**Supervision Agreement**

This Agreement is signed by both parties, retained by the manager/supervisor and reviewed on a twelve monthly basis or where there is a change of supervisor.

**Name of Supervisee:**

**Supervisor’s Name:**

**Date of Agreement: Date of Review:**

**Arrangements for Supervision:**

1. **Frequency:**

Line manager to complete ……………………………………….

1. **Length of Meeting:**

On average 1-1.5 hours maximum.

1. **Statement about Interruption:**

Interruptions should be limited to emergencies only

1. **Statement about Recording**

The Line manager will be responsible for recording the supervision session. Where there is ad-hoc supervision required specifically about a child this will be recorded by the line manager on the child’s record.

1. **Statement about Attendance:**

Both parties will be punctual, limit interruptions and avoid cancelling sessions, except in exceptional circumstances. If a session has to be cancelled, another should be arranged as soon as possible. Both parties will come prepared with items they wish to discuss and agree what they will cover at the start of each meeting.

1. **Statement about Confidentiality:**

The discussion in each supervision session will usually be confidential between the two participants. If the supervisor needs to share supervision records or matters raised in supervision with someone else, they will inform the member of staff. If the member of staff wishes any information they share to remain confidential they should say so, and the supervisor will discuss whether this is possible.

1. **The Supervision policy:**

Both parties need to have read the policy and agree to abide by its contents.

**Signed: Signed:**

**Member of Staff Supervisor**

**Review of Supervision Arrangements**

**WSCC Review of Supervision Arrangements**

Part A is to be completed by the supervisee prior to the supervision arrangements review. Part B should be completed by both the supervisor and supervisee. Any comments by the supervisor, and actions agreed as a result of the discussion, should be noted in Part C, and the completed document should then be held within the supervision record.

|  |  |  |
| --- | --- | --- |
| **PART A** *Please review your supervision arrangements* | | |
|  | | |
| 1. | Does supervision increase my confidence, competence and critical thinking? Does it make me a more effective advocate for children? |  |
| 2. | Does the way I am supervised contribute to my job satisfaction and make me want to continue to work for this organisation? |  |
| 3. | Does supervision help me make better decisions for children? Am I able to change my direction of thinking when that is the right thing to do? |  |
| 4. | Does supervision, overall, achieve a balance between management, support, development and  oversight? |  |
| 5. | Does supervision help me reflect on my strengths and weaknesses? |  |

|  |  |  |
| --- | --- | --- |
| **PART B** *Please review your supervision arrangements* | | |
|  | | |
| 1. | Has supervision taken place as often as stated in the supervision agreement? |  |
| 2. | If not, please state reasons and what steps were taken to ensure support was in place? |  |
| 3. | Has there been a direct observation of practice which has been discussed in supervision? |  |
| 4. | Has supervision been recorded in line with the supervision procedures? If not, why not? |  |
| 5. | What has been your experience of the supervision process? |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PART C** Please record any agreed actions with the supervisee as a result of your discussions. | | | | |
| 1. |  | | | |
| 2. |  | | | |
| 3. |  | | | |
| Signature of supervisee: | |  | Date: |  |
|  | | | | |
| Signature of supervisor: | |  | Date: |  |
| Date of next supervision agreement review: | | | | |

