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**Leicestershire Procedure for Supervision**

**Applies to- All children**

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**Links –** [**Supervision policy**](http://llrchildcare.proceduresonline.com/leicestershire/local_resources.html#case_manage)

# Purpose

* To support the Supervision policy by providing explicit expectations for supervisors and supervisees to underpin robust personal and casework supervision.
* To promote a regular and consistent approach to the formal supervision of staff.
* To provide templates for recording staff and casework supervision.
* To support the APR process and response to staff welfare needs.

# Definition of Supervision

**Case work supervision**

Case work supervision is a formal recorded process which allows managers/supervisors and those staff for whom they have supervisory responsibility to jointly assess, review and agree actions in relation to case work focused on ensuring intervention is meeting the needs of the child and family and that drift and delay in achieving planned objectives is avoided.

Case work supervision will be based on a reflective case discussion, analysis of the impact of the current plan and inform and capture decisions that are taken to support and protect the child.

[See Case work Supervision Template](#childcaseworksvtemplate)

**Personal Supervision**

Personal supervision is a formal recorded process which allows managers/ supervisors and those staff for whom they have supervisory responsibility to jointly assess, review and agree actions in relation to the individual staff member’s own needs.

This will focus on support to ensure the staff member is meeting their own targets within the APR process, make best use of training and career opportunities, explore barriers that may impact on performance and maximize support to respond to the emotional demands of the work in working with Children and Families.

For staff who are not case holders personal supervision will provide the oversight and support from the manager.

[See Personal Supervision Template](#personalsupervision)

**Joint Supervision**

Joint supervision is provided when more than one worker may be collaborating to deliver casework to a child or family and where a shared perspective, analysis of impact and progress of the plan is required.

Joint supervision should be a regular feature of cases where more than one worker is allocated and should capture individual roles and responsibilities for the specific workers involved and allow collaboration and joint reflection to coordinate intervention.

[See Case work Supervision Template](#childcaseworksvtemplate)

**Group supervision**

Group supervision is the process of using the input of a group of peers to explore a complex case work issue; to apply reflective thinking and apply casework tools such as Signs of Safety mapping and appreciative enquiry to support practitioner learning and to impact on case work.

Group supervision may be used to supplement individual supervision sessions, for example as part of a team meeting, group training, peer review or POD.

Group supervision if focused on a specific case and should be recorded on the child’s record and will feed into case work supervision in the month that it took place.

However, group supervision is focused on learning and providing opportunities for reflection and does not provide management oversight to case work and should not replace the normal routine of the case work supervision process.

[See POD guidance on Learning Hub](https://leicestershiretotara.learningpool.com/course/view.php?id=4443)

**Oversight of Allocation**

At the time of case allocation, the manager will always give oversight and direction to the worker to ensure there is a clear understanding of what we are worried about which requires intervention, what is working well and what needs to happen to progress the plan. This must be recorded on the child’s record. Any specific actions including timescales for visiting the child and in relation to the planning process must be recorded clearly and when linked to allocation of a Child and Family assessment include the date for the 10-day supervision overview.

If this relates to a case allocated within a longer term team the allocation oversight must detail the date for the first formal case work supervision within a month of allocation.

[See FRCD allocation note template](#allocationnote)

**10-day Supervision overview of Children and Family Assessment**

Workers completing single assessments need to have clear guidance and the ability to reflect on the progress of the intervention with a manager.

This reflective discussion will include evaluating any delays in seeing the child or barriers to completing the work in a timely way, expected timescale for completion and any interim planning. For this reason, the 10-day supervision overview will be recorded on the child’s file and will be used to track the progress of the assessment work and provide supervisory guidance to the worker.

[See 10-day supervision overview of single assessment template](#tendayoverviewtemplate)

**Management oversight**

Management oversight should not be confused with supervision. Whilst a manager may provide endorsement of some decisions in the day to day provision of services or provide direction to a worker in the context of an urgent crisis it does not replace case work supervision.

