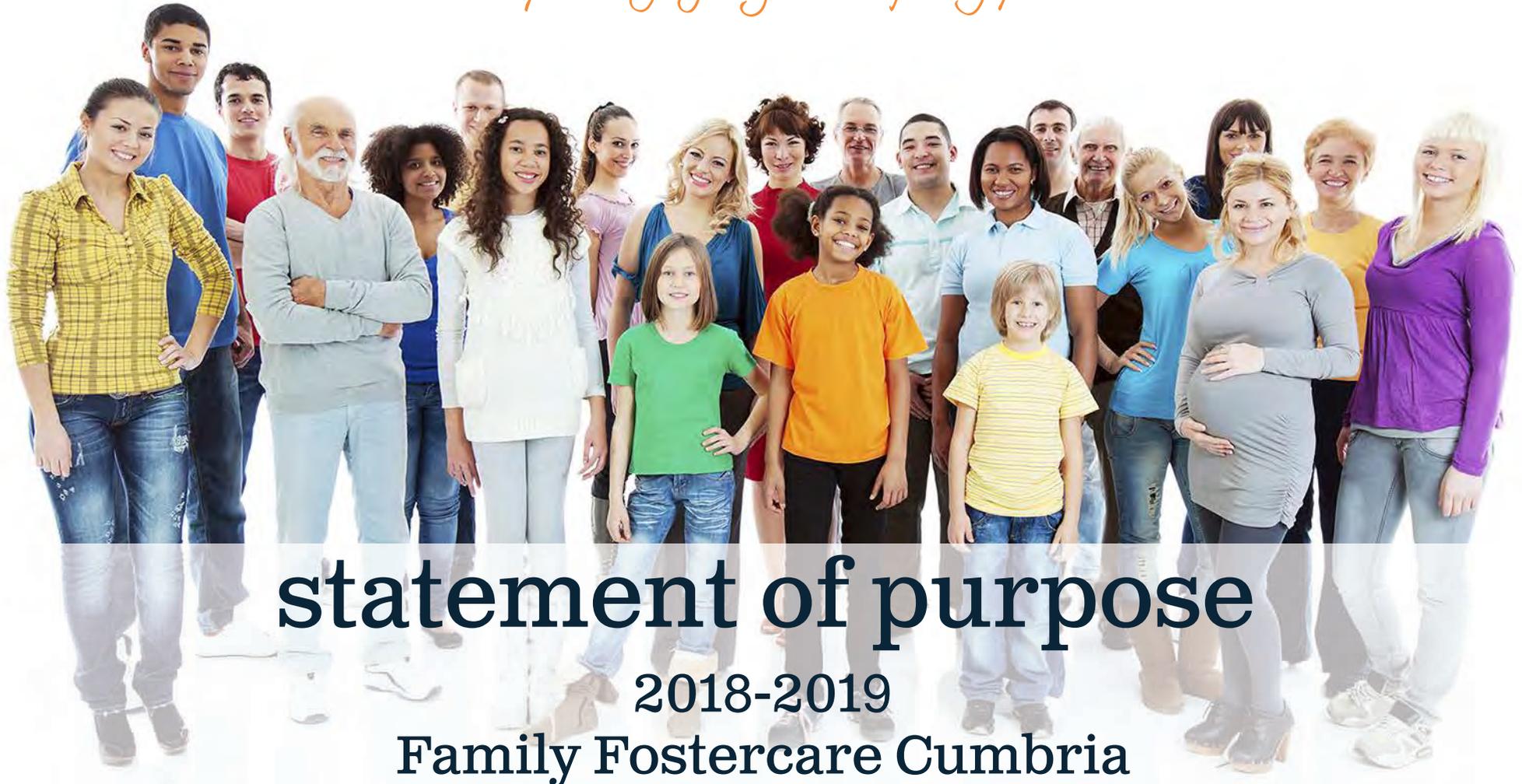




# family fostercare

*the fostering agency with a family feel*



## statement of purpose

2018-2019

Family Fostercare Cumbria



[familyfostercare.co.uk](http://familyfostercare.co.uk)



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# introduction

This document tells you about the legal status of Family Fostercare and about the work it does, how it does it and how it is going to do it better in the future. It gives information about foster carers and the people who work for the company and their qualifications. The statement of purpose is updated annually and approved by the board of directors.

