

BAR  
STANDARDS  
BOARD

REGULATING BARRISTERS

# Supervision Return May 2015 – Technical Guidance

A guide to completing your Supervision Return

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## About this guide

This guide is for anyone completing their Supervision Return. We recommend that you read this guide before you begin to complete the Supervision Return.

This guide explains how to log into the consultation portal and how to save and print your Supervision Return. This guide does not provide guidance on individual questions.

If you require any further assistance, please do not hesitate to contact the Supervision Department on 0207 611 4688 or by contacting [supervision@barstandardsboard.org.uk](mailto:supervision@barstandardsboard.org.uk).

*Please note: the screenshots shown in this guide are examples only and the Supervision Return which you fill in may differ slightly.*

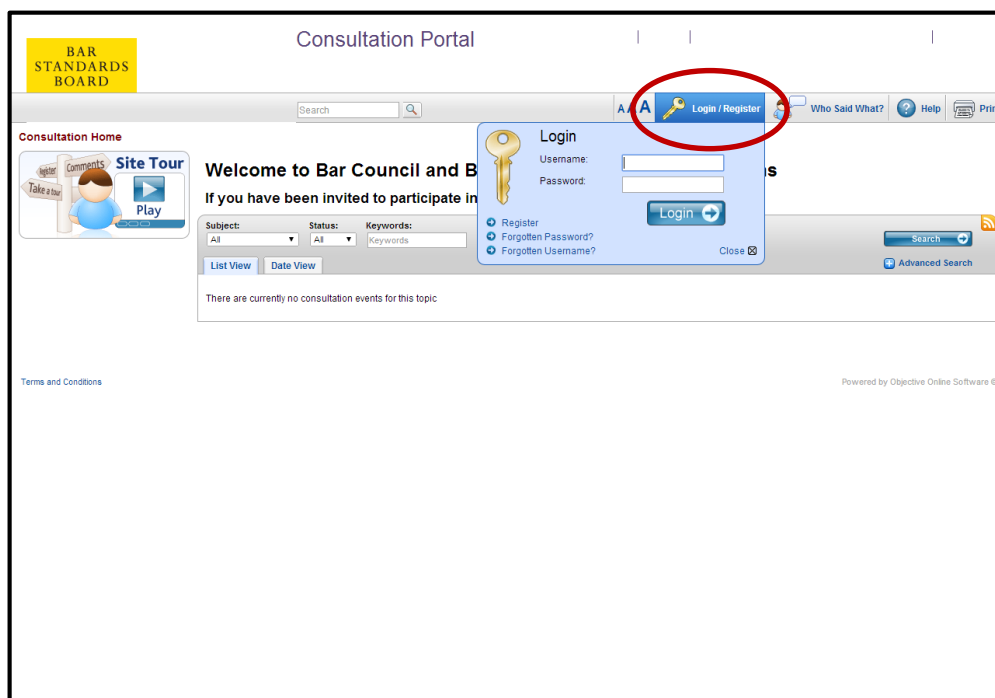
## Logging in to the Consultation Portal & accessing the Supervision Returns Survey

In order to access the Supervision Return Survey, you will firstly need to go to the Bar Council and Bar Standards Board Consultation Portal (*as shown in the screen-shot below*). This is accessible through the hyper-link <http://barcouncil-consult.objective.co.uk/portal>.

You should log in to the Consultation Portal by selecting the “Login/Register” button, next to a “key-shaped” symbol, at the top of the page (*circled in red, in the screen-shot below*).

You will be required to enter your password and username. You received these in an initial email send to you from [consult@objective.co.uk](mailto:consult@objective.co.uk).

- If you do not know your log in details or are having difficulty logging in please contact the Supervision Team on 020 7611 4688 or email [Supervision@BarStandardsBoard.org.uk](mailto:Supervision@BarStandardsBoard.org.uk).



Once you have logged in, you will be presented with a list of surveys. You have been invited to participate in the Medium Impact Supervision Return only (*as shown in the screen-shot on the following page*).

