

Foster Carer Retention Survey

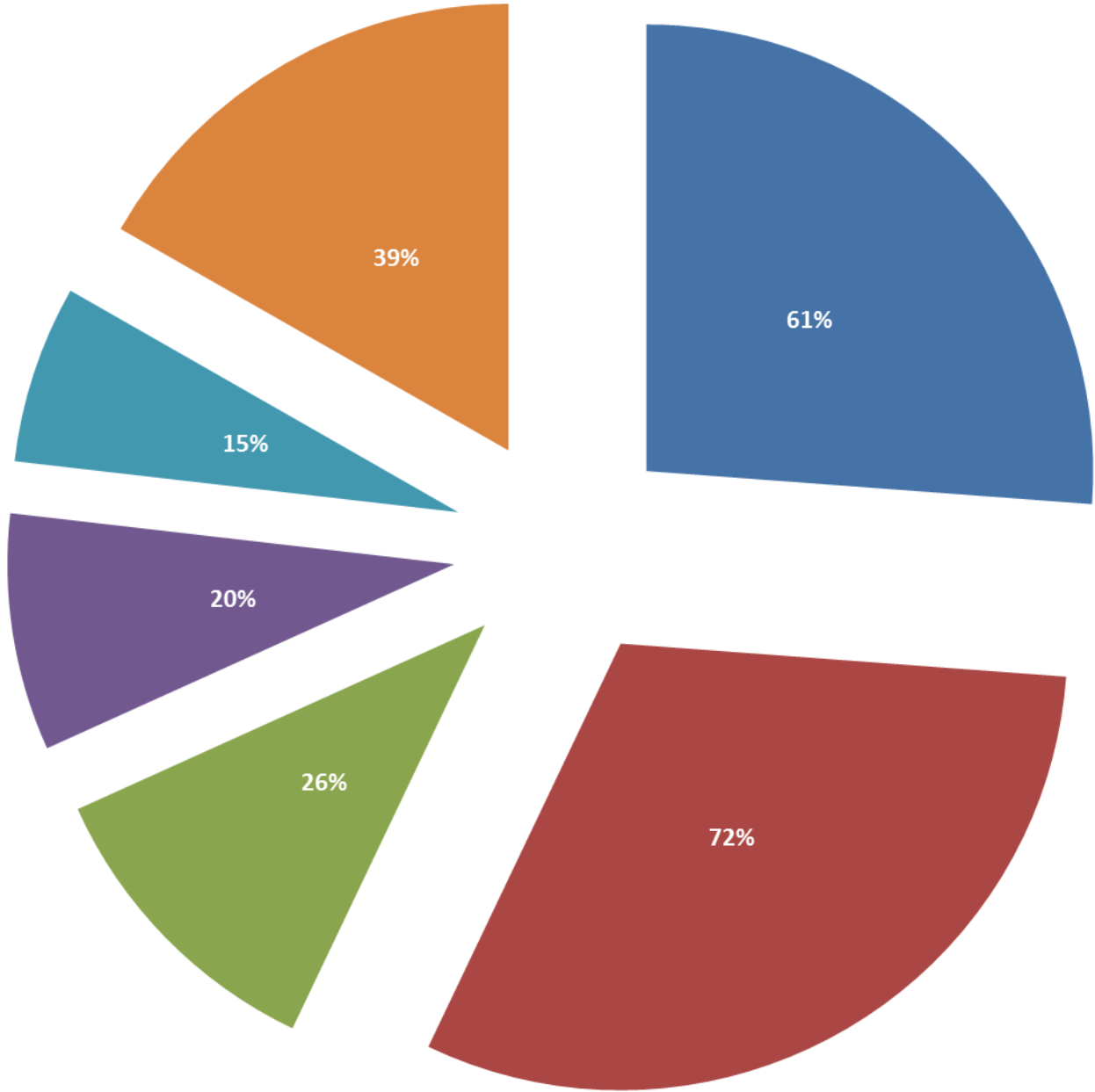
Appendix 1

In July 2016 as a service we were aware that there some carers who felt unhappy with some areas of the fostering service, we needed to be able to engage our carers so undertook our initial bench-marking survey. We re-visited the same survey and reviewed some of our new initiatives in July – September 2017. The aim was to see if we had made a difference and inform service plan for the following year.

