



Statement of Purpose

Office Address: Bridge House, 1 Stuart Road, Bredbury, Stockport

Telephone: 0161-483-4769

Vision Statement

We aim to create something special that takes into account ideas from staff, foster carers, children and stakeholders.
We value each other and celebrate what we can achieve together.

Mission statement

We strive to create a fostering community where children are central to the service. We actively seek to incorporate practice that achieves the best outcomes for individuals.
Quality must never be compromised, but best value is an important factor.
We strive to resolve 97% and above of difficulties and pride ourselves in thinking outside of anyone's box.
We stand for responsive, rather than reactive care giving and seek sensitive solutions.

Action statement

Care provided to children who are not able to remain with their families should be provided by well matched, sensitive carers who are able to care for traumatised children effectively.



Executive Summary

Ethos & Values

The face of the agency / service are front line professionals who understand children and young people's services and fostering. Amalgamating all of this joint experience from a range of settings to create something with unique features.

Key Elements

An approach that above all is child centred.

An understanding of placement needs i.e. gaps.

An understanding of the support required for foster carers.

Recognition of the need for both staff and foster carers to have on-going growth and development.

A recognition for when support is best offered and how.

Identification on this basis of gaps in the market in regards to weekend and evening support/provision.

The core team have listened to what foster carers have, over time, identified as openings in service, the core team are aware that people need to feel that they are valued; part of something and have a say in issues that affect them.

The core team have identified that services on the whole, once children are placed ultimately pool resources around giving carers time away from young people; it is clear that to create stable and appropriate placements there needs to be a creation of family unit cohesion and family investment, which includes children who are placed.



Organisation

To mature a cohesive professional staff team (including foster carers) working together to provide the highest possible quality of service and care for children and young people.

Objectives

To provide a comprehensive staff/carer induction process

To sustain productive communication between staff, carers and management through regular staff meetings/carer group meetings and forums.

To ensure staff and carers are supervised on a regular basis, at a minimum of monthly, individually and also with access to group monthly supervision.

Personal Development Plans and Performance Appraisals will be carried out once a year for all staff.

To identify an overall development/training plan for the service.

To ensure all staff/carers have the opportunity to voice their individual and/or collective anxieties, concerns, suggestions etc. by whatever means appropriate e.g. group meetings, whistle blowing.

To ensure that staff/carers provide up to date reports to management and prepare professional reports for other agencies if/when required.

To ensure that staff/carers recognise, act upon, record, and report at the earliest stage, any signs of tensions or discrimination between either groups or individuals, e.g. bullying, isolation, comments relating to religious, cultural or dietary differences

To ensure that appropriate opportunity is available to attend training.

All staff to adhere to health and safety, fire regulations and all of the fostering service/team's policies and procedures.

To continually and consistently develop, review and evaluate quality of service provided. Any shortfalls in practice should be immediately identified and addressed.



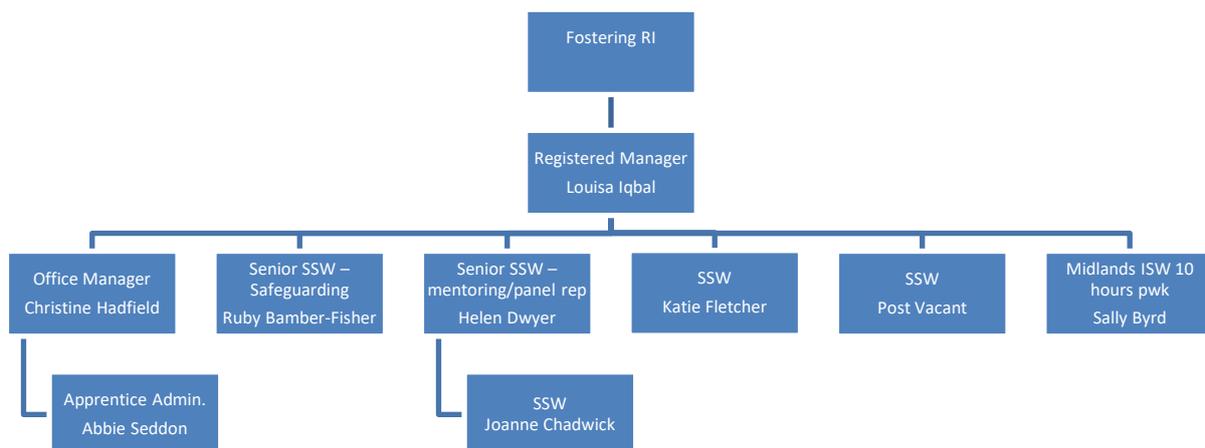
Develop a Code of Practice which identifies best standards of day to day practice in accordance with Legislation and National Minimum Standards.