You should select “Medium Impact Supervision Returns” from the list which will take you to the survey (*as shown in the screen-shot on the following page*).

The screenshot shows the 'Consultation Portal' for the Bar Standards Board. The page title is 'Consultation Portal' and the breadcrumb trail is 'Consultation Home > Bar Standards Board > Medium Impact Supervision Returns'. The page features a search bar, navigation links (Accessibility, Privacy, Welcome Ms Ruby Newton, The Bar Council and Bar Standards Board, Contact Us), and user options (Logout, My Account, Who Said What?, Help, Print). A 'Site Tour' button is visible on the left. The main content area displays a list of consultations with columns for Subject, Start, End, and Status. The first item, 'Medium Impact Supervision Returns', is highlighted. Below the list, there are pagination controls showing 'Page 1 of 1' and 'Displaying 1 to 8 of 8 items'.

Consultation	Start	End	Status
Medium Impact Supervision Returns	19/05/15 15:36	01/08/15 15:36	open
Supervision Visits Feedback	04/02/15 11:20	23/03/16 11:07	open
Entity Authorisation Form A	24/11/14 11:00	30/12/18 17:00	open
Entity Authorisation Form B	24/11/14 11:00	30/12/18 17:00	open
Entity Authorisation Form C	24/11/14 11:00	30/12/18 17:00	open
Entity Authorisation Form D (Declaration)	24/11/14 11:00	30/12/18 17:00	open
Entity Authorisation Form E (Litigation)	24/11/14 11:00	30/12/18 17:00	open
Supervision Return July 2014	03/07/14 14:00	30/12/14 14:00	closed

You will now arrive at the home-page of the survey (*which should look similar to the screen-shot below*).

The screenshot shows the 'Medium Impact Supervision Returns' survey home page. The page title is 'Medium Impact Supervision Returns' and the breadcrumb trail is 'Consultation Home > Bar Standards Board > Medium Impact Supervision Returns'. A prominent 'Start Survey' button is circled in red. Below the button, there is an 'Event Information' section with the following details:

- Access:** Login required
- Status:** open (From 19/05/15 15:36 to 01/08/15 15:36)
- Privacy:** If you take part: your name will not be shown, your answers will not be shown, your town/city will not be shown
- Organisation:** Bar Standards Board
- Contact Name:** Ruby Newton
- Contact Email:** [newton@barstandardsboard.org.uk](mailto:newton@barstandardsboard.org.uk)
- Contact Telephone:** 02076114688

In order to start completing the Supervision Return, please select "Start Survey" (*as circled in red above*).

You will then be taken to the first page of the survey (*the screen shot below is an example only*). This will offer some guidance regarding the Supervision Return process. There are also some hyper-links

to the Bar Standards Board website, where you can find out more information about the Return. Simply follow the on-screen instructions to complete the survey.

The screenshot displays the 'Consultation Portal' for the 'Supervision Return July 2014'. The page layout includes a top navigation bar with a search box and user options like 'Logout', 'My Account', and 'Help'. A left-hand navigation menu is titled 'Click on a step in the survey' and lists various survey sections. The main content area, 'About the Supervision Return', provides detailed information about the survey process, including a deadline of 15 September 2014, a character limit of 4,000 characters per question, and instructions on how to access technical guidance and hard copies of the return form.

**Background**  
The Supervision Return process is an important part of the Bar Standard Board (BSB)'s new risk-based approach to supervision. Further details on our approach to supervision can be found on the Bar Standards Board website.

**Filling in the return**  
Please complete the following form and return it to us by 15 September 2014. There are no right or wrong answers but your response will assist the BSB's Supervision Team with assessing how effectively your chambers is managing risk. So please respond to all relevant questions as comprehensively and openly as possible, giving examples to illustrate your answers. Most of the questions have a character limit of 4,000 characters (approximately 600 words). This is designed to provide sufficient space for comprehensive answers.