**WSCC Children’s Services Personal Staff Supervision Record**

|  |  |
| --- | --- |
| Name of Supervisee |  |
| Name of Supervisor |  |
| Date of Supervision |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Agreed Agenda** | | | |
|  | | | |
| **Actions from Previous Supervision**  *Consider any outstanding actions – what is the impact on child; what steps need to be taken ensure actions are completed?* | | | |
|  | |  | |
|  | |  | |
|  | |  | |
| **Staff Welfare**   * Personal, external or organisational issues impacting on work * Health and safety * Equality and diversity needs * Annual leave, TOIL, sickness | | | |
| |  | | --- | |  | | | | |
| Actions Agreed | By Whom | | Timeframe |
|  |  | |  |
|  |  | |  |
| **Workload and performance management eg.**  • Overall workload  • Case work (cross reference to case initials, Case Supervision Records)  • Project work (if appropriate)   * Performance issues | | | |
|  | | | |
| Actions Agreed | By Whom | | Timeframe |
|  |  | |  |
|  |  | |  |
| **Learning and Development e.g.**  • Identifying learning and impact from: Audits, Observations, Training courses, Complaints/compliments  • Identifying individual learning needs, updating PDR  • Team development issues  • Linking to CPD, qualifications, Social Work Professional Capability Framework (PCF) if appropriate | | | |
| |  |  |  | | --- | --- | --- | | Actions Agreed | By Whom | Timeframe | |  |  |  | |  |  |  | | | | |
| **Cases Discussed as Part of Supervision**   * *Enter Mosaic no. only* * *Discussion about individual children should be recorded on Appendix 7 and entered onto the child’s record and not the personal supervision record* | | | |
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| **Reflective Practice/ Appreciative Enquiry**   * Here, using the EARS (Elicit, Amplify, Reflect, Start over), consider a piece of work that explores the supervisee’s skills and impact on a piece of work * Alternatively, an area of practice can be considered using the aide memoire on reflective practice | | | |
|  | | | |

*The above notes represent the discussion as recorded by the Supervisor. If there are any errors and omissions, please raise within 5 days of receipt.*

|  |  |
| --- | --- |
| Date of next session |  |

**WSCC Children’s Services Observation of Practice**

|  |  |
| --- | --- |
| Name of Observed Practitioner |  |
| Name of Observer |  |
| Date of Observation |  |
| Venue |  |
| Permission from service users, colleagues, as appropriate | YES NO NOT REQUIRED |

|  |  |
| --- | --- |
| **Background to Observation Session**   |  | | --- | | *For example, the session's context, outline of any discussions held before the observed session, particular aspect of practice to be observed.* | |
|  |
| **Feedback from Observer**  *Were the objectives achieved? Areas of strength; areas for development; feedback from service user, colleagues etc. ?* |
|  |
| **Comments from Practitioner**  *On the session observed; on the feedback, on the process etc* |
|  |
| **Agreed Areas for Development**  *Include how these will be fed into annual appraisal, personal supervision etc* |
|  |

*The above notes represent the discussion as recorded by the Observer. If there are any errors and omissions, please raise within 5 days of receipt.*

**WSCC Children’s Services Operational Manager’s Supervision Record**

|  |  |
| --- | --- |
| Name of Supervisee |  |
| Name of Supervisor |  |
| Date of Supervision |  |

|  |  |  |
| --- | --- | --- |
| **Agenda** | | |
|  | | |
| **Review of Notes and Update on Actions from Last Time**  *Consider any outstanding actions – what is the impact; what steps need to be taken ensure actions are completed?* | | |
|  | | |
| **Staff Welfare**   * *Personal, external or organisational issues impacting on work* * *Health and Safety* * *Equality and Diversity Needs* * *Annual Leave, TOIL, sickness* | | |
|  | | |
| Actions agreed | By Whom | Timeframe |
|  |  |  |
| **Staffing** | | |
|  | | |
| Actions agreed |  |  |
|  |  |  |
| **Most Concerning Cases (Top Ten)** | | |
|  | | |
| Actions agreed |  |  |
|  |  |  |
| **Workload and Performance Management**   * *Overall Workload* * *Case work (cross reference to case initials, Case Supervision Records)* * *Project Work* * *Performance issues* | | |
|  | | |
| Actions agreed |  |  |
|  |  |  |
| **Service priorities/Service Plan** | | |
|  | | |
| Actions agreed |  |  |
|  |  |  |
| **Personal Development**   * *Appraisal* * *Training* | | |
|  | | |
| Actions Agreed |  |  |
|  |  | |

|  |  |
| --- | --- |
| Date of Next Session |  |

*The above notes represent the discussion as recorded by the Supervisor. If there are any errors and omissions, please raise within 5 days of receipt.*