In some cases where events require urgent manager oversight to give direction; time should then be booked to explore the events in enough detail and in the context of the current plan to ensure that the longer-term impact on planning is well understood. This should be captured in the context of a formal supervision record in line with this policy.

Management oversight does not replace the requirement for the provision of planned supervision in line with the timescales within the procedure – rather it provides ad-hoc direction.

**Key Decision-making Discussion – (KDD)**

A KDD provides an opportunity for formal service manager oversight to case planning and particularly when specific complexities and escalation may be required. It specifically forms part of the requirement within the PLO planning process.

A KDD does not constitute case work supervision and does not replace the need for formal case work supervision in line with this procedure. The detail of the KDD discussion will however be available for reference in the supervision record so that planning and decision-making are aligned.

# Departmental Standards

**Supervision expectations**

All members of staff (including agency/fixed term contract workers) must have a named supervisor and be given access during induction to the supervision policy and this procedure.

A supervision Agreement completed by the line manager and employee will be completed in the first month of employment and a minimum of annually aligned with the APR process and updated at the point of any change in role.

A [supervision agreement](#updatedsvagreement) must be completed which sets out key expectations of both supervisor and supervisee. At the annual review point the supervisor and supervisee should explore whether the supervision sessions are meeting the needs of both parties this should form part of the APR discussion. It may be that the review highlights changes in approach/content/frequency for example which need to be reflected in a revised agreement. The link to the annual APR process provides a clear focus on the worker’s needs for the next year.

([LINK TO APR PROCESS](https://leics.sharepoint.com/sites/intranet/HDI/Pages/annual-performance-review.aspx)).

Each manager will create an electronic supervision file for all staff they supervise to safely store records of their personal supervision. Each employee will maintain a record of their personal supervision records.

**Frequency**

All staff must have a combination of both case work and personal supervision **each month.** There is an expectation that all supervision discussions will include an exploration of the worker’s wellbeing and as case work is evaluated consideration of the impact of the work and support needs.

In some situations, the personal and case work supervision will be separated into two meetings particularly when the worker needs more time to explore their wellbeing, development and support needs outside of specific case specific requirements. The frequency of personal supervision must reflect the worker’s specific needs.

**Personal supervision** will be recorded on [staff personal supervision record template](#personalsupervision) and added to the worker’s electronic supervision file.

**Case work supervision**

Case work supervision must provide an **opportunity** to explore all cases allocated to

a worker each month.

**Each case must have a record that supervision was provided as a minimum every other month unless the level of risk and complexity or activity on the case requires this to be more frequent.**

Any case considered to be specifically high risk, where the child’s is not in sight and or engagement with families is reduced should be subject to monthly supervision.

The venue for both case work and personal supervision sessions must provide privacy and both Supervisor and Supervisee must prioritise time and prepare for supervision discussion

The frequency of supervision will be monitored within the directorate by completion of [form (SMT oversight of Supervision)](http://www.proceduresonline.com/llr/childcare/leicestershire/user_controlled_lcms_area/uploaded_files/SMT%20Oversight%20of%20Supervision%20-%20CSC.doc). Managers are required to provide this information on a monthly basis and an overview of data will form part of monthly performance meetings

The quality of supervision and compliance with this procedure will be assessed by way of supervision file sampling undertaken annually via QAIT and at 3 monthly intervals within thematic audits and should form part of service-learning objectives

# Recording Supervision

**Supervision agreement**

This will be stored within the workers electronic personal supervision folder with a copy shared with the worker within the first month of employment. Updates should be stored alongside the workers APR.

**Personal supervision**

This will be recorded on [personal supervision template](#personalsupervision) and added to the worker’s electronic supervision folder. The manager will take responsibility for setting up and storing the supervision record electronically and providing a copy of each supervision to the worker within 1 week of supervision taking place via email.

