**FCA Recording Tool FAQs**

1  **What are we doing?**
We are replacing the current way carers record with a new tool that has been developed in consultation with FCA carers. So effectively, we soon will be switching off the current KDA system and replacing this with a simple recording tool - **FCA Recording Tool**.

2  **Why are we doing this?**
This is an **absolutely crucial process** and needs to be meaningful in order to support carers, and to provide young people with a robust and quality account of their life in care. Apart from being in the best interest of the child, it is policy that foster carers must record weekly. By not recording you are potentially exposing yourself, especially if an allegation is made and there needs to be an investigation. We are aware that there are issues with the current tool, which make it difficult to engage with.

**Completion of FCA recordings will be monitored at your monthly supervision.** Any ongoing issues regarding completion will then be raised at your Annual Review and a six month plan put in place to rectify. Ultimately non-compliance could lead to de-registration so that’s how important it is to make sure they are done.

We therefore want to take on board feedback from you and implement a tool designed to make it easier, less repetitive and less complicated for you to record! We are also fully aware of the need to make the whole process, from recording to SWs accessing and approving your recording, far more integrated and efficient.

3  **What is this new tool?**
The new format is based on a tried and tested ‘back to basics’ format of a number of headings relevant to a young person’s life with no set questions. The form has been automated and built in the IT system used by all FCA staff which is called MyCA Operations. So you will be accessing and completing the recording on the same platform that all FCA staff use!

4  **What are the benefits of the New Recording Tool?**
- **Shorter, simpler** – reduced from 29 questions to 10-12 free text headings
- **Relevant** - suitable for all age groups so much more flexibility to record what is required against headings relevant to all young people

*Updated 14 June 2016*
- **Integrated** - Links with our FCA system and first step to other processes/forms becoming more integrated (rather than having a multitude of things in place)

- **Transparent** - Mechanisms for feeding back that your SSW has received recording and provide feedback are strengthened through this process.

5 **How will this process work?**
You will be able to access the form via a web link and through the new carer communications system called Carer Connect (which will replace the current Carernet). Once you have completed the various sections, you will just click the submit button and this will alert your SW to the fact that you have done the recording. All that will remain is for your SW to review and approve this, of which you will get a notification. SSW will have access to run compliance reports regularly to see how you are getting on with your FCA Recordings, which they can bring with them to your monthly supervisions. More information on how this will be implemented will be given to you prior to launch.

6 **Will it be compatible with my computer?**
FCA Recording in MyCA Ops works on Internet Explorer (minimum version 10) as well as Google Chrome and Safari.

7 **Will I get support and training?**
Yes absolutely this is a critical part of the process. We will ensure all carers and staff get the relevant training they need. **Each region will receive a two hour briefing session.** We will be holding joint sessions for staff and carers from around from 3rd May 2016 onwards. You regional office is arranging briefing session times and dates.

The existing KDA system will remain in place until your regions briefing session has taken place. The new recording tool system will then be switched on. The expectation will still be for KDA recordings to be completed until the new tool is available to use.

8 **When will these changes take place?**
**From the beginning of May 2016.** We have introduced a staggered approach to the rollout to ensure all regions get the necessary support and help with any IT and process requirements following launch.

9 **Can I get involved in the development?**
Yes of course you can. We had a period of robust testing prior to the launch of the new recording tool, and we will continue to work with carers in phase 2 to develop and improve the tool further. If you would like to get involved in this please email us at: internal.comms@coreassets.com

10 **Will this be the final tool?**
Here at FCA we believe in always building on things and keeping up to date with new technology, so the simple answer to this is no because we can always improve! This is absolutely a step in the right direction – there is great potential for this and we will continue to work together to realise the full potential. **But we want to get the basics right first – that is to promote good quality recording for carers and young people.**
11 What about my current recordings
You will not lose these – they should have already been uploaded on to the FCA system by your SSW. Recent outstanding KDAs can still be accessed and completed for 1 month after the FCA Recording Tool has gone live.

12 Do carers with parent and child placements still need to record using the FCA Recording System?
If it has been agreed with your SSW and local authority social worker that a different type of recording is to be completed due to the specific needs of their parent and child placement, then the FCA recording tool does not needed to be completed.

13 Can I access the FCA Recording System whilst on holiday?
You can still complete the FCA Recording if you have internet access whilst you are away. Otherwise you will need to complete the recordings once you have returned from holiday or once you have internet access again.

14 How do I access the recording tool form and complete it on an ipad? I can’t save questions.
We have recently discovered this issue where the Submit and Save as draft button do not show properly for phones and tablet devices – this is not an issue when using laptops. This error will be fixed with the upgrade we are putting in on 12th May.

You need to populate text in all mandatory fields before you can save - you can’t save as you go along.

15 What is the ‘Log Book’ button – do I need to use it?
No, the ‘Log Book’, ‘Clear’, and ‘Export’ options are standard Agresso software options and unfortunately cannot be removed from the screen. Both the ‘Log Book’ and ‘Export’ options don’t do anything if clicked. If the ‘Clear’ option is clicked the entire form is cleared, so please only click this if you want to remove the entire content.

16 I unable to access the FCA Recording system online
A Word format of the document will be designed so that you can complete paper copies – however, it is expected that the large majority of carers will use the online system.

17 Is there a microphone facility to complete the recording?
Unfortunately there is no microphone facility available on this system.
18 How do I reset my password?

Your password will expire in 30 days. To reset your password please go to https://account.coreassets.com and sign up to allow you to manage your password. If you have problems resetting your password please contact the service desk +44(0) 1527 839 999.

19 What are the plans for the future?

A mobile app is currently being designed by the software company Agresso and should be available in the next 12 months. We are also hoping to work with Agresso to implement other ideas such as adding photos.

20 Who can I contact if I have any questions/feedback or if I would like to get more involved?

Please email us at: internal.comms@coreassets.com