

Reflection on supervision from an SLT manager working in a children's service

I am looking to introduce peer supervision for our support workers, for example, if we have a team of people who predominantly deliver one type of therapy that they can ask the support worker for support in addition to the lead practitioner to widen their pool or support. This co or peer supervision will also support the support worker in their role development.

Our staff currently receive:

- Informal supervision- quick question in the office or via email
- Clinical supervision
 - one-to-one about a specific therapy programme/approach
 - group supervision (coordinated by an SLT manager) in which staff support each other using a solution focused approach to build each other's skills to find the answer including new types of approaches, questions to ask etc.
- Line management (LM) - one to one with the same manager. These are 6-8 weekly as a minimum but can be requested more frequently where required. LM is also available for adhoc questions via email etc.
- Yearly personal development review (PDR) - same questions and progression targets across the admin, business and clinical teams. Each person has 2 personal targets and a business target that benefits them and the whole business. This helps to support them to feel part of the whole team.
- Development checklist that they can work through at their own pace and supported in areas that are most specific to them or that they feel they need most support in. We grade these on a 1-5 scale in which they can state their confidence and if they feel that they need more support/training/experience and what this might look like for them.

Difficulties can occur when staff don't feel listened to. Some supervisors are not aware of the need to just listen to people. This also happens when there is a breakdown in the communication between supervisors. Supervised staff may get told different things which can lead to inconsistency in the service, inconsistency across individuals, and people getting upset if they think someone else is getting a better deal.