**WSCC Children’s Services Case Supervision Record**

**Template**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case initials** |  | **MOSAIC no** |  |
| **Supervisor** |  | **Worker** |  |
| **Others present**  **(if applicable)** |  | **Date** |  |

|  |  |  |
| --- | --- | --- |
| **Is there an up to date chronology?** |  |  |
| **Date of last visit** |  |  |
| **Update on Any Actions from last Supervision/Managerial Oversight**  • *Consider any completed and outstanding actions – what is the impact; what steps need to be taken ensure actions are completed?* | | |
|  | | |
| **Child’s Experience**   * *Brief summary if first supervision or recap of child and family’s experience since last supervision* * *What are the child’s views? How do we know this?* | | |
| |  | | --- | |  | | | |
| **What’s Working Well?**   * *How do we know? What is the impact on the child and or family?* | | |
|  | | |
| **What are We Worried About?**   * *Is the plan being implemented? Is it making a difference?* * *What are the barriers?* * *Scaling* | | |
|  | | |
| **What needs to Happen Next?**   * *Include any statutory requirements eg reviews, assessments, visits etc* | | |
| |  |  |  | | --- | --- | --- | | **Actions agreed** | **By Whom** | **Timeframe** | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | | | |

**WSCC Group Supervision Learning Template**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Date of Group Supervision** | |  | | | | |
| **Name of facilitator** | |  | | | | |
| **Name of Advisor** | |  | | | | |
| **Describe Group Supervision Activity**  *For example, Process mapping, words and pictures etc* | | | | | | |
|  | | | | | | |
| **What Worked Well** | **Key Learning** | | | | **Next Steps** | |
|  |  | | |  |  |  |
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| **Date of Next group Supervision** | | |  |  | |  |

**Practice guidelines for supervision of professional staff seconded to Health Care Organisations**

Staff employed by WSCC may be seconded to another organisation. Staff seconded to a Health Trust or similar organisation will normally receive supervision according to the procedures within that organisation as set out in the Staff Secondment Protocol.

Seconded social work staff will typically work and discharge their responsibilities as Employees within the host organisation as integrated members of teams or units. They will be managerially accountable to managers within the host organisation as provided for in the Secondment Agreement. This will include accountability for their standards of practice, management of their workloads and day-to-day operation of the service.

The host organisation and WSCC will co-operate to ensure employees are provided with the information, training and support needed to enable effective professional practice.

All Social Workers require both professional supervision and line management supervision. Where the line manager is not qualified to offer appropriate professional supervision, the host organisation must arrange for professional supervision to be provided by appropriately qualified staff. This person, the Professional Supervisor, will support and advise on professional issues, workload implications and support the named manager and staff member in the performance review and management process.

Social work staff seconded to Sussex Partnership CAMHS will be professionally responsible to the Professional Lead for Social Care and responsible on a day to day basis to the CAMHS Service Manager.

Supervision provided by host organisations should meet the standards set out in Appendix 1 of this document. All supervision arrangements will include a Supervision Agreement and Annual Review. Supervision will be recorded using Appendix 3 or other appropriate format.

The training and development needs i.e. induction, time management, health issues etc of all seconded staff will be met by the host organisation and training and development plans will detail how these will be met.

Staff professional development needs and training, i.e., post qualifying and continual professional development will continue to be met by WSCC.

Arrangements for monitoring reviewing and the provision of training and development for seconded staff will be the responsibility of both the host and organisation and WSCC.

