



Supervision Procedure for Children's Services Staff

Author(s):	Head of Services for Children With Disabilities and Children's Health Head of Service for Safeguarding and Looked After Children Head of Service for Quality Assurance and CRS. Head of Services for Fostering and Adoption Assistant Director Children's Services Operations (acting)
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SUPERVISION AND PLANNING POLICY FOR CHILDREN'S SERVICES

1. Introduction

This policy applies to all teams and to all social care staff working within Central Bedfordshire Council Children's Services. The aims are to:

- Promote a positive and robust approach to the supervision of all services delivered by Central Bedfordshire Council Children's Services staff.
- Provide a clear, outcome focused supportive framework for employees to work within.
- Ensure robust planning of services, linking individual roles through team plans, sector plans, service plans right through to corporate plans.
- Provide development opportunities to all staff supporting them through the career progression framework when appropriate.
- Promote reflective practice and a learning environment.

2. Legislative framework and standards

- General Social Care Council (GSCC) Codes of practice for employer and employee.
- National Minimum Standards Adoption, Fostering and Children's Home.
- Data Protection Act 1998.
- SSI standards 'Recording with care.'
- The Munro Review 2010/11.
- The Social Work Reform Board.
- Developing social work values and national career progression framework (2011).

3. Linked documents

- Adult Services Quality Standards.
- Children's Services Quality Assurance Strategy.
- Corporate Personnel Management handbook, including capability, grievance and disciplinary procedures.
- Corporate Business Planning Guidance.
- Munro.
- The Social Work Reform Board: Health Check.

4. Central Bedfordshire Council Policy statements

- Central Bedfordshire Council is committed to every member of staff in Children's social care services receiving regular and constructive supervision.

- Central Bedfordshire Council is committed to every member of staff receiving supervision to a consistent standard across the service.
- Central Bedfordshire Council will encourage all individuals to develop their skills and access training and development opportunities.
- Central Bedfordshire Council will treat all employees equally and with respect and consideration, irrespective of age, gender, disability, ethnic origin, sexual orientation or religion.
- Central Bedfordshire Council is committed to robust planning and reviewing of services at all levels of the organisation.
- Central Bedfordshire Council understands the critical nature of supervision for effective management of risk and identifying needs.
- Central Bedfordshire Council is committed to developing a workforce with the skills required to undertake effectively the specialist roles required.
- Central Bedfordshire Council is committed to children, young people and their families receiving a service that is professional, child focused and able to engage them effectively.
- Central Bedfordshire Council understands the critical nature of supervision for effective development and support of social workers.

5. Purpose of supervision

Supervision has 5 purposes:

- Ensure case management and/or other tasks are carried out within set timescales and to pre-determined standards.
- To provide practical and emotional support, direction, advice and guidance to individual workers.
- Enable supervisor to highlight good practice and practice which needs improving.
- Enable supervisee to raise issues of concern relating to practice or workplace.
- Enable reflective learning and development of supervisee.
- Ensure health and safety issues are addressed.

6. Principles of supervision

- Supervision is a vital tool to enable the supervisee to undertake their work safely, within a good practice framework.
- Supervision is a quality assurance tool.
- All supervision sessions will feed into the annual PDR.
- Supervision must be given high priority by both supervisor and supervisee.
- Supervision records belong to Central Bedfordshire Council.
- Staff supervision records are confidential to Central Bedfordshire Council, but information may be shared within Central Bedfordshire Council.

- All employees will be treated equally and with respect during supervision process.
- Enabling environment to ensure robust support and challenge of practice.

7. Role and responsibility of supervisor

- Book 4 weekly at least, more frequently if required.
- Ensure appropriate induction has taken place for new employees.
- Must have attended training in supervision.
- Abide by supervision agreement.
- Prepare for supervision.
- Follow agenda on staff and case management supervision and ensure all elements of supervision are addressed.
- Ensure supervisions are recorded.
- Maintain a staff supervision file.

8. Role and responsibilities of supervisee

- Abide by supervision agreement.
- Prepare for and participate in supervision.
- Ensure case management supervision forms are stored on relevant case file.
- Raise any issues of concern (practice/workplace)
- Have completed actions within agreed timescales.
- Ensure supervisor is made aware of risks and needs presenting in cases. To ensure managerial support is available for decision making.

9. Supervision agreement

The supervision agreement (**BIC 532**) will be signed by both parties within 4 weeks of employment commencing or at the next supervision following introduction of this policy for existing employees.

10. Timing and frequency of supervision

- First 4 months of employment with Central Bedfordshire Council at least every 2 weeks (this includes agency staff).
- After first 4 months of employment, at least every 4 weeks. This includes part time staff.
- These are minimum frequencies for supervision.
- More frequent supervisions will be arranged if capability of other formal HR procedures being followed.
- More frequent supervisions will be arranged by mutual consent if supervisor and supervisee deem it necessary for any other reason including NQSW, return to social work and social work students.

- Agency staff working for less than 10 hours a week will have individual frequency of supervision agreed at outset of employment with their line manager. Frequency will vary according to type of work, hours worked and experience of agency staff member.
- Certain non-social work staff including administrative and Domestic staff will be supervised at least every 8 weeks.

11. Group supervision

Group supervision can be used as a reflective learning opportunity. It must not replace individual supervision.

- can be held bi- monthly.
- Senior practitioners to lead.
- Specific or team issue focus include new policies/procedures and national guidance.
- Thematic sessions relating to strategy, audit or evidence based practice.