All policies and procedure will be actively promoted, reviewed and developed. All staff /carers will work in accordance with these and be expected to develop a clear understanding through induction processes and further training.

External and Internal monitoring of the agency.

To continually and consistently develop, review and evaluate quality of service provided. Any shortfalls in practice should be immediately identified and addressed.

C4C-Fostering Organisational Chart and Meetings





Operational Constitution

Care 4 Children-Fostering Team is an independent fostering organisation, a private limited company, registered under The Companies Act 1985 (Co. Number 08074287).

The fostering team operates from its head office based in the North West.

The fostering team attends C4C Multi-Professional Operations Meetings to review the service's performance and performance indicators.

Operations Meetings take place fortnightly every Monday with relevant senior staff who are responsible for the corporate governance of the organisation/company.

The responsibilities of the Operations Meetings are as listed below:

Oversight of C4C-the fostering team service provision and adherence to Legislation.

Overview of policy and procedure across fostering

Approval and monitoring of the fostering business plan.

Approval and review of budgets and financial performance.

Legal compliance

Annual Business Plan

Strategic vision, direction and goals.

Culture, values, vision and mission.

Financial expenditure, management and performance.

Organisational structure and capacity to implement strategic direction.

Policies and Procedures.

Quality Assurance.

C4C- fostering team also hold various meetings weekly with Responsible Individual, Registered Manager and relevant support staff, to monitor service and performance, address and coordinate the implementation of service developments, business and strategic issues and to benchmark best practice.



Premises

C4C- fostering team currently has 1 registered office at Bridge House, 1 Stuart Road, Bredury. Stockport and is Registered as a Fostering Provider under the Care Standards Act 2000 and Fostering Standards Regulations 2011 and is therefore properly constituted to provide foster care placements for children and young people 'Looked After' on behalf of Local Authorities. The office at Bredbury is the head office of Care4Children Residential Services Ltd and the office includes HR, Referral Team, Finance, General Office Administration, Clinical and the Managing Director.

Types of Placement

C4C- fostering team offer placements for children and young people between the ages of 0 to 18 years of age with foster carers who will have had extensive experience of and/or training in working with difficult and challenging behaviour, including the effects of sexual abuse.

Carers are recruited and approved for the following registration categories:

Emergency Placements

The fostering team provide a 24 hour service. Most foster carers will be able to accept unplanned, emergency placements for individual children or sibling groups.

Short-Term Placements

Foster carers undertake task centred work with children/young people and their families in situations where the purpose of a placement and the intended duration, are explicit or can be estimated with relative accuracy.

Bridging Placements

A bridging placement generally forms part of a longer-term plan for a child or young person and can sometimes be two years in duration. In such placements carers will work with children/young people and their families toward reunification, preparing children/young people for joining adoptive or long term/permanent fostering families,



preparing children/young people for moving to a semi-independent or an independent living arrangement.

Respite Placements

All of our foster carers are entitled to up to fourteen days respite where appropriate and in consultation with the local authority social worker. Approved foster carers, family members or friends fulfil this role. They are subject to back-up carer assessment in line with agency policy.

Long-Term Placements

A number of foster carers will have a definite interest in providing placements for children/young people or sibling groups on a long-term basis, usually until children reach leaving care age (up to 18 years of age).

Solo / Enhanced placements

Foster carers will look after children and young people who may make considerable demands upon them and also upon the services of the agency. However, occasionally a child or young person has very specific and complex needs which require a higher level of support services and supervision. A child or young person may require constant individual attention and supervision that precludes the placement of any other fostered children/young people or prohibits the use of any remaining placement vacancies within the foster home.

With such placements there is higher level of support required from the social worker, support worker and education services. The carers that provide these placements are considered enhanced carers and are part of The Solihull Approach enhanced placement scheme The Fostering Team offers.

Parent and Child Placements

Foster carers will look after parent/s and their child/ren in order to undertake an assessment regarding parenting capacity. Carers will have experience within the child care sector or fostering experience to undertake this specialist placement. C4C will



provide dedicated and specialist parent and child training prior to any carer undertaking this role

With such placements a higher level of support and recording will be required by both the carer/s and their Supervising Social Worker to provide the necessary reports and details potentially for court and core groups.

