



SAFEGUARDING SUPERVISION POLICY & PROCEDURE

South Central Ambulance Service NHS Foundation Trust
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DOCUMENT INFORMATION

Version:	1.0
Policy Lead:	Head of Safeguarding and Prevent
Executive Lead:	Director of Patient Care & Service Transformation
Professional Approving Committee:	Safeguarding Group
Approved by Professional Approving Committee:	Safeguarding Group
Implementation Date:	July 2020
Review Date:	July 2023

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1. INTRODUCTION

South Central Ambulance Service NHS Foundation Trust (SCAS) is committed to ensuring that all staff receive appropriate support to effectively fulfil their responsibilities to the safeguarding of children, young people, vulnerable adults and their families. Staff should read this policy in conjunction with Trust Safeguarding policies Children and Adults.

Safeguarding supervision is an accountable process where individuals are encouraged to reflect, explore and evaluate their own practice, identify and acknowledge the emotional impact of their work while receiving support, guidance and development in a safe, protected environment.

The importance and provision of effective supervision is well documented in national guidance and statute in order to promote good standards of practice and assist individuals in making sound professional judgements. These include Victoria Climbié Inquiry (Lord Laming, 2003), Working Together to Safeguard Children (HM Government, 2015), Care Act 2014 (Care and Support Statutory Guidance, Department of Health 2017), Review: Safeguarding Children (Care Quality Commission, 2009) and others.

Section 11 of the Children Act 2004 sets out a statutory requirement that “organisations should have in place arrangements that reflect the importance of safeguarding and promoting the welfare of children including appropriate supervision and support for staff, creating an environment where staff feel able to raise concerns and feel supported in their safeguarding role” (Working Together to Safeguard Children, HM Government 2015).

Lord Laming emphasises the importance of “a supportive learning environment that actively encourages the continuous development of professional judgement and skills.

Regular, high quality, organised supervision is critical” (Lord Laming, The Protection of Children in England: A Progress Report, 2009).

Accessing safeguarding supervision is a mandatory requirement for some designated staff groups and it is the responsibility of all SCAS staff to seek safeguarding supervision when they have safeguarding cases or concerns to discuss. This policy sets out the framework for the provision of safeguarding supervision within the Trust.

2. SCOPE

This policy applies to all SCAS staff who have a duty to the safeguarding of children, young people and vulnerable adults, including those that may not come into direct contact with patients.

3. AIM

The aims and objectives of this policy are to promote a culture that values and engages in safeguarding supervision in order:

1. to deliver a person-centred framework that champions the best interests and safety of children, young people and vulnerable adults
2. to enable individuals and groups to access safeguarding supervision when they identify a need
3. to ensure individuals have clarity with regard to their roles, responsibilities and accountabilities and to always advocate best practice
4. to encourage the learning and development of individuals
5. to support individuals in identifying any emotional impact of their work
6. to develop a climate that promotes equal opportunities and anti-discriminatory practice
7. to provide a safe environment where trust and confidentiality are appropriately maintained

4. ROLES AND RESPONSIBILITIES

4.1 Head of Safeguarding

To ensure the Trust is compliant with best practice in safeguarding and to report on safeguarding activity across the Trust including safeguarding supervision to the Trust's Safeguarding Assurance Group (SAG) and Commissioners.

4.2 Safeguarding Manager and Practitioners

To develop and ensure robust safeguarding systems and processes for supervision within the Trust and ensure timely supervision is provided when required.

4.3 Supervisor

To deliver safeguarding supervision in accordance with the detail of this policy and Safeguarding Supervision Agreements (see Appendix 1 and 2). The Supervisor is accountable for the advice that they give and the action they take and request support from the safeguarding team with complex cases.

4.4 Supervisee

To access safeguarding supervision when a need is identified or where there is a requirement to engage in mandatory safeguarding supervision and to abide by the terms as set out in this policy and the Safeguarding Supervision Agreements. The Supervisee is accountable for their own practice.

4.5 Line Managers

Support staff in accessing safeguarding supervision as appropriate to their needs or requirements and assist in standing staff down for this.

4.6 The Head of Safeguarding and the Safeguarding Manager

Will act as specialist safeguarding advisors with regard to safeguarding supervision

5. DEFINITIONS

5.1 Supervision

A structured process whereby an appropriately qualified, experienced and nominated supervisor meets with a member of staff to allow that person to reflect upon their safeguarding practice and assist with concerns that may require resolution.