The worker will respond with any disagreements in the record and satisfy themselves that the record accurately reflects the discussion in personal supervision.

The record will set out any actions required by the supervisor or supervisee with a clear date for completion. Where a staff member moves post /role the supervision folder will be shared with the new supervisor including a copy of the APR.

If issues in relation to staff performance are identified in supervision personal supervision should be used to explore issues, provide examples and coordinate support which should be carefully recorded and shared with the supervisee.

Where the performance of a supervisee is does not respond to support provided it may be necessary to refer to the council’s code of conduct, disciplinary or managing performance procedures. The supervisee must be informed of this intended action, and the supervisor should report their concerns and intended actions to their line manager.

If the concern relates to a supervisee’s absence through sickness, where the supervisee’s sickness level continues to cause concern it may be necessary to refer to the council’s absence (managing attendance) procedure. The supervisee must be informed of this intended action, and the supervisor should report their concerns and intended actions to their line manager.

Personal supervision is a private but not a confidential process. This means that the records of personal supervision are the property of the organisation, not the individual. From time to time supervisors will need to discuss the content of supervision sessions with others, e.g. their own line manager, this should always be with the knowledge of the supervisee

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| **Case work supervision**  This will be recorded on the child’s electronic record and uploaded within 1 week of supervision taking place. The discussion will be recorded on [case work supervision template](#childcaseworksvtemplate) capture a summary of the discussion and options considered to progress the plan. It will include the date the child was last seen and the detail will reflect the complexity of the case capturing the progress that is being made in the plan, including scaling the progress of the plan each month in line with the template.  **Update December 2022: For cases that have bridged to new mosaic system, Supervision will be recorded within the step available on the system.**  The record must list the actions that need to be undertaken with expected date for completion, so the practitioner is very clear about what is expected and by when. Actions agreed will be tracked in subsequent supervision meetings and any delay or gaps given a clear rationale.  As with other recording in Children’s Social Care cases, it is important that the notes convey the rationale behind decisions about proposed actions. This is particularly pertinent when recording decisions to intervene in a child’s life including when intervention is to end.  **The child must be able to understand when key decisions were made and why.** |
| Appendices / Templates **UPDATED SUPERVISION AGREEMENT**  It is useful in a new supervisory relationship to discuss the purpose and expectations of each party. When the supervisor and supervisee hold similar expectations of supervision, the casework experience is richer and more beneficial for both.  **Aims of Agreement**  (i) To maximise high quality, consistent social work practice, in line with statutory requirements, departmental policies, and procedures and objectives of the service.  (ii) To maximise job satisfaction of the worker and support their personal development.  (iii) To provide a framework for the operation of the formal supervision procedure.  (iv) To promote improved outcomes for children as our shared focus.  (v) To provide a collaborative space to promote wellbeing by understanding the potential impact of protected characteristics alongside considering the potential impact of historical trauma and/or other trauma exposure through work.  **Basic expectations for the supervisee:**   1. I will put all supervision dates arranged for the year in my outlook calendar with a stated venue. 2. I will set aside plenty of time for each session and try not to book anything before or after to avoid starting late or rushing to finish. 3. I will not change the arranged session unless totally unavoidable and in that event, I will ensure the session is rebooked immediately. 4. I will come fully prepared for the session 5. I will take responsibility for progressing actions agreed in line with decisions and timescales. 6. To remain accountable for my performance, organisation and quality of my work   Signed  Role  Date  **Basic expectations of the supervisor**   1. I will arrange supervision dates and times with the supervisee for the whole year, book suitable rooms and put the details in my outlook calendar a minimum of monthly. 2. I will prepare for each supervision session to ensure focus and clarity for the session. This may include using some of the tools and resources available as part of the supervision policy document. 3. I will protect supervision sessions and ensure these remain a priority. In exceptional circumstances if a session needs to be cancelled, I will ensure this is rebooked immediately. 4. To remain accountable for decision-making and case directions based on supervision discussions and actions agreed 5. I will work to make each supervision a positive and useful experience for the supervisee. I will give careful thought to the questions I ask so that I model the skills I want to develop in my staff. 6. I will ensure supervision records are typed and case work supervision is uploaded to the child’s file within 1 week of the supervision meeting 7. I will ensure that the welfare of the staff member is considered and explored safely within supervision. 8. I will ensure that we consider all protected characteristics and provide an opportunity for the supervisee to raise concerns in a safe space 9. I will ensure, where necessary the supervisee knows where to seek support if they do not feel they have bene listened to or supported.   Signed Manager  Date  **Personal Supervision Record**   |  |  |  |  | | --- | --- | --- | --- | | **Supervisee** |  | **Supervisor** |  | | **Date** |  | **Time** |  | | **Date of Supervision Agreement** | |  | |  |  | | --- | | **Issues Discussed** | | **Support and Wellbeing**  *Work or personal issues, risks, stress and wellbeing including actions and timescales agreed. How would I know you were feeling stressed and what would I need to do to support you? Discussion around protected characteristics and how these may impact on the staff member and supporting the staff member to be confident of raising concerns of discrimination**. Consideration to be given to any past trauma, triggers and responses generated through case work.* | | **Education and Training**  *Knowledge, learning and skills needs including actions and timescales agreed.*  *What training have you attended and what difference has this made in your practice- can you give me an example or where do you think there is a gap in your knowledge or skills- what can we do to address this?* | | **Development and Good Practice**  *Feedback to staff on their practice including any actions and timescales agreed.*  *When was the worker’s practice last observed? What did you notice? Have you had feedback from staff, families or other professionals about the worker to share?* | | **Managerial and Accountability**  *Workloads, priorities, including high risk cases and any actions and timescales agreed.* | | **Any other business**  *Including Annual Leave, TOIL and mileage* |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Scaling** | | | | | | | | | | | | **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | |  |  |  |  |  |  |  |  |  |  |  |   ***On a scale of 0 to 10 where 10 is you enjoy your job and you are managing your workload and 0 is that you don’t get any enjoyment from your job and don’t feel like you are managing; where would you scale this today?***   |  | | --- | | **Analysis and reflection** | | *What puts you at this point on the scale rather than any lower? What would you need to see or to change in order to feel able to scale any higher? Record any actions and timescales agreed.*  *Tell me about something you’ve done well or feel proud of since our last supervision. How did you do that? What difference do you feel this made to the child/family/others involved? What will you do differently in the future as a result of this?* | |
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**Child’s Case work Supervision Record**