We have included some technical guidance to help you to complete the return. Please read this guidance before completing the return. In particular, please ensure that you know how to save responses and return to a previous draft version.

A hard copy of the return can be accessed before starting this survey. This may be useful for planning all of your answers and seeking input from other members of chambers. However, responses should be submitted online through this software.

\*\*The technical guidance and the hard copy of the return can be downloaded from the supervision pages of the BSB's website ([www.barstandardsboard.org.uk/supervision](http://www.barstandardsboard.org.uk/supervision)) in the resources section on the right of the screen.

**Next steps**  
When we have received your response, we will make an assessment of the control environment that you have described. We will respond to you as soon as possible to tell you whether we have classified your chambers as Low, Medium or High Risk. We will also let you know what you can do to reduce your risk rating and whether there are any specific actions that you have not already identified, which you should take to ensure compliance with the BSB Handbook or improve your controls and management of risk.

Chambers that are managing risks effectively (categorised as Low Risk) can then expect to receive relatively little supervision attention. This will leave the BSB free to work with those chambers that seem to be managing risk less effectively (categorised as Medium or High Risk) to help them address areas of concern without the need for enforcement action.

**Confidentiality**  
Your response will only be available for the BSB's Supervision Team to review. Other participants in this questionnaire will not be able to view any parts of your response.

**Questions and queries**  
We have included some guidance to help you to complete the return. If you need further clarification, please call the Bar Standards Board reception on 020 7611 1444 and ask for a member of the Supervision Team.

## Saving your form and returning to it

*Please note: Your Supervision Return will not save automatically. You have to go through the process described below in order to save your answers. If you fill in your answers and navigate away from the Supervision Return without saving, you will lose your work.*

When completing the Supervision Return, it is possible to save your form before it is fully completed and come back to it at a later point.

To avoid the loss of your data, we strongly recommend saving your answers in a word document or similar.

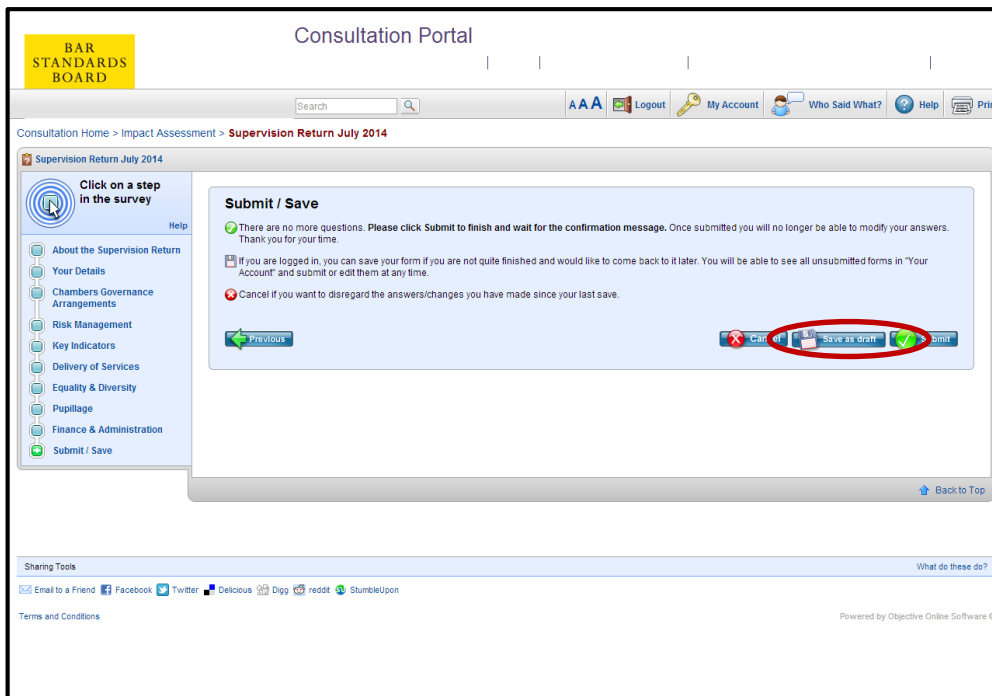
In order to save your work, select the “Submit/Save” step on the left-hand side of the survey whilst completing the survey (*circled in red, in the screen-shot below*).