The document has been written for anyone with a specific or general interest in fostering. Every prospective and approved foster carer, staff member, and parents of a child placed will receive a copy and placing authorities will also have the offer of receiving the statement of purpose.

Family Fostercare has produced the statement of purpose on its website and it can be printed in different formats for the visually impaired, or for those people whose first language is not English.

Children will get their own version of this document when they are placed with our foster carers and their booklet is called the 'Children's Guide.' There are two versions of the Children's Guide,

one for younger children and one for the more grown up child. We also provide younger children with a special booklet about being in foster care.

Family Fostercare's main business is to provide local authorities with a range of fostering households that can meet individual children's needs in their own community. The company does this by recruiting, approving, training and supporting foster carers. Family Fostercare foster carers offer placements that are: short or longer term; task centred; for siblings groups; boys or girls; from birth to 18 years; in an emergency or for a planned placement for asylum seekers or children in trouble with the police and courts; for parent and child assessments or for those children at risk of sexual exploitation.

This document has been amended in October 2019 to take into account policy and procedural changes, new initiatives and staffing.

# our mission

“to give every looked after child, regardless of their individual characteristics, a safe and welcoming family fostering home that values, supports and encourages them to develop through play, study or work.”



# our vision

“our vision is to be a ‘family feel’ organisation that is renowned and respected by everyone coming into contact with us or using our services.”



# our aims

1

## provide services

that improve the life chances of looked after children by raising their educational and social achievements, promoting their health and leisure opportunities, by giving them aspirations and placement stability

2

## drive-up quality

of our service through participation, consultation, compliance and performance

3

## work closely

with local authorities by designing and providing services that meet local need and promote children's integration into their local communities and networks



# our objectives

**keep the 'family feel'** by having a maximum number of fostering households to a dedicated staff group

**expand our services** further geographically, matching the needs of local authorities and children to our provision

**continue to improve outcomes** for children in terms of their individual care plans with particular emphasis on placement stability, educational achievement, social development and healthy living.

**provide safe fostering households** for looked after children by careful matching, placement and care planning, individual safe care plans and risk assessment through independent foster carer reviews

**support staff** in maintaining their registration with the Health and Care Professions Council (HCPC)

**provide a first class service** to all our foster carers, through the provision of high levels of support and training.

## further develop our specialist placements

**parent and child** – our philosophy is to give parents opportunities that can help them care for their children

**solo placements** – our philosophy is to offer the most troubled children a placement on their own so they can have dedicated care and supervision

**sibling groups** - our philosophy is to keep brothers and sisters together whenever it is in their best interest to do so

**children waiting for adoption or placed through adoption breakdown** – our philosophy is that every child should have the support an opportunity to have a forever family

**children at risk of sexual exploitation** - these children are vulnerable and may need to be placed away from their community for their own protection.

# family fostercare principles

## equality & diversity

Family Fostercare is committed to providing services which embrace diversity and promote equality and opportunity. This principle will be demonstrated through staff recruitment and selection, prospective foster carer enquiry, assessment and approval, offering fostering placements that match the child's unique characteristics and heritage. People will not be discriminated against on the grounds of their race, heritage, culture, faith or non-faith, disability or sensory impairment, age, marital status, sex, sexuality, or transsexuality.

## children's individuality

Family Fostercare will promote the individuality and uniqueness of each child placed with foster carers through the matching and placement planning processes. Children's educational and vocational achievements will be personally acknowledged by their supervising social worker and the board of directors. Every looked-after child will be given an age-appropriate Welcome Memory Box by their supervising social worker. Their supervising social worker will send each child a personal birthday card, Easter egg and Christmas or other faith celebration card and gift.



## partnership working

Family Fostercare is committed to fair, open and transparent business arrangements with local authority commissioning teams. Foster carers and staff work closely with other agencies and children's birth families. Family Fostercare has built up solid relationships with not-for-profit organisations such as Fostering Network, Fostertalk and CoramBAAF.

## consultation

Family Fostercare strives to be a responsive service that is continuously improving outcomes for staff, children looked after and foster carers. Foster Carer Support Groups are held regularly to listen to views put forward by foster carers. Each foster carer has the directors' contact mobile telephone numbers and the foster carers are encouraged and supported to talk directly to them. Notes from all Support Groups are distributed to foster carers who attended the meeting and those who were unable to do so. Themes from the Support Groups help us shape our services.

