

**WRITTEN QUESTION TO THE MINISTER FOR CHILDREN AND EDUCATION
BY THE CONNÉTABLE OF ST. JOHN
QUESTION SUBMITTED ON MONDAY 4th APRIL 2022
ANSWER TO BE TABLED ON MONDAY 11th APRIL 2022**

Question

In relation to Children's Services, will the Minister advise –

- (a) Whether the service has used unregulated children's homes in the past 2 years, despite assurances that this would not happen and indicate how many times this has occurred during that period–
- (b) what is the staff turnover in residential care;
- (c) of those leaving, how many staff had exit interviews; and,
- (d) what improvements, if any, have been made from any lessons learned.

Answer

- (a) There were two occasions between April and August 2021 when a children's home was established outside of the regulations. This was due to immediate need to safeguard children in the care of the Minister when there was no alternative regulated provision available. These settings were operational for a total of 4 months. On both occasions, regulatory requirements and expectations were upheld, and the Jersey Care Commission were pro-actively informed and provided with appropriate documentation.
- (b) For the 12 months to March 2022, the turnover rate for full time equivalent staff was 4.9%
- (c) In line with Government Policy, we endeavour to offer exit interviews with all staff that leave, but their engagement with this remains voluntary. Additionally, there is an electronic form where leavers can provide feedback. Central records show that one has been completed by residential care staff in the past two years.
- (d) Based on feedback and lessons learned from staff exiting the organisation, we are progressing a wide range of improvements such as:
 - 1. Benchmarking salary and terms and conditions.
 - 2. Reviewing staff rotas.
 - 3. Strengthening induction.
 - 4. Improving staff wellbeing opportunities.
 - 5. Ensuring that all staff have timely appraisals that are regularly reviewed.
 - 6. Ensuring and monitoring reflective supervision is monthly and impactful.
 - 7. Strengthening staff voice and feedback loops with managers.
 - 8. Improving the breadth of, and access to, learning and development opportunities.
 - 9. Improving the staff sleep over rooms.