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| **Child’s name** | |  | | |
| **Date** | |  | **Time** |  |
| **Supervisee(s)** | |  | **Role** |  |
| **Supervisor** | |  | **Role** |  |
| **Case status CIN/CP/LAC/PLO/Care proceedings/CFWS/fostering/adoption/YJ/Care leaver** | |  |  |  |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Actions from previous supervision** | | | | | | | **ACTION** | **WHO WILL DO THIS?** | **BY WHEN?** | **delayed** | **In progress** | **complete** | |  |  |  |  |  |  | |  |  |  |  |  |  | |  |  |  |  |  |  | | | | | |
| **Key updates since the last supervision. -** *If actions have not be achieved, you must record the rationale and what is being done to progress the action here as part of* *a brief outline of what’s working well, what we are worried about. Please include any Significant events focused on the progress of the plan* ***since the last supervision .*** | | | | |
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| **Date when child last seen?** |  | | | |
| **Was the child seen at home?** |  | | | |
| **Is this in line with the plan? YES/NO -**  **comments if required** | | | | |
| **Are changes required to visiting patterns? YES NO -**  **Manager comments if required** | | | | |
| **So what? - Analysis and *reflection -*** *is the plan effective, are visits at the correct level and do we understand the child’s lived experience. Are we confident the plan is working well or do other actions need to be taken to ensure the child’s needs are met****?*** *Capture options that are being considered and always record significant decisions for example when a plan is to be escalated or stepped down and why including the rationale in a way that the child could understand why decisions have been made.*  ***The evidence from this discussion*** *will inform your scaling question below?* | | | | |
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| **Scaling Based on your supervision discussion today:-** | | | | |
| ***On a scale of 0 to 10 where 10 is that we satisfied that the plan is working well to achieve the safety/wellbeing goal for this family and we are on target to complete all action required to for our intervention to be effective and 0 is the plan is not effective in reducing the concerns and or the child’s welfare and safety is compromised; where would you scale the progress of the plan based on today’s analysis?***   |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | |  |  |  |  |  |  |  |  |  |  |  | | | | | |
| **What needs to happen to progress the plan in a timely way** | | | | |
| **Always record the date of the next meeting to review the plan in the GRID**  *This may include things like visits or meetings required, outstanding recording or paperwork needed or specific actions that would ensure the child’s voice is heard in case planning or move the plan forward with reference to the current plan.*   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | | | | | | | **ACTION** | **WHO WILL DO THIS?** | **BY WHEN?** | **delayed** | **In progress** | **complete** | |  |  |  |  |  |  | |  |  |  |  |  |  | |  |  |  |  |  |  | | | | | |