**WSCC Supervision Effectiveness Audit Tool**

Evidence may be obtained from the Personal Supervision File, the Case Supervision Record, Group Supervision Records, observations of supervision, and feedback from the worker.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name of**  **Manager/Supervisor** |  | | **Worker** |  |
| **Service Area of Audited Records** | |  | | |
| **Name of Auditor** |  | | **Date of**  **Audit** |  |

|  |  |
| --- | --- |
| **Does the Supervision File contain:** | |
| Supervision Agreement | Yes/No |
| Review of supervision arrangements | Yes/No |
| Record of Learning and Development activity | Yes/No |
| PDR reviews | Yes/No |

|  |  |
| --- | --- |
| **Criteria** | **Evidence** |
| Supervision has been provided at the required frequency |  |
| Actions from last supervision have been reviewed and followed through |  |
| Workload is being monitored and managed appropriately |  |
| Supervision is reflective, challenging and focused on ensuring good  outcomes for children through  meaningful intervention (eg. Appreciative Inquiry used to reflect  on impact) |  |
| Casework discussions have taken place that ensured plans were  devised, implemented, reviewed and recorded |  |
| Outcomes and risks have been identified (SoS practice framework  used effectively) |  |
| There has been discussion about the level and quality of work with the  child to ensure their voice is heard  and their lived experience understood |  |
| Equality and diversity issues have been addressed within case discussions |  |
| The worker has been given feedback on performance and practice issues, |  |

|  |  |
| --- | --- |
| **Criteria** | **Evidence** |
| including strengths and also areas for development and identifying how  these would be addressed (e.g.  Feedback from file audits, practice observations) |  |
| Learning needs and opportunities have been identified and provided for |  |
| The workers well-being has been discussed during supervision (e.g. job satisfaction, morale, attendance  issues, diversity, Health and Safety) |  |
| Supervision has enabled the interface between the worker, team and the  organisation to be dealt with effectively |  |
| PDR reviews are held within timescales and reflect what the  worker needs to do to achieve  positive outcomes for children |  |

|  |
| --- |
| **Overall comments** |
| **What’s working well - identified strengths:** |
|  |
| **What are we worried about – areas for development:** |
|  |
| **Next Steps/actions:** |
|  |

**WSCC Supervision Effectiveness Audit – Views of Supervisee**

To be completed by the supervisee and returned to the person undertaking the

Supervision Effectiveness Audit or Observation.

The following are key elements of an effective supervision to ensure continuous improvement in practice:

• Regular supervision in line with our Supervision Policy.

• A well-structured supervision session.

• Feedback on your performance and practice.

• Reflection and guidance on the focus of your work and the methods used.

• Ensuring work is child centred and outcome focused.

• Promotion of anti-discriminatory practice.

• Effective monitoring of workload.

• Maintaining your well-being.

• Identifying learning and development needs.

**1. Given these elements, please rate your most recent supervision session where:**

**0= very poor and 10=excellent**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |

**Reasons/comments:**

**2. Generally within your supervision sessions:**

**What works well?**

**What would you like to be different?**

Thank you for completing this form. Your views and comments will be used to help improve the effectiveness of supervision across the service.

Please return this form to the person who undertook this audit or observation.

**Aide Memoire for Reflective Case Discussion**

The following is an excerpt from *The Reflective Supervision Resource Pack* developed by Research in Practice 2017

The Professional Capabilities Framework (PCF) sets out nine ‘capability statements’ detailing what is expected of social workers across the profession and at different levels in their career.

This set of reflective cues or questions provide prompts for exploring practice issues in a discussion structured by the nine domains of the PCF. They can be used to support practitioners to think about the knowledge, skills and values required for effective practice and to identify areas for professional development.

The supervisor and supervisee should agree which domains they wish to consider as part of the personal supervision and the supervisor should record evidence of reflective discussion and actions and next steps on the supervision record

Values and ethics

* Is there anything in the situation that has challenged your values or posed an ethical dilemma?
* How might you view this situation differently if the person (infant/child/young person/family member) you are working with was:
  + male / female
  + had a physical or learning disability
  + was lesbian / gay / bisexual / transgender
  + was from a different ethnic background?
* How do you feel about the use of your own power and authority in this case?