The independent fostering reviewing officer (IFRO) consults foster carers' birth children and looked after children during the review process.

We hold regular consultation events for birth children and looked after children. These events can be found on Family Fostercare website for each regional office.

# status and constitution

Family Fostercare is an independent fostering agency, and is a private limited company registered under the Companies Act 1985 (company number 065511819) and began operating in November 2008.

The Carlisle office was opened as a meeting base in November 2012, becoming a registered office in October 2013.

In accordance with the Companies Acts 1985 and 1989, there is a memorandum of Association and Articles of Association. Copies of these are available to the fostering regulatory body Ofsted. In compliance with the Acts there is a board of directors that meets on a regular basis to look at strategic, operational and regulatory performance indicators.

## responsibilities of the board

**development** of the organisation's vision, aims and objectives and the prioritisation of action

**approval** of the statement of purpose

**review** and **development** of the organisation's structure

**review** of performance and compliance

**approval** of the annual business plan

**allocation** of budgets

**monitoring** of quality through quarterly management reporting

**review, development** and **approval** of organisation-wide policy

# foster carers

## recruitment

Family Fostercare looks specifically for families who have the home space, motivation, time, resilience and energy to look after a child and who have a commitment to undertake all training. Applicants are encouraged from diverse backgrounds and life experiences.

Family Fostercare is committed to recruiting foster carers who can meet the needs of looked after children in the child's own community and so the company has a structure of small regional offices and satellite premises. Family Fostercare uses its website as the main recruitment media and monthly reporting takes place on numbers and source of new enquiries and agency transfer enquiries, along with trend and geographical spread analysis and year on year comparisons.

The agency advertises to targeted audiences across the major online search networks, and maintains an active identity on social networking channels. It also regularly trials new advertising channels and mediums and closely monitors return in terms of enquiries generated before adding any new media to the blend.

A small marketing budget is available to regional offices to avail of ad hoc marketing activities, typically press advertising in special community features, in community newsletters or on appointment cards in doctors' surgeries for example. Regional offices also hold occasional open days, wrapped by local press advertising and media press releases, and offices display prominent window advertising.

Applications to become a foster carer are welcomed regardless of the applicants' individual characteristics. People over the age of 25 years may apply to become a foster carer. There is no upper age limit for fostering. Every applicant must have a medical undertaken by their GP to ensure there are no health or lifestyle issues that would prevent them from fostering.

## assessments

It is a minimum requirement that a foster carer has a spare room available for a looked after child. Family Fostercare uses social work staff and commissioned assessors to undertake assessments. Family Fostercare is compliant with the Fostering Service Regulations 2011, the Care Planning, Placement & Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013 and the Fostering Network Transfer Protocol. The timescale from assessment to approval is approximately 5 to 6 months. Family Fostercare is using the Fostering Network's 'Skills to Foster' assessment documentation; this will complement the Fostering Network Skills to Foster training delivered by Family Fostercare to all applicants.

All prospective foster carers who make an enquiry to foster are dealt with by the company sending them the Introduction to Fostering Brochure. This is done by email and by post. Should the applicant wish to proceed then an initial interest form is completed and a decision made about undertaking an initial visit at the applicant's home.

On registration of interest and successful application, Family Fostercare will begin the assessment process. The assessment is based on a 2 stage process which can run individually or concurrently.

## Assessment Stage 1

For new applicants, stage 1 considers the statutory checks and personal references, and includes:

- enhanced disclosure and barring service check (DBS) on the applicants and any adults in the household over the age of 18
- local authority check
- employer references
- school/health visitor reports
- medical reports
- details of applicants own children in the household or not
- at least 2 personal references for each applicant
- name and address of any other fostering agency the applicants have been approved by in the preceding 12 months
- details of any current and any previous marriage, civil partnership or similar relationship

(If the applicant is a foster carer transferring from another agency, stage 1 is slightly different as a reference is requested from their current fostering agency too.)

Family Fostercare will also undertake the following, as good practice, in Stage 1:

- a household Health & Safety check including caravans, mobile homes etc.
- a risk assessment on any pets in the home
- financial assessment
- landlord references
- an enhanced DBS on people nominated to act as support

If any of the Stage 1 checks are returned indicating that the applicant is unsuitable to foster the Agency Decision Maker will make the decision whether to continue or terminate the assessment. Explanation will be given to the applicant in writing about this decision.

