



York Children's Social Care Our Supervision Improvement Journey – October 2015



Keeping Families Together – Keeping Children Safe
Our Vision, Ambition and Expectations





Define



Measure



Analyze



Improve

Annex A



Control

The York “Vision for Children’s Social Care” made a commitment to strong professional development and support for practitioners, and stated that we would effectively manage risk and uncertainty in our work safeguarding vulnerable children and young people. Central to the delivery of these commitments was high quality, regular and reflective supervision.

In the Autumn of 2013 we took the decision to embark upon a comprehensive improvement journey. We introduced:

- a new Supervision Policy with clear standards and expectations.
- a new Supervision Agreement on which to base the relationship between supervisor and supervisee.
- a new Supervision Record, promoting strong staff support elements as well as reflective case discussion.
- a monthly service-wide Scorecard to report to senior leaders how much supervision is taking place.
- an Annual Survey of all staff about their experience of the supervision that they receive.
- Direct Observations of supervision by senior leaders.

What we now know:

- how much supervision activity is taking place, and so do senior leaders.
- from the Annual Survey and Direct Observations what our strengths and areas for development are.
- We write an Annual Report and share it with staff.
- We know what still needs to be done.

What staff say about their experience of supervision:

- “I feel I am listened to, I have the opportunity to put my points across and know that they will be discussed - therefore my supervision is very much a two-way process”.
- “Supervision in words: Supportive. Empathetic. Safe. Encouraging. Motivating. Open. Honest”.
- “Supervision has been regular since I joined York”.
- “The supervision I receive makes me feel safe, held to account and valued. I feel listened to and get clear direction”.
- “Supervision gives me the feeling that I am trusted and valued to do a good job”.
- “Supervision in words: Balanced, Informative, Reflective”.
- “Supervision is a positive experience. I feel that my supervisor is prioritising me and the time that they spend with me during supervision makes me feel valued”.
- “Supervision gives me an opportunity to examine my practice and any issues arising in a safe and controlled environment. I get a lot of support and encouragement from my manager during supervision and it helps me to realise I am doing a good job under stressful conditions”.
- “I enjoy supervision and always come away feeling positive”.

The next review of supervision will be published in September 2016, following annual audit.