Step Down and Community Therapeutic Foster Care Placements

Foster carers will offer young people an alternative to residential or custodial care by combining a specialist therapeutic approach with a three phase recovery programme, supported by our in house clinical therapists. Within the therapeutic Well being for Life programme/model, children and young people either transitioning from residential services or being placed from the community, will experience an intensive period of therapeutic care with the clinical input and therapeutic practice to assist a successful heavily supported fostering family based placements.

The aim of our Therapeutic Foster Care Placements enables the child or young person to avoid institutionalisation and assists them to access and maintain a stable sustainable fostering family to meet their needs and enhance their life chances.

Achieving Outcomes for children

At Care 4 Children (C4C) - the fostering team has a strong commitment to creating sensitive environments for children and young people to develop and grow. Therefore the recruitment and selection of appropriate carers is essential.

By creating the appropriate environment fostering families are enabled to support children and young people in achieving positive outcomes.

As part of the assessment process we consider personality and environmental factors or as some may call it the X factor.

The First Steps to Foster course is created to challenge potential foster carers and allow them to understand and practice skills that will be necessary to provide the appropriate environment for children and young people that have suffered trauma. This is also carried through the Form F assessment process that looks at the family's attachments and resilience factors.



Following approval fostering families are allocated a named Supervising Social Worker who will supervise individually and in group settings. The service also provides opportunities to access carer forums; further training and peer support.

Services we provide are based on the belief that by providing good matches and appropriate environments children will thrive. Carers are supported in developing their ability and skills through a range of techniques and methods with the first step being control and understanding of their own reactions and behaviours. Once this is achieved carers are able to respond rather than react.

All our carers are made aware that training and development underpin positive family experiences.

The fostering team work closely with all identified individuals involved in the child's life and care plan.

The fostering team operate a live and confidential storage system where information can be recorded appropriately.

Be Healthy

Monthly supervisions and monthly group supervisions that will check on and encourage carer's commitment to achieving a healthy lifestyle and diet.

Quality Assurance and questionnaires that ensures children are undertaking healthy activities.

Family activities that provide the opportunity for families to participate together.

A range of training that looks at developing carer's understanding of attachment; first aid; child development and play skills, that all promote physical and emotional health.

Daily logs written by foster carers that record elements of lifestyle and diet, this includes health appointments and leisure activities which children undertake.

Stay Safe

Talk to the team cards, provided to all children placed within our service.

24 hour support line.

Regular Safe Caring policies; risk assessments and risk management plans.



Monthly visits by social workers.

Training programmes for foster carers including Safeguarding and safe caring.

Monthly support services.

Unannounced visits.

Annual health and safety checks.

Daily logs kept by foster carers.

Recording accidents; incidents; medication and areas that may be identified in risk management plans.

Weekly core structure meetings to ensure that the management team has full oversight of the service.

Saturday Slots which enables staff to have an oversight of carers and children's interactions together

Enjoy and Achieve

Careful matching of children to foster families who are able to support a child in achieving their milestones and development.

Supporting children in enjoying holidays; activities and festivals.

Supporting a child in achieving academically and positive planning for the future.

Encouraging children with hobbies and interests to actively discovering these or continue to support a child in undertaking these.

Logs written by carers that track children's achievements and interests.

Children's forums and activities.

Make a Positive Contribution

The service actively seeks the opinions of children; young people and foster carers in how best to develop and improve services.



The service encourages participation and forum membership and endeavours to involve young people in as many aspects as possible.

Foster carers are actively encouraged to support young people in having a voice and preparation to a member of the community as an adult.

Logs written by foster carers incorporate aspects of a child's ability to contribute emotionally and socially.

Achieve Economic Well-being

Foster carers are paid a sum which incorporates not only pocket money for a child but also an amount that should be saved.

All young people placed with us should have a bank account and be encouraged to be involved in learning saving skills as well as age appropriate budgeting.

Foster carers are trained in promoting independence skills and this is also promoted in our children's forum.

Logs that foster carer's record on a daily basis include school attendance; pocket money levels and independence and budgeting skills.

Matching

Placements of children and young people with foster carers will be made in accordance with the Fostering Service Regulations 2011.

At C4C-the fostering team is committed to appropriate matches that consider cultural; religious and personality of both carers and children.