## Assessment Stage 2

Stage 2 is the home study, when the assessing social worker is completing the assessment.

If during Stage 2 the assessor raises any concerns about the applicant's suitability to foster and the assessor wishes to terminate the assessment, a brief report will be completed and presented to the Fostering Panel. A recommendation will be made by the Fostering Panel regarding continuing or ending the assessment. The Agency Decision Maker will make the final decision about terminating the assessment based on the brief report and recommendation by the Fostering Panel.

The assigned assessor will be a qualified social worker who will undertake a comprehensive assessment with the prospective foster carer and their family. They will produce a report for Panel using the Fostering Network Skills to Foster Assessment for prospective foster carers.

The assessing social worker will visit the home a minimum of eight visits to spend time working with the applicants on their assessment. The assessment is a joint project and will require full participation from applicants and their family.

As part of the assessment process, potential carers will be required to complete Skills to Foster training.

Once the Skills to Foster assessment report has been completed and seen and signed by the respective foster carers, and all their checks are satisfactory, then the application is discussed by the Fostering Panel.

# fostering panel

## panel membership

Family Fostercare runs a Corporate Central Panel that sits in Manchester on a scheduled basis every three months plus an annual meeting. Interim Panels can be called when needed.

Applicants and approved foster carers are invited and supported to attend Panel in person, and every foster carer applicant is given a leaflet telling them all about Panel.

Panel has an independent Chair and a Vice Chair, and a central list of members. *In 2016 we appointed a second Vice Chair as part of our service improvement planning.* There must be five voting people attending Panel, which has to include two independent members and a qualified social worker with three years' experience in children's services. Panel is made up of a variety of people who have the appropriate qualifications and/or experience. The central list ensures that Panel does not have to be cancelled because it is not quorate and it allows for Panel members to be asked to sit when their particular skills or experience are relevant.

Panel members are properly recruited and vetted as required by the Fostering Service Regulations. Panel members are paid a fee and travelling expenses. New Panel members have an induction and receive an electronic resource pack. All members have at least one day's training provided each year. Panel

members have an annual appraisal undertaken by the Chair; the Chair and Vice Chair have an appraisal undertaken by the Agency Decision Maker. The Panel chair produces an annual report on Panel's performance. Panel business meetings are held every 6 months between the Chair, Vice Chair, Panel Coordinator and the Agency Decision Maker.

## panel support roles

**Panel Coordinator:** responsible for the Panel calendar and agenda; collating and distributing Panel documentation.

**Panel Advisor:** a Registered Manager who gives advice at Panel when requested; organises Panel schedules and training.

**Panel Minute Taker:** takes and distributes the Panel minutes.

**Medical Advisor:** reports on the health and lifestyle of applicants in terms of their suitability to foster.

**Legal Advisor:** could be called upon for their expertise in legal matters, eg. fostering, family law, human rights, data protection.

**Agency Decision Maker:** makes a decision to approve new applicants and decides if foster carers remain suitable (following their foster carer reviews) or writes to the foster carers telling them if they are subject to a qualifying determination.

## the role and function of panel

Fostering Panels have to be properly constituted and they must act with independence from Family Fostercare. The Panel cannot make decisions; its purpose is to advise the agency in relation to the issues listed below. As part of this function, the Panel oversees

the conduct of assessments, advises on any relevant matters in relation to services that are provided and makes recommendations about quality issues and performance standards. In particular, the Panel makes recommendations as to the following:

### consider

**applications for approval** and to recommend whether or not a person is suitable to act as a foster carer, and if so the terms on which they should be approved

**first review** of newly approved foster carers, and any subsequent reviews referred to it, and recommend whether or not the foster carers remain suitable and terms of approval remain appropriate

**review of carers** who have been the subject of an allegation **representations** from applicants who have been deemed not suitable to approve

### oversee

**conduct of assessments** carried out by the fostering service; **receive information** from the manager in relation to the quality assurance functions of the Panel

### advise

**review procedures** : advise on, and monitor, the effectiveness of, the procedures for undertaking reviews of foster carers

**cases referred** : give advice and make recommendations on any other matters or cases referred to the Panel by the fostering service

**performance** : give advice and monitor the range of foster carers being approved in comparison to the needs of the children referred to the agency; to monitor how quickly applications are brought to Panel, quality of preparation for applicants and opportunities for post approval training

### report

**provide an annual report** of its work; the report will be available to agency staff, placing authorities, children's parents and Ofsted

# approval process

## approval

Under the fostering regulations prospective foster carers are not required to attend Panel but they are supported by Family Fostercare to do so. The social worker completing the assessment however must be in attendance at the Fostering Panel.

