



Transforming Recruitment in Children's Residential Care

Case Study by Alex Day

PROJECT OVERVIEW

The goal of this project was to support a children's residential service with their recruitment challenges and to reduce high staff turnover. The service was struggling to attract and retain suitable candidates, and we were brought in to help find a sustainable, long-term solution.

CLIENT

Children's
Residential Service

OVERCOMING CHALLENGES

The organisation faced chronic understaffing due to strict hiring criteria, only considering candidates with Level 3 qualifications and residential experience. This limited their talent pool and resulted in few applications, even from external agencies. Those hired often left quickly, seeking higher pay or senior roles, causing high turnover. The lack of flexibility in spotting potential meant they couldn't build a consistent, values-led team. This placed strain on staff, led to burnout, and created instability for the children in their care. Despite previous recruitment attempts, the same challenges persisted until they reassessed their approach to hiring and candidate potential.

THE APPROACH

To address their recruitment challenges, we broadened the criteria to include candidates with transferable skills and a passion for working with children. This widened the talent pool and improved retention by focusing on values alignment and long-term potential. We collaborated closely with the organisation, refining job specs and sourcing strategies, and conducted regular check-ins. Tools included inclusive job descriptions, targeted outreach beyond residential care, thorough candidate screening, and ongoing feedback to refine the process.

OUTCOME

Within a few months, the client saw a stronger candidate flow and higher hiring success. After 13 months, key hires were still in place and had progressed internally. Staff morale improved, burnout reduced, and the team became more values-aligned, creating a more positive, stable, and consistent care environment.

A word from the client:

We finally feel like we're building a team that's here for the long run. The new approach has not only brought in more candidates but the right kind of people—those who align with our values and care deeply about the children. The difference in team morale and consistency in care has been incredible.

For more information on how we delivered this project, or to work with us **GET IN TOUCH WITH OUR TEAM TODAY!**



socialcareperms@charecruitment.com



01189 485555