

## Fostering Recruitment

DATE: – February 2019

The inspection included telephone mystery shopping and website inspection.

The Young Inspectors have reviewed the findings from each of the activities and have recommended that actions are prioritised from the findings in the Fostering Recruitment Report. They have highlighted the themes of what they felt was working well and what they were worried about and have given the service an overall rating.

**Overall they found 17 Positives and 32 Suggestions/Findings/Issues – full report already shared with service.**

### What's working well?

#### Telephone Mystery Shopping:

1. The telephone was answered after 3 rings
2. The person answering the phone, gave a greeting
3. The person answering the phone, gave their first name
4. Following the return telephone call, the person explained what a DBS check was and that I would need to have one of these
5. They discussed about Children Safety and fostering supported children to feel safe
6. They felt the personal answering the call, was listening to them

#### Website Inspection

1. The young inspectors said the information Was quite helpful because it gave you an insight into what it is to become a Foster Carer and the processes/steps you will go through.
2. There was videos and pictures which made the information personal
3. The wording is easy to read and easy to understand

### What are we worried about?

#### Telephone Mystery Shopping:

1. The first person answering the telephone call could not answer the enquiry, we had to wait 10 minutes for a call back
2. They young inspectors felt the questions they were asked following their enquiry about becoming a foster carer, were very personal and a bit off putting – they talked about the legal side of a DBS check and asked personal questions about health
3. The questions could have been upsetting to someone “Asked why I couldn't have children of my own?” “Asked had I been medically diagnosed that I could not have children?” “Asked if adoption would be an option, I have considered”
4. The young inspectors said it was not clear about support they would receive in the journey to become a Foster Carer
5. Overall the young inspectors did not get a positive message about the journey to become a foster carer
6. The telephone number was not easy to find

#### Website Inspection

1. It is difficult to find contact details, these are not clear, for something personal, people may want to speak with someone and the telephone contact number is difficult to see
2. It does not give any timescales about how long it would take to be approved to be a foster carer or how long each step takes
3. The website was not easy to navigate around
4. Some of the information could be a bit clearer, some of the information is blunt, but some people may think this is being straight to the point.

No.	Issue / recommendation / area for development – These are the suggestions from the Young Inspectors	Lead / Action owner	Required By (Date)	RAG Status
<b>1. Process for Initial Enquiry</b>				
1.1	<p>Have an agreed positive message that will be used consistently for all initial enquiries about wanting information about becoming a Foster Carer, for all members of the team can use.</p> <p>Have a checklist, that is ticked off to say that all relevant information has been shared with anyone enquiring about becoming a Foster Carer</p>			
<b>2. Be Encouraging</b>				
2.1	<p>Be more encouraging about becoming a Foster Carer, give some positive information, the benefits of taking on this role – maybe share a positive story about a child and/or carer.</p> <p>Talk about where support will be given and when, talk about Foster Carer groups and how these support carers.</p>			
<b>3. Don't be too personal</b>				
3.1	<p>Explain the criteria for becoming a Foster Carer – do not ask intrusive, personal questions</p>			
<b>4. Communication</b>				
4.1	<p>Make the telephone number to make an enquiry prominent on information, also promote other ways to make initial enquiry i.e. online enquiry</p>			
<b>5. Website Review</b>				
5.1	<p>Information on the website needs to be consistent with information on leaflets and what is given in person etc.</p> <p>The information on the website, could tell a story – going through the process</p> <p>Enquiry; Applying; Training; Acceptance – Stories from children, young people and carers.</p> <p>Clearly display the telephone number for enquiries</p>			