

Manager Rationale and Case Oversight

What is Manager Rationale and Case Oversight?

A manager's oversight brings challenge and endorsement to casework practice- making decisions in a way that is evidenced based on reason, facts and reflective discussion. In a rational decision making process a manager will review relevant facts, observations and possible outcomes before choosing a particular course of action.

Why Manager Rationale and Case Oversight?

Working with children and families is complex. Critical decisions often have to be made which will shape a child's future safety and wellbeing. The management oversight of a case provides both a route for reflection and discussion about a family's needs and progress, as well as accountability for the decisions that are then subsequently made. Research and the learning from serious case reviews often highlight the importance of a manager bringing another layer of critical thinking to a case. Well recorded and evidenced management oversight helps workers understand the history of the case and critically helps parents and children see **why** key decisions were made about their lives.

One of the key areas for improvement from our recent Ofsted Inspection of Services for children in need of help and protection, looked after and care leavers, was to *"Ensure that management oversight and decisions, including rationale, are always clearly recorded to inform practice and ensure a full and accurate record"*

How and where to Record Manager Rationale and Case Oversight

The **primary** place to record manager's oversight and case decisions is in the relevant "Oversight, Decisions and Rationale of Manager" box which can be found in key Frameworkki episodes. Episodes have been amended to more clearly capture the **"Manager Rationale, Oversight and Decisions"** in a single box where it has previously been absent.

The **secondary** place to record oversight of a case is in Supervision notes, increasingly using the language of Stronger Families Safer Children

Case notes should *only* be used where neither of the above is appropriate; the heading **Manager's Decision** should be selected in such instances.

Action Required

You should use the **"Manager Rationale, Oversight and Decisions"** box in the relevant key episodes to record your oversight of a case in preference to case notes.

Clearly record all supervision in case notes.

Recording the rationale for a decision, i.e. **why** a decision was made, or **why** the case changed direction is essential. The manager is not expected to "rubber stamp" what others have done, but to demonstrate their own professionalism.