

Briefing regarding the Supervision of Social Workers in Adult Social Care and Health (ASCH)

In June 2022, a report was published following Kent County Council's internal audit which focused on the supervision of Social Workers. The purpose of this briefing is to share the identified areas for development so that appropriate actions can be taken in order to further improve supervision and ensure compliance with Social Work England's requirements and KCC's Supervision Policy.

1.	<p>Out of date Supervision agreements: Supervisors must ensure agreements are current and signed by both parties; the new Quality Assurance Framework (QAF) and revision of the Supervision Policy will address this.</p> <ul style="list-style-type: none"> • Supervision agreements are to be reviewed annually. • A new supervision agreement is required when there is a change of supervisor. • The agreement should set out a non-exhaustive summary of agenda items.
2.	<p>Inconsistent Supervision records: A new supervision agreement template and strengths-based supervision recording template is currently being designed for ASCH to ensure consistency.</p> <ul style="list-style-type: none"> • Supervisors must ensure that supervision records state who is responsible for actions and what the timescales are. • Records must be signed by both parties.
3.	<p>Supervision records not always being saved in appropriate places: It is a requirement that all supervision records are securely stored.</p> <ul style="list-style-type: none"> • Business Support Manager's (BSM's) to ensure all supervision files are stored securely by supervisors. • A more effective digital solution to storing supervision records with the correct access permissions is in the process of being explored.
4.	<p>Retention of Supervision Records: All supervision records relating to people who draw on care and support from ASCH must be kept for 6 years from termination of employment as specified in the KCC retention policy (section HR 2.5.4).</p> <ul style="list-style-type: none"> • It is up to individual supervisors to ensure that these records are retained (Supervision Policy & Guidance 1.10.3 Storage and retention).
5.	<p>Quality Assurance (QA) activity in relation to supervision is infrequent/inconsistent and there is no formal mechanism in place for management to monitor that supervision is being held at the required frequency The new Quality Assurance Framework being developed will address this; this is due to be implemented in Autumn/Winter 2022.</p>
6.	<p>Supervision training:</p> <ul style="list-style-type: none"> • All supervisors must undertake supervision training which is available via Delta; if anyone experiences problems finding / booking supervision training, please contact Learning and Development. • Supervisors must hold 'Good Conversations' to discuss and identify training and development needs and agree how these will be best met.
7.	<p>Change of supervisor and handover arrangements:</p> <ul style="list-style-type: none"> • Processes must be in place to ensure there is a supervisor allocated during times of change and that supervision is scheduled in advance. • Supervisors and Supervisees have a joint responsibility to ensure that regular supervision is taking place; the Supervision Policy will be updated to reflect this.