All children placed are registered with appropriate health services i.e. dentist, opticians and GPs.

The fostering team strives to involve children and foster carers in the development of services and reviewing the progress of children and young people placed.

The fostering team have experience of handling out of hour's emergencies and problematic situations with the aim of resolving these effectively and quickly.



Placement of Children with Foster Carers

Placements of children and young people with foster carers will be made in accordance with the Fostering Service Regulations 2011.

Full details of placement request will be taken and identification of an appropriate match will be made by liaising with all appropriate authorities and ensuring the area of authority is informed if a placement is made.

The selection of the most suitable foster carers to match the needs of a child/young person is followed where possible by a visit by the child/young person to the foster home, after which planned introductions are made. If the foster family selected has another foster child or children the social worker(s) of the children are approached to give their comments on the proposed second placement.

For planned placements matching will begin with requests for relevant Looked After Children (LAC) documentation and all necessary information on the child. The social worker will meet the foster carer and this will be followed by a pre-placement planning meeting where plans for introductions are made

Services for Children and Young People

Pocket money

Dedicated bedroom

Savings account

Clothing allowance

Contact facilitated with birth family

'Talk to the Team' support service (Direct contact, confidential email and text)

Opportunities to participate in forums

Opportunities to participate in activities, outings and events

Children's pack (age appropriate)

The fostering team documents translated into language of choice



Services for Foster Families

Fortnightly payment of fee and maintenance allowance

Individual monthly supervision

Saturday sessions, with childcare/activities

Opportunities to participate in Carers Forum

14 nights per year respite

24/ 7 out of hours on call service (all year round)

Annual review

Clothing allowance for child (incorporated in maintenance payment)

Social events and activities

Membership of Fostertalk

Organisational Membership of Fostering Network

Clinical Consultations

The Fostering Team and Profiles

Kamran Abassi (Managing Director/Responsible Individual)

Kamran Abassi has worked in the Health and Social Care sector for over 20 years, with over 15 years' experience at senior operational and main board level.

Previous roles include direct support to young people; Registered Homes Manager; Responsible Individual for children's homes/IFA and Proprietor for DfE registered schools. Kamran has held the position of National Operations Director from Mar-11 to Mar-13 for over 140 children's. His qualifications include:-

- LLB (Hons);
- NVQ Level 4 In Care;
- NVQ Level 5 in Strategic & Operational Management.

Kamran has in-depth knowledge in residential childcare having worked in varied positions from front line practitioner through to senior management positions over a 12 year period. His work was recognised by the Home Office as an example of Best Practice in service delivery for Race Equality (Completing the Jigsaw – Best Practice



Example's Race Equality, 2001); he co-authored a chapter on "South Asian Adolescent Sex Offenders: Effective Assessment and Intervention Work" (Young People Who Sexually Abuse; Russell House Publishing, 2002) and more recently he was called as an expert witness in the governments reforms of residential children's homes resulting in the publication of the House of Commons Education Committee 'Residential Children's Homes' Sixth Report of Sessions 2013-2014.

Kamran has held a variety of positions including being national operational lead for a workforce of 1650 and 171 service provisions providing 862 placements and producing industry leading Ofsted 'Outstanding' rated services.

Kamran has a proven track record on Leadership and Management and has achieved excellent outcomes for children and young people, staff teams and management of services to ensure all children and young people are safeguarded and achieve success in education and recovery from their trauma experiences.

Louisa Iqbal (Head of Service/Registered Manager)

Louisa is the co-founder of The Fostering Team. She has experience in the child and family sector which includes Children with Disabilities, Safeguarding in Education, Residential Childcare and Child Protection, as well as vulnerable adults. Louisa has been a qualified social worker for eighteen years and completed her Practice Teaching/Practice Educator with Manchester University. Louisa retains an active interest in promoting the value of students within the service and encourages continued development of staff.

Louisa, for nine years worked within child protection teams within local authorities thus gaining experience in courtwork and statutory services. Louisa currently is the Designated Safeguarding Officer, having completed the NSPPC training.

Previously, Louisa practiced as a Senior Social Worker within a large IFA, developing support groups, training and workshops for foster carers. Louisa also has been pivotal in offering student placements in her role as Practice Educator.