The Panel members read all of the reports before Panel sits and at Panel they have further discussions. They will form a view about the applicants and ask questions to the presenting social worker. They will make recommendations for approval or they can defer making a recommendation for further information to be provided.

The Agency Decision Maker (ADM) will use the Hofstetter guidelines and principles to make the final decision about approval. This means that the Agency Decision Maker will consider a wide range of information as well as the Panel minutes before making a decision. Upon approval the foster carer will be advised in writing by the ADM, allocated a supervising social worker and they will sign a Foster Carer Agreement. Their names will be entered onto the Family Fostercare foster carers register. Family Fostercare will advise local authorities of the approved foster carer's availability and inform the applicant's GP that they have been approved as foster carers.

## pre-approval training

This is when applicants are invited to Skills to Foster and they begin the Training, Support, Development and Standards (TSDS) workbook.

## post-approval training

Every approved foster carer has to undertake training. Foster carers are assigned dates for eLearning login details, and they must undertake the mandatory training which includes:

- behaviour management
- child sexual exploitation
- radicalisation
- de-escalation of behaviour and physical intervention
- first aid
- administration of medication
- safeguarding children
- health, food and hygiene
- diversity and equality
- promoting children's education
- children missing from care

## post approval training

All foster carers are supported to attend training and they must gain their TSDS certificate within the twelve month timescale of approval.

We provide (or pay for) childcare for foster carers to allow them to attend training. Training delivery is done by: individual sessions; group sessions; home learning; day and evening sessions; tutorials and workshops.

Extra support, such as group activities are offered for those foster carers who are less confident in vocational work. However, if foster carers fail to engage in training then their suitability to continue to foster would go back to the Agency Decision Maker or Panel for advice.

We have a range of trainers running a generic and speciality training programme. Trainers include therapists, a commissioned ex-BAAF employee, Family Fostercare staff and external consultants. The annual training programme includes the mandatory training for all foster carers and dedicated training, such as Parent and Child Placements, for the more experienced foster carers.

Training programs and workshops are reviewed in response to legislation and practice developments and changing placement needs, alongside individual carer needs.

Therapeutic groups are also run and new and experienced foster carers are able to attend these sessions which are facilitated by a Family Fostercare therapist. The sessions provide carers with a safe and knowledgeable environment in which to explore any concerns they may have relating to a particular child's behaviour or their response to it. Foster carers can also access 1-to-1 support from the therapist.

## foster carer reviews

All foster carers have an annual review which is an opportunity to appraise the last year of their foster care and set new goals and actions for the year ahead. Training needs are also assessed and identified. There is a wealth of consultation undertaken prior to the foster carer's review, and this includes:

- foster carer's questionnaire
- birth children's questionnaire
- birth children's schools questionnaire
- looked-after children's (age appropriate) questionnaire
- looked-after children's web-based questionnaire
- looked-after children's social worker's questionnaire (including children placed within the last 12 months who may have left the placement)
- if applicable or appropriate, birth parents are also encouraged to give us their views

The consultation process allows Family Fostercare to improve service delivery if it is required.

Family Fostercare presents the first annual review and every fourth review to Panel. All foster carer reviews are undertaken by independent fostering reviewing officers (IFROs).

A Corporate Foster Carer Review Coordinator is responsible for the timely implementation of the review processes, to ensure compliance with regulations and to improve service delivery. The coordinator keeps the Fostertalk register up-to-date, as all foster carers are annually subscribed by the company to Fostertalk.

The Agency Decision Maker makes a decision after each review and a new Schedule 5 agreement is created.

# supporting & managing carers

Every approved Family Fostercare foster carer, at their induction, is given a copy of an older children's and younger children's fourth edition Foster Carers Handbook for each fostering household. Every foster carer has an allocated supervising social worker. It is the supervising social worker's role to manage and support the foster carer in the fostering task. Within the staffing structure there are senior supervising social workers who are also case holders but who supervise and manage the supervising social worker. Family Fostercare has a number of unqualified social workers who have been recruited in the role of family support workers, to work alongside the qualified staff in supporting fostering households. We did this because foster carers told us they would like this kind of resource.