Professionalism

* How have you managed professional boundaries?
* How have you managed your time?
* How can supervision support you in working in this situation?
* What feedback have you received from other professionals on the quality of this piece of work?
* What does/might the person you are working with say about their relationship with you?

Rights, justice and economic wellbeing

* Are there issues around rights for the person (infant/child/young person/family member/carer) you are working with?
* Are there concerns around financial issues / poverty?
* Do you feel able to advocate for this person’s rights?
* Are you aware of the legal framework pertaining to this person’s issues or rights?
* What would this person say about their place in society?

Diversity

* What do you know about the perspectives of the person (infant/child/young person/family member/carers) you are working with?
* How are you supporting this person to achieve their own outcomes?
* Are there any issues around discrimination, oppression, and this person’s ‘structural identity’?
* What would this person say about their own identity?

Knowledge

* What sources of knowledge did you draw on to inform your thinking?
* What legislation/policy informed your practice?
* What social work theory have you used in this piece of work?
* What different social work theory might be applied to this piece of work?
* What research has informed this piece of work?
* What is the evidence (eg, from theory, research, direct observation and case work) informing the decisions you have made?
* Have you given different weight/emphasis to different pieces of information, and if so why?

Critical reflection and analysis

* What went well in this piece of work? What might you have done differently?
* What are your feelings about this piece of work?
* Were there any pivotal moments that influenced the way the intervention went?
* Have you had any feedback from the person you have been working with or others in the case?
* How have you analysed risk in this situation?
* How has your critical analysis and decision-making been reflected in your recording?

Intervention and skills

* What is the purpose of your intervention?
* What approach did you take?
* What skills did you use?
* What has challenged you about this piece of work?
* What is the experience of the person you are working with (infant/child/young person/family member) of your work with them? What do they say might be done differently/better?

Contexts and organisations

* How did this piece of work meet the objectives of your team/service?
* Did you work within agreed systems and processes?
* Did you meet/exceed/fall short of any standards or timescales relevant to this piece of work?
* Have you encountered any blocks or difficulties due to systems and processes? How have these been addressed?
* How have you worked with other professionals and organisations?
* How well do you feel you have represented your organisation in this piece of work?

Professional leadership

* Are there implications from this work for your team, the wider organisation, partner organisations, or others?
* What learning might be shared with colleagues? How will you go about this?
* What might managers or leaders have done differently or better?
* Did you experience clear management oversight of your decision-making?

Action plan and next steps

* What skills might you need to develop to work with similar situations more effectively?
* What will you do next in working with this person (infant/child/young person/family member)?
* Do you need the support of anyone else?
* What are the timescales for next steps in this case?
* How will you know if your work has met its objectives?
* What are the supervisor’s views and agreed actions?

**Supervision Policy for Residential Services**

|  |  |
| --- | --- |
| Document type | Policy |
| Document title | **Supervision** |
| Quality Standard | The leadership and management standard |
| Date first issued |  |
| Date of last review |  |
| Review due |  |
| Policy Owner |  |
| Version | 1.0 |
| Location of electronic version |  |

|  |  |  |
| --- | --- | --- |
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| **5** | Group supervision/training |  |
| **6** | Adhoc supervision and management oversight |  |
| **7** | **Resource – Supervision record** |  |

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| --- |
| 1. **Links to other policies and procedures** |

West Sussex Children’s Social Care Practice Standards - Supervision

WSCC Guidance on Propriety and official conduct for officers

Code of Conduct for Residential Staff

|  |
| --- |
| 1. **Supervision** |

**Please refer to West Sussex Children’s Social Care Practice Standards on Supervision which outlines the requirements for residential staff.**

|  |
| --- |
| 1. **Practice Supervision** |

1. All staff will participate in monthly one to one practice supervision meetings with their allocated Line Manager following a set shared agenda (see below). Part time staff will be supervised on a pro-rata basis in line with their responsibilities and experience.
2. A written record of the discussion and actions will be taken by the Supervisor and shared with the Supervisee within 10 working days whereupon the document will be signed by both parties on agreement of the content.
3. All actions will be reviewed on a monthly basis and progress recorded. Where a situation is not progressing or resolved, the Supervisor will consider whether a Performance Improvement Plan is required.
4. Practice supervision will include the following standing agenda items:

