



Evaluating the quality and effectiveness of Supervision

The structure and questions of the survey have been developed through our work with a number of local authorities; its purpose is to review and evaluate the effectiveness and quality of supervision taking place, and that it's achieving the right outcomes for the professionals and service users.

Some use it as part of improvement plans in response to Ofsted inspection findings; others use it as an independent way of monitoring and evaluating the effectiveness of their supervision on an annual basis.

The survey is engaging for professionals to take part in and the safeguards of confidentiality mean people feel able to put forward an open, honest and constructive assessment, along with their ideas for what can be done to make improvements.

What the survey covers

The survey uses relevant response options for each question - it does not use the same agreement scale throughout - this means that the results provide a clear position of people's experiences, identifying both good practice and issues that need to be addressed, with the results clearly presenting what needs to be done.

- How it measures up against the organisation's policy and guidance on supervision; whether people have a personalised supervision contract; and looking at specific requirements for newly qualified social workers
- The frequency and typical length of sessions, them being diarised in advance, instances of them being cancelled, postponed or interrupted
- Whether both sides prepare well for the sessions, the structure and content, the support in managing case loads; but also developing professional practice, updating knowledge and skills by referring to current research
- Quality of discussions and decision making, with supervisors having the skills to carry out their responsibilities – and supervisors views on supervisees accepting their responsibilities and having the skills
- Are people benefiting from other forms of supervision – observation and co-working, group supervision, inter-agency supervision, consulting with experts; sharing of research, knowledge and good practice
- Outputs and outcomes being achieved – signed records of supervision, notes and decisions placed on case files, information being available on shared systems, agreed actions for service users being followed through
- Encouraging ideas for improving quality and effectiveness of supervision

Analysis & Reporting

Respondents have the ability to download a personal record of their responses after submitting their completed survey, meaning they can reflect personally on the factors that will help improve the effectiveness of supervision.

Reports are produced to show how results compare for the different parts of the services, the different roles, levels in the management structure, and localities with the overall norms for the service as a whole.

Individual reports are produced for each part of the service and their teams showing how their results compare, and with the norms for the service as a whole, encouraging ownership and accountability for taking action.

Comparison reports can be produced for any other demographics used e.g. length of service, full-time / part-time.

All comments and suggestions are reported - grouped into service areas, levels of management and roles.