



**The
Fostering
Network**

Foster carer exit interviews

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Foster Carer Retention Project

- Project outline
- What is an exit interview and what is their purpose
- How exit interviews are viewed in industry
- Foster carer exit interviews: what we learned from the research
- Our foster carer exit interview toolkit

Foster Carer Retention Project: Project outline

- Understand the reasons why foster carers leave their fostering service
- Identify the optimum timings for processing exit interviews
- Create a robust process for future exit interviews
- Embed learning to enhance retention and subsequent recruitment of foster carers.

What makes a good employer?

- One who provides a safe working environment?
- One who enables a good work/life balance?
- One who supports personal development?
- One who celebrates success?
- One who listens?



What is an exit interview and what is their purpose?

- A survey conducted with an individual who is leaving their organisation.
- Designed to capture reasons why they are leaving and their experience while working.
- An opportunity to take onboard feedback and make improvements to the organisation.

How are exit interviews viewed in industry?

- Mixed!
- Some think they are a waste of time:
 - an opportunity to moan or vent
 - personally attack a member of the team
 - the individual has already 'checked out'
- Others have made them integral to their business:
 - our chance to understand if we could have done it differently, learn from our employees or convince our best people to stay.



Foster carer exit interviews: what we learned from our research

- Very few foster carers are offered an exit interview
- Where they are offered, they have been impactful – AFA Fostering retained two foster carers at exit interview stage
- Foster carers view exit interviews favourably – many are ‘pioneers’, keen to make a difference and help others

Foster carer exit interviews: what we learned from our research

Why not conducted?

- Lack of time
- Thinking that foster carers will not always be honest
- “We know already why they’re leaving”
- No one takes responsibility
- “We tend to focus on recruitment and not retention”

Foster carer exit interviews: what we learned from our research

- Exit interviews should be two-stage
 - One on leaving, face-to-face
 - One four-six weeks later to allow for reflection
- Conducted by someone other than the SSW and not in their line management
- Information should be collected and processed in a standard format



Foster carer exit interview toolkit

- Exit interview guide for fostering services: using the toolkit
- Exit interview discussion guide
- Information for foster carers leaving their service
- Data collection tool



Foster carer exit interview toolkit



How can we support you

- Commission us to deliver your foster carer exit interviews:
 - Independent
 - Expert
 - Confidential
 - Best practice
 - National perspective

Contact learninganddevelopment@fostering.net

What makes a good employer?

- One who makes me feel valued
- One who makes me feel proud to work for them
- One who empowers me to make decisions
- One who listens, acknowledges and acts on my feedback





Thank you

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