuals working with us feel supported, valued, and motivated, while safeguarding the wellbeing of clients and maintaining high professional standards.

Supervision is both a supportive and an accountability process, designed to encourage reflective practice, identify training needs, and ensure adherence to policies and procedures. All records of supervision are securely stored in line with the Data Protection Act 2018 and UK GDPR.

### 2. Staff and Volunteer Support & Supervision

Pony Partnerships recognises that well-supported staff and volunteers are essential to delivering high-quality services. We commit to providing regular supervision that:

- Develops skills and reflective practice
- Monitors safe and effective working practices
- Ensures policies and procedures are understood and applied
- Provides a confidential space for discussion of issues, challenges, or concerns
- Principles

Regular supervision will:

- Support individual wellbeing and professional development
- Reinforce safe and ethical practice
- Prevent staff isolation and promote team cohesion
- Enable early problem-solving and conflict resolution
- Promote continuous learning and CPD

### 3. Supervision Arrangements

#### Associate Staff Members:

Clinical supervision:

- Clinical supervision is required for therapeutic staff in line with professional registration standards.
- Every associate staff member/volunteer doing clinical work will be responsible for instructing an independent supervisor who provides clinical regular support. This will be at a minimum of 1.5 hours a month

### Non-Clinical Supervision:

- Support staff will be responsible for instructing an independent mentor who provides regular facilitation support. This will be at a minimum of 1.5 hours a month

### Management Supervision:

- Frequency: Management supervision sessions will take place at least once every term, with additional informal support available at any time.
- Format: Supervision may be one-to-one, group, or peer-to-peer depending on role.

### Content: Sessions will typically cover:

- Review of work since the last supervision
- Feedback and reflection on practice
- Identification of training needs
- Safeguarding and wellbeing issues
- Goals for development and progression
- Informal Support

### Day-to-day support will include:

- Feedback and recognition of good work
- Opportunities for questions and clarification
- Access to peer support and mentoring
- Encouragement to access CPD

## 4. Record Keeping

- Notes of formal supervision sessions will be recorded and stored securely on the Single Central Record.
- Staff/volunteers may request a copy of their supervision notes at any time.

## 5. Recognition of Staff and Volunteers

Pony Partnerships values the contribution of staff and volunteers. Recognition will include:

- Verbal thanks and written acknowledgement of contributions
- Certificates of achievement or service where appropriate
- Highlighting successes in team meetings and newsletters
- Opportunities for progression and additional responsibilities

## 6. Problem Solving and Complaints

- We are committed to handling issues promptly, fairly, and transparently.
- Concerns raised during supervision will be addressed through constructive dialogue and action planning.
- Where necessary, concerns about performance or conduct will be managed in line with the Complaints Policy and Safer Recruitment Policy.
- Staff and volunteers are also protected by the Whistleblowing Policy and encouraged to raise concerns in good faith without fear of reprisal.

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