The screenshot shows the 'Consultation Portal' interface. At the top, there is a search bar and navigation links for 'Logout', 'My Account', 'Who Said What?', 'Help', and 'Print'. The breadcrumb trail indicates the current location: 'Consultation Home > Impact Assessment > Supervision Return July 2014'. The left-hand navigation menu includes options like 'About the Supervision Return', 'Your Details', 'Chambers Governance Arrangements', 'Risk Management', 'Key Indicators', 'Delivery of Services', 'Equality & Diversity', 'Pupillage', 'Practice Administration', and 'Submit / Save'. The 'Submit / Save' option is circled in red. The main content area is titled 'Your Details' and contains a form with the following fields:

- \* 1) Your name
- \* 2) Your job title
- \* 3) Your phone number
- \* 4) Your email address
- \* 5) Chambers name
- 6) Chambers reference number (if known)

Below the form, there is a note: 'Your chambers reference number is a four digit number provided to you when you completed your supervision return. It does not matter if you do not know your number as the Supervision Team will be able to match this to the other information provided.'

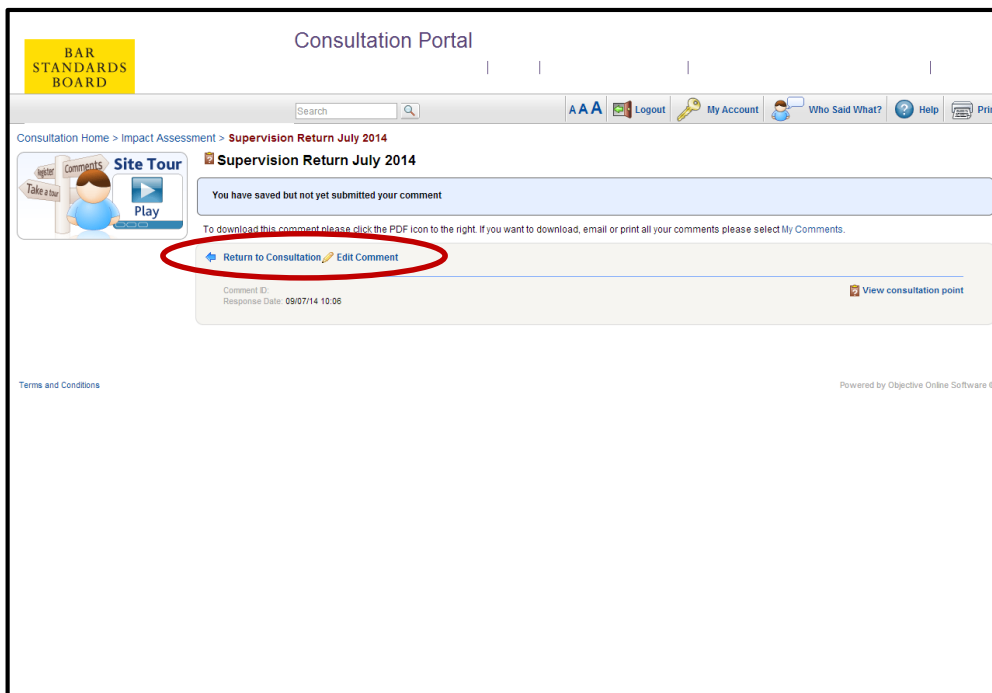
This will direct you to a submission page, where you will be required to select “Save as draft” (*as circled in red, in the screen-shot below*).



Having selected “Save as draft” you will now be guided to a landing page, confirming that your form as been saved but not yet submitted.