Louisa has a particular interest in facilitating growth and development of foster carers from a very child centred approach linked to her child protection roots. She has a clear understanding of the value of quality family based experiences for children and young people, leading to an ability to create positive personal relationships for children and young people in their adult lives. Louisa remains passionate about fostering and the potential to provide positive changes to children and young people's lives.



Christine Hadfield (Office Manager)

Christine has experience of over 15 years within the fostering sector and has undertaken specific Panel training, as well as relevant fostering training, HR and administration work within his role.

Christine previously was involved in running a business and retains a specific interest in working with foster carers. She was brought

up within a fostering household and continues to offer support to her foster brothers and sisters.

Christine has a flair for organising fostering events and enjoys meeting carers and children. Her role involves compliance management and panel minute taking alongside managing the office across the organisation.

Helen Dwyer (Senior Supervising Social Worker)

Helen holds formal qualifications in Social Work and is also qualified as a Teacher in Further Education.

Helen has a wide range of experience, previously working as a Lecturer at a sixth form college with 16+ including A Level Students and Adult return to Education Learners. Helen Taught Social Sciences.

Helen gained her Masters Degree in 2008 and has worked in several Independent Fostering Agencies as well as the Adult Mental Health sector. Helen started as a Supervising Social Worker for a large independent fostering agency and worked with a variety of carers and children when in this role; within the same agency Helen progressed to Senior Practitioner and oversaw Recruitment and Assessment of foster carers. This included taking the lead in Quality Assurance and supervising staff members. Helen attends specialist fostering forums and takes a lead role for the agency within this.

Helen has led a variety of training courses for foster carers and is a Children's Skills to Foster Trainer; she has also undertaken staff training.

Helen's particular area of interest is supporting parent and child fostering placements.

Ruby Bamber Fisher (Senior Supervising Social Worker)



Ruby holds formal qualifications in social work gaining her degree in 2015.

Ruby has a range of experience, previously working with groups such as young people and looked after children within her varied practice placements. Ruby completed her final social work placement within the team and subsequently was offered a position on a permanent basis.

Since becoming qualified as a social worker, Ruby has undertaken a Supervising Social Worker role and Independent work as a Form F Assessor and has now progressed to a Senior role.

Ruby leads the Consultation Groups with Young People and supports in delivering training with the “The First Steps to Foster” course. Ruby has also taken more of a lead role in mentoring her colleagues as well as with therapeutic fostering placements.

Ruby’s area of interest lies in engaging children and young people plus mentoring colleagues with their daily practice. Ruby enjoys the challenge of helping others to make positive changes and is child centred in her approach.

Katie Fletcher (Supervising Social Worker)

Katie holds formal qualifications in B.A.(Hons) in Sociology and Cultural Studies and also completed her Masters in Social Work in 2010.

Katie has a wide range of experience across service user groups including mental health, residential work with children and fostering since 2010. Katie completed her final social work placement within a fostering team and subsequently was offered a position on a permanent basis in 2010.

Since becoming qualified as a social worker Katie has undertaken a Supervising Social Worker role and Independent work as a Form F Assessor. She has covered all aspects of the fostering role including recruitment, assessment, supervising carers and placement making.

Katie’s area of interest lies in engaging children and young people plus recruitment of fostering households and positive placement matching. Katie enjoys the challenge of helping others to make positive changes and is child centred in her approach.

Joanne Chadwick (Supervising Social Worker)



Joanne holds a BSc (Hons) in Psychology, gained 1996 and has completed her Master in social work in 2010. She has previously worked within the statutory and voluntary sector with a range of client groups, including mental health; commissioning, advocacy and multi-disciplinary sectors.

Joanne is a Supervising Social Worker and particularly enjoys supporting children to have their voice heard and settle into their fostering family. Joanne holds a child-centred approach whilst also having the experience for working with adults so as to contain fostering households with a holistic approach.

Recruitment; Approval; Training and Review

Stage 1

Initial enquiry by interested person/s.

Stage 2

If at that stage it is identified that the enquirer does not wish to proceed or the interested person/s do not meet the criteria then the enquiry will be closed.

Stage 3

If the interested person/s meet the criteria then an initial home visit will be booked.

Once completed a home visit report will be compiled.

If the interested person/s wish to proceed and are deemed to be potential carers, they will be asked to fill out an application form and also will be advised of the necessary checks to be carried out. Agreement to this is then sought in writing. These checks are undertaken with: Disclosure and Barring Service (DBS), Department of Health and Local Authority amongst personal and professional references.

