

MANAGEMENT OVERSIGHT GUIDANCE

INTRODUCTION

Managers have an overall responsibility for ensuring that all records are maintained appropriately. Records should provide a clear account of work undertaken including discussions held which support and lead to decision making.

The Manager records their 'oversight' of the case via recording on a case note under the case note heading 'Management Oversight'. This is different to Management Decision and Supervision.

The following guidance supports Managers in understanding when a case note should be recorded.

WHEN TO ADD A MANAGEMENT OVERSIGHT CASE NOTE

The child or young person's records should evidence their journey and provide clear explanation as to why decisions are made. Should the child or young person request access to their records they should be able to see the work being undertaken, the direction and oversight of the manager and understand the decisions made.

The Supervision Case Note relates specifically to an organised supervision session.

The Management Decision case note provides the Manager with the opportunity to clearly record a decision which impacts on the direction of work or plan for the child or young person.

The Management Oversight Case Note evidences that the Manager has knowledge of the child or young person and is involved in the case management by giving direction and reviewing the records.

The following examples of when a Case Note should be added by the Manager is not an exhaustive list but should clarify and support Staff in understanding why the information is required.

- Audit – where a manager is undertaking an audit of the case records, it is good practice to add a Management Oversight Case Note to evidence that this has been completed and identify any immediate actions which are required
- Review of case prior to a LAC Review or Child Protection Conference where the Manager wishes to convey the progress of work or indicate to the Reviewing Officer that the case is ready for the meeting. This may also relate to supporting a recommendation, for example to de-plan a child from the Child Protection Plan.
- Review or authorisation of records and assessments, which requires Management comment – this may be recorded in the form within LCS or may require an additional case note to evidence observations or to give direction to the allocated worker and comment on quality.
- Review of formal report for Court or other such forum, where authorisation has been requested.
- Informal discussion with the SW regarding an issue which has arisen and where advice or direction has been given to the allocated worker.

CONTENT

- When recording the oversight, the question of the impact on the child must always be considered and recorded. This could be included in the analysis section of the case note.
- Actions should be clear and child focussed with a rationale included.

NB consider who else should be alerted to the case note, for example FIW or PA