**Case Supervision Record- Allocation note for First Response**

**Child or Family**

**Allocated Team**

**Contact Date**

**Referral Date**

**Allocation Date**

**Reason for Referral for assessment:**

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**Why are we working with this child or family?**

*Danger or Needs statement or reasons for our involvement with the family* ***(optional****)*

**What are we trying to achieve?**

*What are the goals for work – for example safety or wellbeing goals*

**Actions with agreed timescales:**

**10-day supervision overview of child and family assessment**

**Family Name –**

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| **Update from referral:**  **What is working well?**   * **Existing strengths** * **Existing Safety**   **What are we worried about?** |
| **Complicating factors:** |
| **Reflection on CFWS offer – Have we taken opportunities to link to CFWS during the assessment process? Can CFWS offer a service/support that will be of benefit and impact on the child and family? What will this look like?** |

**Scaling**

**On a scale of 0 to 10 where 10 is we are ending our involvement and 0 is the worries are so high that we need to take immediate safeguarding action; where would you scale this today?**

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| **0** | **1** | **2** | **3** | | **4** | **5** | **6** | **7** | | **8** | **9** | **10** |
|  |  |  |  | |  |  |  |  | |  |  |  |
| **Social worker analysis**  *Please provide a rationale for your scale and include impact on the child in your reasoning. Please consider next steps and case direction (where do you think the case is going?)*  **Manager Oversight** | | | | | | | | | | | | | |
| **Actions completed from allocation and actions agreed moving forward** | | | | | | | | | | | | | |
| **Actions** | | | | | **Completed (Y/N)** | | | | | **Date to be completed by Social worker** | | | |
| Child Seen | | | | |  | | | | |  | | | |
| Mother spoken to | | | | |  | | | | |  | | | |
| Father Spoken to | | | | |  | | | | |  | | | |
| Family Network Established | | | | |  | | | | |  | | | |
| Interim Safety Plan formulated | | | | |  | | | | |  | | | |
| Education check | | | | |  | | | | |  | | | |
| Health check | | | | |  | | | | |  | | | |
| CFWS to be invited to CIN meeting? | | | | |  | | | | |  | | | |

A copy to be shared within 1 week and uploaded

Each case must have a record of supervision a minimum of every other month

Frequency of supervision is monitored every month and will form part of performance reviews

Personal and Case supervision must take place every month and a copy to be shared and uploaded within 1 week

Supervision Bottom Lines



Supervision **IS** Personal supervision, Case supervision, Joint supervision

Supervision is **NOT** replaced by management oversight, group supervision/POD, Key Decision Discussions, decision-making forums