12. Content of supervision

- **BIC 530** for case supervision has a set agenda. All these issues must be addressed and recorded during each supervision.
- **BIC 531** for staff supervision has a set agenda. All these issues must be addressed and recorded at each supervision. Where an issue is not applicable it should be recorded as such. This can be found at: <S:\CS\CSS\Shared\CBC BIC FORMS\BIC500+ QA\BIC 531.docm>
- Personal issues may be discussed where they are affecting work so that support can be provided. This information will be treated sensitively and referrals can be made to employee services or occupational therapy if required.

13. Recording of supervision

There are 2 different forms required for recording of supervision:

Case recording;

- Case recording must go on the ICS supervision tab directly in the system under the headings of the current BIC template. This must be printed and placed on a file. If a significant decision on a case is taken outside of formal supervision, the decision must be recorded so the case record remains up to date with the manager's decisions clearly evidenced.
- A **BIC 530** must be completed whenever a case is discussed in supervision. This applies to social workers discussing a case with their

team manager, and with every level of manager discussing a case with their line manager. This means there will be a record of every management decision on the case file. All management decisions should be recorded.

- In some teams it is current practice to record case supervision directly onto ICS where this meets the business requirements of that team.

Staff supervision record

- Staff supervision record form **BIC 531** – one of these must be completed for every supervision and a copy placed on the supervisees paper staff supervision file. For those employees who don't hold a case load, this will be the only form used during their supervision.
- Actions agreed must have a date assigned to them and it must be clearly recorded who is responsible for each action by the next supervision.
- Details of personal issues discussed do not need to be recorded, but the fact there has been discussion does need recording.
- The supervisor must keep a staff supervision record where the **BIC 531** forms are stored and where copies of all **BIC 530** forms are stored.
- All storage of files, both paper case files and staff supervision files must be stored in accordance with the Data Protection Act i.e., in locked metal cabinets or electronically secure.
- When an employee leaves, the **BIC 530** forms within the staff supervision file must be shredded and the remainder of the file passed to Human Resources.

Both forms require signature of supervisor and supervisee. (See Appendix, intranet and shared drive for forms **BIC 530** and **BIC 531**). From April 2012 all case supervision will be in CCMS.

14. Annual PDR frequency/timing (Personal Development Review)

- Individual annual PDRs will be completed by the end of June every municipal year.
- A progress review should take place six months after the annual PDR and be recorded.

15. Role of supervisor/supervisee for PDR

- Both will prepare for PDR using the corporate template as a prompt.
- Both will link individual objectives to team, sector, service and corporate plans.
- Both will ensure PDR is carried out on time.
- Supervisor will ensure PDR is recorded on the corporate template.
- Supervisor will ensure the completed PDR is copied to supervisee and line manager and placed on staff supervision file.
- Supervisor will arrange PDR progress review.

This procedure has taken account of the Munro (2010/11) recommendations relating to supervision and support. It will be reviewed in September 2012 to establish if a refresh is required.

APPENDIX

BIC530

Children's Services:

Case Management Supervision

Staff member:

Supervisor:

Team:

Date:

Case Name:

PRN:

Agenda to include:

1. Review Previous Actions
2. Statutory requirements, including key dates
3. Case Discussion including management of risk
4. Resource Management
5. Discharge/ Closure/ Transfer
6. Issues from Case File Audit

Discussion	Action needed by supervisor or supervisee	Contact date

Future Agenda Items:

Date of Next Meeting:

Supervisor:

Supervisee:

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Children's Services: Staff Supervision Record

Staff member:

Supervisor:

Team:

Date:

Agenda to include:

1. Previous Actions Agreed	6. Team/ Staff Issues	10. Training, development and practice learning
2. New tasks/ issues	7. Health and Safety	
3. Professional Issues including GSCC	8. Feedback inc. comments / complaints	11. Equality issues
4. Personal Issues	9. Budget Implications	12. Any other business
5. Leave/TOIL/ absence		

Discussion	Action needed by supervisor or supervisee	Target Date

Future Agenda Items:**Date of Next Meeting:**

Supervisor:

Supervisee:

Supervision Agreement

1. Formal supervision will take place at least once in every four week period. However, additional supervision sessions maybe requested at by either party, or as a result of a specific event / incident.
2. The supervision dates will be fixed in advance at a mutually agreed date, time and place. 90 minutes minimum should normally be allowed for each supervision session.
3. Supervision is a joint responsibility. Both parties will honour the appointments made in advance. If cancellation is necessary an alternative date will be agreed.
4. Supervisor and Supervisee will prepare for supervision.
5. Supervision notes will be prepared by the supervisor on the items discussed and actions agreed, these notes must be signed by both parties. A photocopy will be sent to the staff member.
6. Formal supervision sessions will not preclude opportunities for informal discussion on matters of importance that arise from day to day.
7. The purpose of the formal supervision session will be to assist the staff member to fulfil the accountabilities and responsibilities of their job description. Each session must include agenda items listed on **BIC 530** (where applicable) and **BIC 531**. Additional agenda items will be jointly agreed.
8. The contents of supervision will remain confidential, unless there are implications for departmental guidelines or policy. Any items of a personal nature discussed during supervision will be treated as confidential, unless such disclosures directly affect the work/client situation. In some cases this may necessitate a three way meeting with the supervisor's line manager. Supervision records are the property of Central Bedfordshire Council and should be available for Line Management examination when requested.
9. Diversity issues will be considered during supervision.
10. If the Supervisee doesn't agree with an item, the disagreement should be recorded.
11. Either party has the right to refer to the next tier of management if there is a problem with the supervisory relationship.

Signed
(Supervisor)

Date:

Signed
(Supervisee)

Date: