

Coventry Children & Families Supervision Survey – October 2015

Report 1: Overall results and comparison by Service Teams

This report sets out how the results compare for the service areas / teams with the overall norms

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Demographics

Response profiles

Here is the breakdown of responses for the different parts of service and roles

Please note that when comparing results across the different parts of service with the overall norms it is important to take into account the percentage that one person represents – this is [particularly important for teams with low numbers of staff – This is shown for each part of service in the table.

Service Areas / Teams	Total Responses	Total Headcount	%age Response Rates	1 person = %age
Children & Families First Service	71	98	72%	1.4%
Children's Disabilities Team	11	25	44%	9.1%
Court Based Assessment Service	21	24	88%	4.8%
Crisis Intervention – Emergency Duty Team	7	15	47%	14.3%
Family Placement Service – Assessments Team	15	19	79%	6.7%
Family Placement Service – Permanency Team	12	17	71%	8.3%
Family Placement Service – Placement Support Team	14	20	70%	7.1%
Looked After Children Team (Logan Road)	10	21	48%	10.0%
MASH – CSE	13	17	76%	7.7%
Referral & Assessment Service	43	50	86%	2.3%
Residential – Broadpark House	10	25	40%	10.0%
Residential – Gravel Hill	16	25	64%	6.3%
Residential – The Grange	12	19	63%	8.3%
Route 21 Team	15	19	79%	6.7%
Safeguarding (IROs)	10	32	31%	10.0%
Social Care Neighbourhoods	99	135	73%	1.0%
Youth Offending Service	8	9	89%	12.5%
Totals	387	570	68%	0.3%

NB: Question 4b was only for people that have been in their role for less than 12 months, and is conditional on answering 'Yes' to Question 4a. – so when reviewing and comparing the results take into account the percentage that one person represents.

Service Areas / Teams	Total Responses	1 person = %age
Children & Families First Service	6	17%
Children's Disabilities Team	1	100%
Court Based Assessment Service	4	25%
Crisis Intervention – Emergency Duty Team	0	n/a
Family Placement Service – Assessments Team	1	100%
Family Placement Service – Permanency Team	3	33%
Family Placement Service – Placement Support Team	1	100%
Looked After Children Team (Logan Road)	3	33%
MASH – CSE	0	n/a
Referral & Assessment Service	6	17%
Residential – Broadpark House	3	33%
Residential – Gravel Hill	2	50%
Residential – The Grange	3	33%
Route 21 Team	4	25%
Safeguarding (IROs)	1	100%
Social Care Neighbourhoods	21	5%
Youth Offending Service	0	n/a
Totals	59	2%

NB: Question 18 was only for supervisors / managers giving formal supervision – again, when reviewing and comparing the results take into account the percentage that one person represents.

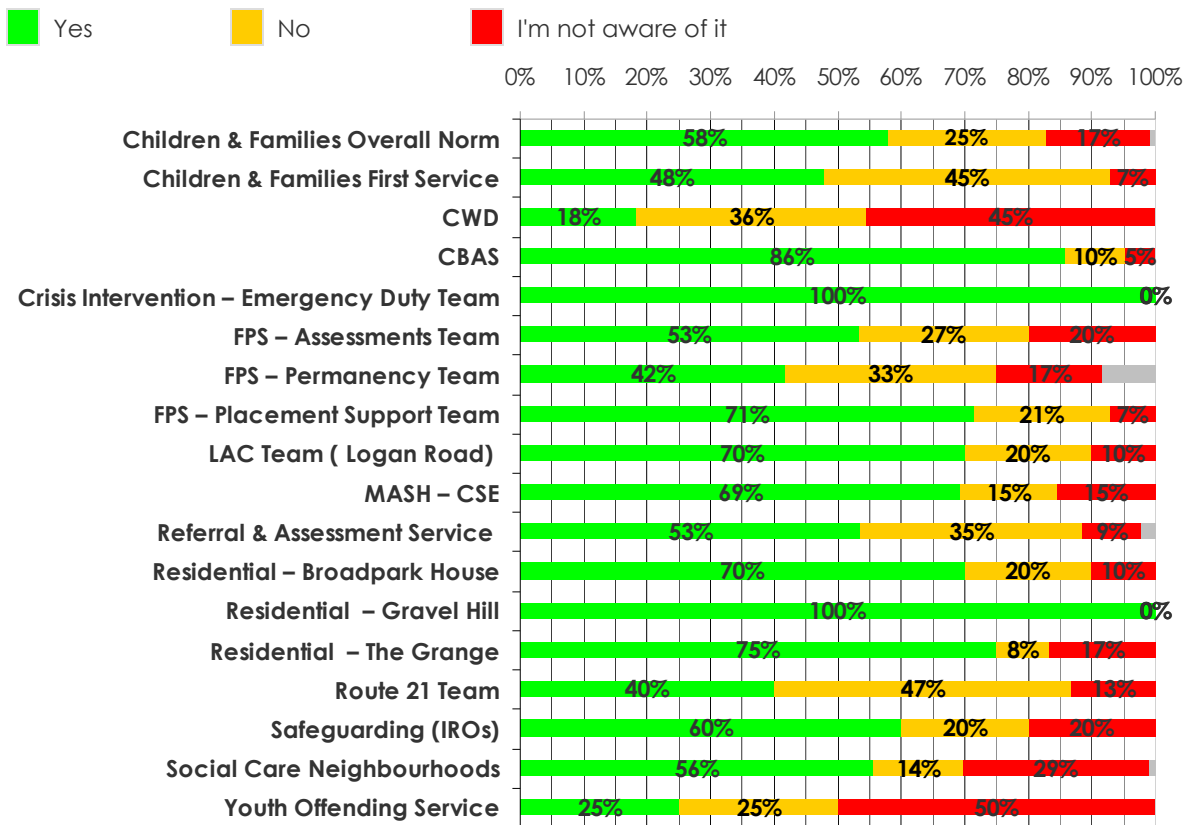
Service Areas / Teams	Total Responses	1 person = %age
Children & Families First Service	14	7%
Children's Disabilities Team	1	100%
Court Based Assessment Service	2	50%
Crisis Intervention – Emergency Duty Team	1	100%
Family Placement Service – Assessments Team	2	50%
Family Placement Service – Permanency Team	2	50%
Family Placement Service – Placement Support Team	5	20%
Looked After Children Team (Logan Road)	2	50%
MASH – CSE	5	20%
Referral & Assessment Service	12	8%
Residential – Broadpark House	3	33%
Residential – Gravel Hill	6	17%
Residential – The Grange	3	33%
Route 21 Team	4	25%
Safeguarding (IROs)	1	100%
Social Care Neighbourhoods	20	5%
Youth Offending Service	0	n/a
Totals	83	1.2%

NB: Question 20 was only for Team Manager level, about their supervision with their line manager i.e. for most with their Operational Service Manager or Group Head – again, when reviewing and comparing the results take into account the percentage that one person represents.

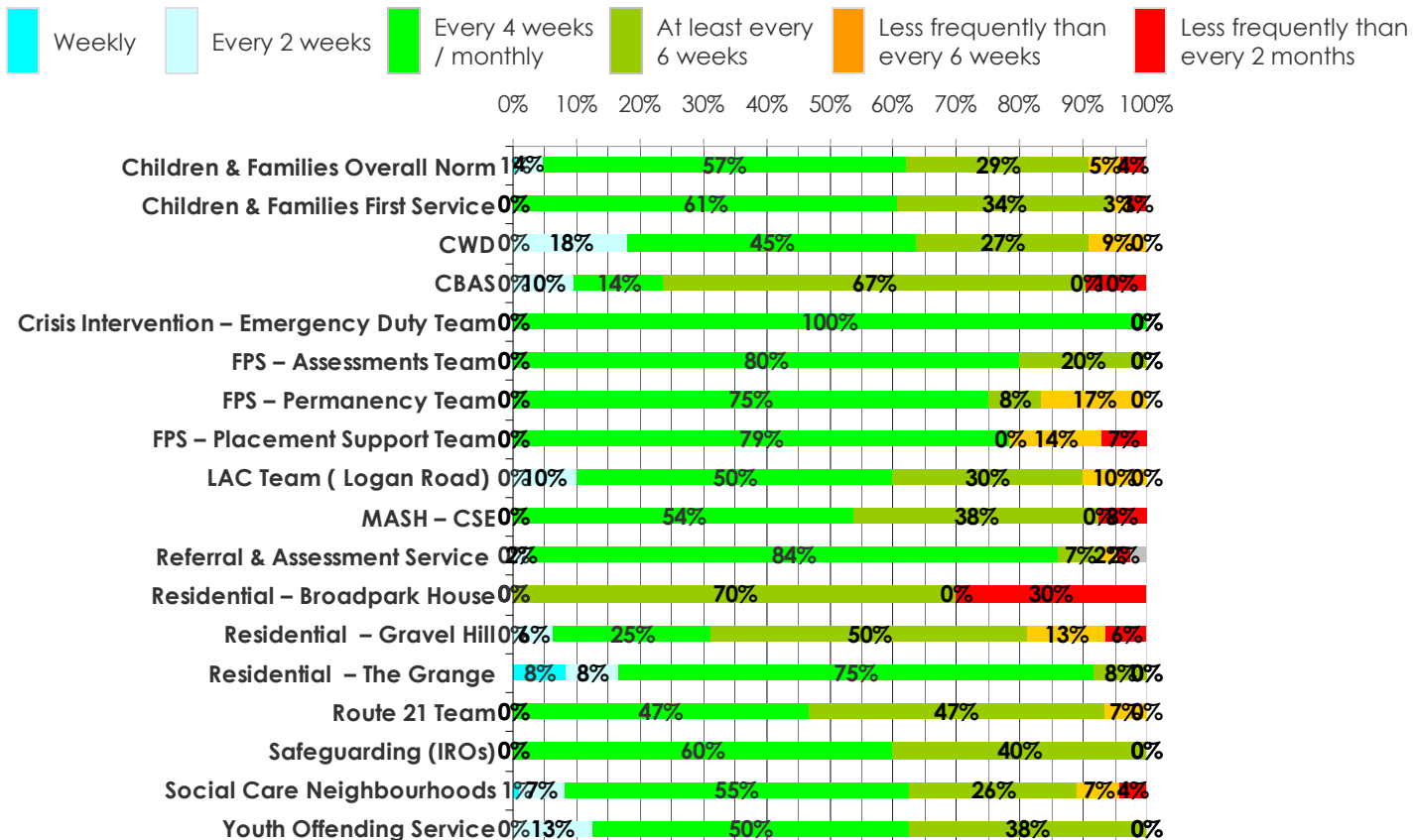
Service Areas / Teams	Total Responses	1 person = %age
Children & Families First Service	14	7%
Children’s Disabilities Team	0	n/a
Court Based Assessment Service	1	100%
Crisis Intervention – Emergency Duty Team	1	100%
Family Placement Service – Assessments Team	2	50%
Family Placement Service – Permanency Team	2	50%
Family Placement Service – Placement Support Team	0	n/a
Looked After Children Team (Logan Road)	1	100%
MASH – CSE	4	25%
Referral & Assessment Service	8	13%
Residential – Broadpark House	3	33%
Residential – Gravel Hill	6	17%
Residential – The Grange	3	33%
Route 21 Team	1	100%
Safeguarding (IROs)	1	100%
Social Care Neighbourhoods	13	8%
Youth Offending Service	0	n/a
Totals	60	1.7%

Key basics for effective supervision ...

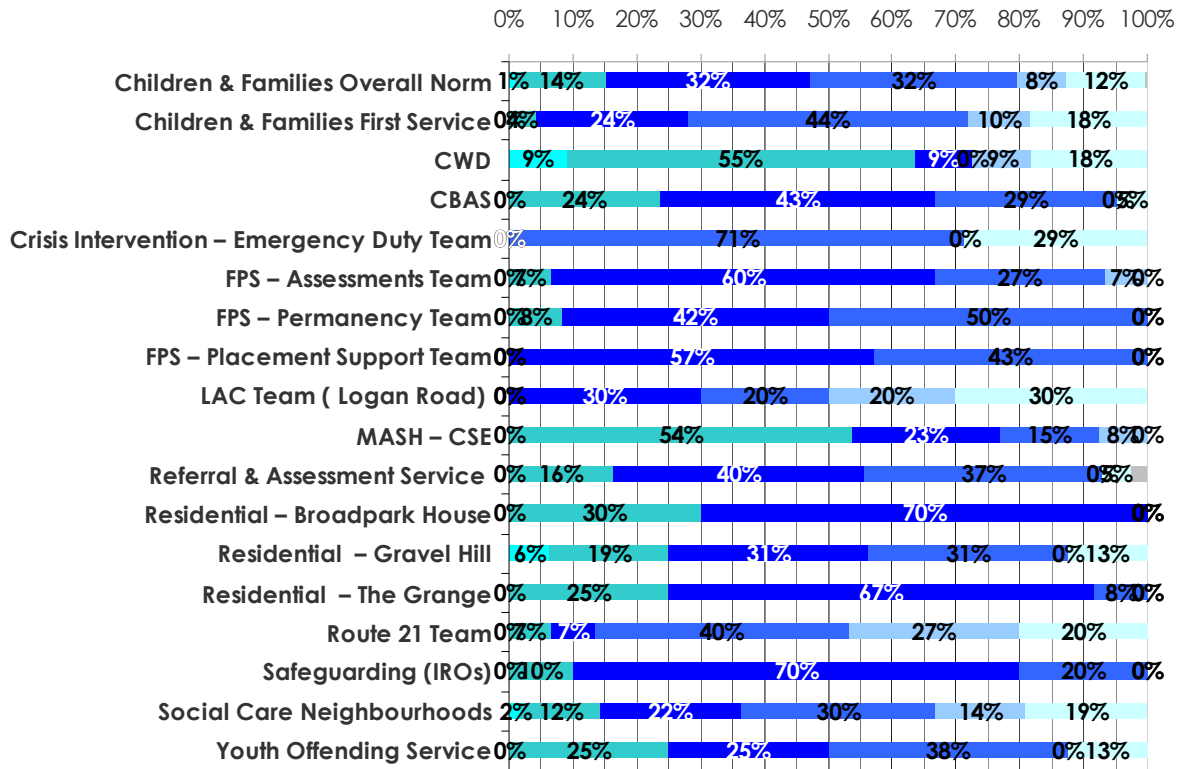
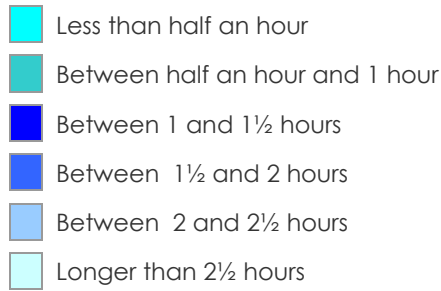
1. Have you read through the current Supervision Policy and Guidance (Version updated March 2015)?



2. How often do you currently have supervision sessions with your manager?

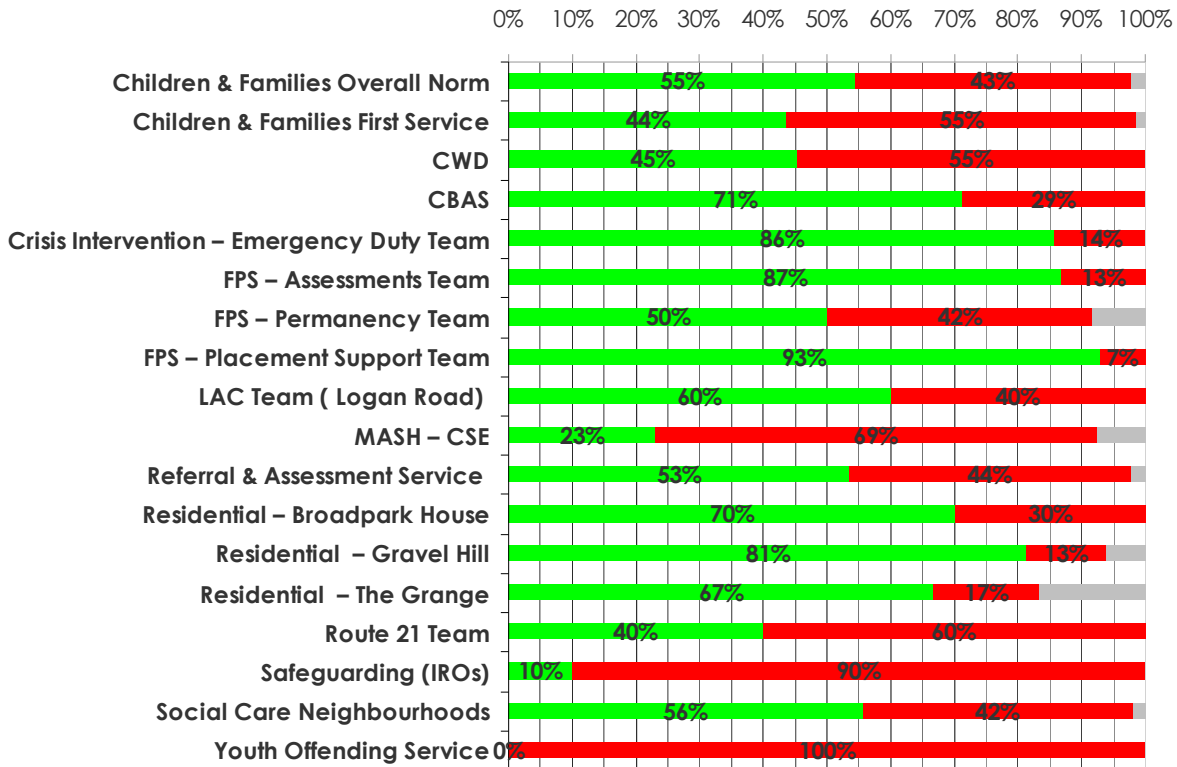


3. How long do your supervision sessions typically last?



4. a. Do you have an individual supervision agreement with your supervisor?

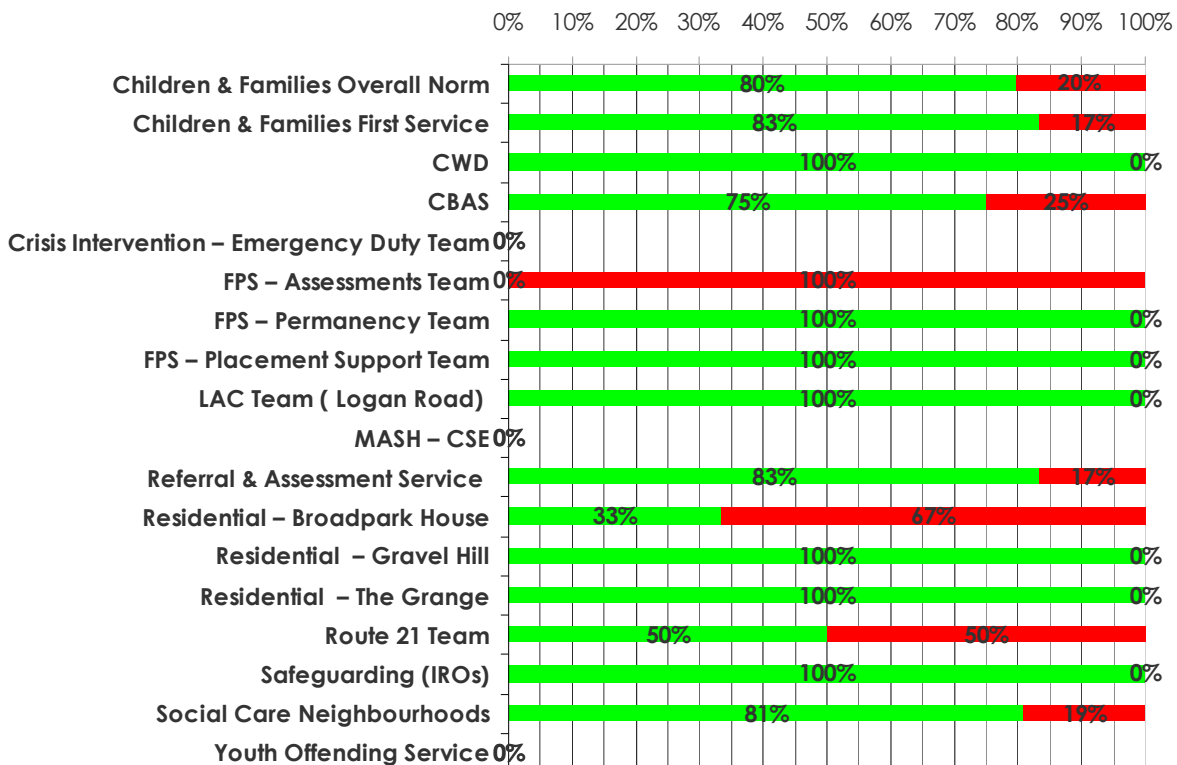
Yes No



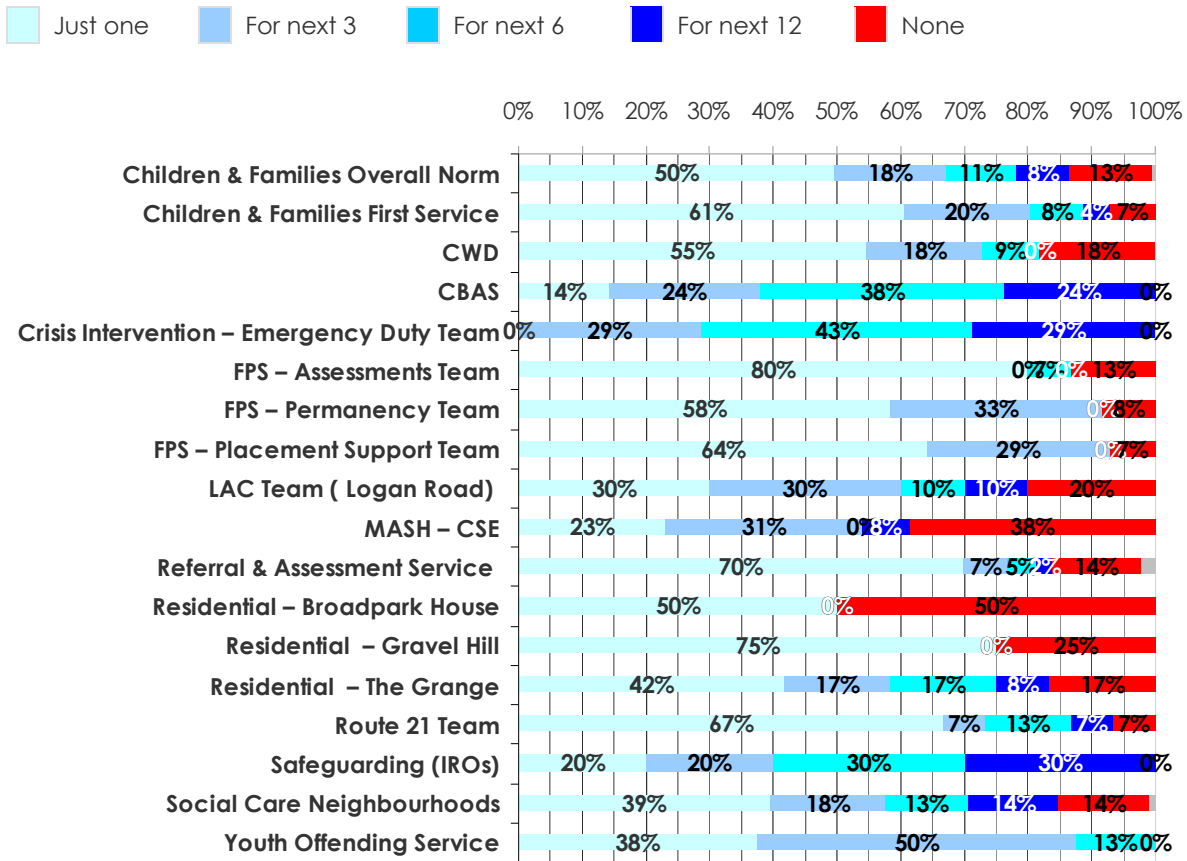
b. If you have been in your job less than 12 months, did you create the Supervision Agreement with your supervisor and both sign it within 4 weeks of starting your new role?

Yes No

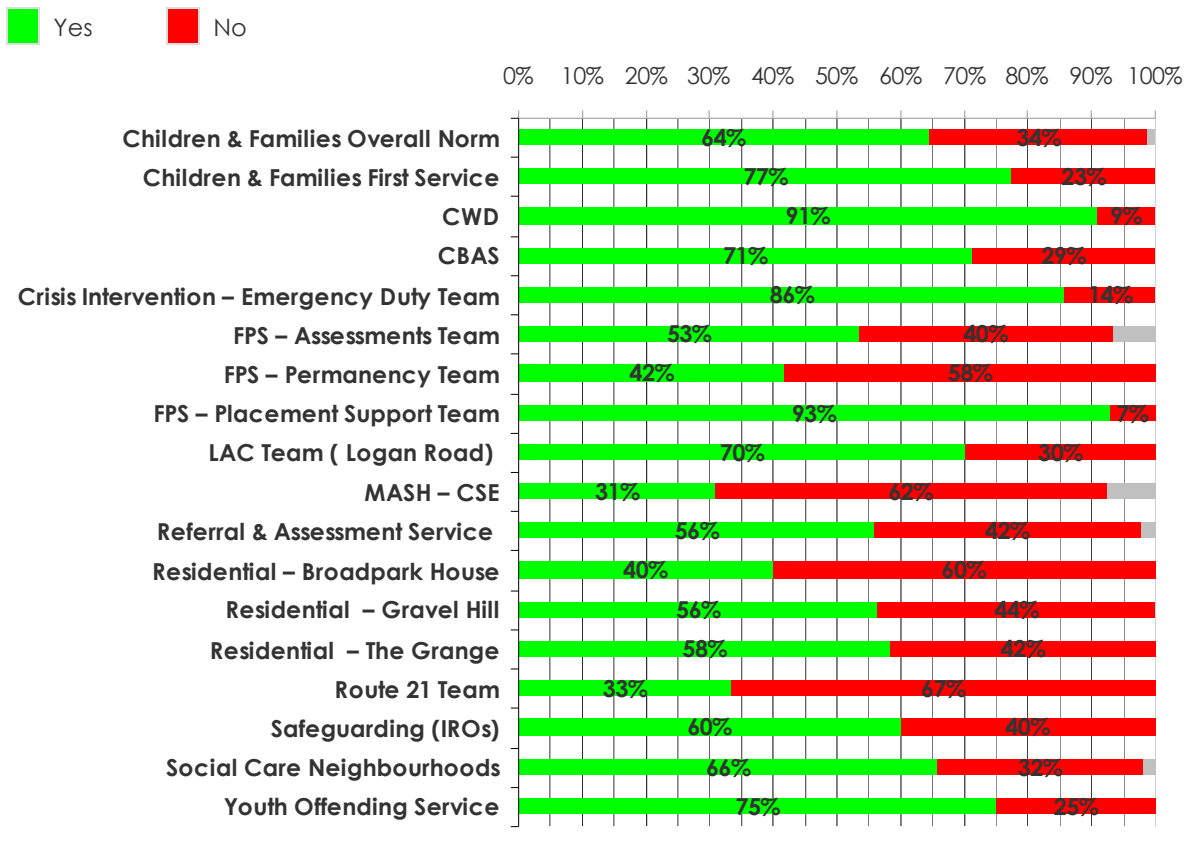
NB: A total of 59 people answered this sub-question – See breakdown on page 6



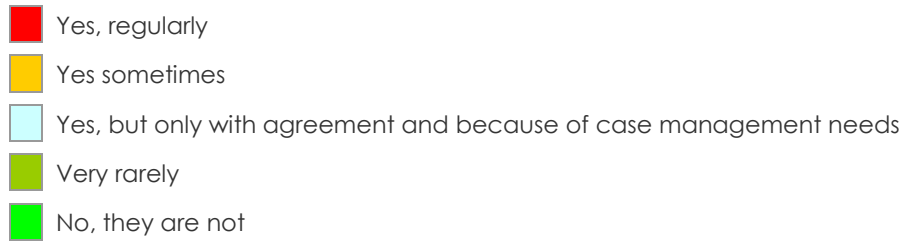
5. How many dates do you have booked ahead in your diary for your supervision sessions?



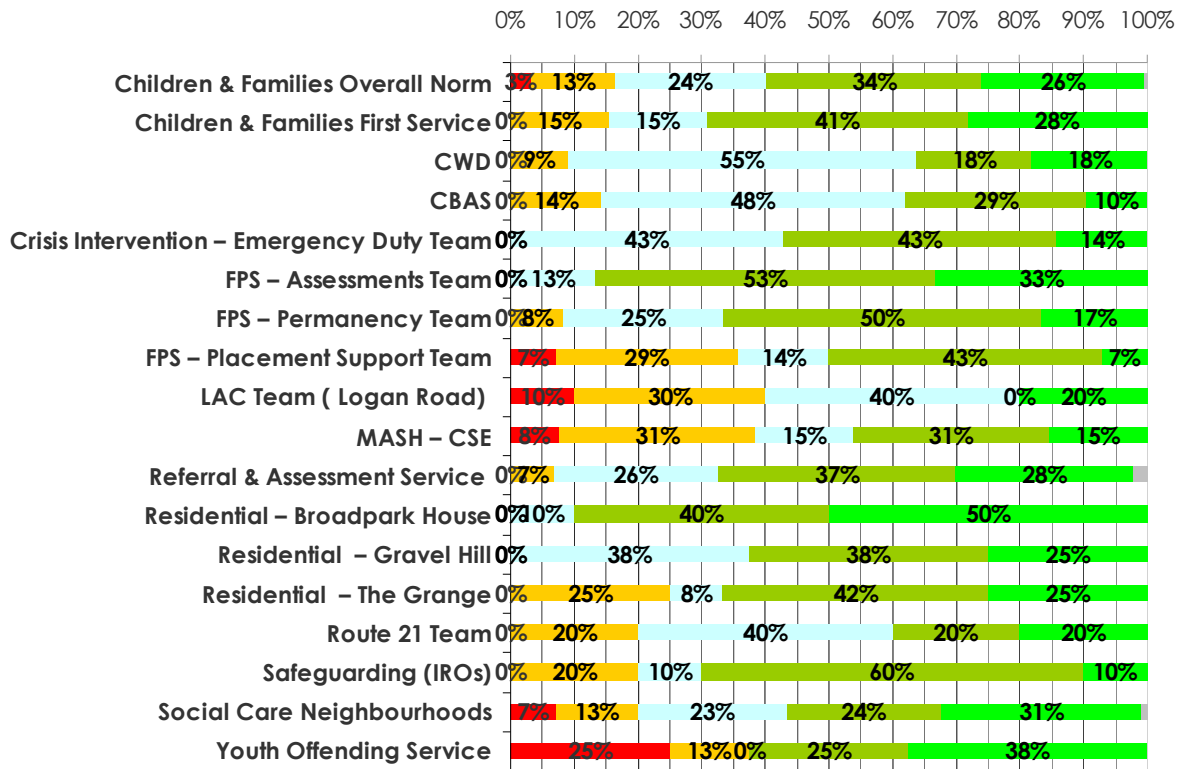
b. Do you regularly review and set / adjust the date / time for your next session(s) at the end of each supervision meeting?



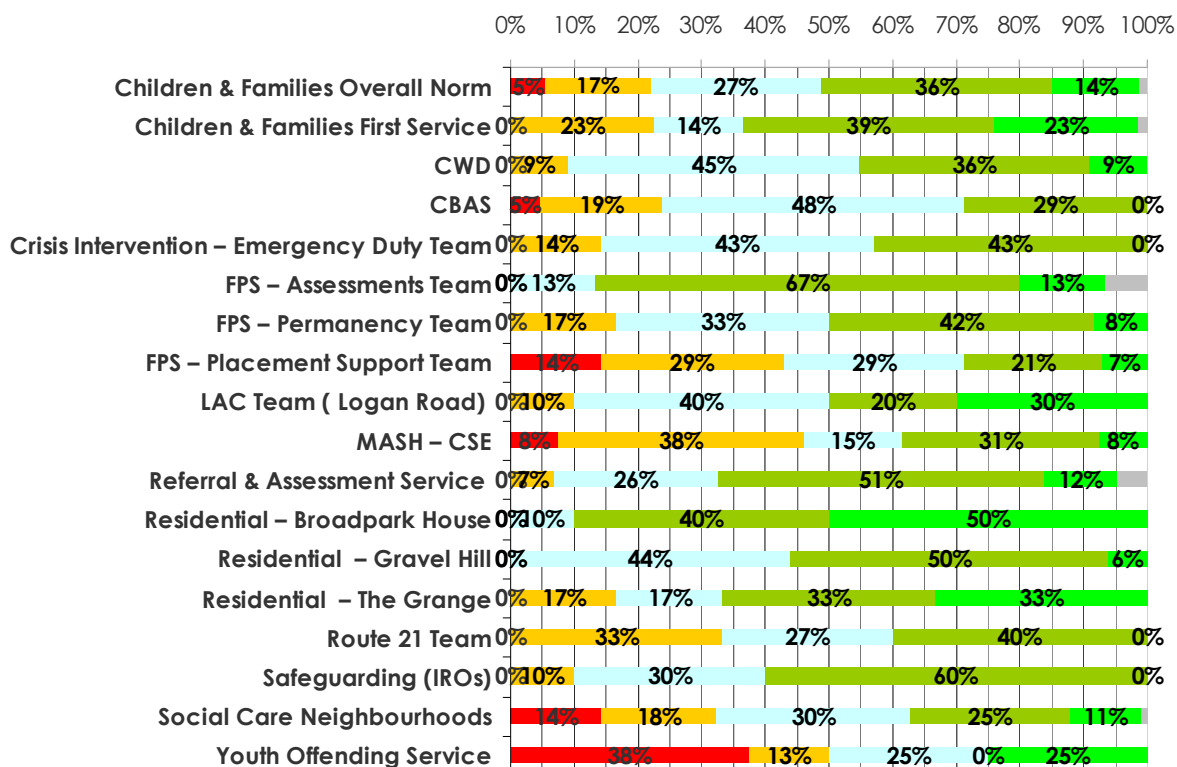
6. Is your supervision session ever cancelled or postponed ...



a. ... by you?

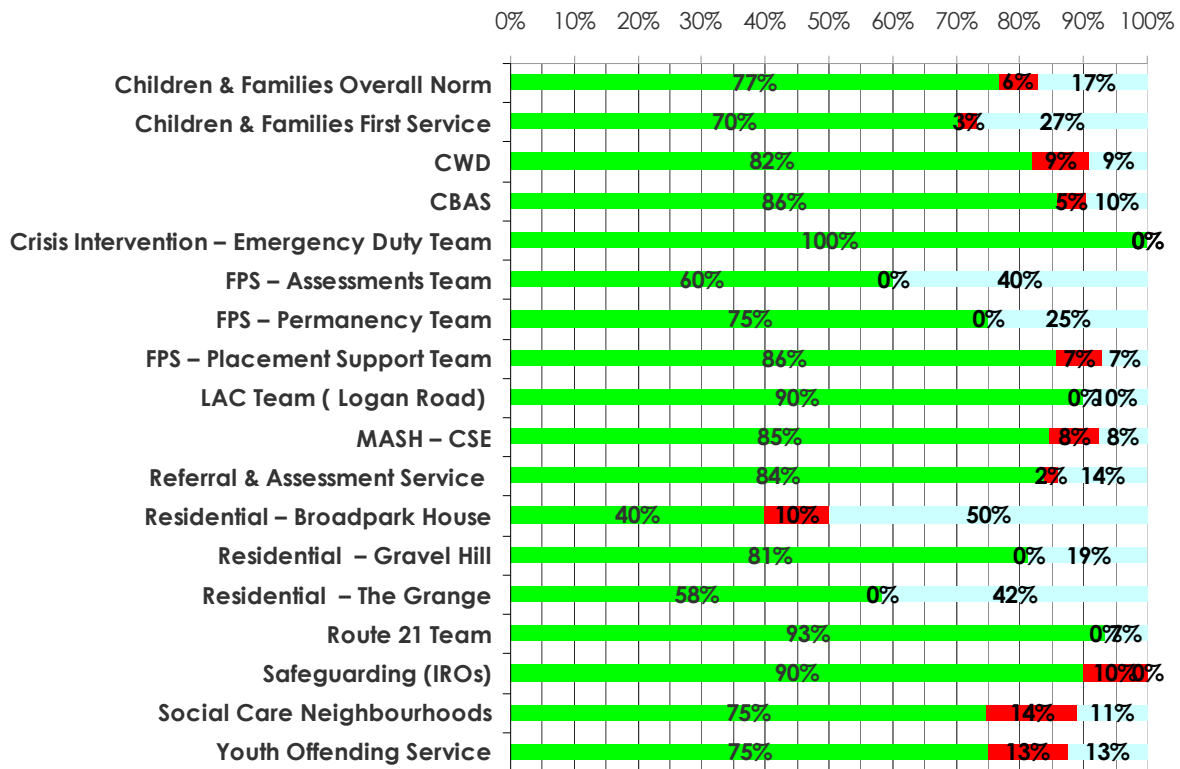


b. ... by your supervisor?

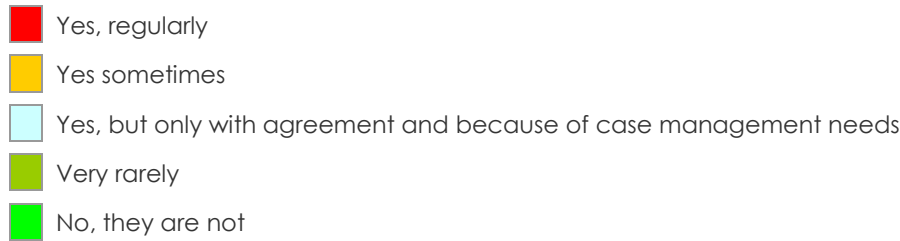


6. c. If yes to either, is the time made up before your next planned supervision session?

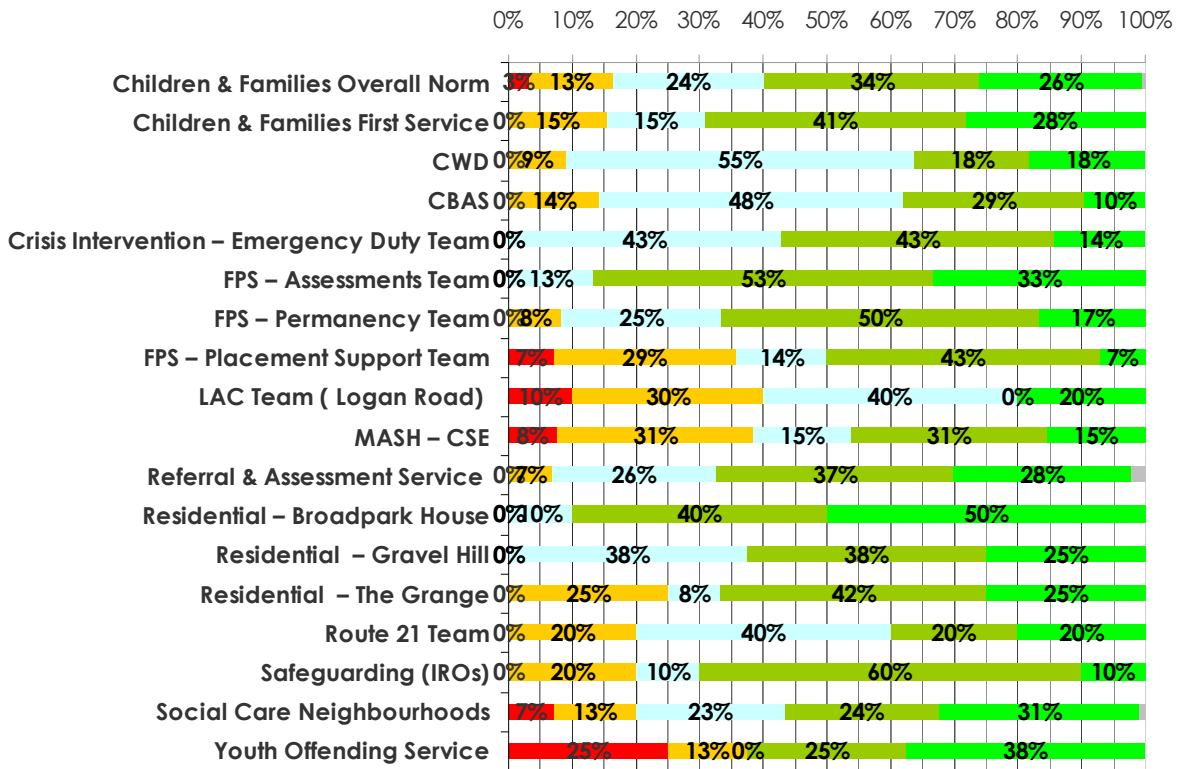
Yes No



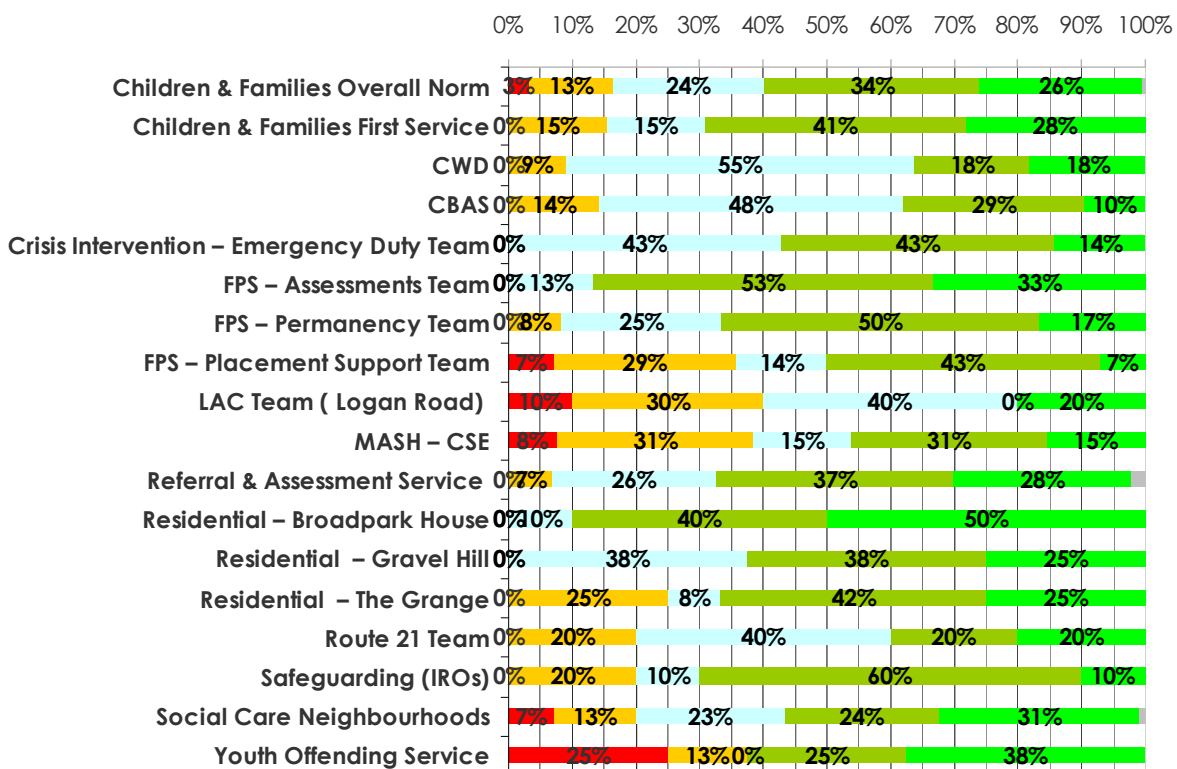
7. Is your supervision session ever interrupted or cut short ...



a. ... by you?

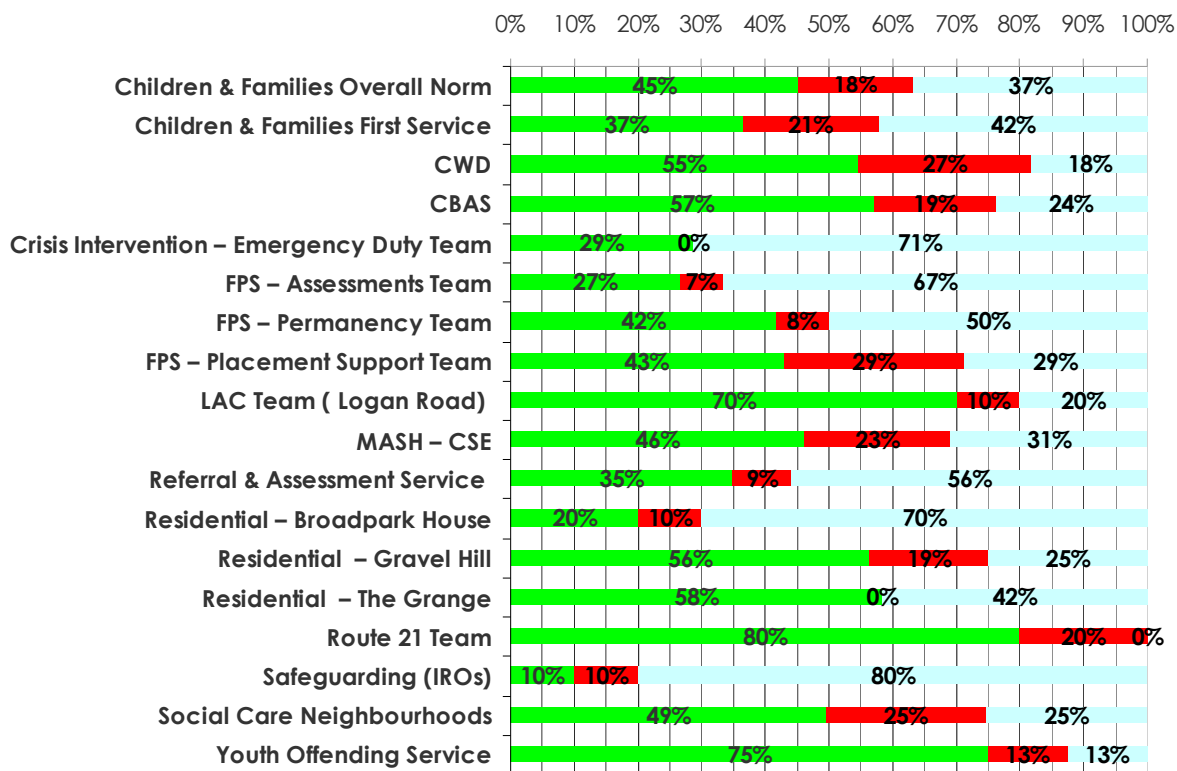


b. ... by your supervisor?

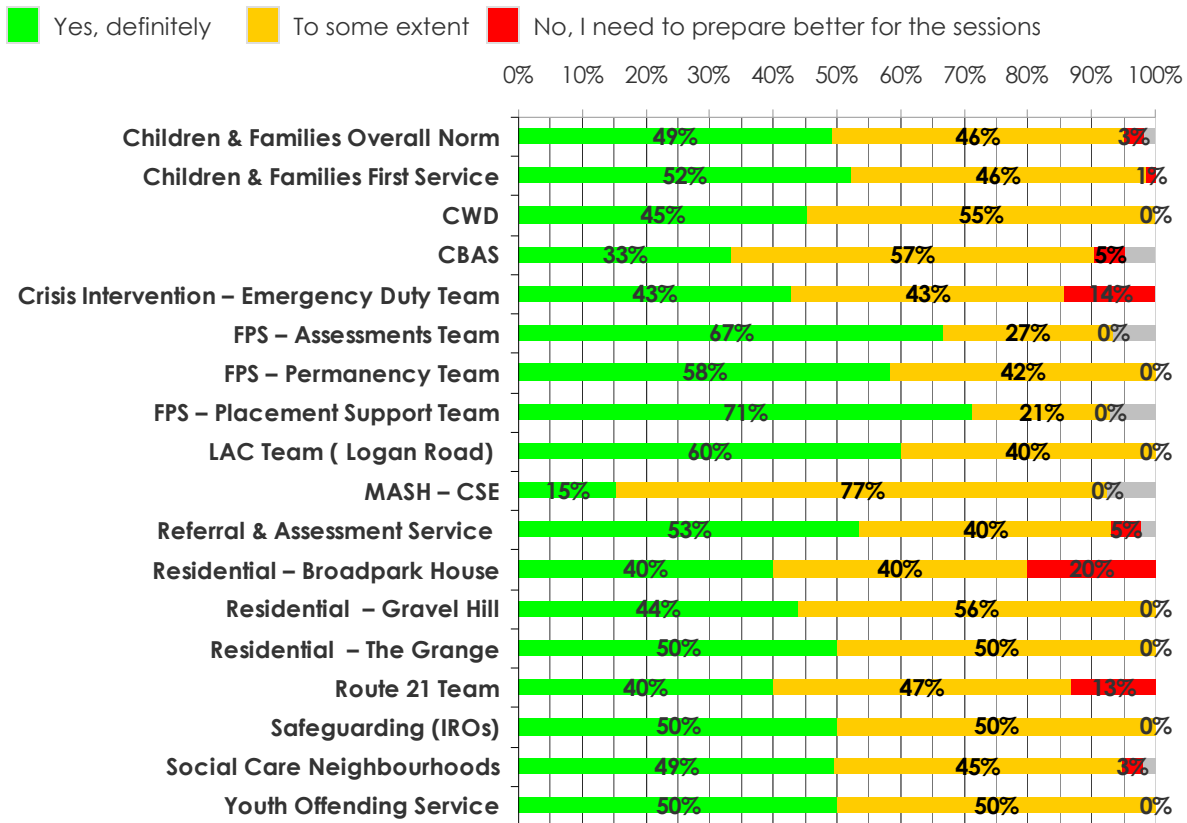


7. c. If yes to either, is the time made up before your next planned supervision session?

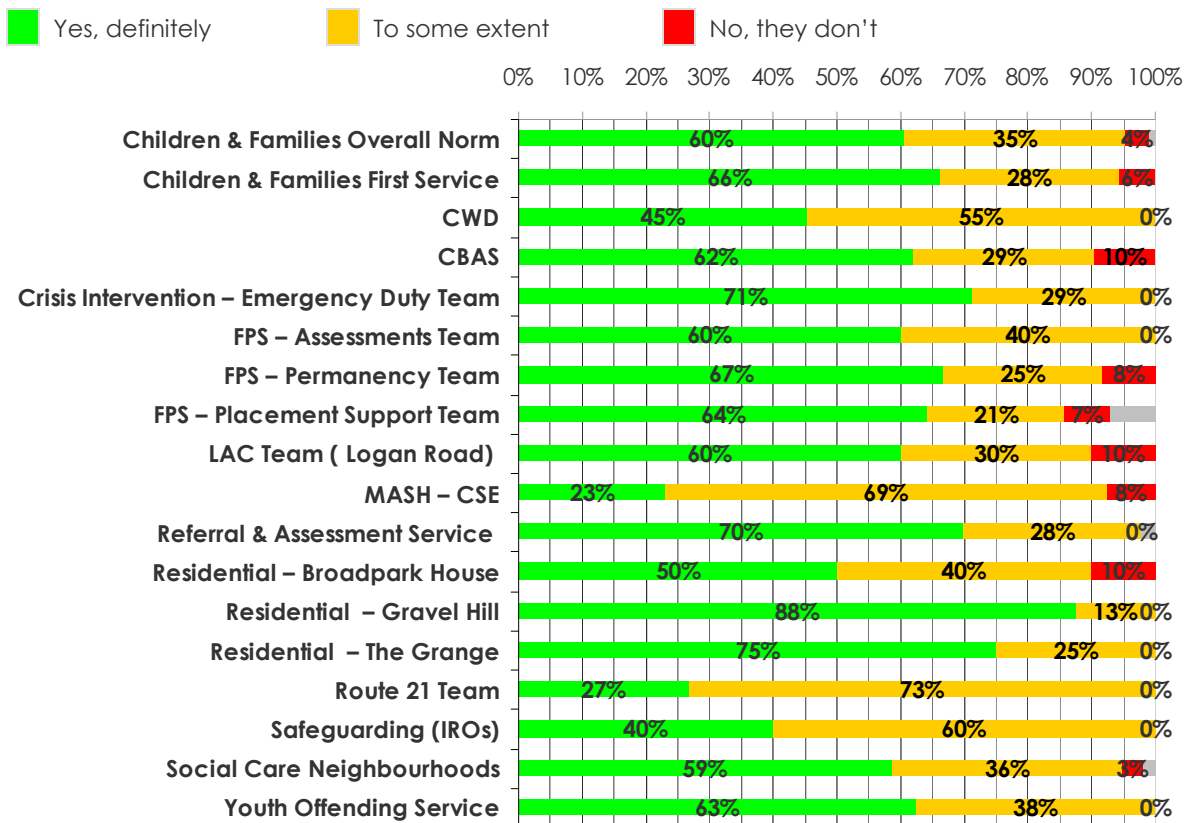
Yes No



8. Do you believe you are well prepared for each supervision session in terms of what you want to cover?

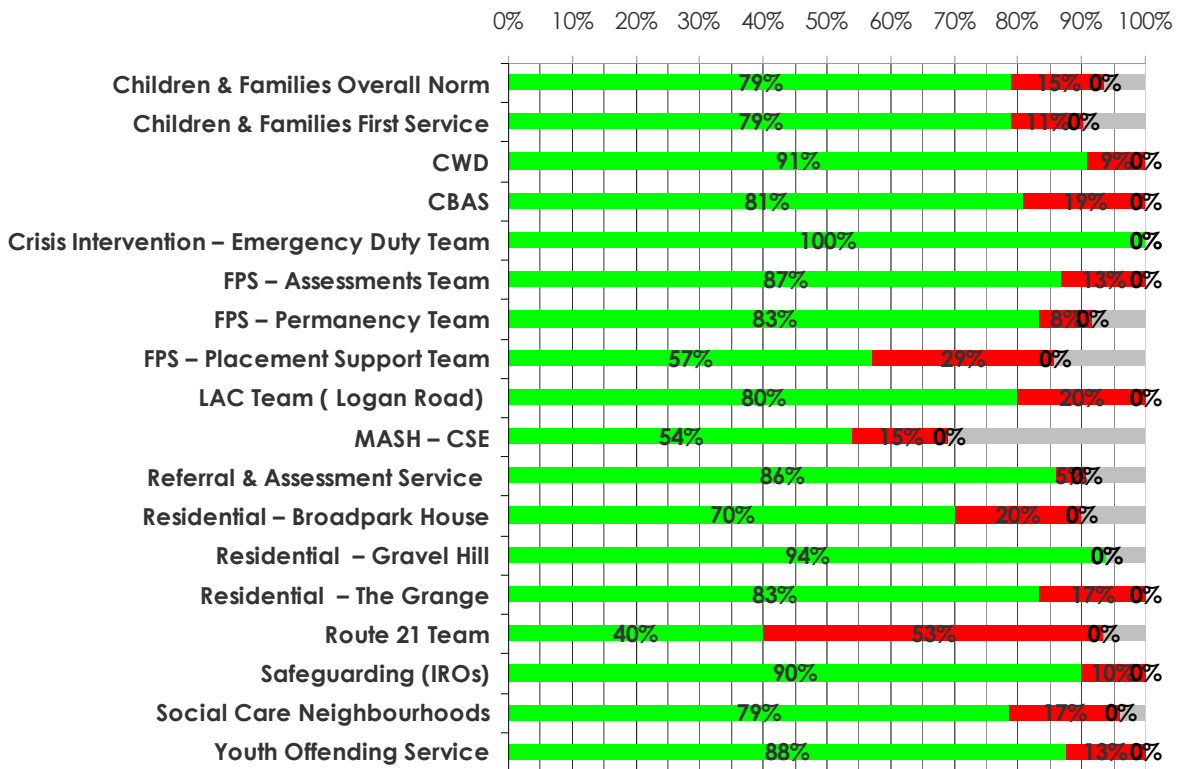


9. Does your supervisor come well prepared for each supervision session?



10. Are you always made aware of when new cases and / or work has been allocated to you?

Yes No



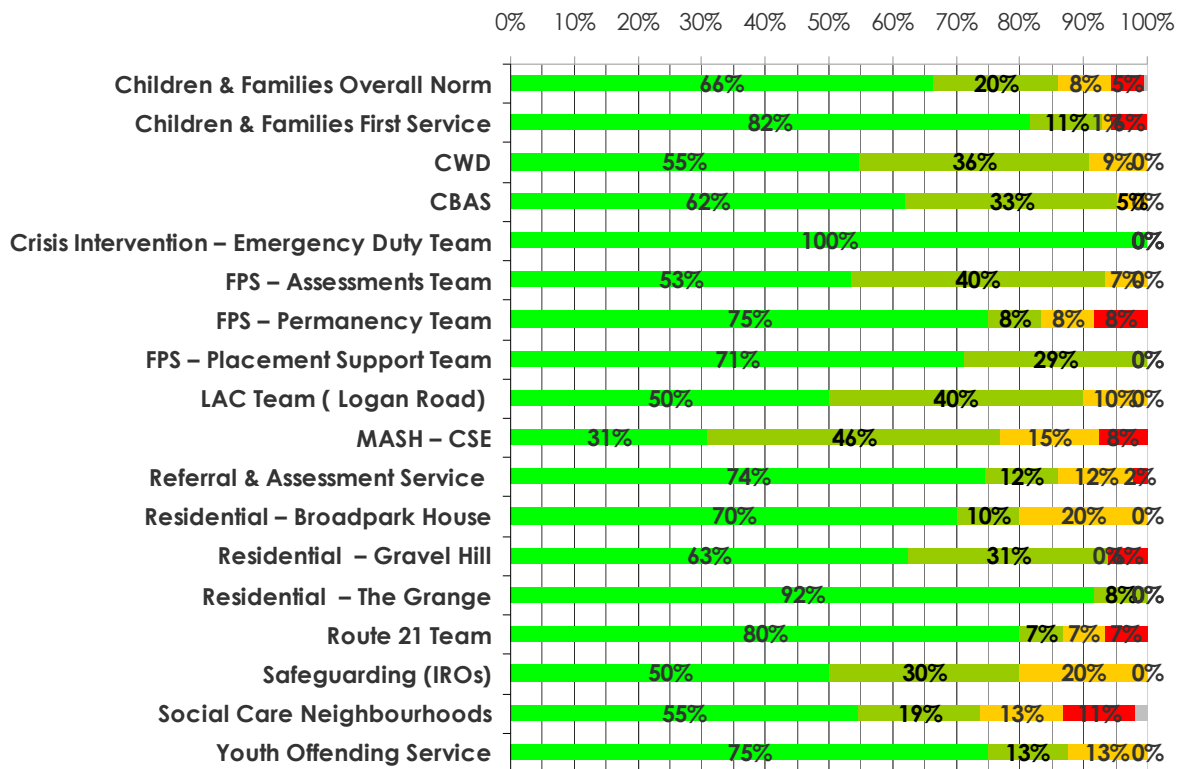
Task Assistance / Management

This question focuses on you benefiting from assistance/ support in managing your workload, cases, tasks etc.

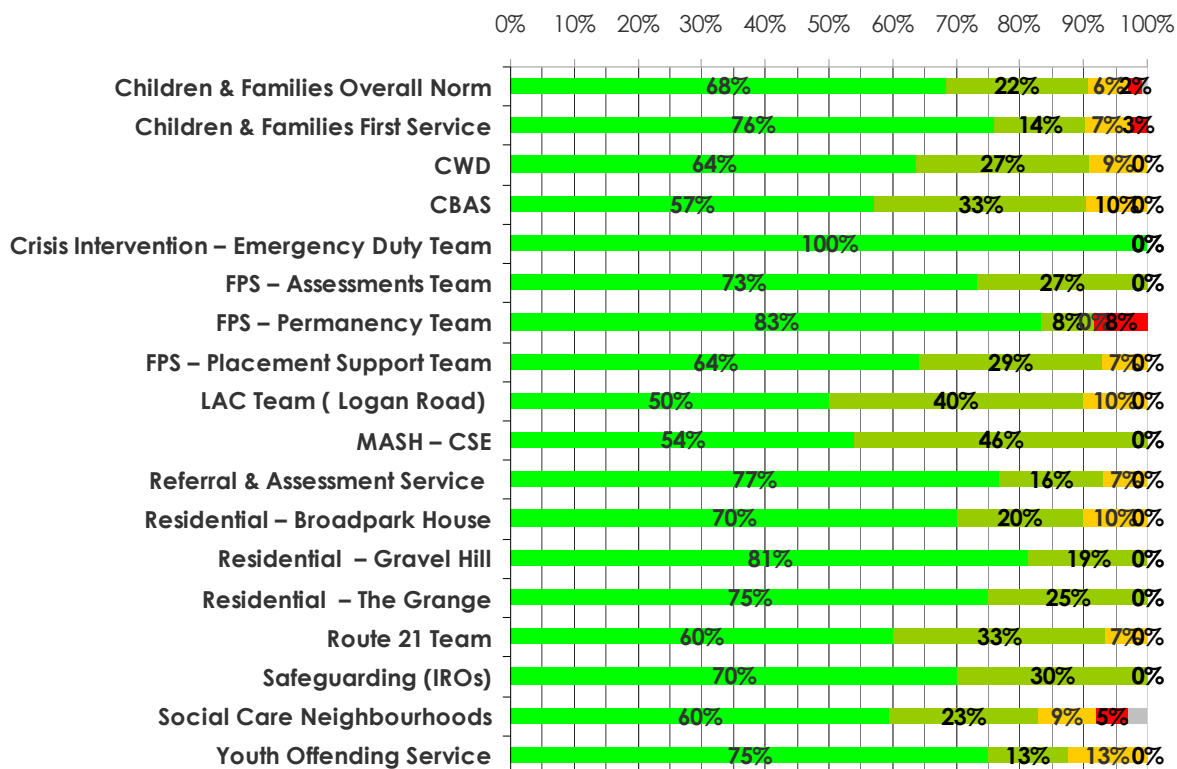
11. Do you and your supervisor ...

■ Yes, always
 ■ Most times
 ■ Sometimes
 ■ Hardly ever / never

a. use a standard agenda?



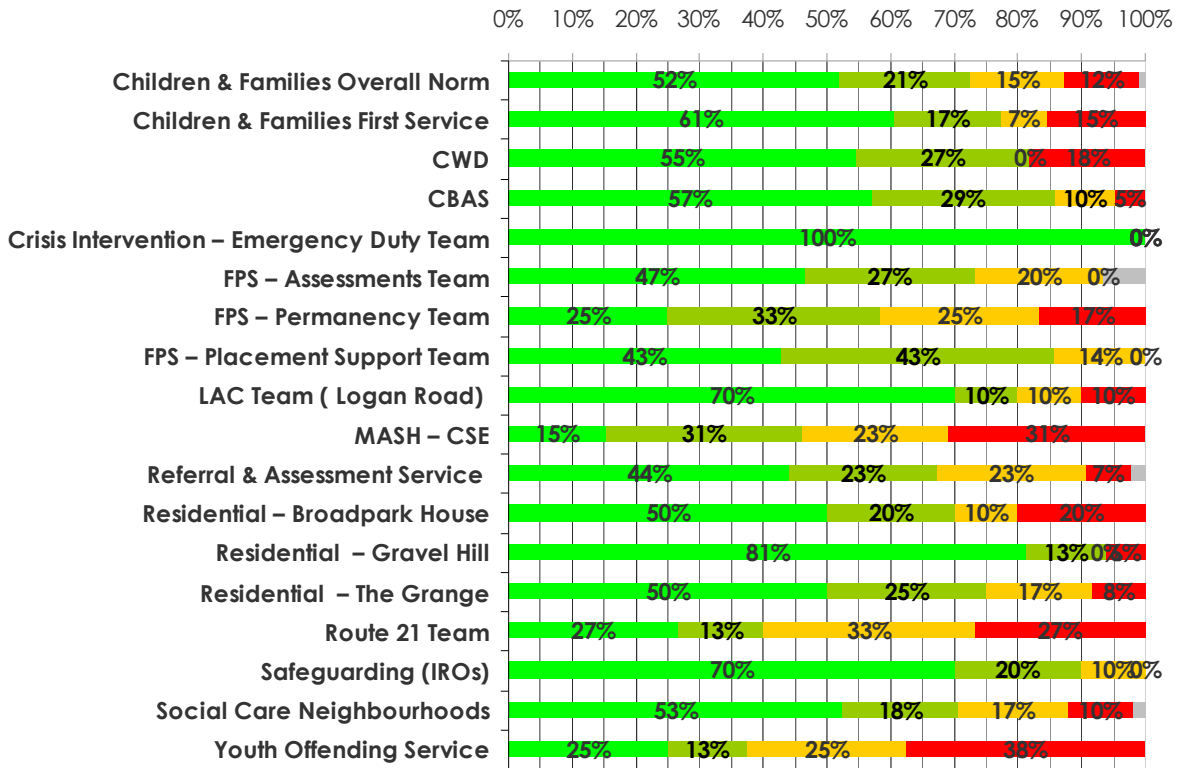
b. ensure your agenda items are discussed?



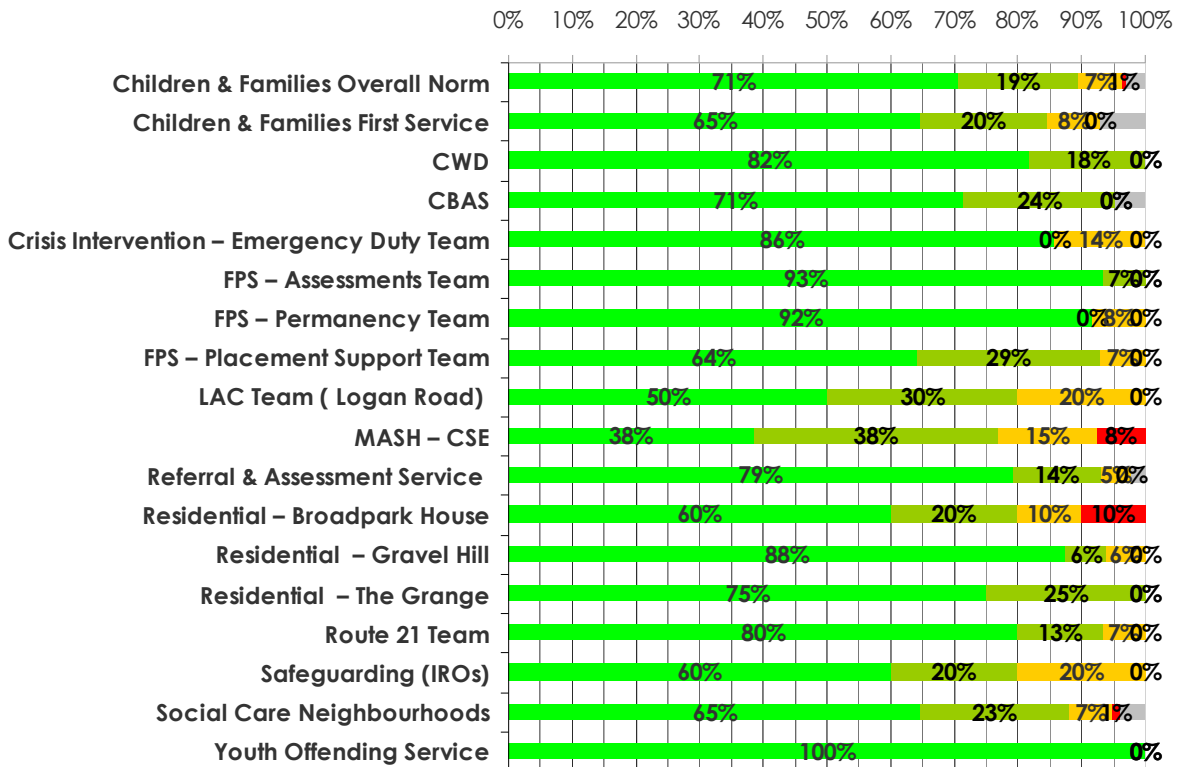
11. Do you and your supervisor ...



c. refer to the notes from your last session and discuss whether follow up work or actions have been completed within timescales?



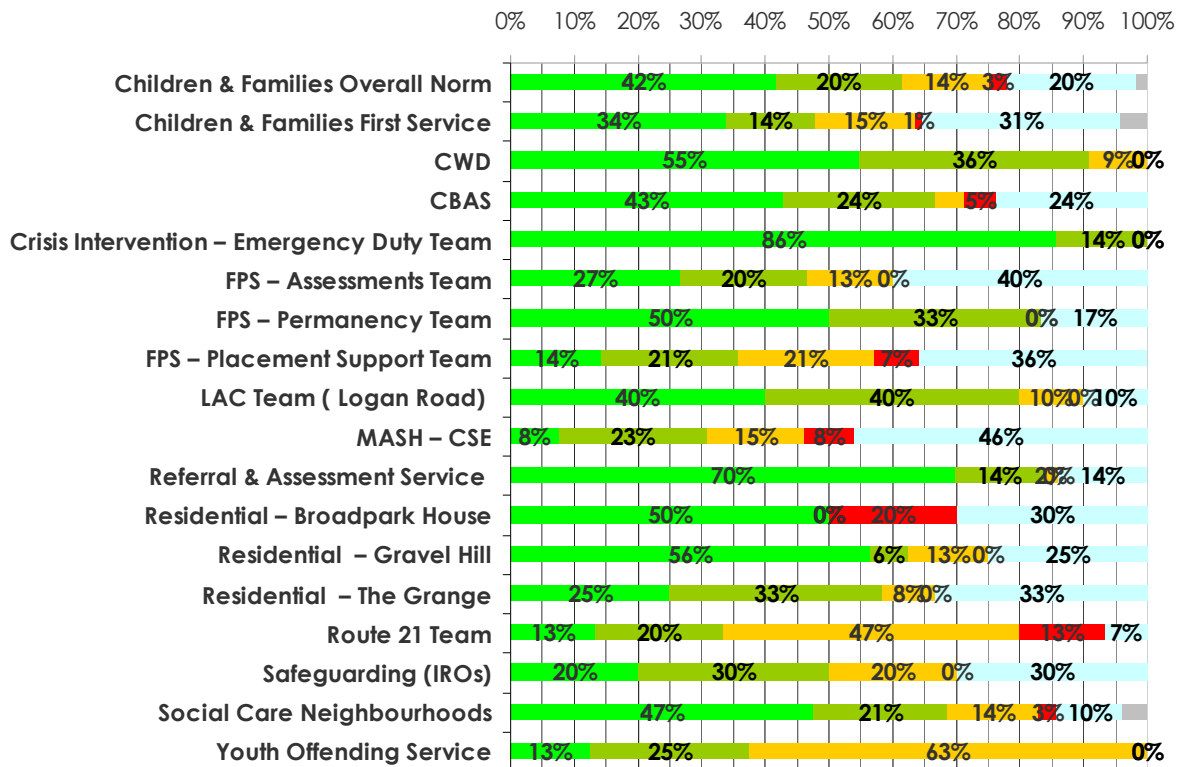
d. always discuss your active and new cases (if applicable) and / or current work?



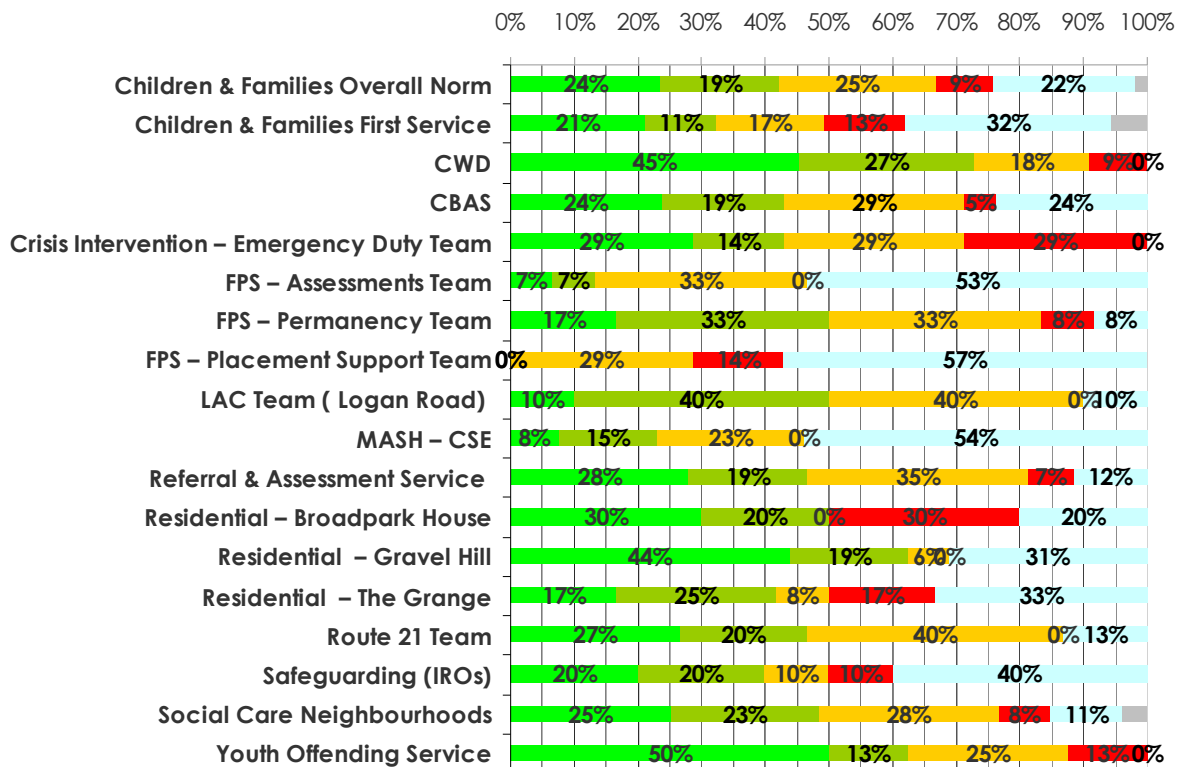
11. Do you and your supervisor ...

■ Yes, always
 ■ Most times
 ■ Sometimes
 ■ Hardly ever / never
 ■ Not applicable to my role

e. always include evidence of the child's current views and wishes in case discussions?



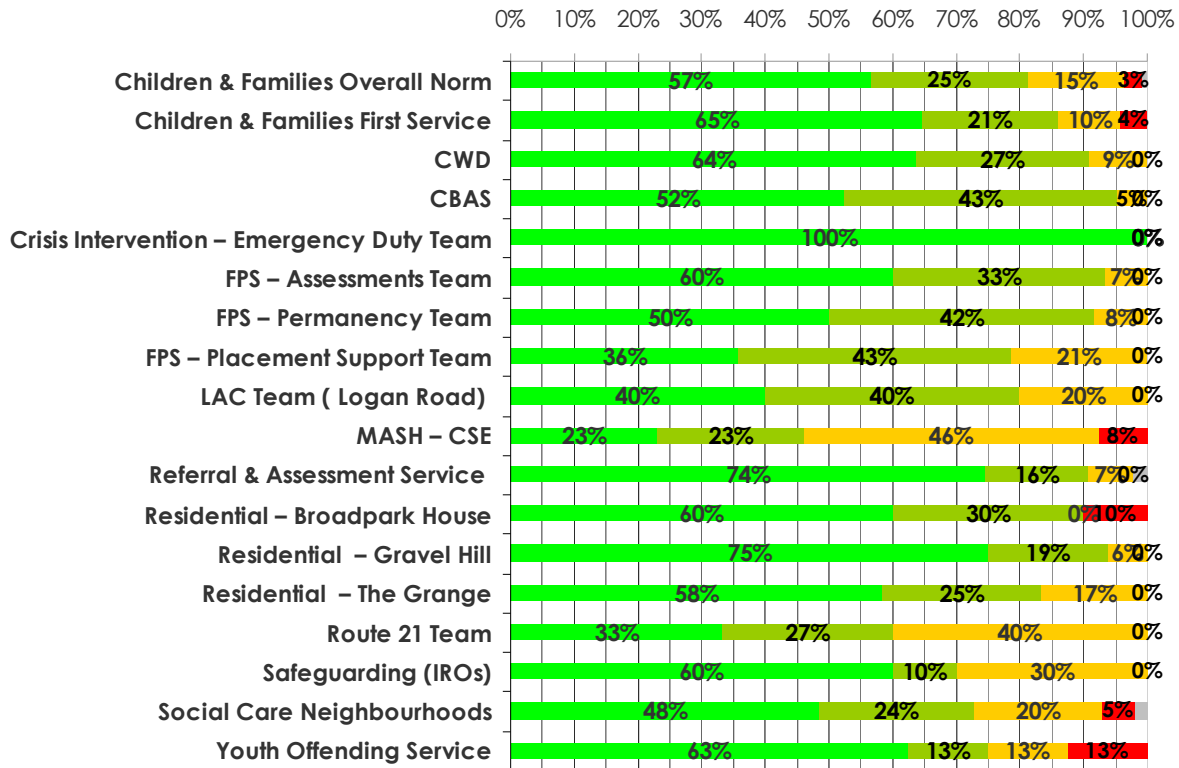
f. refer to case notes on children's files?



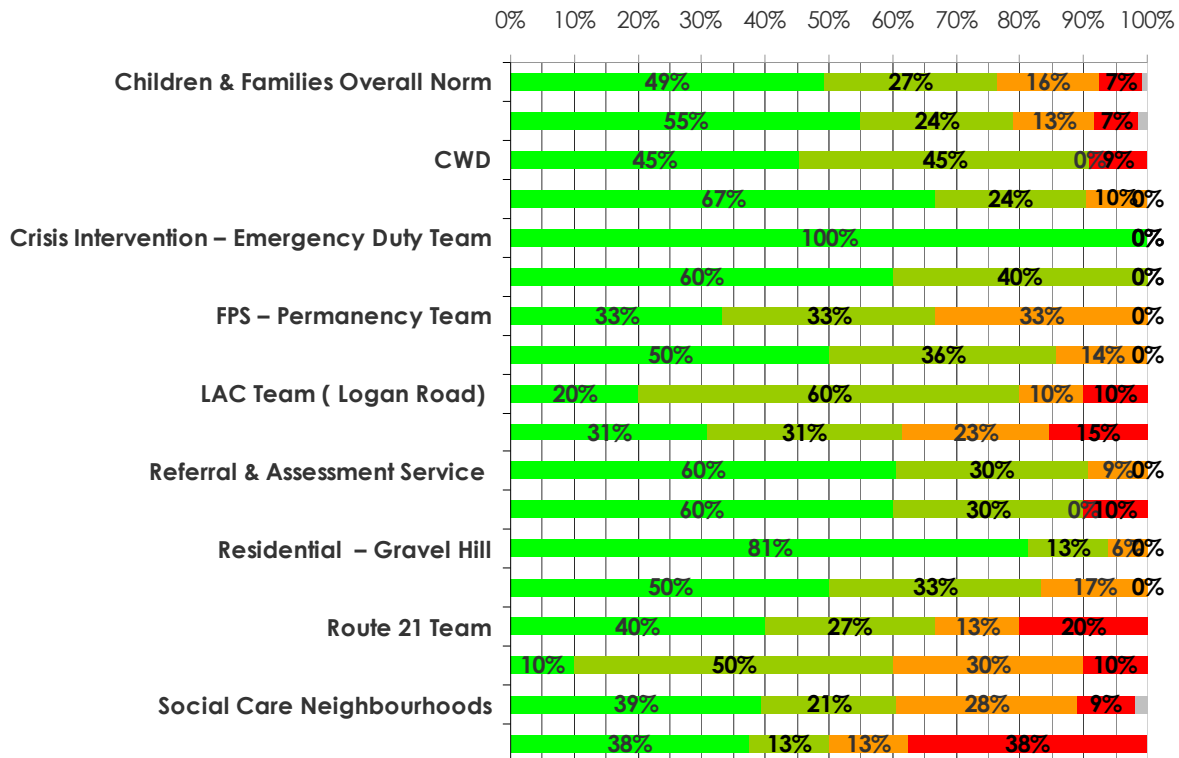
11. Do you and your supervisor ...

■ Yes, always
 ■ Most times
 ■ Sometimes
 ■ Hardly ever / never

g. discuss how you can work effectively and any help you need e.g. by clarifying your role, understanding the task in hand, problem-solving etc.?



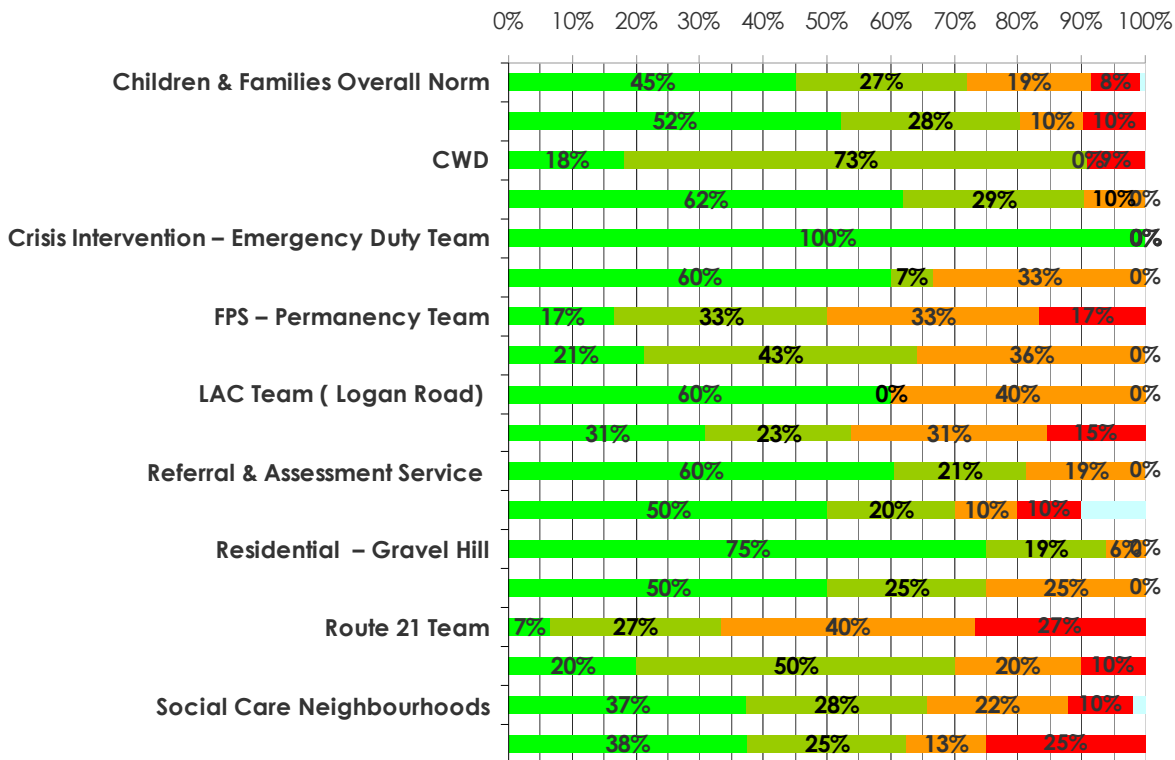
h. make time to discuss, identify and agree any learning and development priorities / opportunities?



11. Do you and your supervisor ...

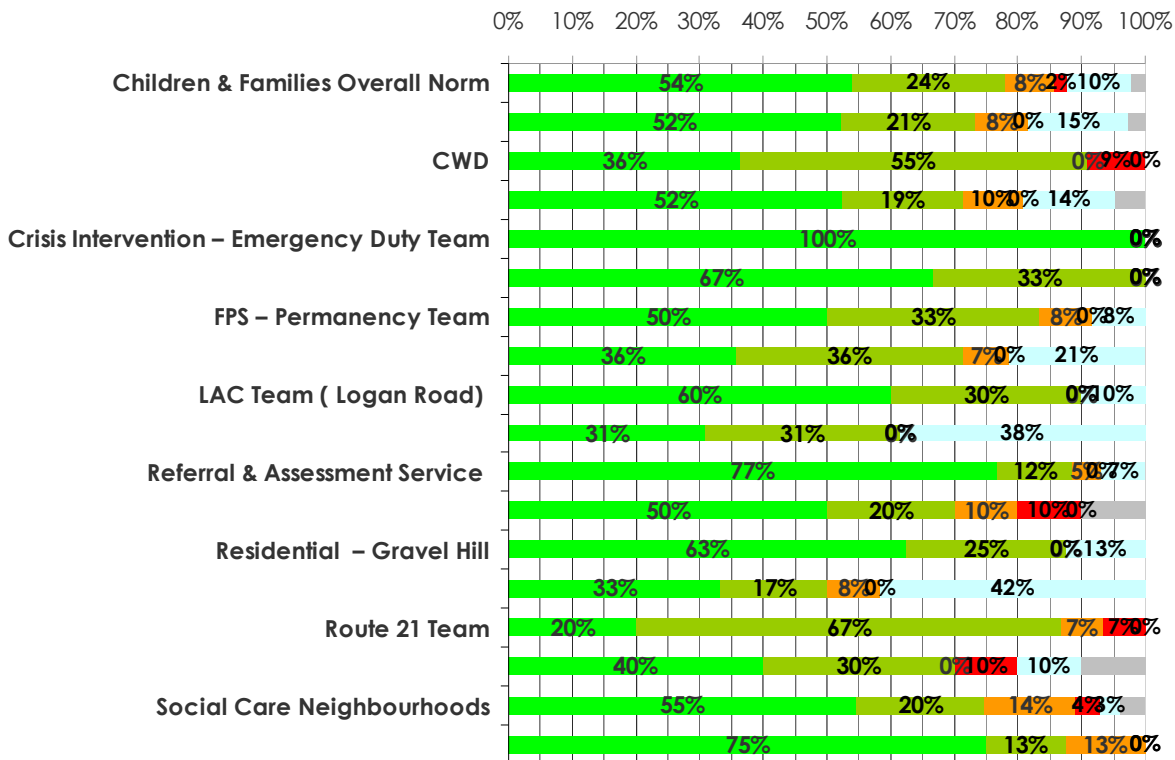
■ Yes, always
 ■ Most times
 ■ Sometimes
 ■ Hardly ever / never

i. use the opportunity to critically reflect on your current practice?



j. end by leaving you clear about case and other decisions taken in the session?

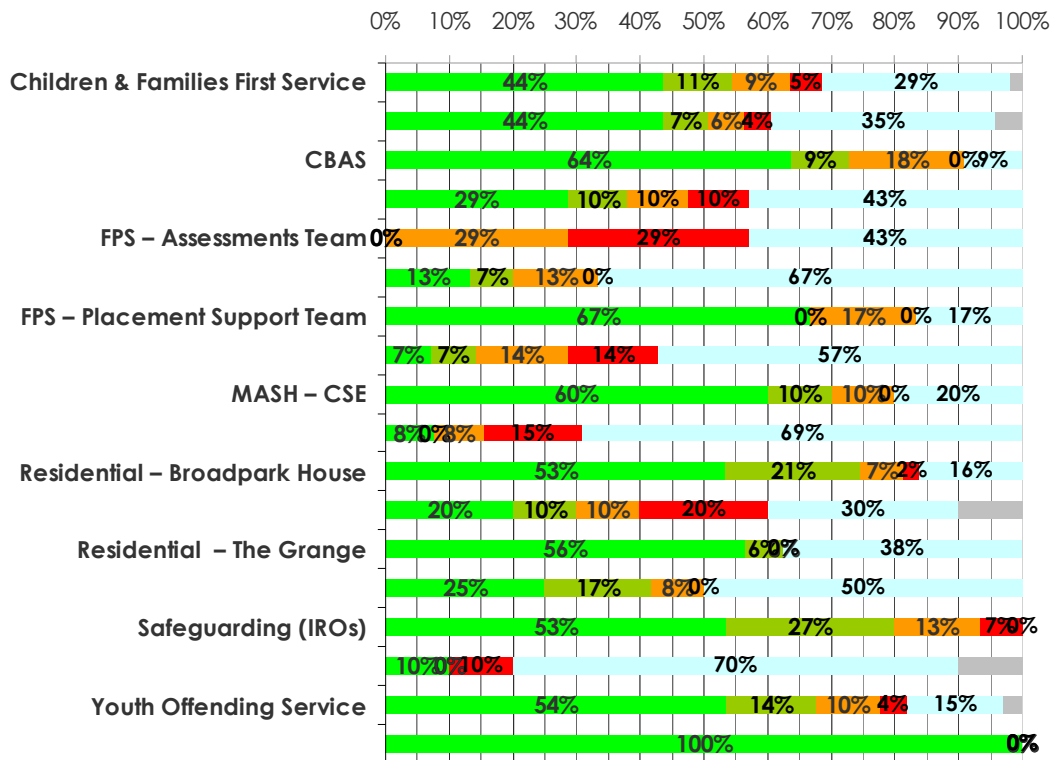
■ Yes, always
 ■ Most times
 ■ Sometimes
 ■ Hardly ever / never
 ■ Not applicable to my role



11. Do you and your supervisor ...

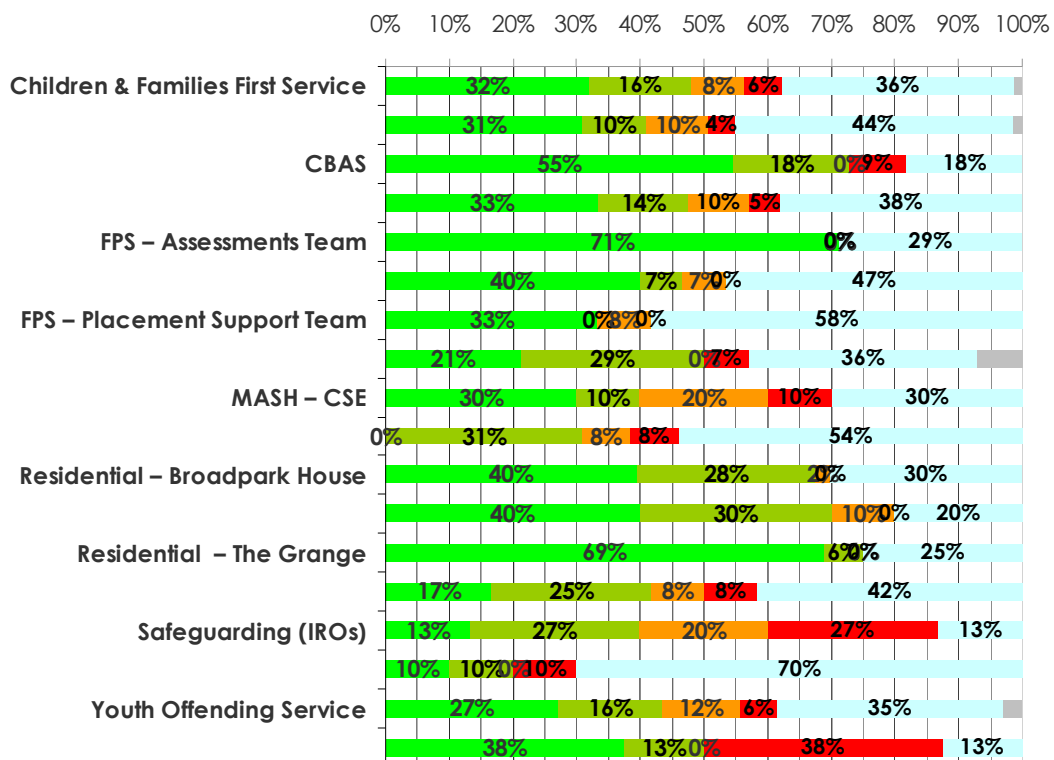
■ Yes, always
 ■ Most times
 ■ Sometimes
 ■ Hardly ever / never
 ■ Not applicable to my role

k. record discussions and decisions on the child's file?



l. ensure any areas of disagreement are openly explored and recorded on the supervision record?

■ Yes, always
 ■ Most times
 ■ Sometimes
 ■ Hardly ever / never
 ■ N/A no disagreement requiring this

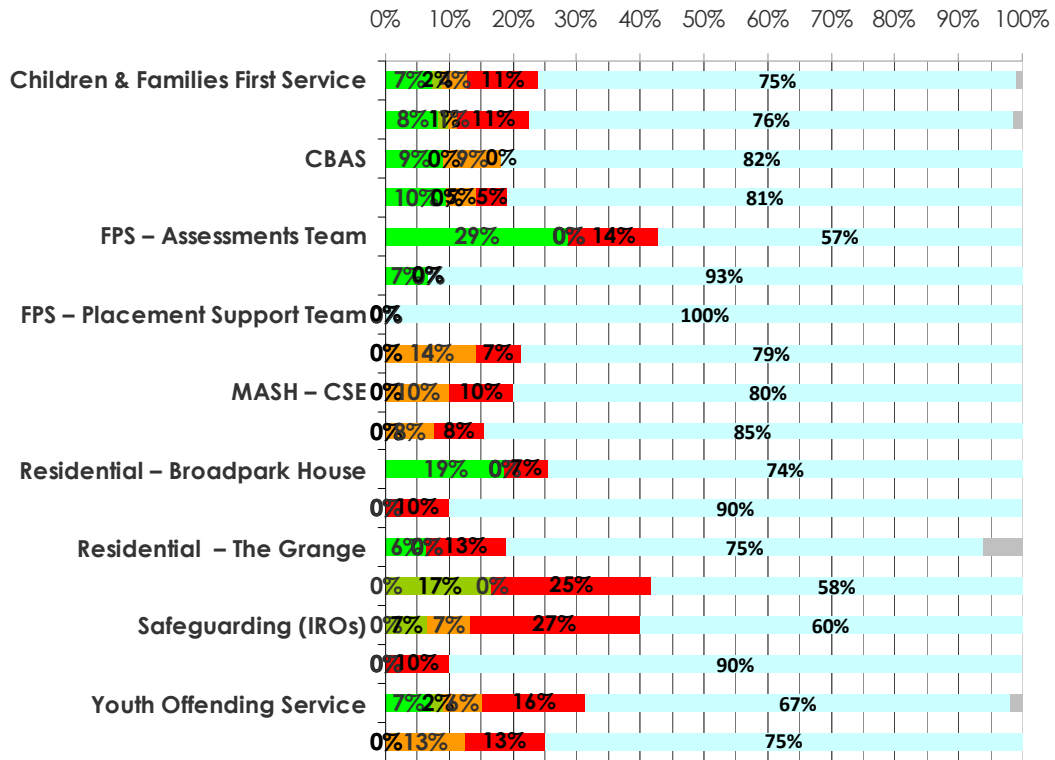


11. Do you and your supervisor ...

■ Yes, always
 ■ Most times
 ■ Sometimes
 ■ Hardly ever / never
 ■ N/A no areas of disagreement yet

m. involve a 3rd party if there have been any occasions when you and your supervisor have disagreed about the management of a case?

NB: A total of 93 people answered this sub-question – the rest of respondents selected the option 'Not applicable as no areas of disagreement yet'



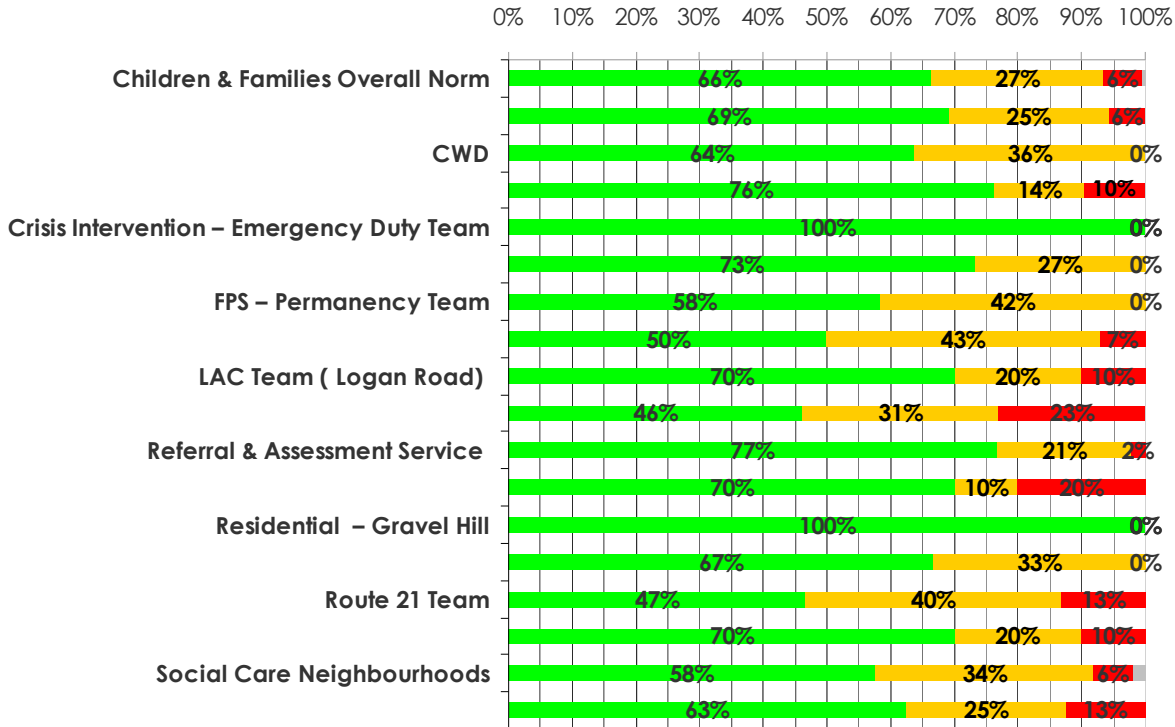
Professional development

This question focuses on how your professional development is supported as an important part of your supervision outcomes ...

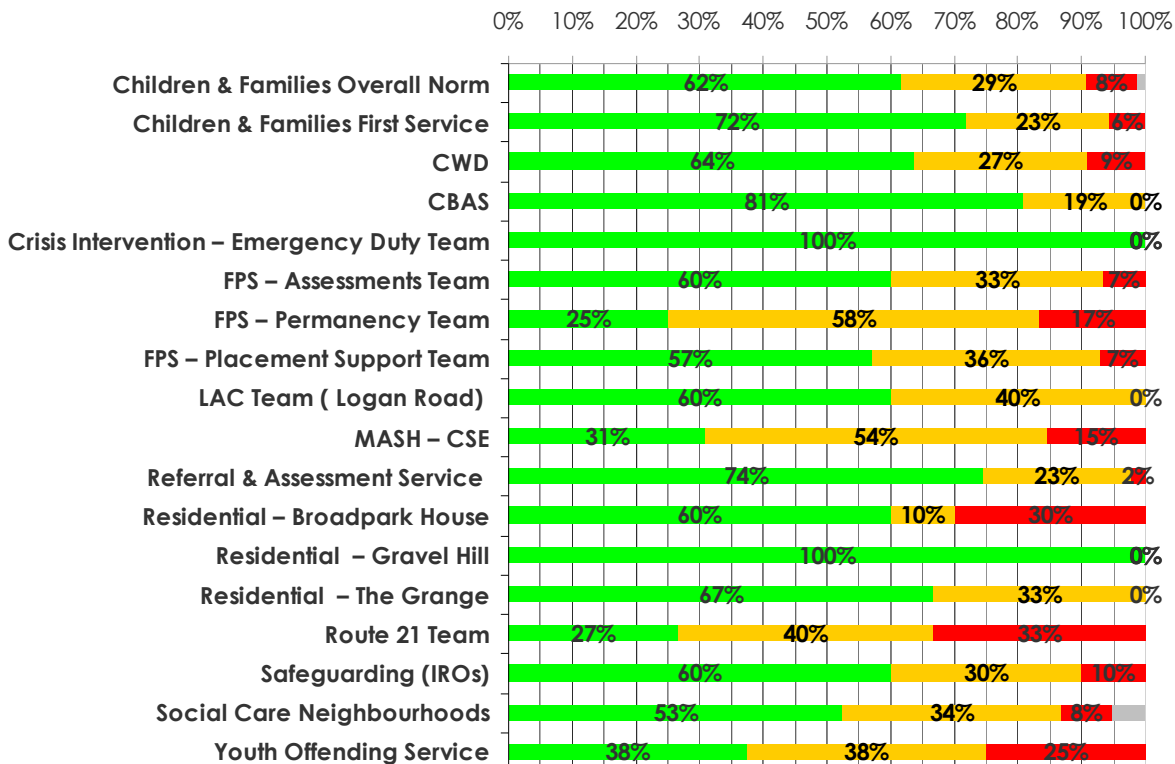
12. Do you believe that your supervision ...

■ Yes, I do
 ■ To some extent
 ■ No, I don't

a. is grounded in a secure knowledge of your strengths and weaknesses by you and your supervisor?



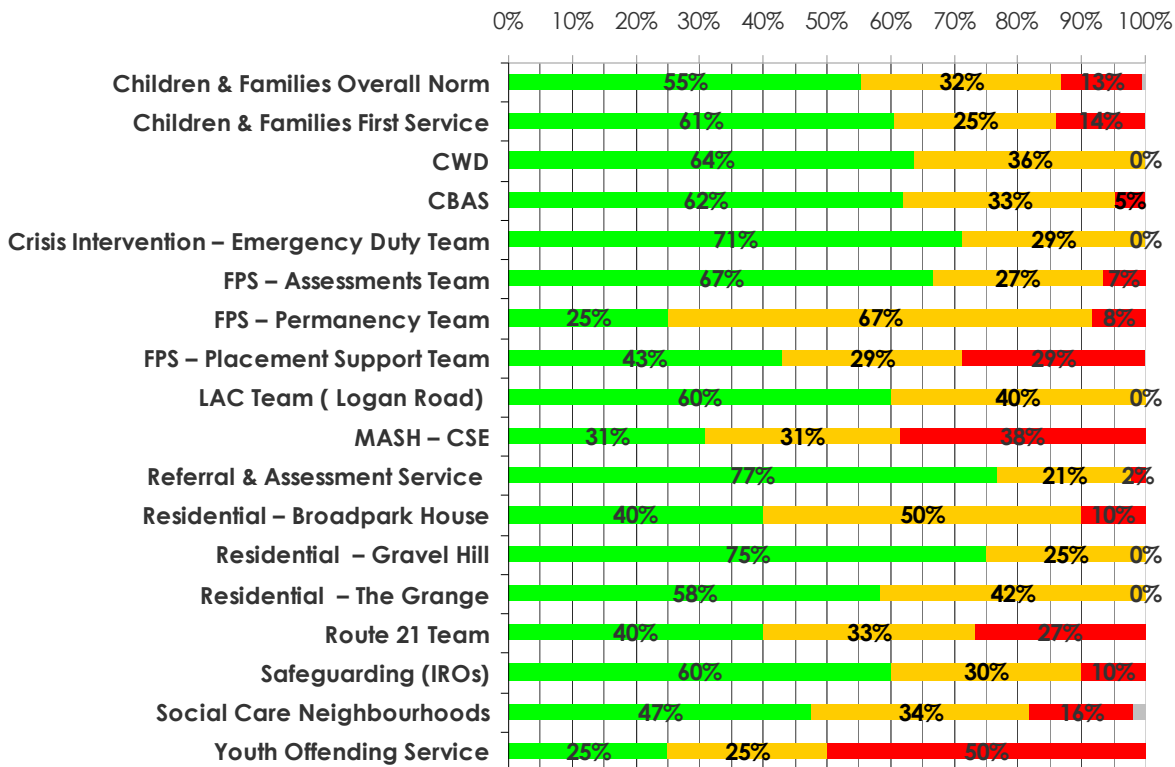
b. gives you the opportunity to critically reflect on your current practice?



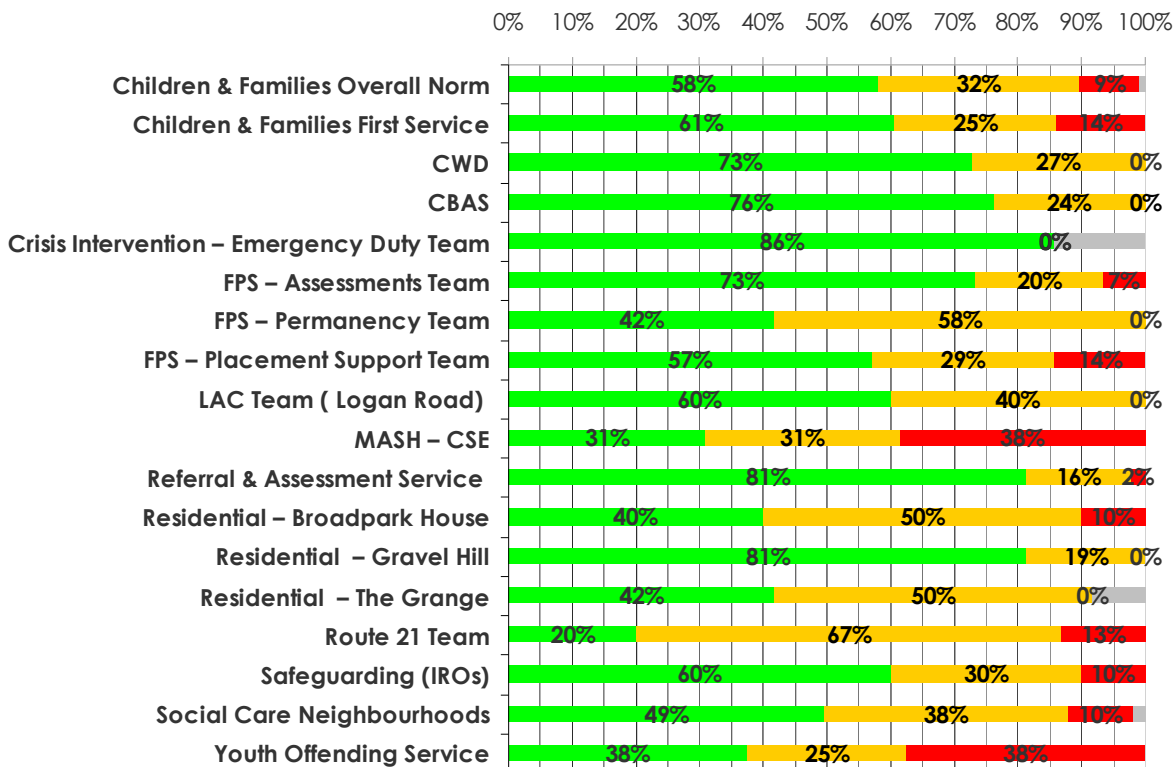
12. Do you believe that your supervision ...

■ Yes, I do
 ■ To some extent
 ■ No, I don't

c. directly helps develop your professional practice? e.g. through coaching, setting up joint visits etc.



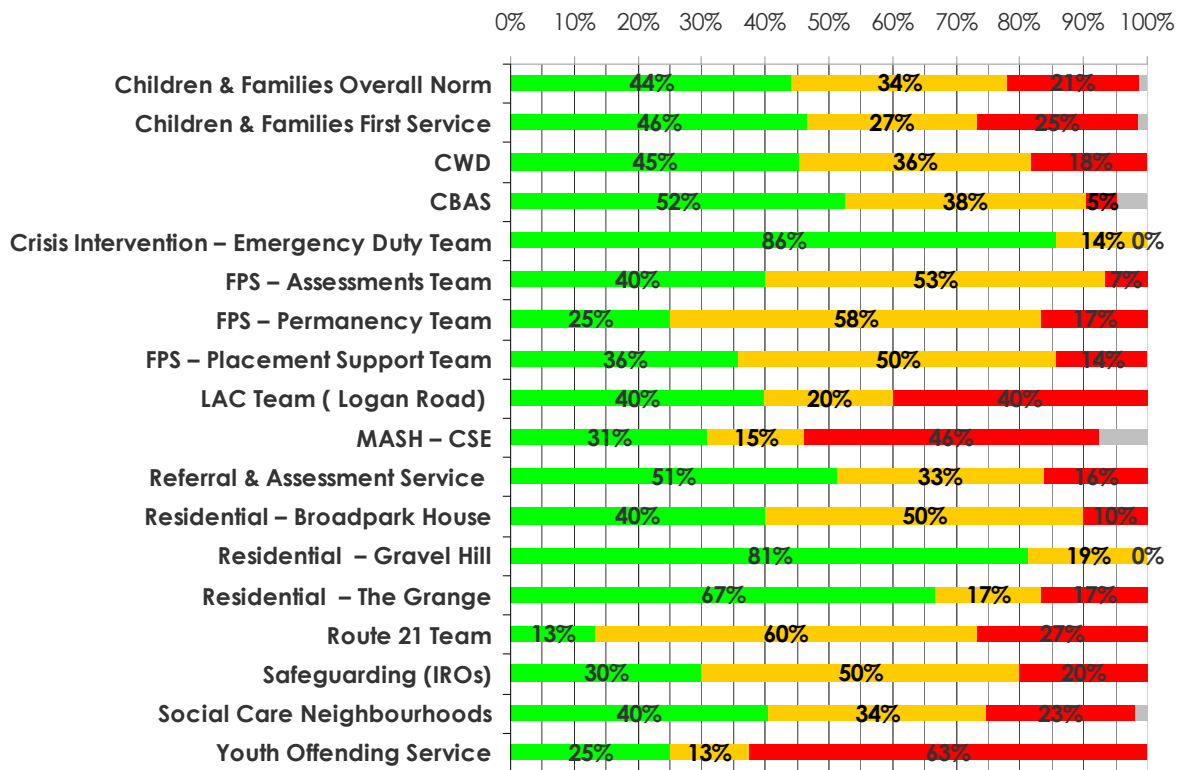
d. supports you in improving your performance and achieving your agreed performance objectives?



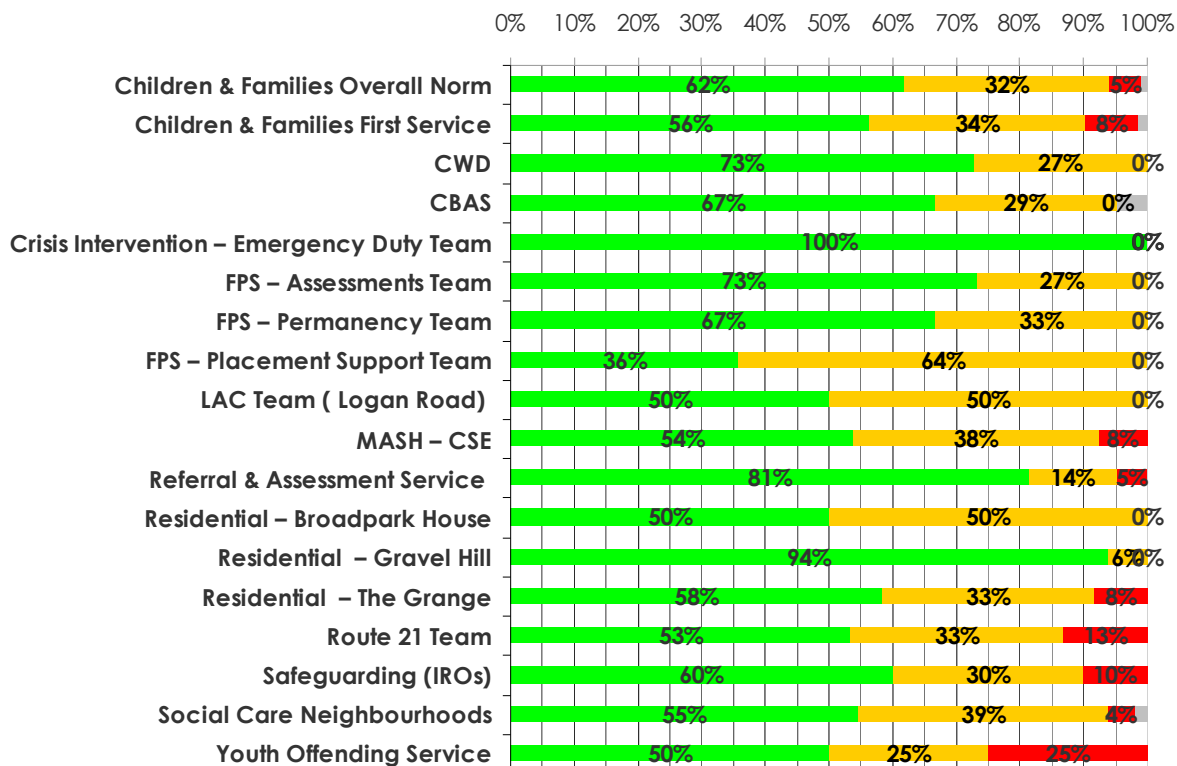
12. Do you believe that your supervision ...

■ Yes, I do
 ■ To some extent
 ■ No, I don't

e. Where relevant makes links between supervision and your annual appraisal / Personal Development Plan?



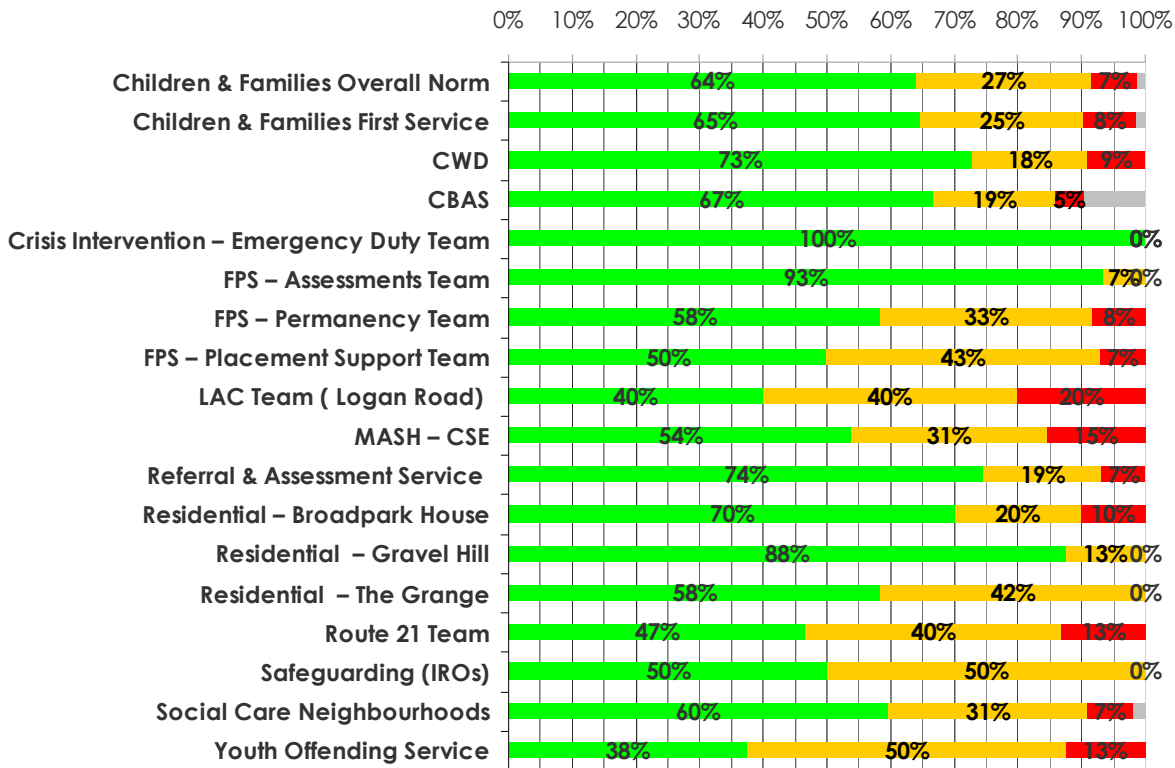
f. includes encouragement from your supervisor to take up any learning and development that has been identified and agreed?



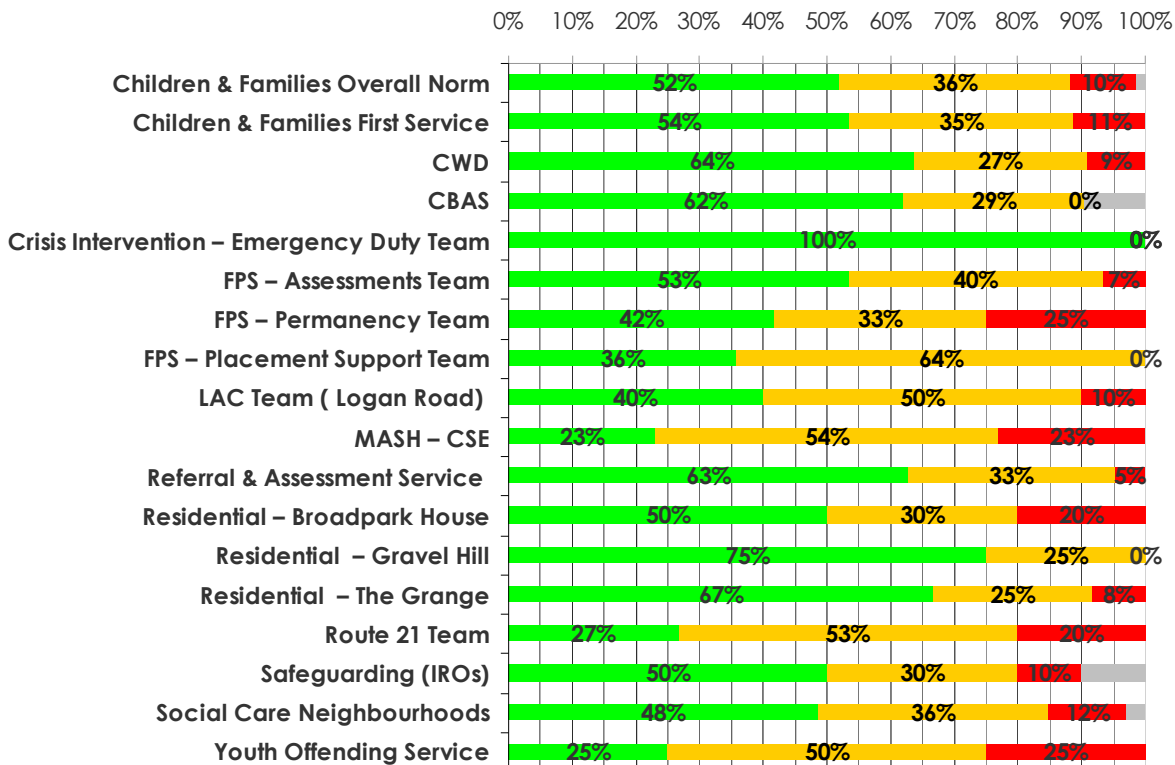
12. Do you believe that your supervision ...

■ Yes, I do
 ■ To some extent
 ■ No, I don't

g. includes discussing any learning, training and development you have attended / undertaken?



h. supports you on how you will integrate any learning and development into your practice?



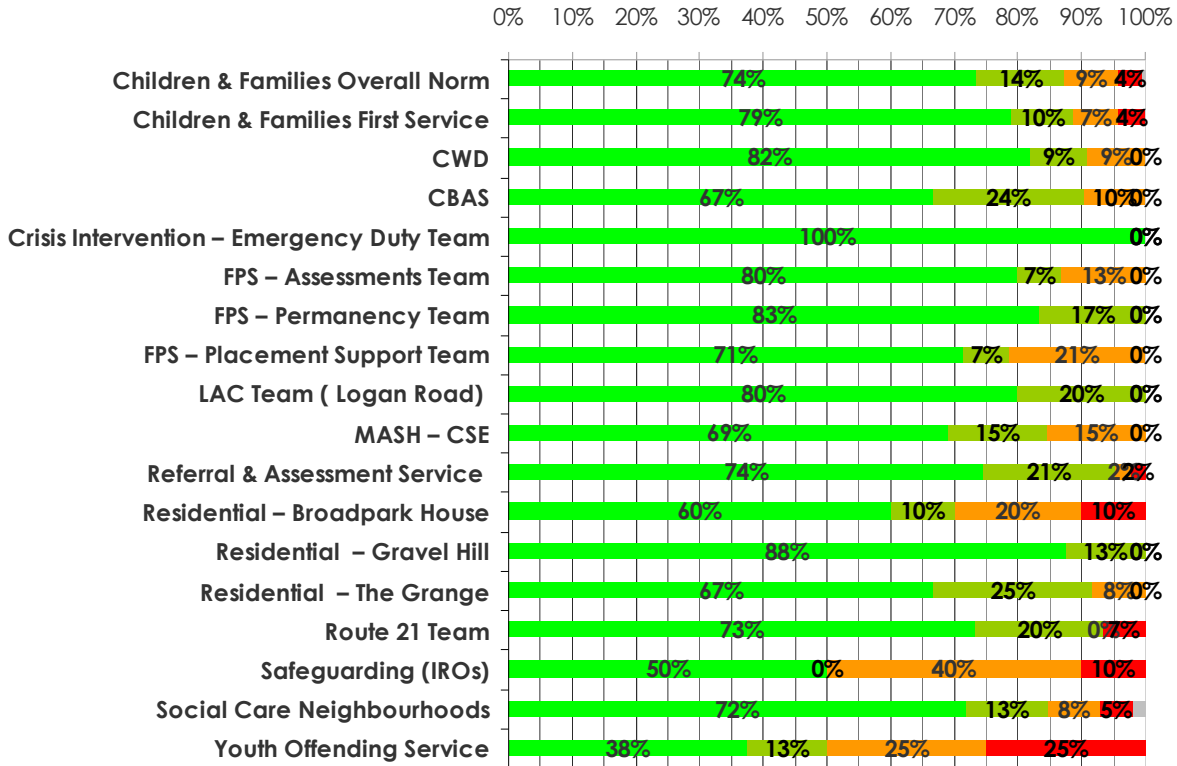
Staff well-being ...

This question explores how much you feel personally supported to have a sense of well-being related to your work - this can be to do with your health, safety and welfare.

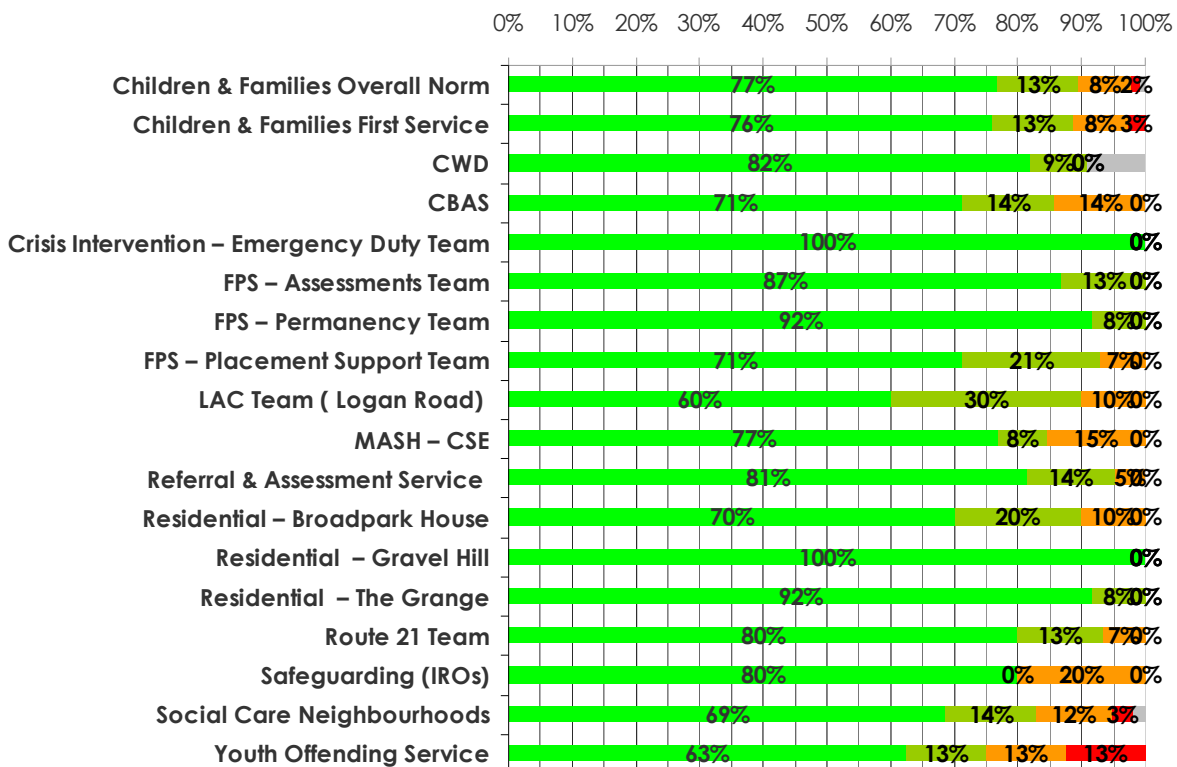
13. During your supervision sessions ...



a. Is the topic of staff wellbeing an early item on the agenda?



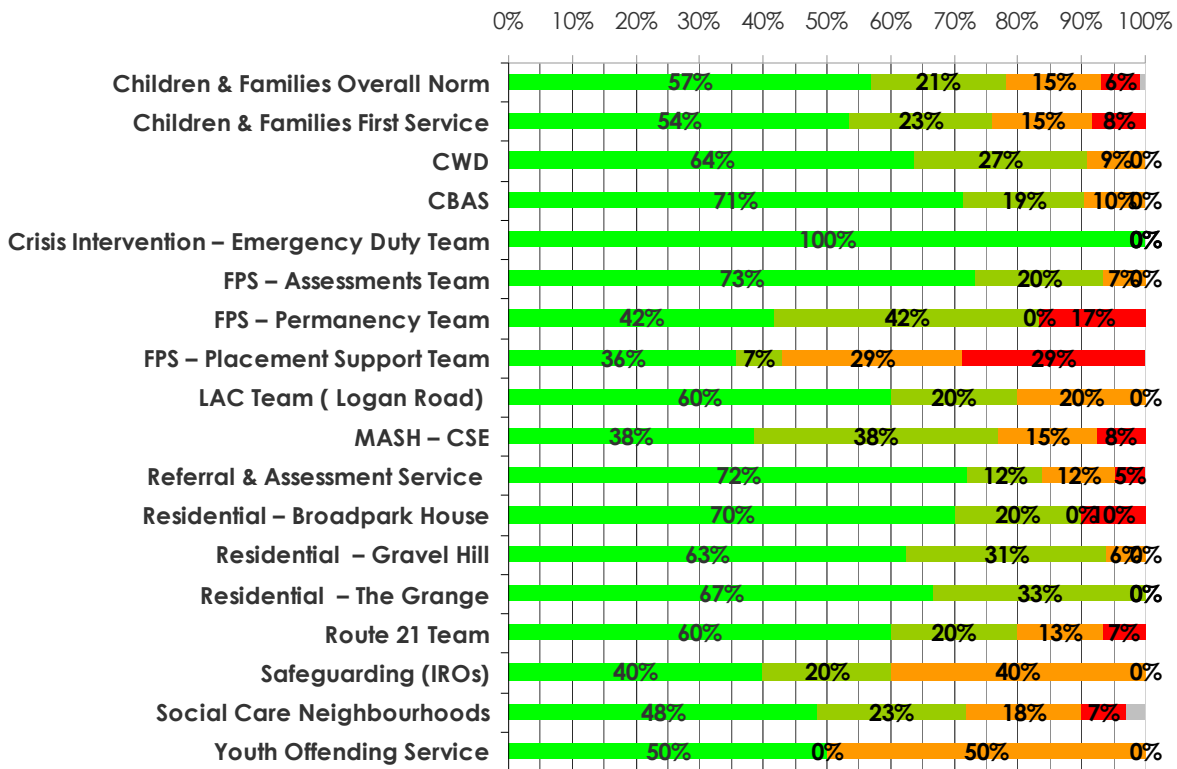
b. Are you able to raise issues to do with your safety at work or health or welfare?



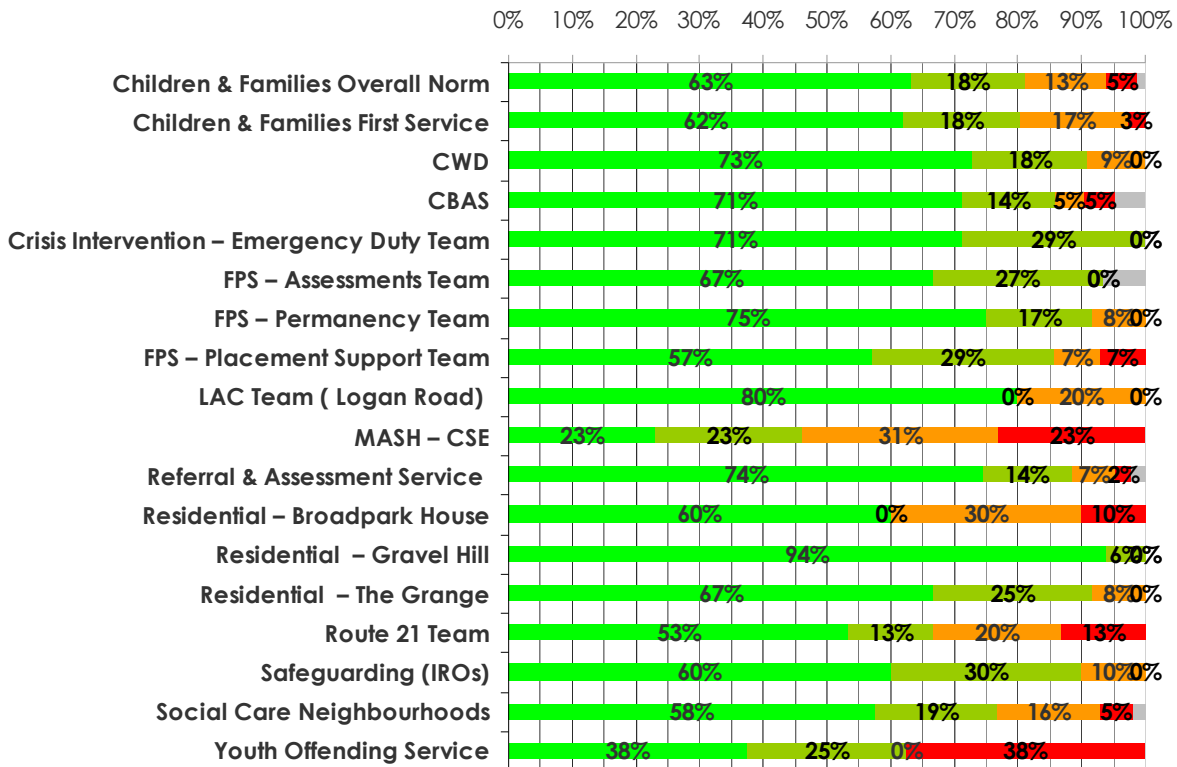
13. During your supervision sessions ...



c. Do you discuss time and workload management?



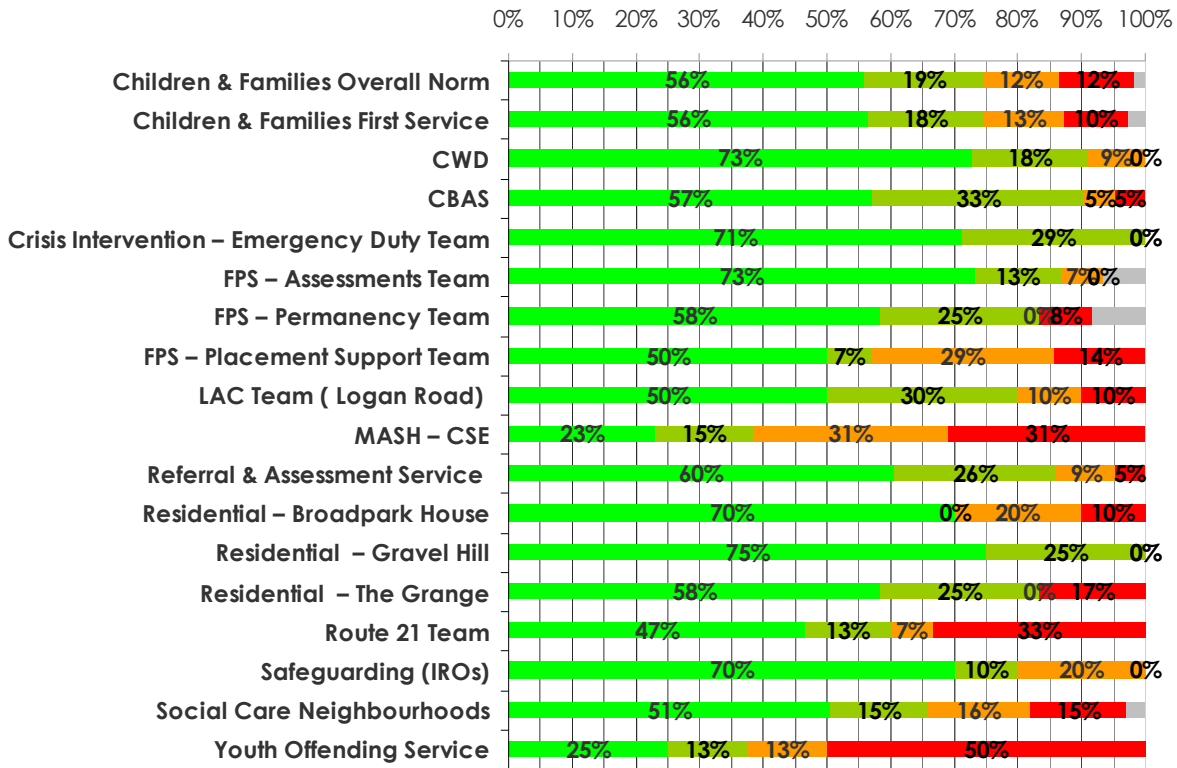
d. Do you feel you have a relationship of trust and openness, giving you the confidence to seek the emotional support you need to do your job?



13. During your supervision sessions ...

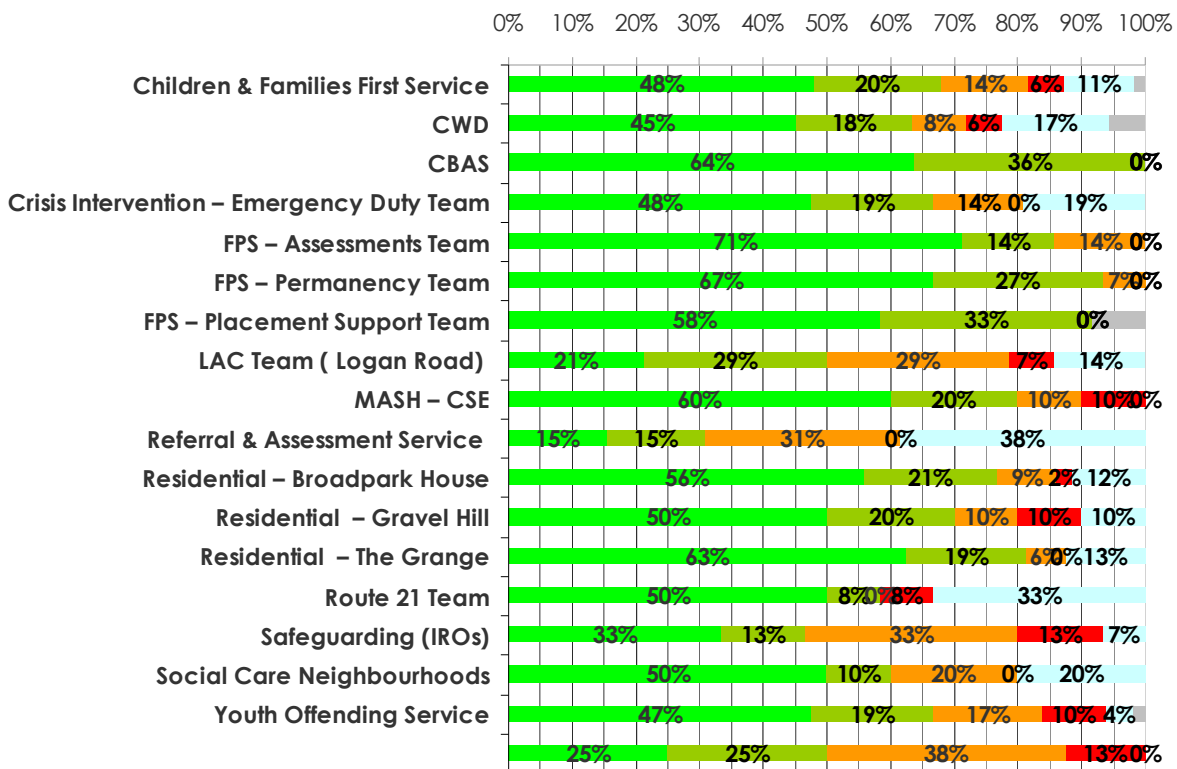
■ Yes, always
 ■ Most times
 ■ Sometimes
 ■ Hardly ever / never

e. Do you feel supported in recognising when you may be suffering work-related stress and agreeing remedies within an appropriate timescale?



f. Do you feel you are given the emotional support you need to deal with your cases?

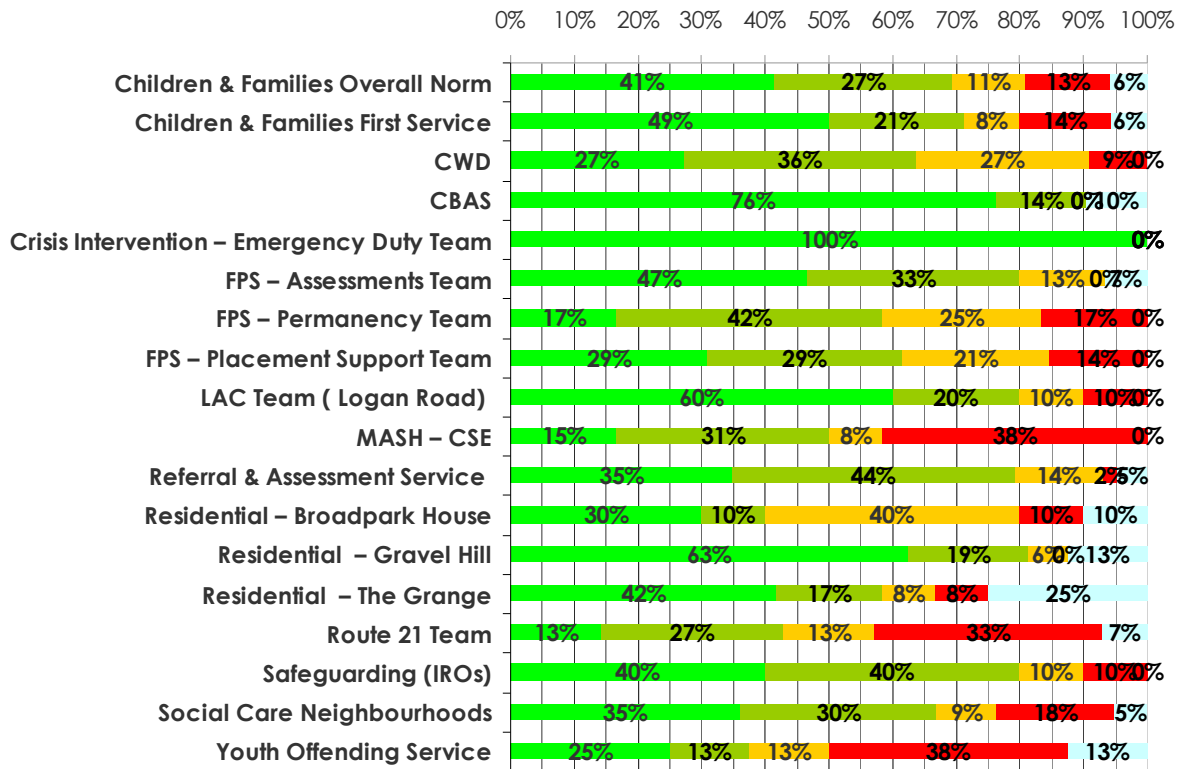
■ Yes, always
 ■ Most times
 ■ Sometimes
 ■ Hardly ever / never
 ■ Not applicable to my role



Reflective supervision

14. To what extent do you believe 'reflective supervision' is a characteristic of your supervision sessions with your manager?

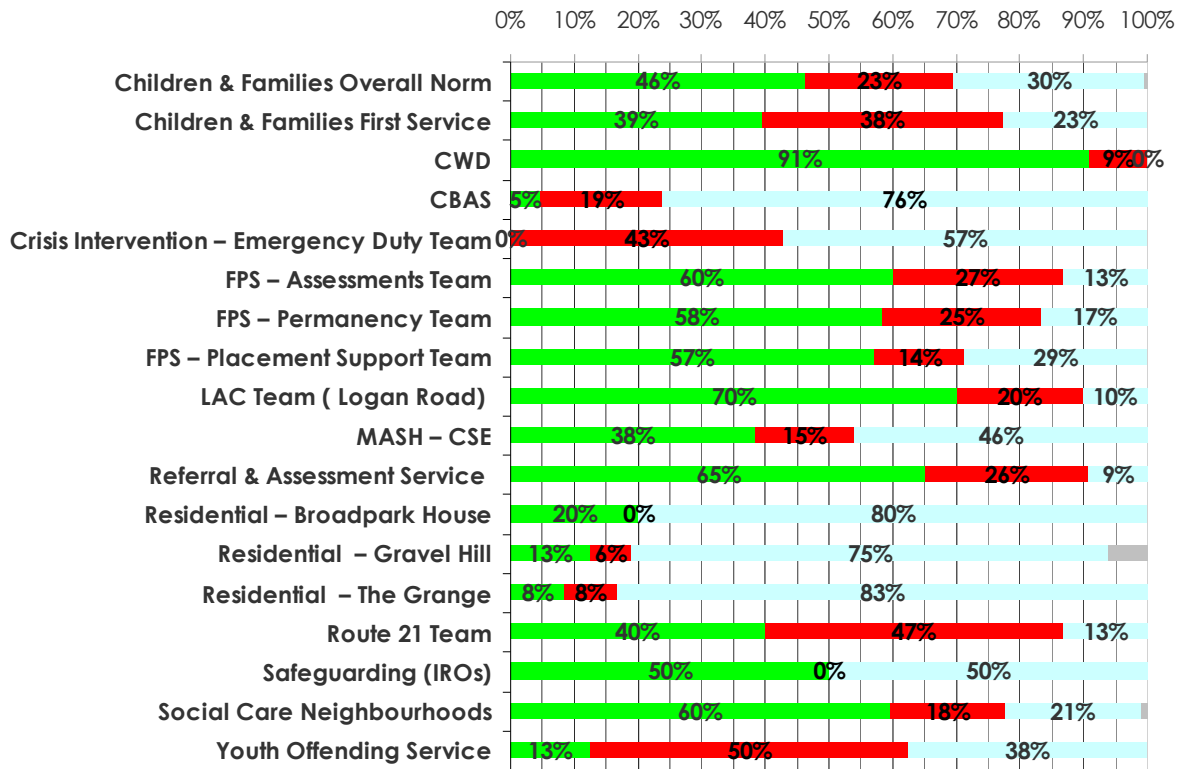
- This has always been a strong feature of my supervision sessions
- It has always been a feature to some extent but could be improved
- It has recently been something we are trying to develop as a feature of my supervision, previously it wasn't
- It does not feature at all
- I don't really understand what reflective supervision means



Use of the Protocol and eCAF IT systems and how they support your supervision ...

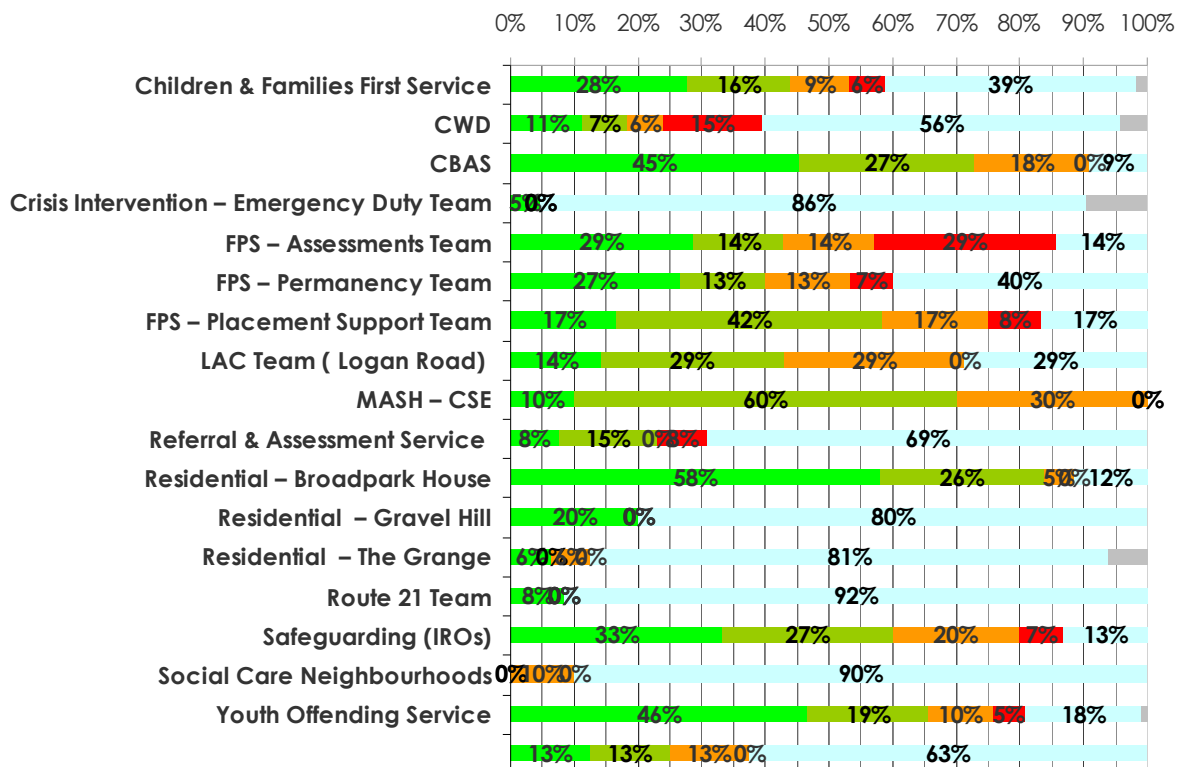
15. Does the use of the Protocol and / or eCAF IT systems support your supervision sessions?

■ Yes
 ■ No
 ■ Not applicable to my role



b. Are all decisions / actions concerning service users recorded onto the Protocol system within 24 hours of the supervision meeting?

■ Yes, always
 ■ Most times
 ■ Sometimes
 ■ Hardly ever / never
 ■ N/A to my role

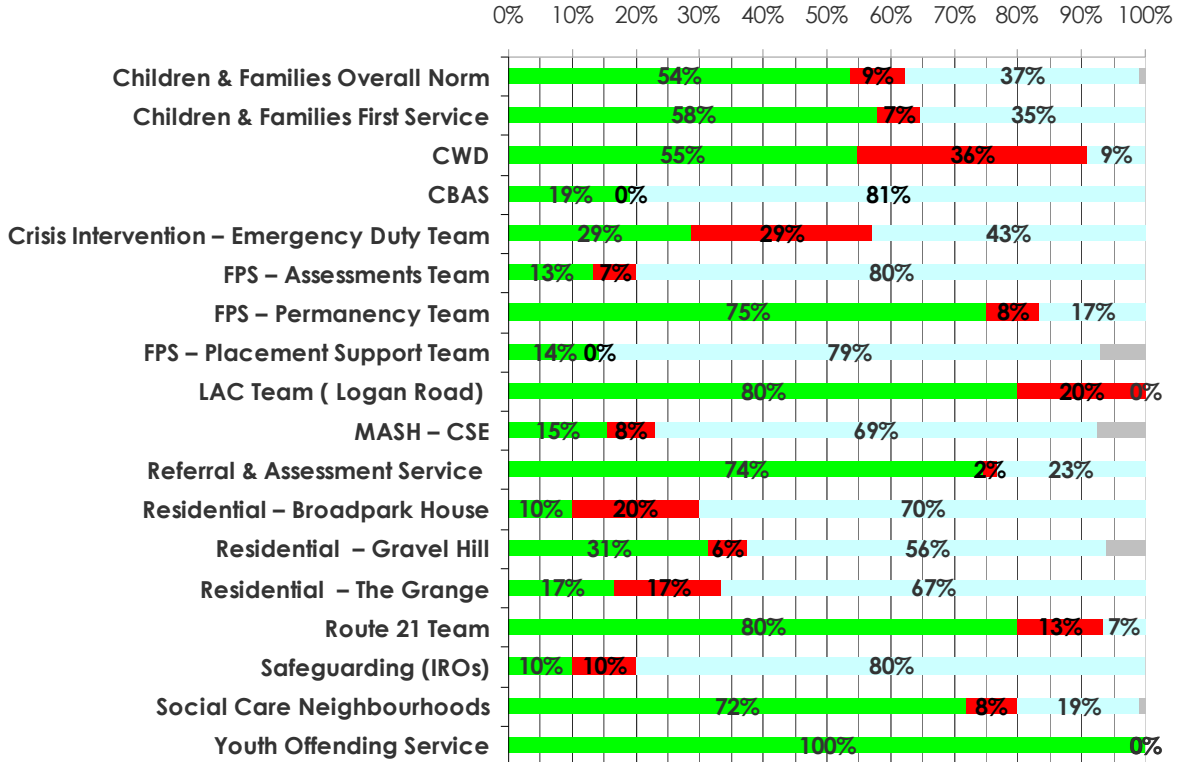


Outputs from your supervision sessions ...

16. Does your supervisor ...

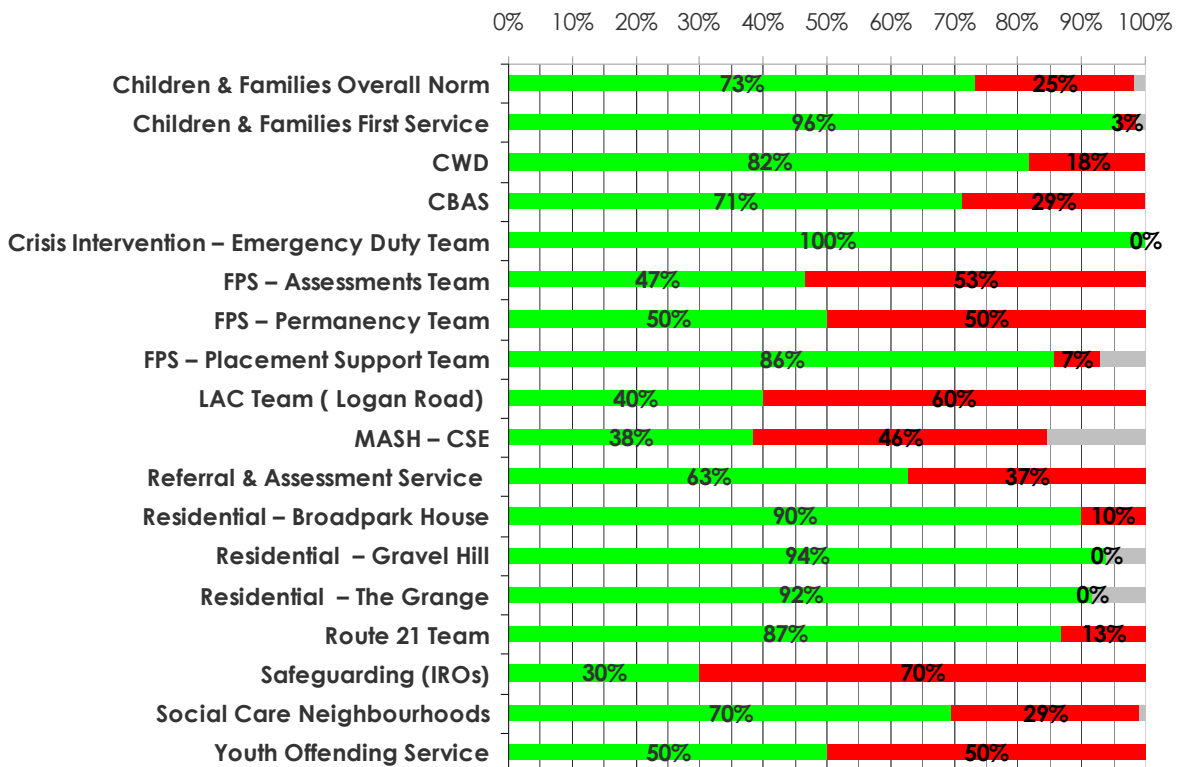
■ Yes
 ■ No
 ■ Not applicable to my role

a. write-up notes about case discussions and place decisions about cases on the child's file?



b. agree the record of supervision with you, with you both signing it?

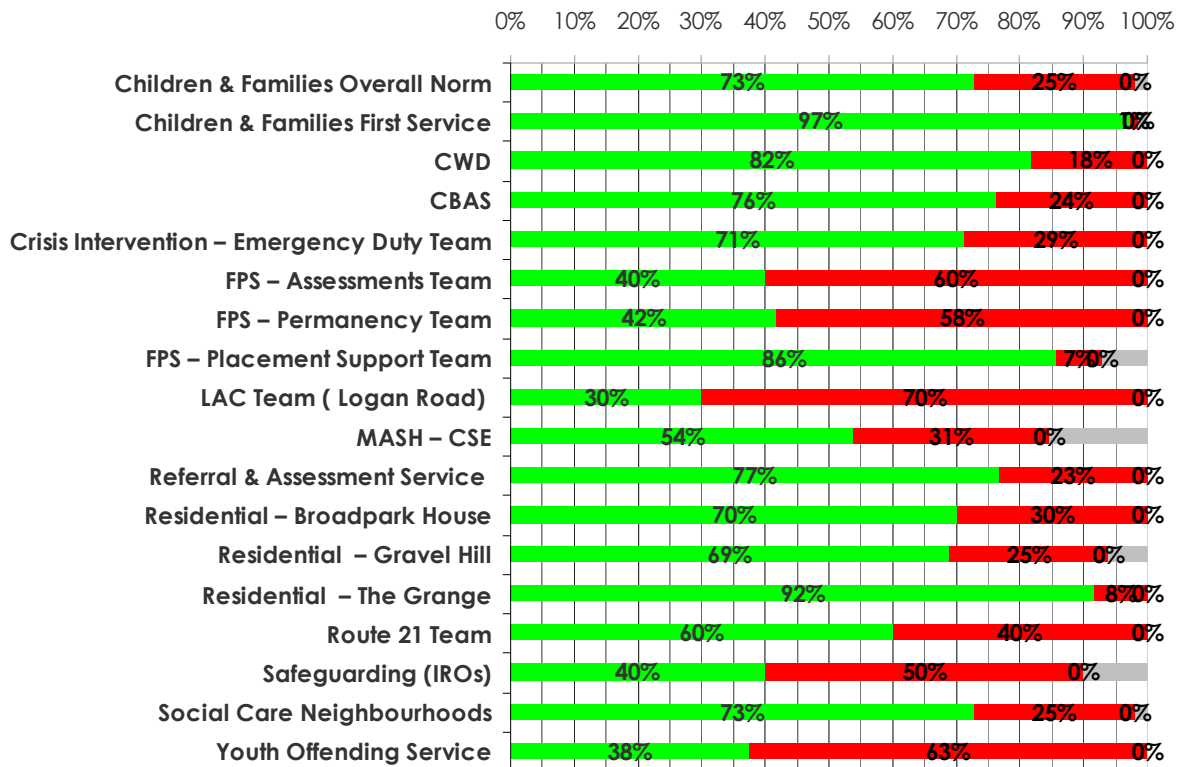
■ Yes
 ■ No



16. Does your supervisor ...

■ Yes
 ■ No

c. give you a written record of your supervision, which includes case discussions if applicable?

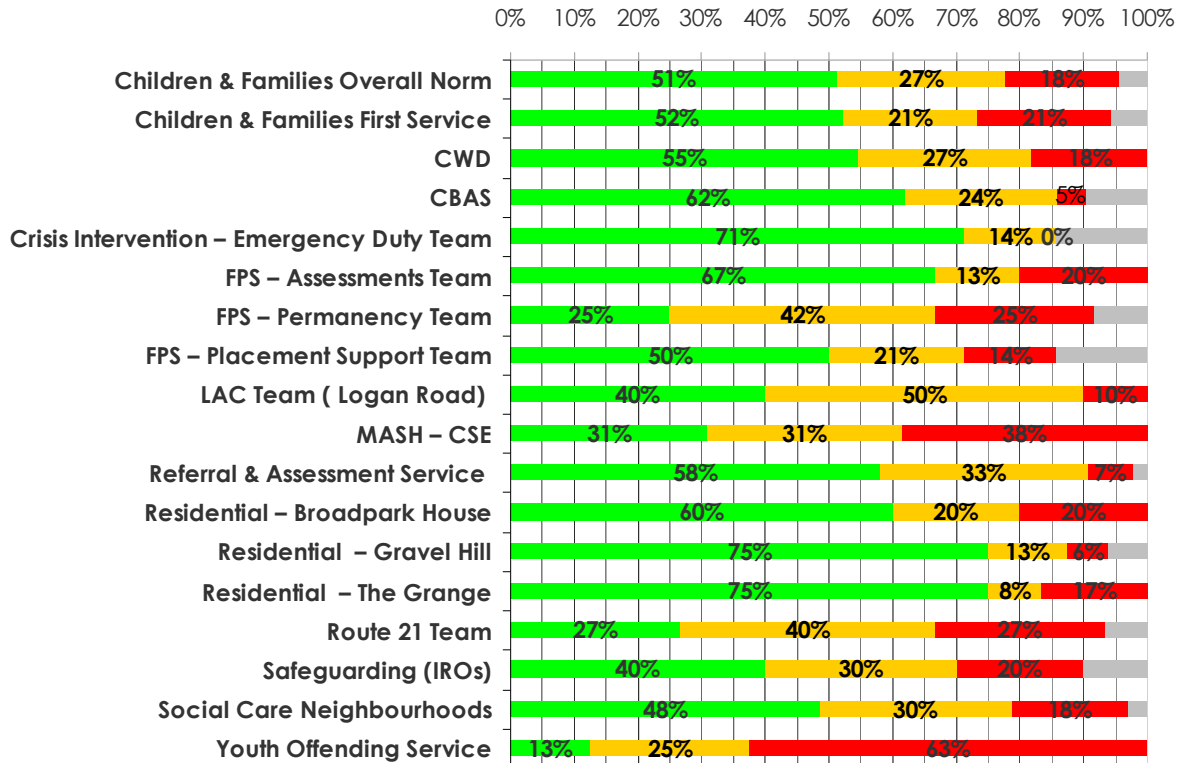


Additional types of supervision and informal support....

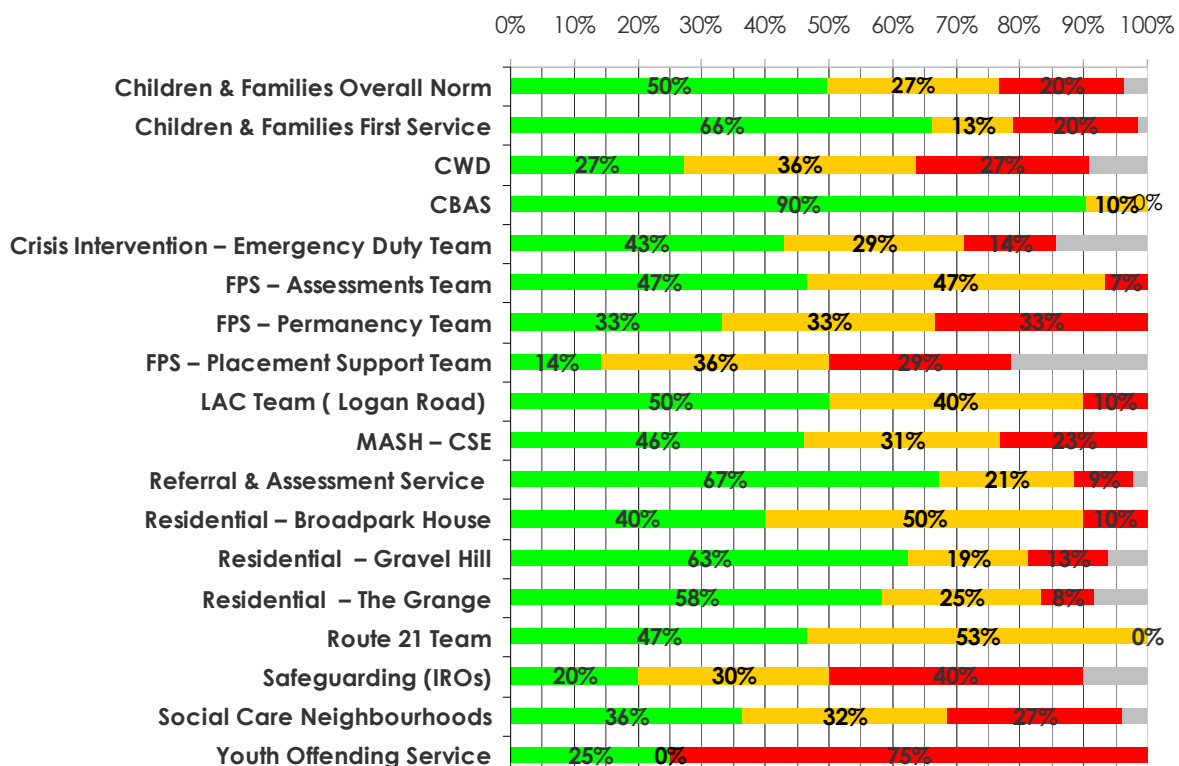
17. Do you have sufficient opportunities for other forms of 'informal' supervision including ...

■ Yes
 ■ Not enough, I'd value more of this
 ■ Not at all, I'd value this

a. Observations by and / or co-working with your supervisor?



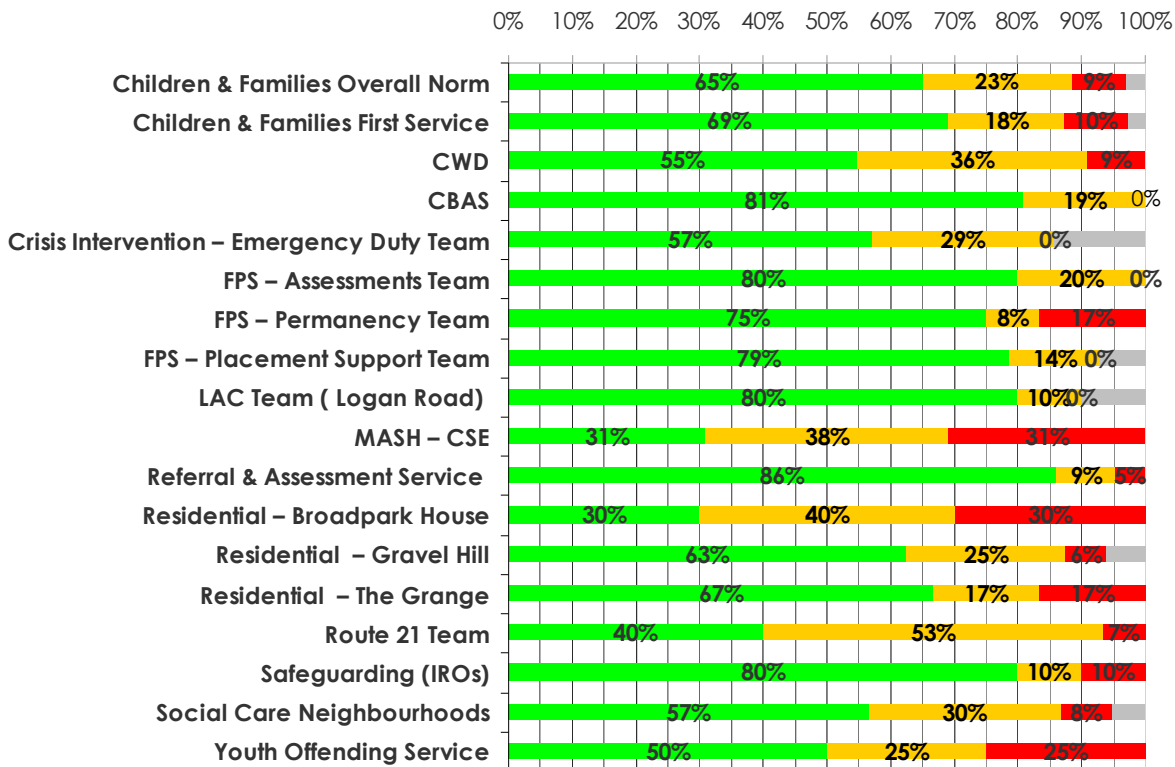
b. Group supervision?



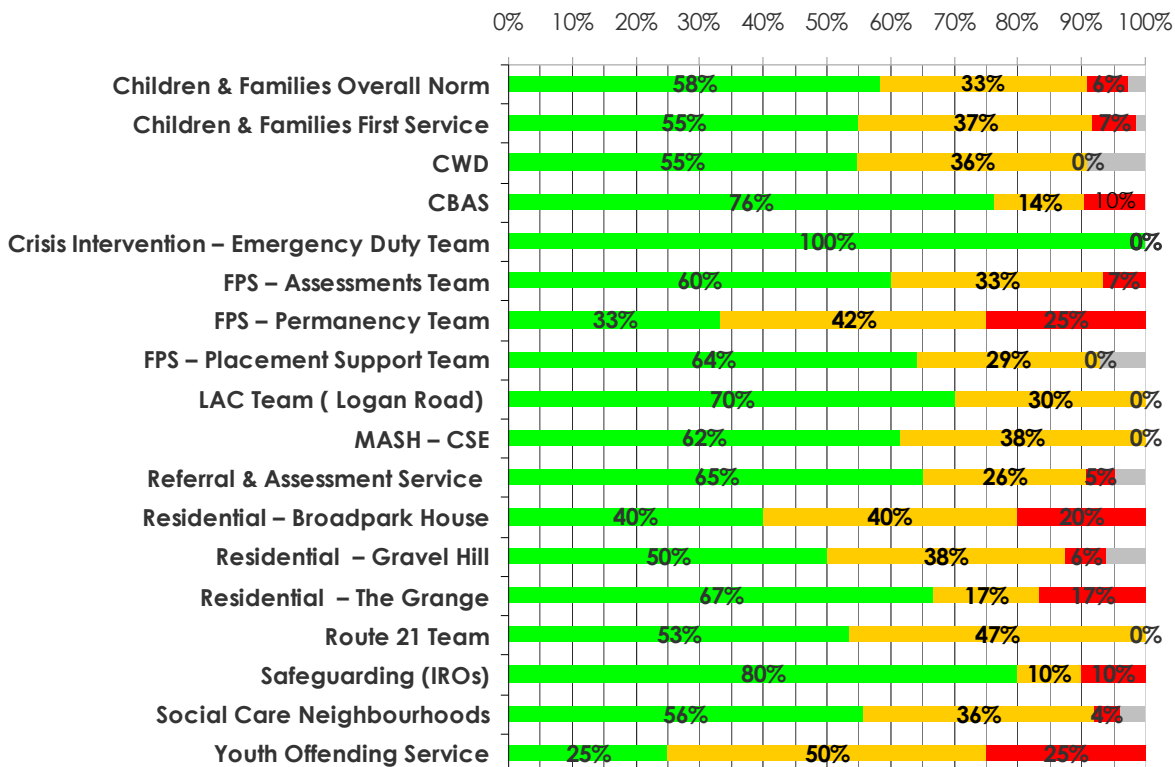
17. Do you have sufficient opportunities for other forms of 'informal' supervision including ...

■ Yes
 ■ Not enough, I'd value more of this
 ■ Not at all, I'd value this

c. Consultation with experienced colleagues, experts?



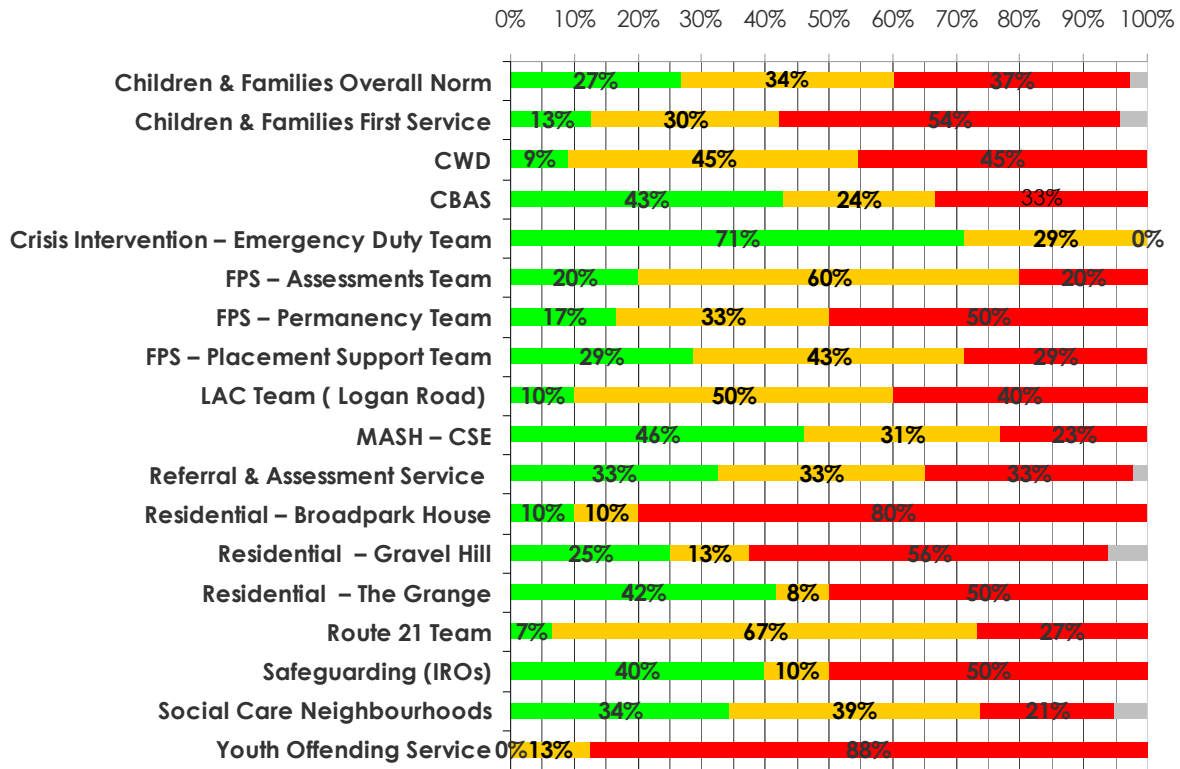
d. Access to research and good practice guidance?



17. Do you have sufficient opportunities for other forms of 'informal' supervision including ...

- Yes I do and I actively use it
- Yes I do but I don't make effective use of it
- No I don't have an account yet

e. Do you have an account for the Research in Practice online resource?

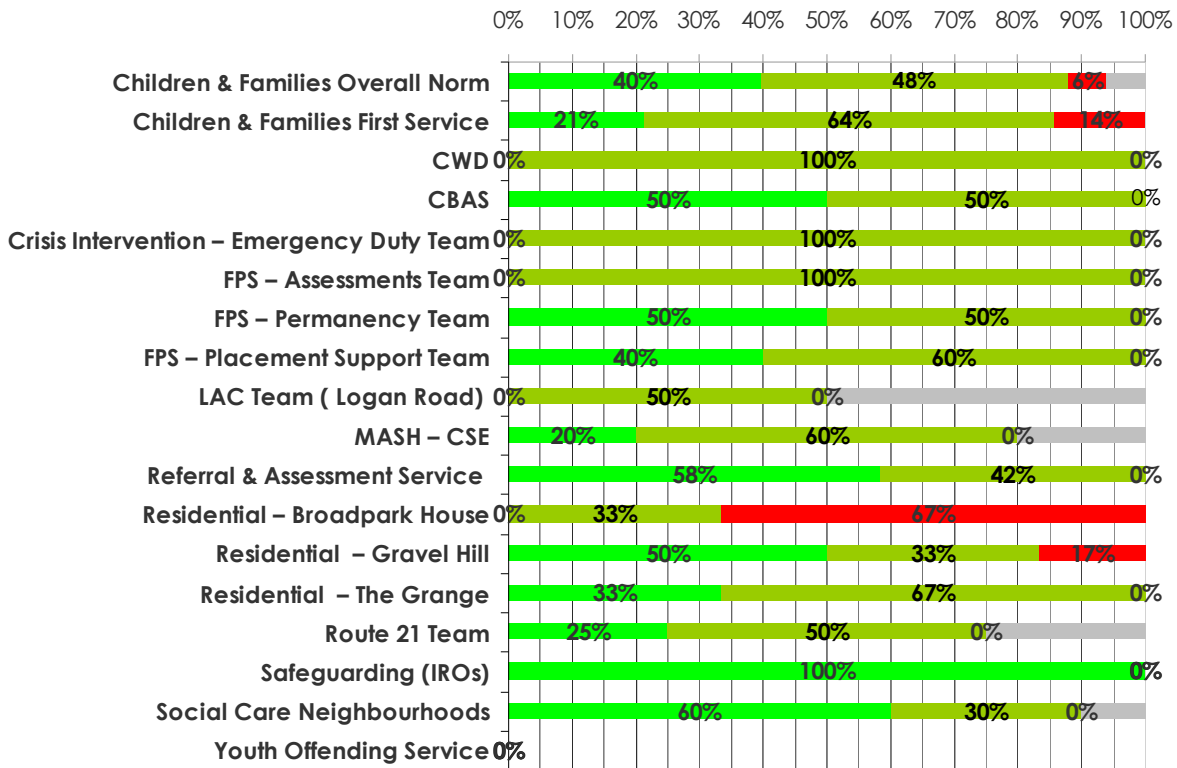


QUESTIONS FOR SUPERVISORS / MANAGERS in giving formal supervision ...

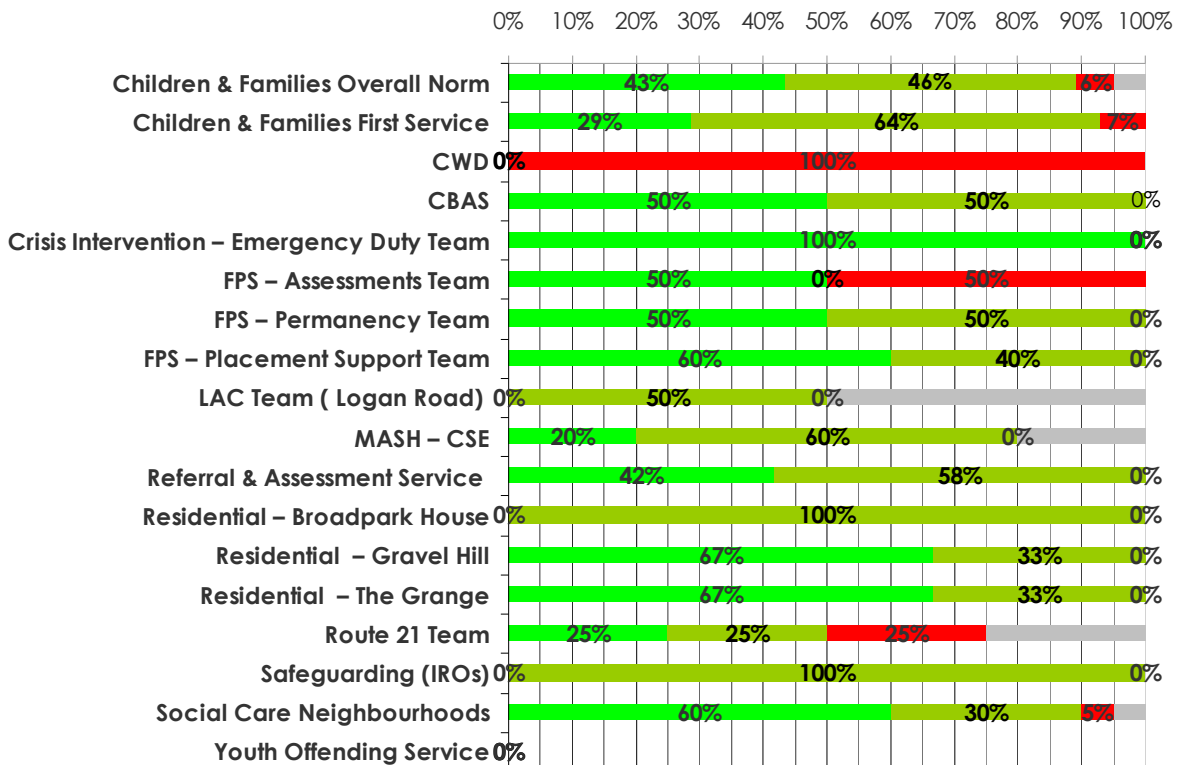
18. In terms of carrying out your responsibilities for providing effective supervision ...

■ Yes, always
 ■ Most times
 ■ No, this needs to improve

a. Your staff come well prepared for the meetings?



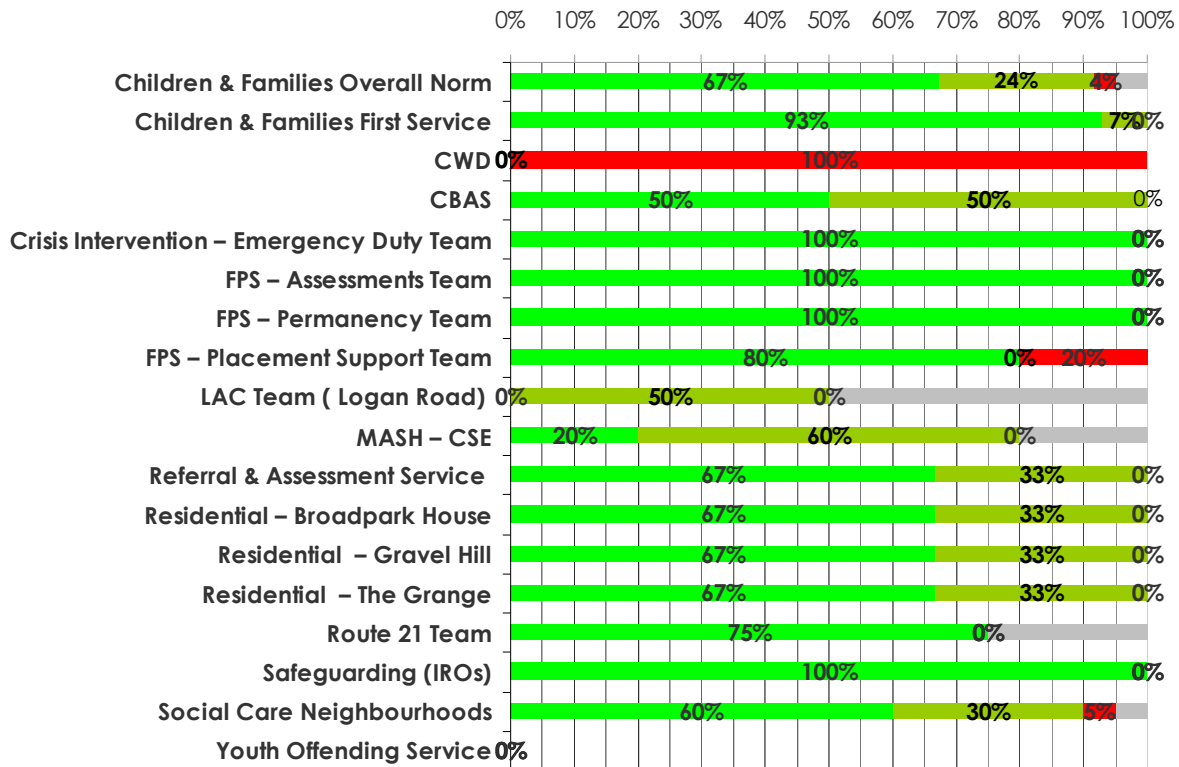
b. You are able to prepare well for the meetings?



18. In terms of carrying out your responsibilities for providing effective supervision ...

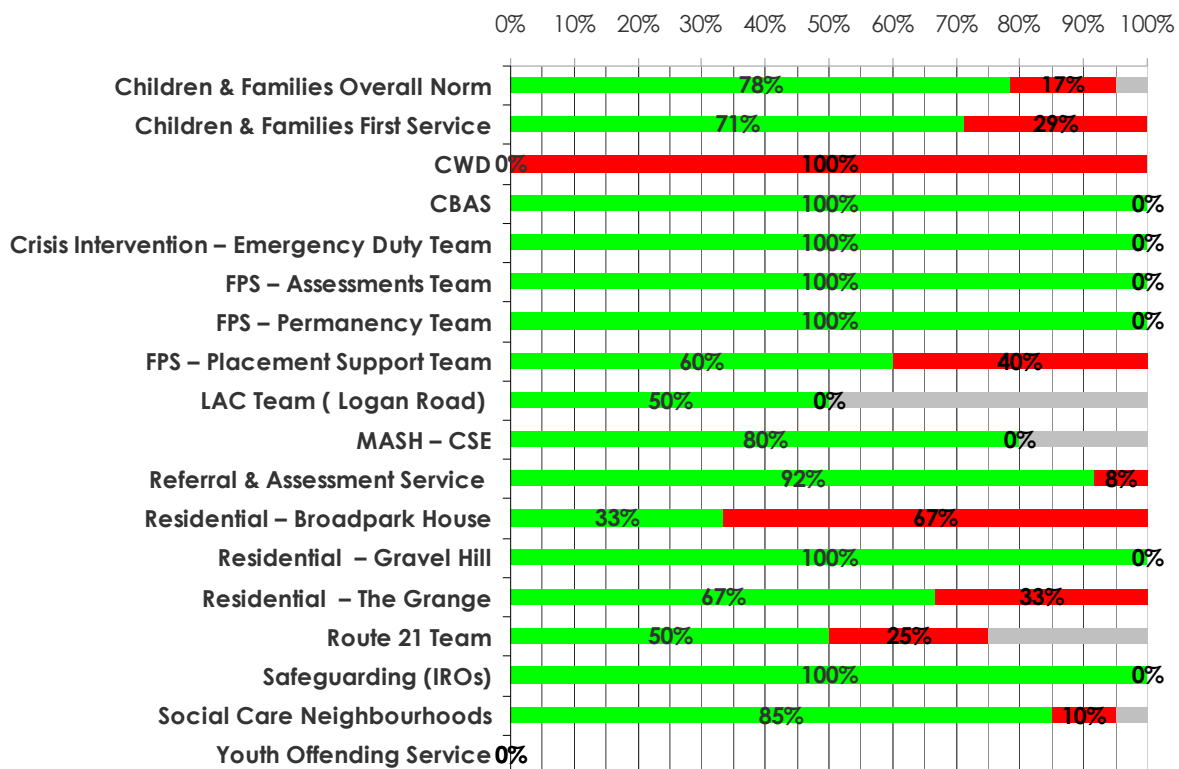
■ Yes, always
 ■ Most times
 ■ No, this needs to improve

c. You devote sufficient time to the supervision meetings?



d. You are confident you have the skills and abilities to carry out supervision?