5.2 Supervisor

The appropriately qualified, experienced and nominated staff member who facilitates the supervision.

5.3 Supervisee

The member of staff who receives the supervision. The Supervisee may be responsible for any agreed actions that emerge from supervision.

6. ABBREVIATIONS

Abbreviations have not been used in this policy without explanation.

7. MAIN BODY

7.1 The Supervision Cycle

7.1.1 There are many different models for supervision but most advocate a structured process where the Supervisee's experience of an issue or situation is broken down so the Supervisee can focus on their own observations about the issue or situation, reflect on their own emotional responses and the source of these feelings, critically analyse what occurred, identify strengths and evaluate risks through evidence-based discussion. From this, Supervisee and Supervisor can transform their learning into appropriate plans and actions to assist the Supervisee going forward with their practice. Through taking action, Supervisees can then create new experiences from which to learn and improve (e.g. Kolb 1988 and Jarvis 1995 as cited in Morrison 2005).

7.2 Accessing Specialist Safeguarding Supervision

- 7.2.1 Staff requesting safeguarding supervision will contact the Safeguarding Team by emailing safeguarding@scas.nhs.uk
- 7.2.2 Staff receiving mandatory, scheduled supervision sessions will be invited to attend safeguarding supervision which has been planned for in advance by line managers and nominated supervisors or a member of the safeguarding team (when required). These groups are expected to engage fully with safeguarding supervision and any issues arising from this not occurring will be fed back to line managers to resolve.
- 7.2.3 In line with the Trust's duty to make reasonable adjustments for staff with a disability, the Supervisor will seek to understand an individual's requirements in advance of mutually agreeing a suitable time and accessible venue for safeguarding supervision to take place and work with the member of staff to make any reasonable adjustments necessary.
- 7.2.4 Staff requiring general safeguarding advice can contact the Safeguarding Team during office hours on 01962898193.
- 7.2.5 The Safeguarding Team will offer to all SCAS departments drop in sessions at the request of the department managers to provide information about safeguarding and to encourage individuals to access safeguarding supervision if a need is identified.

7.3 Preparing for Safeguarding Supervision

- 7.3.1 Supervisees will be expected to identify cases to be discussed in safeguarding supervision in advance of the safeguarding supervision session.
- 7.3.2 Supervisors will arrange an appropriate venue, date and time for safeguarding supervision to take place and mutually agree this with the supervisee(s). This venue will be a safe space, free from interruption so that confidentiality can be maintained throughout the session.
- 7.4.1 Both Supervisee and Supervisor will attend the agreed session on time at the mutually agreed venue. The Supervisor will ensure that the environment is suitably private and free from interruption.

- 7.4.2 The Supervisor will explain the principles of safeguarding supervision to the supervisee in conjunction with their responsibilities when working with children, young people, vulnerable adults and their families.
- 7.4.3 The Supervisor will bring to the session a Safeguarding Supervision Agreement and Safeguarding Supervision Record (see Policy Appendix 1). This outlines the expectations of the supervisee and supervisor in detail. The length of the session will be agreed from the outset. Both parties will abide by the terms agreed within the Agreement and sign the Agreement at the start of the session.
- 7.4.4 The Supervisor will seek to understand the experience of the Supervisee from the Supervisee's perspective.
- 7.4.5 The Supervisor will encourage the Supervisee to reflect on their experience and provide objective analysis in a supportive manner.
- 7.4.6 The Supervisor will assist the Supervisee in identifying their strengths and areas for support and development. It may be appropriate for the Supervisor to signpost the Supervisee to other staff support services available that may go further to addressing the needs of the Supervisee (e.g. further training, counselling and seeking specialist guidance etc.)
- 7.4.7 The Supervisor will be expected to challenge the Supervisee's decision-making where required but feedback will be constructive and evidence-based.
- 7.4.8 The Supervisor and Supervisee will mutually agree any plans and action points to be carried forward. These will be recorded on the Safeguarding Supervision Record and both parties will sign this. The Supervisor will ensure that the needs of the Supervisee are met within the framework of safeguarding supervision but will explain that the Supervisor is not necessarily responsible for addressing any agreed action points. Both Supervisor and Supervisee will also agree where information can be shared with others to address these action points.
- 7.4.9 Any concerns that require escalation outside of the safeguarding supervision framework will be discussed by the Supervisor the Supervisee and the

safeguarding team management. This will be recorded in the Safeguarding Supervision Record.