(Those interested person/s who fail to meet the criteria will be advised verbally and in writing.)

At this point the interested person/s become applicants and at Stage 1 of the assessment process.

The applicants will be asked to provide the names and addresses of six referees and will be required to have a medical, the results of which will be made available to the Agency Medical Officer. The applicants will then be invited onto the next "First steps to Foster" course.



DBS checks are carried out on the applicant(s) and all household members over the age of 16 years. Similarly any frequent visitors to the home who have substantive contact with the looked after child(ren) will also need a DBS check.

The prospective carers attend the “First Steps to Foster” course. If after this training the applicant/s feel that fostering is not for them then they need go no further and all paperwork will be filed. If the fostering team are not satisfied that applicant/s meet the criteria to continue, the applicant/s will be advised on this in writing and all paperwork will be filed.

At completion of Stage 1 and satisfactory outcome the applicants move into Stage 2 (although Stage 1 and 2 may be undertaken concurrently due to time checks take)

Those applicant/s who meet the criteria and wish to proceed will be allocated an Assessing Social Worker who will undertake a Form F assessment. This is a complex and at times intrusive assessment, unpicking applicant’s life history, health, education, relationships, experiences and includes all household members. The assessment also examines the applicant/s belief systems and personal values. In particular looking for evidence of an ability to provide an appropriate environment, personal attachment styles, ability to empathise and understanding of the expectations of fostering, ability to seek appropriate support and impact they may have on children and young people.

If at the end of the assessment the applicant/s feel that they do not wish to proceed, all of the paperwork will be filed.

If during the assessment some information comes to light, which would preclude the applicant/s from fostering then they would be advised of this immediately and the assessment will end. At this stage in the process the applicants have access to the IRM (Independent Review Mechanism). A short report is compiled by the assessing social worker and is presented to the fostering Panel containing the reasoning for the ending of the assessment (see Stage 1 and 2 Form F Assessment and Complaints Policy).

On the successful completion of all training, formal checks and assessment process, the applicant/s will be presented to the Fostering Panel for approval. The Panel will have before them the Form F Assessment document, which they will have considered before the meeting. The Panel may wish to ask questions of the applicant/s. All applicant/s are required to attend the Panel.

The Panel will make a recommendation regarding approval. If they recommend approval they will ask for the Agency Decision Maker at the fostering team to endorse the approval. Following this the applicant/s is officially registered as a Foster Carer for



Care 4 Children – Fostering Team. Applicants will be advised verbally of the Panel’s recommendation which will be confirmed in writing within 7 days of Panel.

Applicant/s who are not recommended for approval will be advised verbally at Panel and also in writing within 7 days. Applicant/s will be fully informed of the reasons given by Panel for the decision and also will receive information about the Independent Review Mechanism if they are not happy with the outcome.

Training

C4C fostering team work from the premise that fostering is a complex and demanding role. The fostering team is committed to ensuring that their foster carers are trained to the highest standard in order to meet the needs of the children and young people placed in their care.

Training is provided in order to:

Ensure foster carers have their skills enhanced in providing for children and young people in their care;

Improve carers’ knowledge base and develop and refine skills;

Establish a positive framework of values which promotes equality;

Encourage carers to reflect on issues such as discrimination and its effects on the wider community as well as individuals. To recognise that the children we care for often suffer discrimination and need to be nurtured in such a way as to counter this discrimination;

Ensure that all foster carers are competent and confident in safe caring and in protecting children and young people from harm;

Encourage foster carers to take responsibility for their own professional development through training and continuing to build up their portfolio of competencies;

At C4C - the fostering team will ensure that as part of the post approval of foster carers that they are inducted onto and complete the Training, Development and Support Standards (TDS) work booklet and are supported in doing so by their allocated Supervising Social Worker – further details are contained within the Carers Handbook.



Training incorporates the following key elements:

- First Aid
- Safeguarding
- Behaviour management
- Recording
- Safe caring
- Health & Medication
- Risk Assessment
- Equality & Diversity
- Education
- Contact
- Missing from Care
- Allegations & Complaints
- Health and safety
- Listening to children and young people
- Children's Rights
- Child Development & Resilience
- Promoting Independence
- Internet safety
- Attachment
- Identity and self-esteem
- TSD workshops

Further training includes



Self Soothing

Secondary Trauma

Court Processes

Unaccompanied Asylum Seeking Children

Specific areas of disability

Caring for a Sexually Abused Child

Parent & Child Placements

Domestic Violence

Self-Harm

Caring for Children with Complex Needs

Working with children who have suffered trauma

Managing and promoting contact

Advanced Safeguarding

CSE

Anti Radicalisation and Extremism

Austic Spectrum

Life Story work.