* Wellbeing / personal update
* Review of contract / working conditions
* Key working
* Safeguarding
* Health and Safety
* Performance review (including Practice Observations, & group supervision)
* Learning and Development (including Diploma)
* Annual leave
* AOB

|  |
| --- |
| 1. **Practice Observations** |

1. Observations of direct practice will take place on a quarterly basis by the management team and may be announced or unannounced while the staff member is on duty.
2. Observations will be recorded, and will focus on one of four areas of practice:

* Personalisation
* Dignity and respect
* Administration of Medication
* Team Working

1. Observations will be shared with staff on a one to one basis, with any areas for improvement identified and progress reviewed through practice supervision.

|  |
| --- |
| 1. **Group supervision/training** |

1. All direct and support staff will attend Group Supervision meetings on a regular basis, which will focus on debriefing after any serious incidents or areas of practice that have been identified as needing improvement.
2. Group supervision will also be an opportunity to give special recognition for good practice and sharing of good news stories and successes.
3. Specific training courses will be identified and delivered to all staff throughout the year as needs arise and may be combined with a group supervision meeting to review learning and evaluate impact on practice.
4. A member of the management team will lead the meetings and take notes of all discussion and actions agreed for review purposes.

|  |
| --- |
| 1. **Adhoc supervision and management oversight** |

1. All staff will have immediate access to a member of the management team for adhoc purposes and in situations where a decision is required more urgently.
2. Where significant decisions or actions are agreed on an adhoc basis, the senior member of staff will have responsibility for recording the decision on the child or staff member’s file.

**WSCC Residential Children’s Services - Staff Supervision Record**

|  |  |
| --- | --- |
| Name of Supervisee |  |
| Name of Supervisor |  |
| Date of Supervision |  |

|  |  |
| --- | --- |
| **Brief record of issues discussed** | **Actions agreed and by whom and timeframe** |
| **Reflection on practice**   * Discussion on something that has gone well recently | |
|  |  |
| **Support/Self**   * Personal, external or organisational issues impacting on work * Health and Safety * Equality and Diversity needs * Annual Leave, TOIL, sickness | |
|  |  |
| **Review of notes and update on actions from last time** | |
|  |  |
| **Workload and performance management e.g.**   * Overall workload * Key working & children discussed (cross reference to case initials, Case Supervision Records) * Performance issues | |
|  |  |
| **Learning and Development eg.**   * Identifying learning and impact from: Audits, Observations, Training courses, Complaints/compliments * Identifying individual learning needs, updating PDR * Team development issues * How has the learning impacted on your practice? | |
|  |  |

*The above notes represent the discussion as recorded by the Supervisor. If there are any errors and omissions, please raise at the next session.*

|  |  |
| --- | --- |
| Signature of Supervisor |  |
| Signature of Supervisee |  |
| Date of next session |  |

**Child Supervision Record**

|  |  |  |  |
| --- | --- | --- | --- |
| **Child’s initials** |  | **Mosaic ref:** |  |
| **Keyworker** |  | **Date** |  |

|  |
| --- |
| **Update on actions from last time:**   * *Review progress of actions agreed at last meeting* |
|  |
| **Progress on objectives:**   * *What are we worried about? (harm, danger, complicating factors?)* * *What’s working well? (Strengths, safety)* |
|  |
| **Next Steps**   * *What do we need to do to reduce things we are worried about?* * *Any other actions agreed* |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Signed: (Keyworker)** |  | **Date:** |  |
| **Signed: (Line Manager)** |  | **Date:** |  |