## **Spotlight Team member Information Record (available as a separate document)**

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| **Spotlight team member information record** | |
| Team Spotlight: |  |
| Date of Spotlight: |  |
| Team member completing this form: |  |
| **Guidance** | |
| This form is to be used by members of the Spotlight team to record information about activity they undertook during the Spotlight. There should also be a record of the evidence they relied on in forming a judgement about the themes explored.  Each team member should provide a copy of these notes to Spotlight Lead within one working day of the Spotlight as this will inform the final report.  If more than one team is visited within the same Spotlight please specify any differences in observations that are made.  Guidance is also provided within this record around the types of evidence you may wish to consider and questions you may wish to ask team members (please note this is not an exhaustive list and the guidance may not be relevant for all Spotlights). The underlying principles of the Spotlight are that it should be strengths based, transparent and informed by evidence.  Please ensure that notes are legible. | |
| **Section 1: What is the culture of the team** | | |
| **Please consider the following:** | | |
| * Staff turnover * Is supervision strength based / reflexive/ challenging and supportive? * Is the atmosphere in the office calm and orderly? * How is technology embraced? * What team building activities are undertaken? * Are interactions you observe with families and colleagues respectful? * Do the team own the action plan? * How do they engage with team meetings, do they happen in the absence of the manager, what purpose do they serve? * How do the team celebrate success? * How do people respond in a crisis? | | |
| **Positives to highlight:** | | |
| Please type in here – box will expand | | |
| **Areas for development:** | | |
| Please type in here – box will expand | | |

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| **Section 2: What is the quality of practice in the team?** |
| **Please consider the following:** |
| * What does Performance Data tell you about compliance? How do the team use this data? * How are research / methods/ tools used? * Comments from observations of practice * Can workers identify a piece of work they are proud of? * Quality of electronic records. (Record electronic record numbers viewed and what documents were read) * How did the worker determine visiting frequency? * Is supervision reflexive/ challenging/ supportive? |
| **Positives to highlight:** |
| Please type in here – box will expand |
| **Areas for development:** |
| Please type in here – box will expand |

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| **Section 3: How does the team quality assure their work and use this learning to develop practice?** |
| **Please consider the following:** |
| * How do teams gather feedback/ is this meaningful/ how does it inform practice? * What feedback is given to workers when managers authorise reports. * Numbers of complaints/ compliments. What are the themes/ how do they inform practice? * How are training needs identified, how is learning from training disseminated? * How often are Dip Reviews carried out and how do the findings affect practice? * What do reviews/audits say about practice / how have managers and workers responded to the findings? * How are team meetings / other forums used to share information? |
| **Positives to highlight:** |
| Please type in here – box will expand |
| **Areas for development:** |
| Please type in here – box will expand |

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| **Section 4: How do managers provide oversight, support and challenge?** |
| **Please consider the following:** |
| * Do manager’s views reflect the team’s findings? * Workforce planning and stability of management team. * Direct observations/ supervision records – quality and timeliness. * Engagement with Team Meetings / are there minutes? * Presence and engagement of ISRO– do they attend Team meetings / numbers of resolutions. * What is the budget position of the team? * Numbers of complaints/ compliments/ are they dealt with on time/ an example of how the team learnt from recent issues raised? |
| **Positives to highlight:** |
| Please type in here – box will expand |
| **Areas for development:** |
| Please type in here – box will expand |

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| **Section 5: How do systemic issues affect the team?** |
| **Please consider the following:** |
| * How are staffing levels managed. * Review of transfer process / records. * Review of cases recently transferred, how was the process managed, is there a transfer form? * How are duty arrangements managed? * Discussions with other team managers about experiences of working together. * How do the team build positive relationships with partner agencies? |
| **Positives to highlight:** |
| Please type in here – box will expand |
| **Areas for development:** |
| Please type in here – box will expand |

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| **Section 6: Overall grading (please select one)** |
| Outstanding ☐  Good ☐  Requires improvement ☐  Inadequate ☐ |
| **Any other comments not covered elsewhere:** |
| Please type in here – box will expand |
| **What the team should focus on to improve this grading / sustain a positive grading and any barriers they may need to address:** |
| Please type in here – box will expand |