On this page (*as shown in the screen-shot below*), you will be able to return to the front-page of the consultation by selecting “Return to Consultation”. Alternatively you are also able to immediately return to your form by selecting “Edit Comment”.

However should you wish to do this, please **DO NOT** select “Start Survey” on the following page as this will initiate an entirely new survey response.

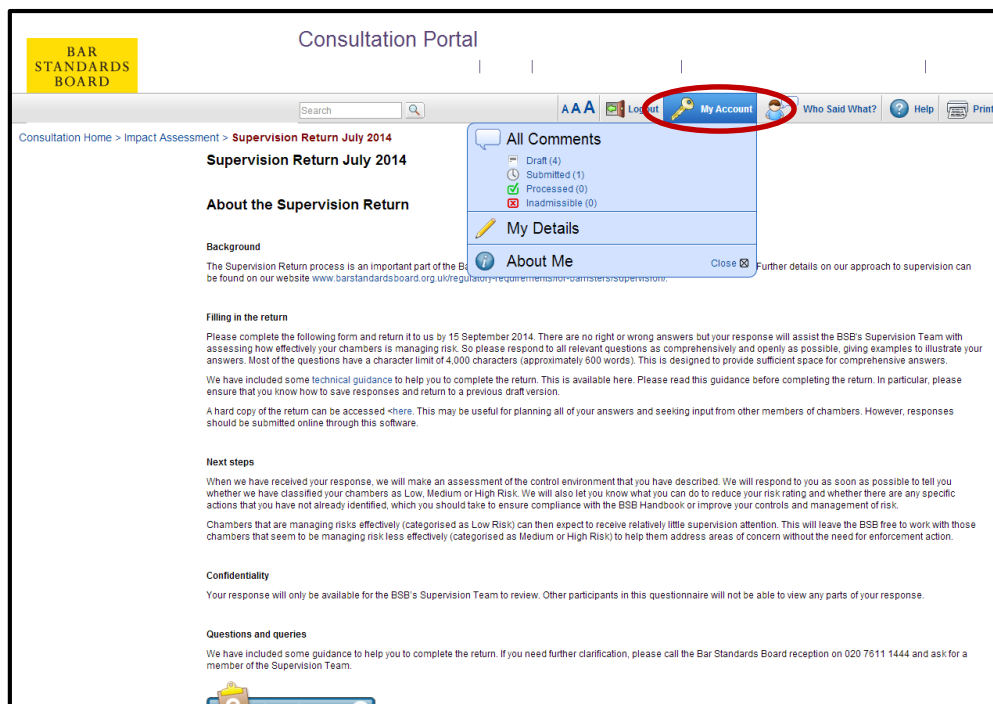




Your form will also be saved in the “My Account” area of your Consultation Portal, which is accessible at the toolbar at the top of each page, next to a “key symbol”. This is where your response will be stored whenever you log in and out of the system.

By selecting “My Account” you will have a number of options, (*as shown in the screen-shot on the example below*) and are able to access/update:-

- Draft forms that you are currently in the process of editing;
- Forms which you have previously submitted;
- Forms which you have previously submitted and have been processed;
- Forms which you have previously submitted and have been made inadmissible; and
- Your current contact details.



Now that you have saved your survey, you may log-out of the system by selecting the “Logout” button from the toolbar at the top of each page.

To return to the survey, simply access and login to the Consultation Portal, as explained above. Then select the “My Account” button from the toolbar at the top of the page (*as shown in the screen-shot above*).

Next, select “Draft” from the drop-down which will guide you to the comments section of the Consultation Portal. To begin editing the draft version of your survey response, simply select the “pencil-shaped” symbol next to your respective survey response which will guide you back to your survey for you to complete (*as shown in the screen-shot below*).

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## Consultation Portal

[Consultation Home](#) > [Impact Assessment](#) > [Supervision Return July 2014](#)

AAA

Logout

My Account

Who Said What?