Within C4C we access MindEd online training which fully compliments our organisational therapeutic approach. MindEd training is undertaken by carers and staff across the organisation and enables training accessibility for difficult to reach carers and those unable to attend during daytime.

The training list is not exhaustive and is developed and added to as research and legislation develops and changes.

Annual Review Process



The annual review is used as a tool to evaluate and monitor both the care afforded to children and young people by foster carers whilst encouraging foster carers continual development.

The foster carer's review is chaired by an Independent Chairperson and subsequently presented to the fostering team's Panel for the review of the foster carer's continued registration at first review and in 5th year of approval. Reviews also take place for specific purposes outside of the annual review process timeline.

Complaints, Child Protection and Safeguarding

We are committed to ensuring that children and young people placed within our fostering team's foster carers are provided with the highest quality of care, to enable them to feel safe and well looked after. We believe it is important that children and young people are able to talk in confidence as well as openly, with regard to their care and be able to complain if they are unhappy about anything whilst living with foster carers. It is important also that others who have an interest in a child /young person's welfare - parents, friends, advocates etc have an opportunity to make comments or complaints about any aspect of the child /young person's care.

The Agency has a complaints policy (in which all staff and carers receive training) provided to each young person on their arrival and which both the carer and Supervising Social Worker will explain at an early stage of their stay. All children / young people are provided with a Children's Pack that explains this in an age appropriate way (provided in a language of choice and age related).

Within the fostering service and in our team we have a positive attitude to complaints and see them as an opportunity to improve the quality of care we provide for children and young people. All complaints are taken seriously and responded to promptly in line with our policy. The child /young person, or the person making a complaint on his/her behalf, is kept informed on the progress of the investigation throughout.

Children /young people are reassured that they are free to complain at any time about anything without fear of repercussions.

Children and young people will have access to an advocate if they choose and they are informed of their right to access the placing authority's complaints procedure and to contact Ofsted if they wish. When placed children and young people are provided with a Children's Pack, that includes a 'Talk to the Team' card, this provides them with an email and telephone number to directly access the fostering team. The pack also



contains other numbers including Childline, Ofsted and advocacy services local to them.

All complaints are recorded and regularly reviewed to ensure proper implementation of the policy and to address any general issues or concerns which emerge.

Fostering Team Service Provision

The service is designed to incorporate weekends within the service provision. This will provide childcare and activities for children whilst carers are able to learn; share experiences (peer support) and incorporate training skills.

Involving carers in development; training other carers and running forums and activities, creating an energised environment that actively seeks ideas from carers and children to grow.

Weekend Provision – (Saturday slots)

To provide support on monthly basis on a Saturday, this will include training for carers, as stated above it will incorporate children's activities; addressing the need for crèche workers and family support workers. The aims are: to use sessional workers known to the children to create consistency; involve carers in presenting/facilitating allowing for the creation of a forum for carers to express their views and consult with them. Also similarly the creation of a forum for children to hear their views and consult with them (these are both key in terms of the new Ofsted inspection timetable and measures)

This also incorporates extra safeguarding checks ensuring children and carers well-being and promoting team ethos and sense of community.

We have incorporated a cafe/coffee bar provision run by sessional staff/carers/staff where drinks and snacks are provided and enjoyed.

Provision for carers to sign in children for activities while they run errands etc.

Identifying the particular challenging areas of school holidays, the potential for play scheme provision.

This is for hard to reach secondary carers

This is also a gap in the market; this will also be used for consultation and training.



Alongside this will run Birth Children's group and a UASC Group for well being.

We have developed Gym/Self Defence work with older children to build healthy lifestyle and self-defence techniques.

These are created to ensure that the service is incorporating all carers and children, even the hard to engage groups.

Inspections

OFSTED have a legal responsibility to inspect all Independent Fostering Agencies to monitor the quality of service provision and levels of care provided. Ensuring compliance with Legislation and the National Minimum Standards and Fostering Regulations 2011.

Ofsted

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The Fostering Team's historical Ofsted Inspection Report can be accessed via the following link:
<http://www.ofsted.gov.uk/inspection-reports/find-inspection-report>

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