7.4.10 The Supervisee and Supervisor should keep a copy of the Safeguarding Supervision Agreement and Safeguarding Supervision Record for their own reference. A copy should be sent to the safeguarding team for filing to safeguarding@scas.nhs.uk

7.5 Group Safeguarding Supervision

7.5.1 The Supervisor and Supervisees will attend the agreed session on time at the mutually agreed venue. The Supervisor will ensure that the environment is suitably private and free from interruption.

7.5.2 The Supervisor will explain the principles of safeguarding supervision to the Supervisees in conjunction with their responsibilities when working with children, young people, vulnerable adults and their families.

7.5.3 The Supervisor will bring to the session a Group Safeguarding Supervision Agreement, Attendance Record and Safeguarding Supervision Record (see Policy Appendix 2). This outlines the expectations of the Supervisees and Supervisor in detail. The length of the session will be agreed from the outset.

7.5.4 The Supervisees will sign the Attendance Record at the start of the session. This is evidence that all Supervisees agree to the terms of the Agreement.

7.5.5 The Supervisor will invite all Supervisees to introduce themselves, their role and what they would each like to achieve from the session.

7.5.6 The Supervisor will summarise the Group's objectives. If the Group has been formed to address a particular issue, the Supervisor will ensure that time is given to ensure this need is met but should not be a barrier to discussing other issues and situations that may arise. The Supervisor will set aside time at the end of the session to state conclusions reached and action points agreed by the Group.

7.5.7 The Supervisor will make clear from the outset that all Supervisees are expected to actively participate in discussion but that supervisees should feel comfortable with

and supported in what they share. If it is felt or identified that an individual's issue is more appropriate for another forum, such as individual safeguarding supervision, the Supervisor or Supervisee can recommend / request this.

7.5.8 It is the joint responsibility of the Supervisor and Supervisees to treat each other with courtesy and respect and to ensure that all supervisees are given the opportunity to speak about their own experiences and contribute to the Group.

7.5.9 The Supervisor will lead the Group and encourage Supervisees to explore and reflect on issues and situations raised.

7.5.10 The Supervisor will close the session by using time set aside to summarise themes discussed, conclusions reached and mutually agree any action points to be taken forward from the session.

7.5.11 The Supervisor will record action points to be taken forward in the Safeguarding Supervision Record. A copy of this record will be sent to the safeguarding team at safeguarding@scas.nhs.uk

7.6 Agreed Plans and Action Points

7.6.1 All agreed action points from safeguarding supervision will be recorded in the Supervisee's Safeguarding Supervision Record.

7.6.2 Action points should be brief and it may be required to identify whose responsibility it is to progress a specific point or date to complete.

7.6.3 Issues raised within the safeguarding supervision framework are likely to be complex and wide-ranging, as such action points may also be varied. Examples of agreed action points may include but are not limited to the following:

1. No further action – safeguarding supervision itself has addressed the needs of the Supervisee within the session
2. Training and development need identified
3. Seek further guidance relating to a need outside of the framework or from a specialist safeguarding team member
4. Signposted Supervisee to other staff support available within the Trust
5. Follow-up with further safeguarding supervision

6. Identified a safeguarding referral needs to be made regarding a specific case (e.g. retrospective referral via the safeguarding team)
7. Escalation required (please refer to the Safeguarding Supervision Policy's content regarding confidentiality and disclosure)

7.7 Confidentiality

- 7.7.1 Anything discussed between the Supervisor and Supervisee within the framework of safeguarding supervision is confidential and information shared requires the consent of both parties. However, any agreed action points between the Supervisor and Supervisee will be documented on the Supervision Record (see Appendix 1 and 2). The Supervision Record will only be accessible to the Supervisee, Supervisor, Head of Safeguarding and Safeguarding Specialists. The Head of Safeguarding will have access to the Supervision Record for audit purposes.
- 7.7.2 Professional accountability is a key element of safeguarding children and vulnerable adults. If the Supervisor identifies a risk to staff or children, young people and vulnerable adults, information may need to be shared with the Head of Safeguarding.
- 7.7.3 If issues that relate to professional practice are identified in safeguarding supervision and cannot be resolved within the process, this will be discussed with the Supervisee and a plan made together as to how to resolve the issue. Escalation may be required to the Head of Safeguarding and/or the Supervisee's line manager. The Supervisee will be consulted if disclosure is necessary.