Help

Print

Take a tour

Comments

Site Tour

Listed here are your comments.

Using the options below you may filter these comments by status, view the comment(s), edit the comment(s) or create a PDF of the comment(s). **To submit a comment please click on the pencil icon, then navigate through the form completing all necessary fields. When you have finished click Submit and wait for the confirmation message.** Please note you cannot edit comments once they have been submitted.

**My Comments**

Status: Draft Sort Create PDF

View Comment	Consultation Name / Consultation Point	Response Date	Edit/Submit	Add to PDF
+	- Supervision Return July 2014	09/07/14 11:43		<input type="checkbox"/> Select All

Number of items to display: 20 Page 1 of 1 Displaying 1 to 1 of 1 items

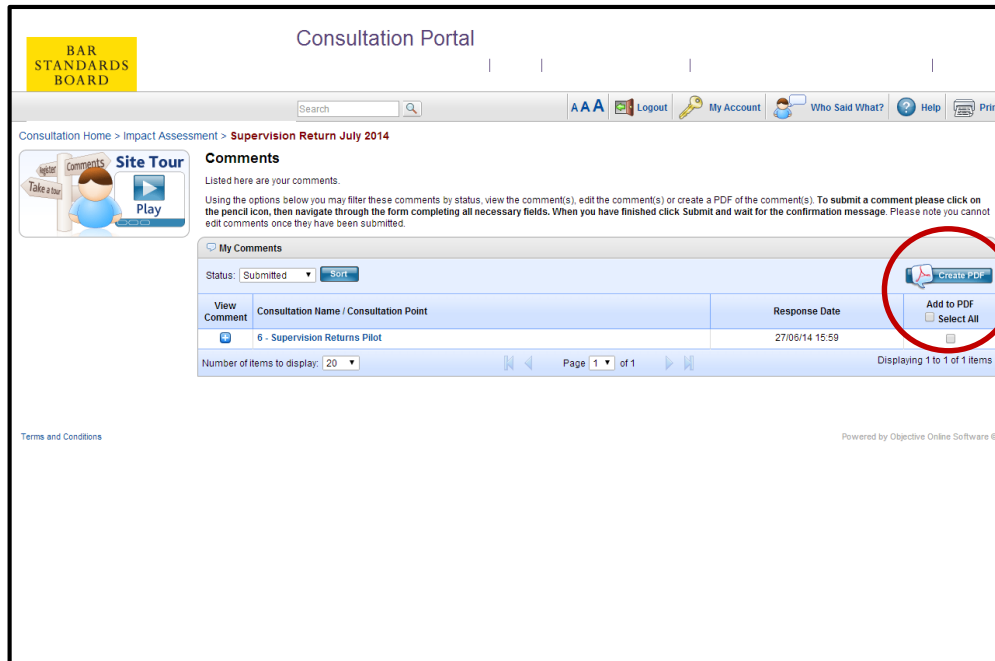
[Terms and Conditions](#)

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## Printing off a copy of your Survey

Once you have completed the Supervision Return, it is possible to print off a copy of your survey. In order to do this firstly access the “My Account” area, which can be done by selecting the “My Account” button located in the toolbar at the top of each page.

Select “Submitted” from the drop-down list, which will guide you to the “Comments” section of the Consultation Portal (*as shown in the screen-shot below*).



In order to print off a copy of your survey, you must firstly create a PDF copy of the document. This can be done by selecting the survey you wish to convert into a PDF, in the right-hand column and clicking the “Create PDF” button (*as circled in red, in the screen-shot above*).

By selecting this button you will automatically begin downloading a PDF version of you survey, from which you can print it. This will require having a PDF document reader installed on your computer, such as Adobe Reader.

- If you are having difficulty printing off a hard-copy of your survey please contact the Supervision Team on 020 7611 4688 or email [Supervision@BarStandardsBoard.org.uk](mailto:Supervision@BarStandardsBoard.org.uk).