

# Management Oversight Guidance

## Management Oversight-WHY?

- Management oversight is about providing both guidance and direction. It is about quality assurance, analysis and reasoned decision making
- It can provide practitioners with reassurance that the person who line manages them understands what they are doing and is able to offer both support and direction going forward
- Should the child read their file in the future, management oversight should ensure they understand how and why key decisions were made for them
- Management oversight is not just about putting information into a record it is also about considering what that means for the child and family moving forward
- Oversight occurs when supervisors and managers review and monitor key points in the child's journey and record their decisions on the file
- Purposeful, regular management oversight will provide a map of the child's journey with key decision-making points that can be easily understood by the reader

## Management Oversight-WHEN? (List is not exhaustive)

- On case allocation/re-allocation, transfer, Step Up/ Down and closure
- At 5, 10 and 20 day review during the completion of the Assessment-setting and reviewing goals and revising timescales if necessary
- When there is a change of Social Worker
- Decision to hold a Strategy or other type of planning meeting
- At formal decision-making points, e.g., to agree threshold is met for intervention, consideration of whether a child should come into care
- When a child/young person has been discussed at a decision-making Panel/Planning Meeting/Tracking meeting
- Regarding placement searches, e.g., what type of placement we need, how we decide on which placement is best if there is a choice, what to do if search is taking too long etc.
- Resource allocation-financial or practical support, referral to specialist agencies for support worker, decision to seek legal advice etc.
- Where performance data has identified gaps, e.g., overdue visits or assessments, when supervision frequency standard has not been met
- Following an audit
- To address drift or delay
- To address increased or decreased risk/need
- Key changes in family circumstances, e.g., death in the family, parent sent to prison, parental separation etc.
- Other significant events, e.g., allegations against a carer, threats to the worker, missing episode
- Response to complaints and/or escalations
- Supervision discussion when change is indicated
- Long term absence of worker
- Where there is a lack of progress of the child's plan, disengagement of family, disguised compliance

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## Management Oversight-HOW?

- Avoid copying and pasting emails-this is not true management oversight- consider how this would be seen if read later by the child?
- After signing reports or other documents, add a case note to demonstrate that the document has been quality assured and approved, adding a rationale for your decision
- Recording needs to be high quality and child centred and should reflect the reasons for the decision making, linked to child's needs and improved outcomes, e.g., not just 'agreed', explain why and how this course of action will impact on the child; if an overdue visit has to be written up, record this but also show that the manager is satisfied that the child is safe in the meantime
- Recording should show a clear rationale and evidence base for decisions made, particularly where they change the trajectory of a child's life
- Response to complaints, escalations and audits should be prompt, setting out clear plans to address the issues raised with evidence that there are checks that progress is being made
- Decisions that have an impact on the child's life, e.g., to accommodate a child, should be added to the child's chronology
- Actions set should be SMART with clear timescales for completion

## Management Oversight-some examples

### Following an incident/Police notification:

Management oversight 25/08 /23

Email received from EDT overnight advising that there had been an incident at the Jones home address and 14-year-old Addie had left the house and been picked up by police, distressed, and then returned home to a very annoyed parent. Discussed with allocated social worker and agreed home visit to be made today to talk with family, given this is a phased return home after Addie living with Gran. Purpose to ensure Addie is safe, what caused her to leave is resolved and how dad is managing having her home -consider any additional support and keep PL up to date.

### Following a performance issue:

Management Oversight 14/04/23

Liam is on a Child Protection Plan and the visiting frequency is every 10 working days. The last recorded visit to Liam is dated 17/03/23. I am satisfied that the Social Worker has visited Liam on 30/03/23 and 12/04/23 and that he is safe. The outstanding visits will be recorded by 17/04/23.

### Following a meeting:

Management Oversight 22/07/23

Ahmed was discussed at Permanence Panel today. Ahmed has now been at home under a Care Order and Placement with Parents regulations for 9 months. An updated Child Assessment has been completed which recommends that the Care Order should be discharged. Panel has agreed with the recommendation; this is positive for Ahmed and his family and reflects that his needs are being met and he is being kept safe. Actions needed:

- Liaise with Legal services regarding the plan to discharge the Care Order-by 29/07/23
- Complete the court statement-by 05/08/23
- Inform Ahmed and his parents of the decision to seek discharge of the order-by 29/07/23

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## Management Oversight-Further Resources

[Halton Practice Standards July 2023](#)

<https://www.proceduresonline.com/halton/cs/index.html>

<https://www.researchinpractice.org.uk/children/publications/2022/june/defensible-decision-making-in-children-s-social-care-resource-pack/>