Practice Matters

Manager/ Supervisor Rationale and Case Oversight

What is Manager/Supervisor’s Rationale and Case Oversight?

A manager or supervisor’s oversight brings challenge and authorisation to casework practice, making decisions in a way that is based on evidence, reason and reflective discussion. In a rational decision-making process a manager or Supervisor will review relevant facts, observations and consider the possible outcomes before choosing a particular course of action. 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.

Why we need Manager /Supervisor’s 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. This oversight of a case provides a route for reflection and discussion about a family’s needs and progress, as well as accountability for the decisions that are subsequently made. Research and the learning from serious case reviews often highlight the importance of a manger bringing another layer of critical thinking to a case. Well recorded and evidenced management/supervisory oversight helps workers understand the history of the case and critically helps parents and children see why key decisions were made about their lives. An Ofsted Inspection of Derbyshire Children’s Services identified the need 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 oversight and case decisions is in the relevant “Management Oversight and Quality Assurance” box which can be found in key Mosaic workflow steps (this may have different names depending on the workflow step).

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

For **all other** oversight and decision making (including your rationale Case notes should only be used if neither of the above is appropriate; the case note Type “**CS - Case Oversight and Decision Making**” should be selected in such instances.