



Supervision Policy:

SENDiass4BCP provides support to its team members through team and 1:1 meetings, both of which can be used to support individuals through peer or line management case work supervision where appropriate.

This policy focuses on the SENDiass4BCP supervision procedures and uses the general principles that support officers to manage their casework.

What is supervision?

Supervision is intended to:

- Support individual team members to manage their case work safely, professionally, and impartially.
- Ensure team members are up to date with training and any changes in SEND law, which supports their ability to provide accurate information and advice.

What kinds of supervision do we undertake?

A. Professional and case supervision

These are planned, formal 1:1 meetings between the SENDiass4BCP Manager and an individual team member. This type of supervision is intended to support quality practice.



Meetings will include discussion about practice issues, professional development, and performance. Professional and case supervision meetings should be held at least once during each academic half term as a minimum (i.e., 6 times per year).

B. Peer supervision

This is an informal group meeting led by the Senior SENDiass Officer, where colleagues supervise one another, and it is usually a chance to discuss specific cases. It can provide a valuable means of sharing practices, prompting debate, and promoting learning.

C. Group supervision - Team meetings and Team Development Days

This can occur, for example, where the SENDiass Manager supports the whole team to share best practice, explore issues and themes and develop/agree new working practices, ensuring consistency in the way we work.

It also supports SENDiass Officers to work together as a team. Group supervision compliments, rather than replaces, one to one supervision.

D. Informal/Ad Hoc supervision

This occurs in-between planned supervision meetings when guidance/advice is required.



Maintaining Confidentiality:

The SENDiass4BCP Manager and officers participate in the BCP appraisal system. However, although entitled to 1:1 meetings as part of the appraisal system, in order to protect the arm's length, impartial and confidential nature of SENDiass4BCP case work, case work supervision is undertaken **within the team**.

In exceptional circumstances, where circumstances require further discussion and a wider view than the team is able to provide, team members will seek advice from the confidential online national [IASS](#) Network Forum. The SENDiass4BCP Manager may also seek advice from SENDiass Manager colleagues in other local authorities.

If an issue relates to local policy and practice, the Manager may also seek supervision from the BCP SEND Senior Manager, who line-manages the SENDiass Manager.

Where issues relate to individual SENDiass4BCP clients, the information must be anonymised – no details of the client's name, school or educational setting will be identified. Only generalised details will be discussed, and the Manager must ensure that the client is not identifiable from the information provided unless there is a situation covered by the agreed safeguarding and information sharing protocols.



Manager Role & Line Manager Responsibility:

- Ensure all employees within their team have regular 1:1 supervision and an annual appraisal
- Ensure that all appraisal dates and 1:1 meetings are recorded
- Undertake relevant learning to ensure competency in managing performance through appraisal and supervision
- Ensure supervision meetings allow time to discuss matters relating to:
 - individual case work
 - managing performance – supervision meetings will be used to give clear, meaningful feedback to the SENDiass4BCP officer of any issues arising, how they will be addressed and in what timescale
 - addressing conduct issues – supervision meetings should include issue/s to be addressed, how and in what timescale
 - professional development
 - information sharing and safeguarding issues
 - sickness leave
 - annual leave/flexi time/TOIL



Responsibilities of the SENDiass4BCP Manager and Officers (as employees):

- Understand and take responsibility for delivering high quality, accurate and impartial information, advice, and support.
- Work to the national [Minimum Standards](#) for services providing impartial information, advice and support.
- Prepare for performance reviews by taking evidence of personal successes and areas for improvement.
- Critically reflect on practice – an opportunity to reflect on a piece of work and discuss what happened, how the practice relates to knowledge, skills, and values, what could have been done differently, and what has been learned for future practice. These reflections can be taken from direct work with clients, meetings or managing complaints and/or safeguarding issues and include:
 - discussion and feedback from observations
 - looking at the impact of the work on the supervisee
 - professional boundaries
 - quality of the information, advice and support provided
 - acknowledgement of good practice
 - content and quality of recording



- All safeguarding cases must be discussed with the SENDiass Manager (or Senior SENDiass Officer, in the Manager's absence) and the Manager should be updated on progress.
- Discuss career development and planning.

Supervision – Link to the appraisal process:

Appraisal records are confidential documents, but the information discussed may need to be disclosed in certain exceptional circumstances (such as issues that require HR involvement). The Service Unit Head may also see the appraisal record although notes on individual case supervision will be withheld unless it forms part of the circumstances being discussed. If supervision notes are required in these exceptional circumstances, reference to individual children, young people, their parent and carer or educational setting will be anonymised to protect the identity of SENDiass4BCP clients.

Recording Appraisals:

All appraisals must be recorded on BCP's appraisal forms. Supervision notes may also be recorded where necessary but the identity and details about individual clients will be withheld.

Once the end of year appraisal meeting has taken place, the completed paper appraisal forms should be filed in the



employee's personal file in their Service Unit. There is no requirement for the form to be sent to Human Resources.

Review of Progress:

Performance against objectives and targets should be assessed by quantitative measurement wherever possible. Where subjective judgement is involved it should be explained rationally, preferably with documented evidence.

Performance is discussed regularly, and the outcome of these discussions should be documented on the appraisal form. Both the line manager and the employees can make comments.

Both the line manager and the employee share the responsibility for monitoring progress on the agreed objectives. Significant changes to objectives and action plans between formal annual appraisals should be discussed and confirmed as amendments between employees and their line manager.

Where there is a disagreement or issues arise from the implementation of this policy, individuals are subject to English employment rights and responsibilities as well as BCP's employment policies.