2016 70 carers completed the survey		What we did to make a difference	2017 64 carers completed the survey	What we plan to do better in 2018
We asked	Carers told us		Carers told us	
Do you meet with your Supervising Social Worker often enough?	<ul style="list-style-type: none"> 45% agreed 33% tended to agree <p>Comments:</p> <ul style="list-style-type: none"> Can be hit and miss No allocated worker Change of worker No placement 	<ul style="list-style-type: none"> Reduced caseloads for SSW Ensured carers had contact details of manager Implemented duty system Monthly monitoring of visits 	<ul style="list-style-type: none"> 56% agreed 36% tended to agree <p>Comments:</p> <ul style="list-style-type: none"> Have point of contact, feel more satisfied 	<ul style="list-style-type: none"> Maintain SSW caseloads at 18 maximum Continue to monitor visits as part of monthly performance activity Agree visiting schedules in line with child's permanency
If you have any worries can you contact your Supervising Social Worker?	<ul style="list-style-type: none"> 30% strongly agreed 44% tend to agree 	<ul style="list-style-type: none"> Worked with the SSWs to feedback comments and the importance of ensuring outlook calendar up to date Implemented a duty system for carers Carers aware of who the team manager is 	<ul style="list-style-type: none"> 52% strongly agreed 31% tend to agree 	<ul style="list-style-type: none"> Maintain caseloads at 18 Team Manager/Senior Practitioner to observe a sample of supervision sessions to gain insight/feedback to improve service Team Manager/Service Manager to attend locality groups to continue to improve service feedback
Do you feel listened to by your Supervising Social Worker?	<ul style="list-style-type: none"> 46% Strongly agreed 29% Tended to agree 	<ul style="list-style-type: none"> Implemented locality co-ordinators groups TAC manager attending locality groups Invited feedback from carers via Newsletter 	<ul style="list-style-type: none"> 48% Strongly agreed 27% tend to agree 	<ul style="list-style-type: none"> Find more engagement activities for carers, including: <ul style="list-style-type: none"> Involvement on staff interview panels Review & update foster carer handbook Consult regarding staff practice standards
Do you feel listened to by your Fostering Service?	<ul style="list-style-type: none"> 29% strongly agreed 34% tend to agree <p>Comments:</p> <ul style="list-style-type: none"> Too much staff turn over Not aware of who managers are Not informed of process when allegation made Want a supportive team manager 	<ul style="list-style-type: none"> Appointed new manager Provide consultation opportunities Invite feedback after every event Invite feedback for newsletter Suggestions for improvements / items Implemented clear policy when carers subject to concerns 	<ul style="list-style-type: none"> 36% Strongly 32% Tend to agree <p>Comments:</p> <ul style="list-style-type: none"> Service has improved since new Team Manager and Service Manager appointed 	<ul style="list-style-type: none"> As above and: <ul style="list-style-type: none"> Review foster carer feedback at reviews to allow for more feedback to shape service Continue to hold foster carer support meetings at County Hall Review payments structure

