Shropshire Council

Targeted Early Help Supervision Guidance

November 2021

Title	**Targeted Early Help Supervision Guidance**
Purpose/scope	
Subject key words	Early Help
Council Priority	
Lead author & contact details	Francean Doyle
Date Established	November 2020
Date of Next Review	November 2021
Service Improvement & Efficiency Validation	
Legal Sign Off	
Finance Sign Off	
Approver and date	

Targeted Early Help Supervision Guidance

Shropshire Council Social Care and Safeguarding have a Supervision Policy, Procedure and Practice Guidance (June 2017) in place. The policy provides a framework for supervision of all employees working within Shropshire's Children's Social Care.

The purpose of this guidance is to complement the policy whilst providing a focus on Targeted Early Help to enable our workforce to experience supportive, purposeful and effective supervision and recognise that there are differences between Early Help and Social Care.

The guidance is under-pinned by the Targeted Early Help Practice Standards and Engaging Families Guidance.

The guidance sets out the roles and expectations of both supervisor and supervisee in one to one meetings.

Supervision model

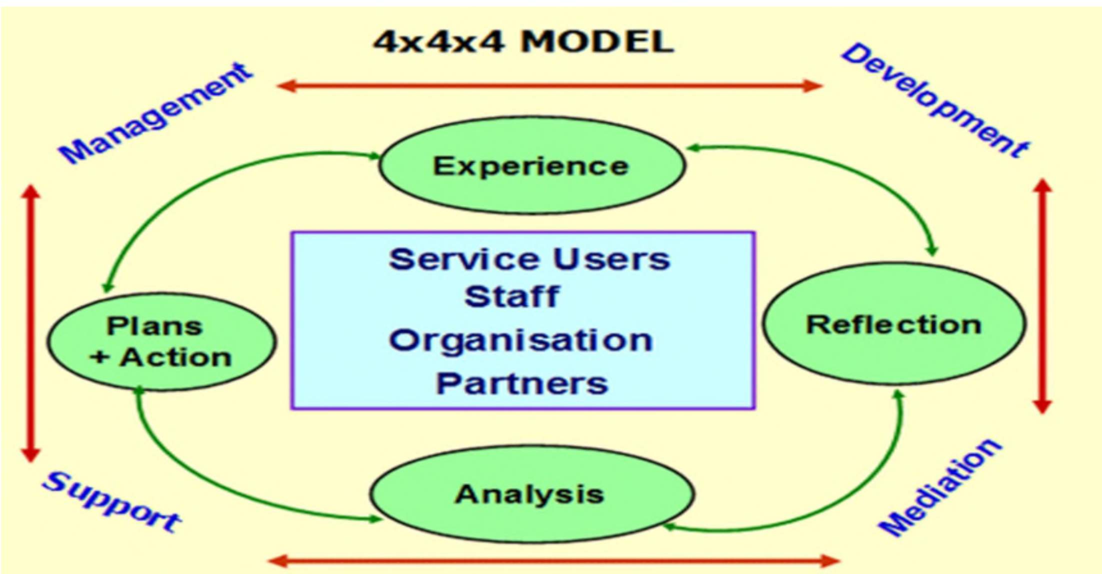
The model of supervision used within Shropshire Children's Services is the 4 x 4 x 4 model (Morrison T, 2005) which recognises the integral relationship between the function of supervision, the stakeholders within, or affected by the process, and the cyclical nature of a good reflective supervision style.

The model sets out the **four functions** of supervision as:

1. Management – Ensuring competent, accountable practice in line with the Directorate vision, aims and objectives;
2. Development – Ensuring continued professional development;
3. Mediation – Ensuring staff are engaged with the organisation and wider workforce;
4. Support - Providing personal support and motivation.

The **four elements** of supervision (Experience, Reflection, Analysis and Plans and Action) will inform all individual case discussions on all families which will result in management decisions.

The **stakeholders** within, or affected by the process are service users, staff, organisation and partners.