7.8 Record keeping of Safeguarding Supervision

- 7.8.1 All Safeguarding Supervision Agreements and Safeguarding Supervision Records will be held centrally and securely in the Safeguarding Office. Supervisors should scan and email the documentation to safeguarding@scas.nhs.uk so they can be appropriately stored.
- 11.2 The Safeguarding Manager or safeguarding team will be responsible for transferring information from the Safeguarding Supervision Record to a spreadsheet for reporting purposes. The Head of Safeguarding will have access to the records to monitor compliance and for audit purposes.

11.3 Supervisors and Supervisees are advised to keep their own notes from safeguarding supervision being mindful of the requirements for confidentiality and in line with Trust policies relating to the security of information and good governance.

8. TRAINING

The Head of Safeguarding and the Safeguarding Manager will be qualified to deliver safeguarding supervision. All staff identified to deliver safeguarding supervision will be required to attend an internal safeguarding supervision course run by the safeguarding team to be competent to undertake safeguarding supervision of their own staff.

Safeguarding supervision training will be required to be delivered every 5 years or at any point there are changes to the safeguarding supervision process.

9. EQUALITY AND DIVERSITY

It is a requirement of safeguarding supervision to promote anti-discriminatory practice and provide an environment where values, assumptions and attitudes can be explored in relation to those protected under the Equality Act 2010. Both Supervisor and Supervisee are responsible for upholding this principle and challenging attitudes and behaviours that fall short of this. If there is disagreement that cannot be resolved within the safeguarding supervision framework, escalation may be required in line with this policy's guidance on disclosure.

10. MONITORING

All policies must have a monitoring section to outline how you will monitor that the processes described within the policy are being followed as well as the outcomes. The following table must be completed to explain how this.

It is also good practice to include in the appendices an audit proforma to carry out the monitoring (if appropriate) as this will ensure that results will be comparable.

11. IMPLEMENTATION (including raising awareness)

This policy will be released to all staff and placed on their intranet and Trust websites.

11. REFERENCES

Care Quality Commission (2009) Review Safeguarding Children: A Review of Arrangements in the NHS for safeguarding children p. 14

http://www.cqc.org.uk/sites/default/files/documents/safeguarding_children_review.pdf

Department of Health (2017) Guidance Care and Support Statutory Guidance 14.202-14.209

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>

HM Government (2018) Working Together to Safeguard Children p. 52- 54

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/592101/Working Together to Safeguard Children 20170213.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/592101/Working_Together_to_Safeguard_Children_20170213.pdf) (Updated 2018)

Jarvis (1995) in Morrison T. (2005) Staff Supervision in Social Care Published by Pavilion p. 158

Kolb (1988) in Morrison T. (2005) Staff Supervision in Social Care Published by Pavilion p. 155-162

Laming, Lord W. H. (2003) The Victoria Climbié Inquiry p. 12

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/273183/5730.pdf

[Laming, Lord W.H. \(2009\) The Protection of Children in England: A Progress Report p 32 \(3.15\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/328117/The_Protection_of_Children_in_England.pdf)

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/328117/The Protection of Children in England.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/328117/The_Protection_of_Children_in_England.pdf)

Appendix 1 – Safeguarding Children and Vulnerable Adults: Individual (one to one) Safeguarding Supervision Agreement

As a Supervisee and Supervisor, we agree to the following:

- To work together to facilitate in-depth reflection on issues affecting practice and to develop the supervisee both personally and professionally to ensure best practice that is both child and / or vulnerable adult centred
- To have protected time for safeguarding supervision, by keeping to the agreed schedule and times. Privacy will be respected and interruptions avoided. Supervisor to secure a confidential and quiet space for supervision to take place.
- To work together and have professional respect. To be open and transparent and feedback constructively about the process of the safeguarding supervision.

As a Supervisee, I agree to the following:

- To bring to the session a case involving children, vulnerable adults or concerns that I want to discuss (this could be a referral that was made, a referral felt in retrospect could have been made, a safeguarding query. The list is not exhaustive).
- To take responsibility for making effective use of the safeguarding supervision time, by being punctual and ensuring that any action points that are made have a timeline and an outcome.

As a Supervisor, I agree to the following:

- To assist the Supervisee in exploring and reflecting on issues raised within the safeguarding supervision framework and to focus on discussion points negotiated at the beginning of each session.
- To assist the Supervisee in clarifying their role and responsibilities to the safeguarding of children, young people and vulnerable adults in line with Trust policies relating to this.