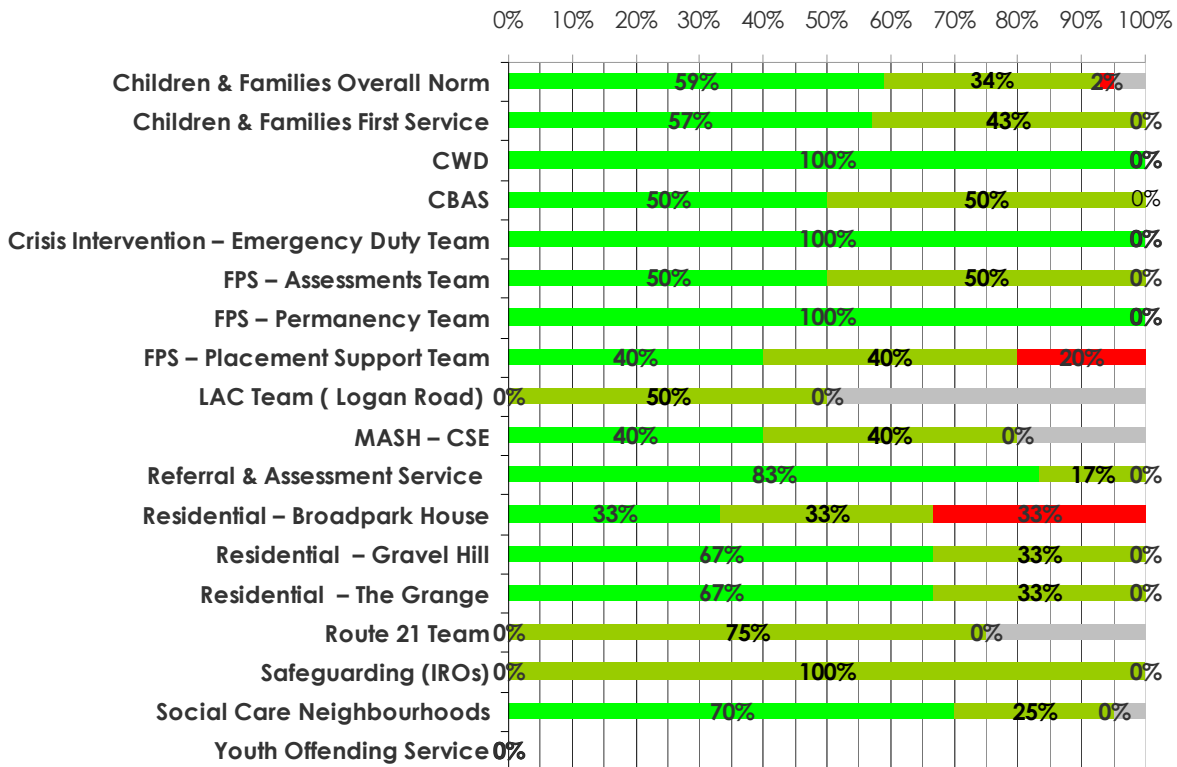
■ Yes, definitely
 ■ No, I recognise I need to further develop my skills



18. In terms of carrying out your responsibilities for providing effective supervision ...

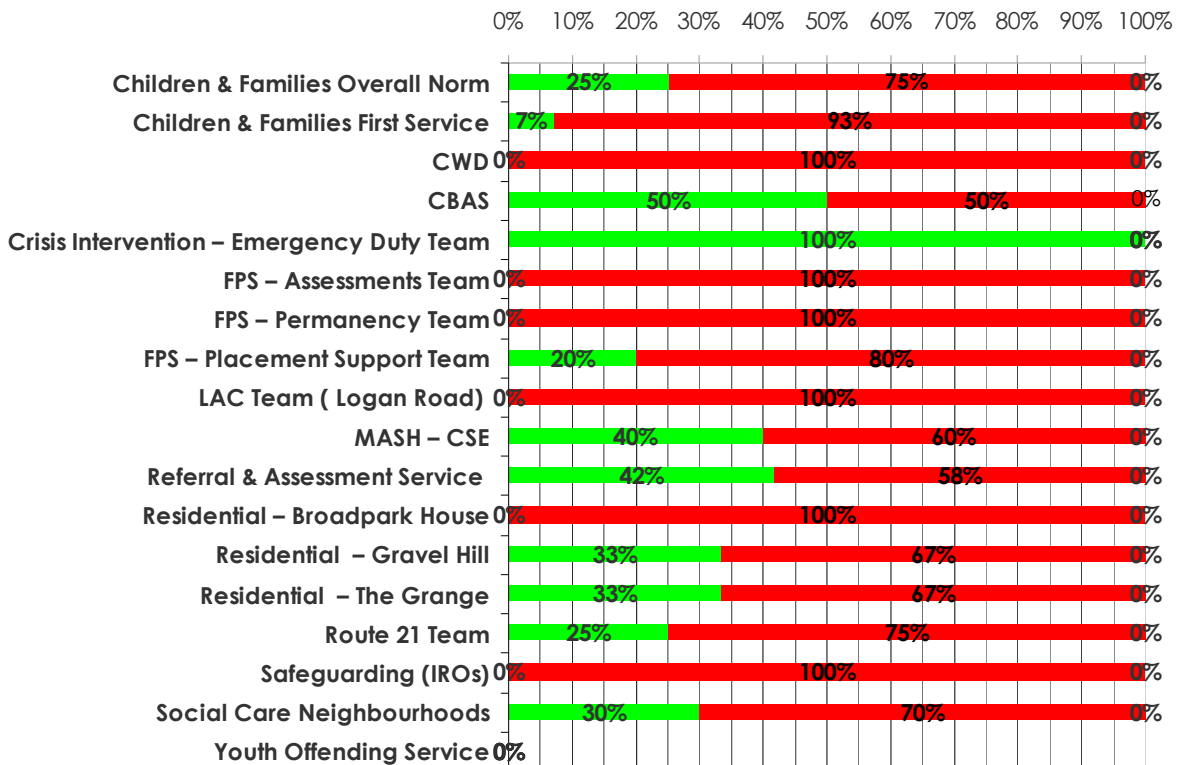
■ Yes, always
 ■ Most times
 ■ No, this needs to improve

e. You are achieving the outcomes of effective supervision for your staff?



19. Have you been on the supervision training that's been running this year?

■ Yes,
 ■ No, not yet

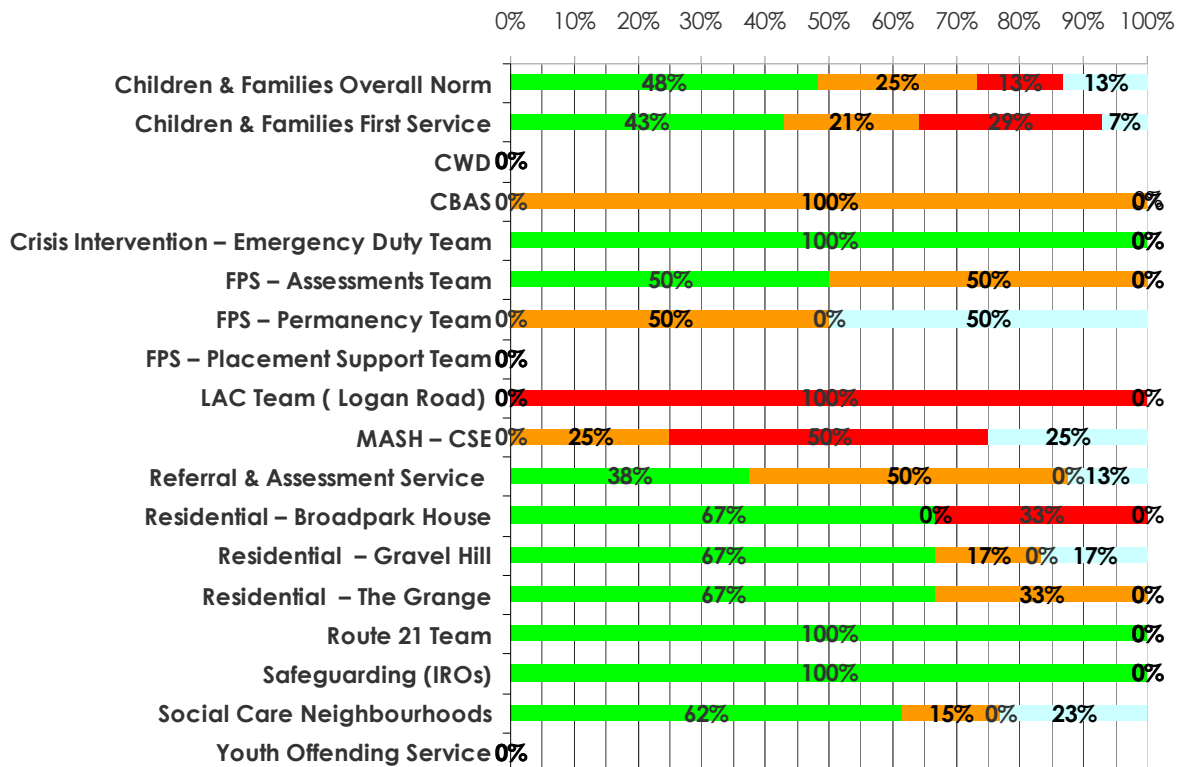


Questions about your supervision with your manager / service manager / head of service ...

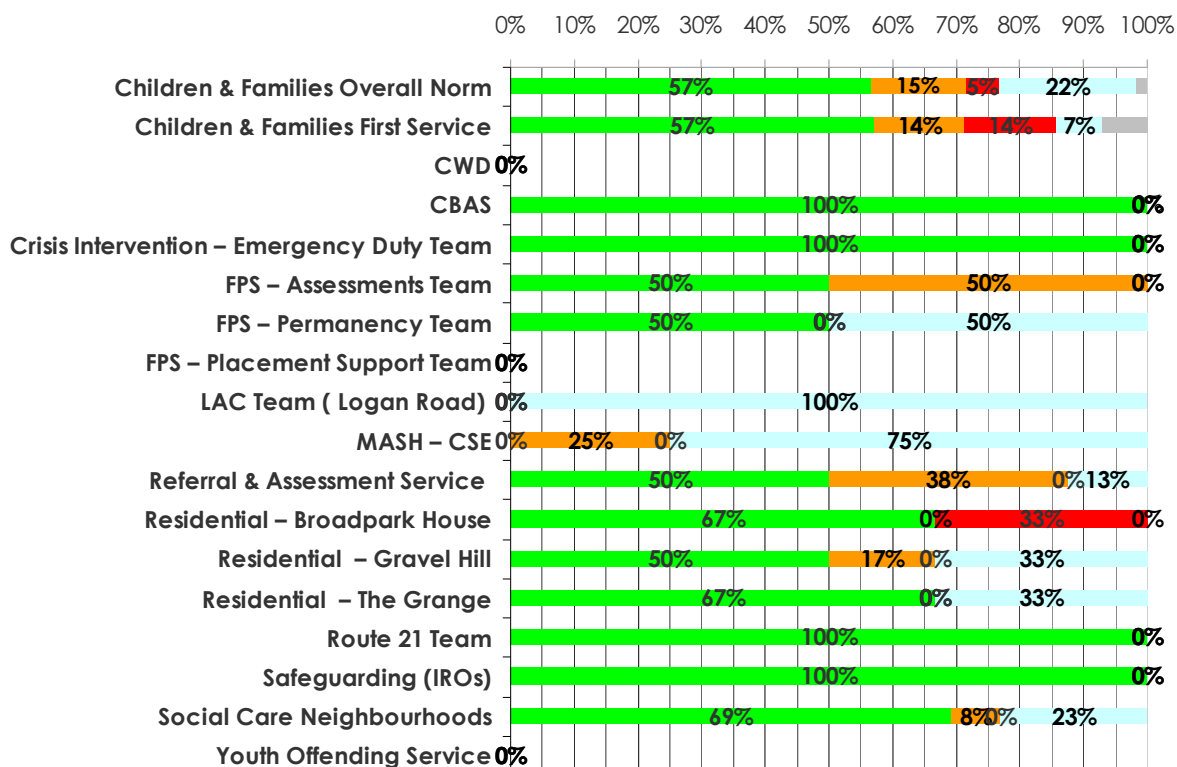
20. In terms of carrying out your responsibilities for ensuring effective supervision you ...

■ Yes, regularly
 ■ Sometimes
 ■ Hardly ever / never
 ■ Not applicable to my management level

a. Go through notes from last supervision to ensure identified tasks have been progressed?



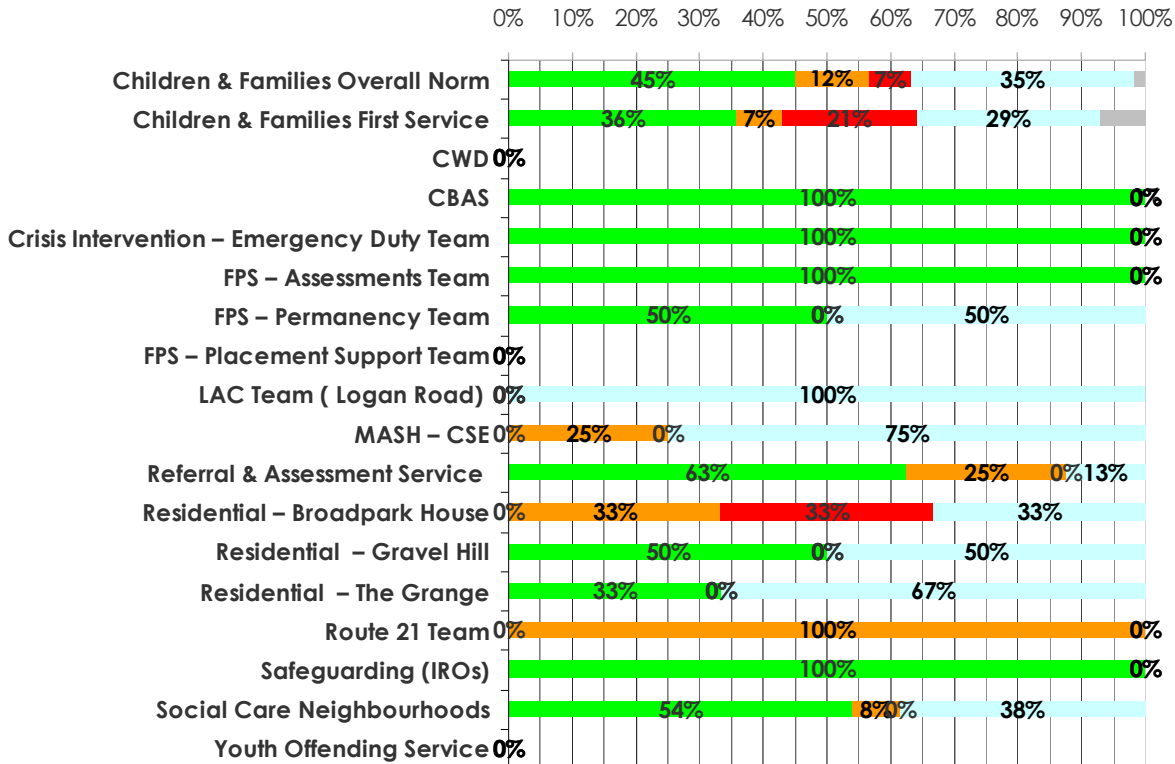
b. Discuss allocation of work, including any difficulties in the allocation and how this is to be managed?



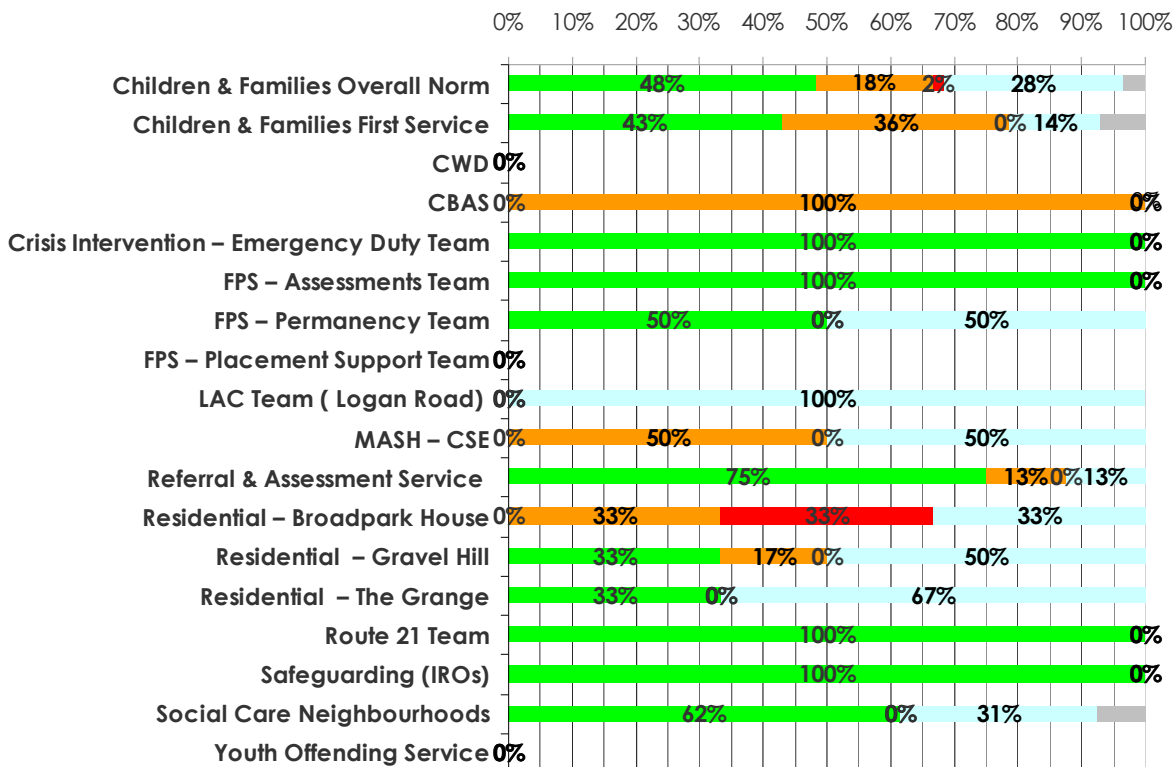
20. In terms of carrying out your responsibilities for ensuring effective supervision you ...

■ Yes, regularly
 ■ Sometimes
 ■ Hardly ever / never
 ■ Not applicable to my management level

c. Ensure that overall caseloads are being regularly reviewed by managers to establish that cases are being progressed and closed where appropriate?



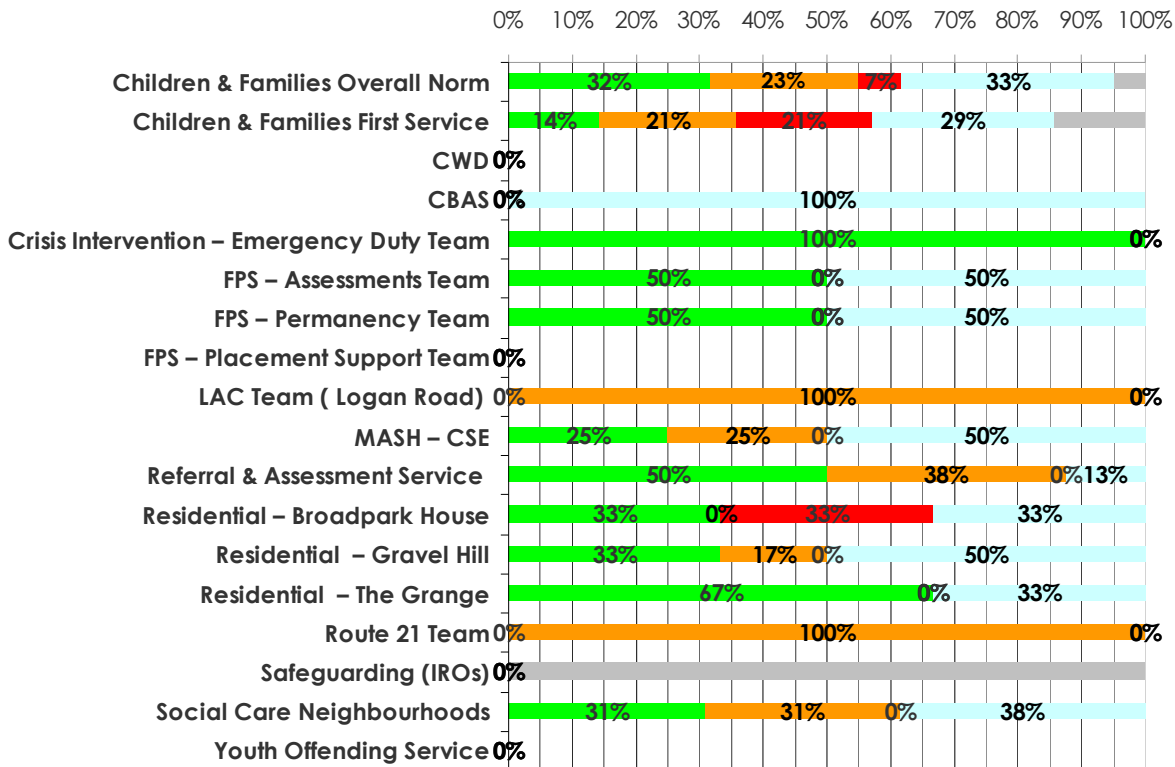
d. Review any specific cases requiring input on decision making?



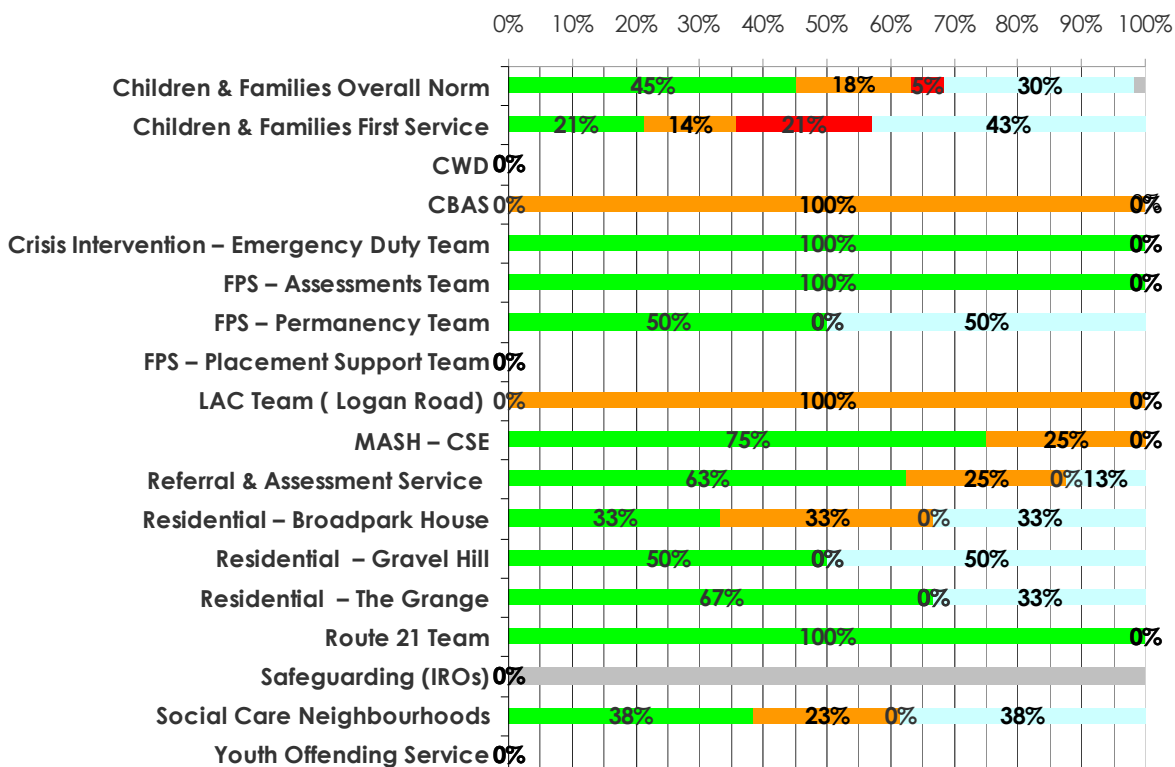
20. In terms of carrying out your responsibilities for ensuring effective supervision you ...

■ Yes, regularly
 ■ Sometimes
 ■ Hardly ever / never
 ■ Not applicable to my management level

e. Ensure that the voice of the child is evidenced and that children are being seen alone?



f. Ensure that local and national performance indicators are being adhered to as far as possible?



20. In terms of carrying out your responsibilities for ensuring effective supervision you ...

■ Yes, regularly
 ■ Sometimes
 ■ Hardly ever / never
 ■ Not applicable to my management level

g. Discuss opportunities for improved working arrangements with other parts of service?