Preparation

It is important that both the supervisor and supervisee prepare for each supervision meeting. The roles and responsibilities for supervisors are detailed in Section 6 of the Supervision Policy and Section 6.1 for supervisees. In addition to this as part of the preparation the supervisor will endeavour to review the case records prior to supervision for cases that are due to be discussed in depth. It is the responsibility of the supervisee to ensure that case records are up to date within a five working day timescale as identified in Section 6.4 of the Early Help Practice Standards.

Supervisors, either as part of the preparation or during the supervision meeting, must ensure that the following areas are being reviewed:

- Chronologies are on each case, kept up to date and used appropriately;
- Assessments are being reviewed in line with Early Help Practice Standards guidance (at least every six months) and encompass the needs of the 'whole family';
- Plans are being updated in line with the Early Help Practice Standards guidance (at least every three months) and have clear tasks linked to the most appropriate professional or family member;
- Family Meetings are being scheduled in line with the Early Help Practice Standards guidance (every three months or earlier if necessary). If Family Meetings are not taking place the reason must be clearly recorded within the Early Help Episode on EHM;
- Ethnicity, culture and diversity is recorded for the family and any specific needs in relation to this are being responded to appropriately.

Frequency

As specified in the Supervision Policy a minimum of 10 x 1.5 hour supervision meetings should be held during a year. This will account for busy times of the year for example December and August. Supervision should not be missed for more than one consecutive month.

The frequency and duration of supervision should be recorded in the supervision contract. The **minimum** recommended frequency and duration are as follows:

- Family Support Workers – Individual - 90 minutes – Monthly
- Team Managers/Early Help Area Leaders – Individual - 90 minutes - Monthly

If a supervisor is absent from work for more than one month, their line manager should ensure that arrangements are made for the effective supervision of the staff for whom they are responsible.

Staff who have case management responsibility must discuss every case for whom they have responsibility, every two months as a minimum standard. Supervisors can use their professional judgement, in collaboration with the supervisee, to determine whether a full EH Case Supervision form is completed in EHM or whether if the discussion is in less detail it can be recorded as 'Management Supervision' case-note in the Early Help Episode by the supervisor. Where a form is not being used the case discussion must still observe the four elements of supervision as per the 4 x 4 x 4 model and give clear actions and timescales. Any actions from a previous supervision meeting should be followed up within the advised timescales. A full EH Case Supervision form must be completed as a minimum once every quarter for each family on caseload. If a family is discussed during a Practice Meeting and a Case Discussion Record completed this will be saved in Documents within the Early Help Episode on EHM and a Management Oversight case-note will be recorded; this can then replace the need for the family to be discussed at their individual supervision meeting during that month.

In addition to formal sessions, unplanned informal or responsive supervision (Ad Hoc) are likely to be required. This may result from the need for staff to 'check something out' or gain direction and/or permission for a course of action. This 'Ad Hoc' supervision does not replace formal supervision. Any decisions made with regard to a family on caseload should be clearly recorded in the family's Early Help Episode on EHM. This will be done by a manager as a 'Management Oversight' case-note on EHM or as a 'targeted service case note' on LCS. Where supervisees and supervisors work closely together this does not negate the need for private one to one time together on a regular basis.

Actions and timescales

All actions and timescales for completion agreed in supervision, whether that be in relation to a case or other area of workload, should be realistic and achievable. This applies to both supervisors and supervisees and requires the application of professional respect. Any actions from previous supervisions that have not been completed must be followed up.

Completion and storage of supervision record forms

It is the responsibility of the supervisor to complete the EH Case Supervision Form or 'Management Supervision' case-note on EHM within five working days of the supervision taking place. Discussions should be summarised, rather than recorded in verbatim, with actions and timescales clearly recorded. Prompts and examples of the types of things to cover in each section of supervision are detailed under each section heading of the EH Case Supervision forms.

It is the responsibility of the supervisee to read and check that what their supervisor has recorded is a true representation of what has been discussed. Once agreed, both the supervisor and supervisee must sign and date the personal supervision records. Supervisees should be provided with a copy of their personal supervision record but should not have unsupervised access to their supervision folder which is held by the line manager. All supervision files will be held confidentially and securely by the manager, as per the Supervision Policy.

Review date: November 2021