- To keep all information disclosed at 1:1 supervision sessions confidential except for the following:

Anything discussed between the Supervisor and Supervisee within the framework of safeguarding supervision is confidential and information shared requires the consent of both parties. However, any agreed action points between the Supervisor and Supervisee will be documented on the Supervision Record. The Supervision Record will only be accessible to the Supervisee, Supervisor and Head of Safeguarding. The Head of Safeguarding will have access to the Supervision Record for audit purposes.

Professional accountability is a key element of safeguarding children and vulnerable adults. If the Supervisor identifies a risk to staff or children, young people or vulnerable adults, information may need to be shared.

If issues that relate to professional practice within safeguarding supervision are identified in safeguarding supervision and cannot be resolved within the supervisory process, this will be discussed with the Supervisee and a plan made together as to how to resolve the issue. Escalation may be required to the Head of Safeguarding, Safeguarding Specialists and/or the Supervisee's line manager. The Supervisee will be consulted if disclosure is necessary.

We, the Supervisee and Supervisor agree to abide by the terms of this Agreement:

Supervisee	Signature	Date
Supervisor	Signature	Date

**Safeguarding Children and Vulnerable Adults:
Individual (one to one) Safeguarding Supervision Record**

Name of Supervisee	Supervisee Role / Department
Name of Supervisor	Supervisor Role / Department
Date and Time of Safeguarding Supervision	Venue

Format of Supervision

Type of Supervision

Individual

Mandatory

Group

On Request

Case Involving Child Death

Agreed Action Points from Supervision	By whom	Date for Completion
1.		
2.		
3.		
4.		
5.		

N.B. Anything discussed between the Supervisor and Supervisee within the framework of safeguarding supervision is confidential and information shared requires the consent of both parties. However, any agreed action points between the Supervisor and Supervisee will be documented on the Supervision Record. The Supervision Record will only be accessible to the Supervisee, Supervisor, Head of Safeguarding and Safeguarding Specialists. The Head of Safeguarding will have access to the Supervision Record for audit purposes.

Signature of Supervisee		Date
Signature of Supervisor		Date

Appendix 2 – Safeguarding Children and Vulnerable Adults: Group Safeguarding Supervision Agreement

“Supervision is the cornerstone of good practice” Lord Laming 2000

As a Supervisee and Supervisor, we agree to the following:

- To work together to facilitate in-depth reflection on issues affecting practice and to develop the Supervisees both personally and professionally to ensure best practice that is both child and or vulnerable adult centred
- To have protected time for safeguarding supervision, by keeping to the agreed schedule and times. Privacy will be respected and interruptions avoided. Supervisor to secure a confidential and quiet space for supervision to take place.
- To work together and have professional respect. To be open and transparent and feedback constructively about the process of the safeguarding supervision.

As Supervisees, we agree to the following:

- To bring to the session a case involving children, vulnerable adults or concerns that we wish to discuss (this could be a referral that was made, a referral felt in retrospect could have been made, a safeguarding query. The list is not exhaustive).
- To take responsibility for making effective use of the safeguarding supervision time, by being punctual and ensuring that any action points that are made have a timeline and an outcome.

As a Supervisor, I agree to the following:

- To assist the Supervisees in exploring and reflecting on issues raised within the safeguarding supervision framework and to focus on discussion points negotiated at the beginning of each session.
- To assist the Supervisees in clarifying their roles and responsibilities to the safeguarding of children, young people and vulnerable adults in line with Trust policies relating to this.
- Keep all information disclosed at Group supervision sessions confidential except for the following:

Anything discussed between the Supervisor and Supervisees within the framework of safeguarding supervision is confidential and information shared requires the consent of all parties. However, any agreed action points between the Supervisor and Supervisees will be documented on the Supervision Record. The Supervision Record will only be accessible to the Supervisee, Supervisor, Head of Safeguarding and Safeguarding Specialists. The Head of Safeguarding will have access to the Supervision Record for audit purposes.

Professional accountability is a key element of safeguarding children and vulnerable adults. If the Supervisor identifies a risk to staff or children, young people or vulnerable adults, information may need to be shared.

If issues that relate to professional practice within safeguarding supervision are identified in safeguarding supervision and cannot be resolved within the supervisory process, this will be discussed with the Supervisees and a plan made together as to how to resolve the issue. Escalation may be required to the Head of Safeguarding, Safeguarding Specialists and/or the Supervisee's line manager. The Supervisees will be consulted if disclosure is necessary.