<p>Do you attend your locality group?</p>	<ul style="list-style-type: none"> • 56% never • 21% not often • 21% regularly <p>Comments:</p> <ul style="list-style-type: none"> • Don't feel the need to • Find them supportive • Not aware of when they are • Ours is brilliant • Too negative, moaning sessions • All they talk about is money • We have child care, this really helps carers relax 	<ul style="list-style-type: none"> • Re-instigated Locality Co-ordinators meetings on a quarterly basis • Worked to have consistency amongst groups • Used examples of good practice • Advertised the groups in newsletter • Promoted LCC staff from different areas to attend groups to give talks /advice about roles • Set up a group for kinship carers 	<ul style="list-style-type: none"> • 27% never • 23% not often • 33% regularly <p>Comments:</p> <ul style="list-style-type: none"> • Would like a group for Supported Lodgings 	<ul style="list-style-type: none"> • Work with locality co-ordinators to encourage attendance • Promote groups through newsletter • Introduce a group for supported lodgings • Involve locality groups for consultation opportunities
<p>How useful do you find locality groups</p>	<ul style="list-style-type: none"> • 41% very • 38% somewhat • 13% not useful <p>Comments:</p> <ul style="list-style-type: none"> • Invite SSW • Invite managers 	<ul style="list-style-type: none"> • Team Manager regularly attends locality groups • Meet quarterly with Co-ordinators to ensure consistent message / support • Advertise groups in Newsletter 	<ul style="list-style-type: none"> • 44% useful • 40% somewhat • 4% not useful <p>Comments:</p> <ul style="list-style-type: none"> • Be advised of when they are • Be personally invited • Give co-ordinators details of carers 	<ul style="list-style-type: none"> • Continue to hold locality co-ordinator meetings with clear focus at meetings • Ensure co-ordinators are involved in the recruitment process from mentoring to post approval
<p>Do you see the Child's Social Worker often enough</p>	<ul style="list-style-type: none"> • 41% strongly agree • 28% tend to agree 	<ul style="list-style-type: none"> • Worked with CiC Team to raise issues when they arise • Give feedback to CiC Team Managers • Continue to request CSW complete foster carer review feedback 	<ul style="list-style-type: none"> • 36% strongly agree • 30% tend to agree 	<ul style="list-style-type: none"> • Introduce POD meetings to carers • Agree schedule of visits based upon child's permanency • Oversight of feedback from CSW. Include as plan of performance management • Invite representative of CiC team to locality co-ordinator groups.
<p>Do you feel involved in the care planning of the child</p>	<ul style="list-style-type: none"> • 47% strongly agree • 31% tend to agree <p>Comments:</p> <ul style="list-style-type: none"> • Don't feel part of the team • Don't feel valued • Don't feel listened to • Doesn't do paperwork for my review 	<ul style="list-style-type: none"> • Requested CSW complete carer review paper • Requested carers kept up-to-date with plans 	<ul style="list-style-type: none"> • 38% strongly agree • 45% tend to agree 	<ul style="list-style-type: none"> • As above and: <ul style="list-style-type: none"> ○ CSW to attend POD meetings to SSW + carer ○ Provide details of Team Managers of CiC team.

What our carers value about the service



■ Training ■ Support from SSW ■ Support when experiencing difficulties ■ Support from manager ■ Support line ■ Locality groups

Initiatives implemented since the last survey in 2016

		2017 Feedback & Observations	What we plan to do better in 2018
<h2>Fostering Newsletter</h2>	<ul style="list-style-type: none"> • Ensured it was sent out both electronically and by paper at carers request • Ensured we had a spotlight on staff • Provided contact details for Supervising Social Workers, Children’s Social Workers and The Virtual School • Provided a spotlight on staff and carers • Provided dates and times of locality groups • Advertised meet and greet sessions /craft days • Oversight from managers of the service 	<ul style="list-style-type: none"> • 95% received this regularly • 89% carers felt the content was good or fairly good 	<ul style="list-style-type: none"> • More focus on developmental activities • Foster family stories • Share feedback with ex-foster children • Introduce a quarterly newsletter for SLP
<h2>Fostering Family Events</h2>	<ul style="list-style-type: none"> • Implemented these on school holidays • Invited both birth and foster children • Provided feedback forms to shape future events 	<ul style="list-style-type: none"> • 43% carers have attended and felt that they were: <ul style="list-style-type: none"> ○ Good to network ○ Fantastic for foster and birth ○ Children ○ Beneficial ○ Felt appreciated ○ Birth children felt valued 	<ul style="list-style-type: none"> • Hold two recognition events for carers in April 2018 to include: <ul style="list-style-type: none"> ○ Foster carers ○ Kinship carers ○ Supported Lodgings Providers ○ Independent Visitors • Hold two sons and daughters events based upon ages • Hold craft days at Easter & Christmas • Hold family fun day in Summer
<h2>Training Opportunities</h2>	<ul style="list-style-type: none"> • Renewed feedback on training • Revised training programme • More relevant training • Feedback after events 	<ul style="list-style-type: none"> • 70% found it relevant • 65% found it useful 	<ul style="list-style-type: none"> • Provide more training/support on therapeutic parenting • Use of more centralised training venues • Use of ex-foster children experiences to enable awareness
<h2>Dedicated Placement Support Team</h2>	<ul style="list-style-type: none"> • Team launched in 2010 with a remit to: <ul style="list-style-type: none"> ○ Support placement stability ○ Support One2One carers ○ Improve foster carer retention 	<ul style="list-style-type: none"> • Placement stability has improved • Designated workers available to carers for support • Children receive individual packages of support • Allocated cases have point of contact in crisis • Step down from residential care achieved successfully for young people 	<ul style="list-style-type: none"> • Implement group work for children & young people on specific behaviours/worries • More engagement with carers on therapeutic parenting

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