

YOUNG INSPECTORS REPORT

ROTHERHAM

FOSTERING RECRUITMENT

FEBRUARY 2019



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Introduction:

Rotherham Metropolitan Borough Council has placed young people at the heart of inspecting services delivered to children, young people and their families.

The ‘Young Inspector Programme’ was set up in May 2015 to make sure Children and Young people’s services are meeting quality standards, and that the voices of the most vulnerable children and young people are listened to and acted upon.

Guided by Ofsted frameworks, locally developed standards and legislation, the Young Inspectors test compliance against standards to inform service improvements and identify areas of positive practice. Ensuring the views and experiences of young people are actively listened to and acted upon to make a difference is integral to the outcomes of the programme.

Fostering Recruitment Inspection Details:

Date of Inspection:	Tuesday 19 th February 2019
Inspection Team:	<ul style="list-style-type: none"> • 5 Young Inspectors – Adiba, Haleemah, Faatimah, Ibrahim and Amariya • Young Inspector Co-ordinator – Ashlea Harvey
Inspection Theme:	<ul style="list-style-type: none"> • Quality of Service <p>Methods:</p> <ul style="list-style-type: none"> • Website Inspection • Telephone Mystery Shopping
<p><i>This report has been compiled by the Young Inspector Co-ordinator and Young Inspector Programme Manager from the Young Inspectors direct feedback.</i></p> <p><i>The Young Inspectors ensure that balanced feedback is provided and appreciate that not every finding, issue or suggestion will inform an improvement action</i></p>	
<p>Overall 6 positive points and 9 suggestions/findings/issues identified</p>	

INSPECTION RESULTS

Telephone Mystery Shopping

Scenario – One young inspector made a telephone call to Rotherham Fostering Recruitment Team to make an enquiry about becoming a Foster Carer

Four young inspectors listened to the telephone call and responses and each one gave their feedback, alongside the young inspector who made the call.

Overall 10 Positives and 18 Suggestions/Findings/Issues from the mystery shop telephone call. This mystery shop was telephone recorded and this information has been saved. If you wish to listen to the call, please contact Ashlea Harvey.

Positives:

- The telephone call was answered within 3 rings
- The member of staff answering the call provide a greeting
- The member of staff gave their name
- When asked if they fully understand what will happen next (this could be you will receive a welcome pack, further telephone call etc.) the young inspectors said:
 - 80% (4/5) said yes
 - 20% (1/5) were unclear
- When asked if the member of staff listened to your question and wanted to help you become a Foster Carer?
 - 80% (4/5) said yes
 - 20% (1/5) were unclear
- What was the one thing you felt went really well with the call the young inspectors said:
 - “She clarified everything”
 - “That she asked about confidentiality”
 - “They talked how safe children should be”
 - “The lady explained lots of detail about fostering very clearly”
 - “Talked about the process”

Suggestions/Findings/Issues:

- Telephone number was not clear when doing a website search
It was the 5th option on the list following a search. Private foster agencies are higher on the list
- The member of staff did not ask how they could help
- We had to wait approximately 10 minutes for a return telephone call, the first member of staff who answered the call, could not help with the enquiry.

- There was personal questions about why I wanted to be a Foster Carer – the quotes from the young inspector are:

“They were asking personal questions about why I couldn’t have children and they were talking about the process of being a foster carer.”

“She explained about fostering. Asking personal information. Talked about having to have DBS Checks and a health medical.”

“Talked about the process and talked about medical issues.”

“Talked about the process of fostering, information about it. Asked questions about your life and DBS check.”

“Explained about fostering, asked personal information, checks and health assessments.”

- When asked if they felt they had clear information about becoming a Foster Carer for Rotherham the young inspectors said:

- 60% (3/5) said No
- 40% (2/5) said Yes

- When asked if they felt the member of staff you have spoken to was very knowledgeable about of the Fostering service, she gave you positive, realistic information the young inspectors said:

- 60% (3/5) said Yes
- 40% (2/5) were unclear

- When asked if they were made to feel that becoming a Foster Carer would be a positive experience the young inspectors said:

- 40% (2/5) said Yes
- 40% (2/5) were unclear – Did not mention any support you get
- 20% (1.5) said No

- Was their one thing that really worried you about the telephone call the young inspectors said

“The information needs to be clear”

“When she asked about my medical”

“She was quite intrusive about certain topics”

- Is there one thing that you think could be changed to make things better for potential Foster Carers when they are making an enquiry the young inspectors said:

“Telephone number needs to be on the website and the information about it”

“When they ended the calls 3 times”

“More open and encouraged to foster carer. Be aware of what time periods you can foster for and how long it takes to be approved.”

Website Inspection:

3 Young Inspectors reviewed the website

These are the overall results from the views of the 3 young inspectors.

Young Inspectors put into the search bar – Fostering in Rotherham

The chose the website Fostering Rotherham Borough Council

Overall 7 Positives and 14 Suggestions/Findings/Issues from the website inspection.

For some of the following questions, young inspectors were asked to rate 0 to 10 how good they felt the information was, with 0 being very poor and 10 being as good as it can be.

- How easy was it to find the information
 - 4/10 It did not mention any contact details and had to search for the number in the search engine and track the number
 - 4/10 This was because there was no contact number, where you can see it
 - 6/10
- Do you feel you were provided with all the information you needed
 - Lots of information was provided in detail about the process of becoming a Foster Carers and what procedures you have to go through to become one
 - No because it did not tell me how long it would take
 - No because there was no contact information
- How helpful was the information?

- 8/10 The information was quite helpful because it allowed an insight into what it is to become a Foster Carer and was clear of all the steps included
- 5/10 The information was very blunt
- How customer friendly is the information on the website
 - 8/10 Easy read
 - 9/10 It has information
 - 8/10 Easy to understand
- How easy is the website to navigate around
 - 4/10
 - 5/10
- Do any links on the webpage work
 - 4/10 It is very hard to find the telephone number
 - 5/10 No telephone number
- Please provide any comments about what is good about the website
“The website contained lots of images and videos.”
“Videos”
- Please provide any comments about what could be made better/improved
 - Telephone number
 - Finding the telephone number
- What overall rating would you give the website
 - Fair
 - Good