Family Fostercare offers support 24 hours a day and 365 days a year through qualified staff being on an on-call duty system. Staff have access to a live database from which they can extract relevant information during normal and out of office hours.

Family Fostercare also supports foster carers through telephone contact, emails, planned supervisory visits, foster carer support groups, formal and informal training sessions and workshops, by offering peer support and mentoring through more experienced foster carers, through social events and activities, regular respite arrangements and by giving all foster carers as much access as they need to qualified family therapists. As an additional, independent support resource, Family Fostercare provides free membership to Foster Talk for all foster carers.

The supervising social workers will always support foster carers through their personal attendance at placement planning meetings, looked after children reviews, foster carer reviews and at Fostering Panel. Fostertalk has been commissioned to provide information to each fostering household and the company pays for this service on an annual basis.

Family Fostercare is committed to the 'family feel' approach and as such offers a wide range of activities for the birth children of foster carers. Supervising social workers meet with birth children on a regular basis and the IFRO consults children for their parent's foster care review. Foster family children also receive generous celebratory gifts from Family Fostercare.

There are occasions when foster carers' care or their behaviours will have to be addressed. This will be done openly with them by the supervising social worker or senior supervising social worker. They will be given actions to complete and offered further training if this is the case. If any concerns arise about a foster carer's commitment to training or their on-going development, or if they are in breach of their Foster Carer Agreement (Schedule 5) then a report will be presented to the Agency Decision Maker or Fostering Panel. If there is an allegation against a foster carer or a member of their household, Family Fostercare procedures will be followed.



# quality

Family Fostercare aims to improve the quality of its services year on year. A number of quality standards and quality assurance processes are in place to make sure that:

Children are **safe**

Children are **healthy** and **achieving**

Children are in **well maintained homes**

There are **sufficient numbers of foster carers** with the right approval status to meet the needs of local authorities

There are **sufficient staff** to recruit, train and support foster carers

**Complaints are handled swiftly** and objectively

**New staff are inducted** using a corporate and specific role-related framework.



# quality standards

## Assessments

Assessments will be completed by qualified and experienced staff within prescribed timescales.

## Training

Foster carers will undertake the 'Skills to Foster' training and will complete the Training, Support and Development Standards within twelve months.

Each approved foster carer will attend the mandatory training.

Transferring foster carers will have to demonstrate their training by way of certification.

## Matching

Children will be matched with families that can meet their primary needs and reflect their religion and culture.

Transferring foster carers with children in placement will also have new matching assessments completed.

## Safeguarding

Safeguarding and child protection will be dealt with swiftly in line with Local Children's Safeguarding Board procedures.

## Children Who Go Missing

There will be a joint protocol between Family Fostercare, the Local Children's Safeguarding Board (LCSB) and police authority for children who go missing from care or who are absent without permission.

## Placement planning

Placement planning will include individual Safer Care plans for each child and any risk assessments and /or behaviour management plans that are deemed appropriate. These will be reviewed by the supervising social worker on a regular basis.

Transferring foster carers with children in placement will have revised risk assessments and safe care plans completed.

### Delegated Authority

Placement planning will include delegated authority for the foster carer so that looked after children can have a 'normal' family and school life.

### Acknowledging Achievements

Nursery, educational, and vocational achievements will be promoted and acknowledged by the supervising social worker and the board of directors.

### Daily Living Records

Daily living records written by foster carers will accurately reflect the child's daily life, their failures and achievements and fostering tasks undertaken with them.

### Promoting Contact

Foster carers will promote contact with the children's families and significant others unless this is not possible due to safeguarding factors.

### Support

Foster carers will receive regular support visits from supervising social workers, access to training and an annual review.

### Confidentiality

Family Fostercare staff, Panel members and foster carers will maintain confidentiality and only disclose information about a looked after child on a need to know basis.

### Consultation and Participation

We hold regular consultation and activity events with foster carers, their children and looked after children. We use these occasions to gather information that might help us improve our services, or for improving health, educational, social and leisure outcomes for those who attend.

# quality processes

## Regulation 35 Reporting

The directors receive the managers' Regulation 35 and NMS 25 reports on a quarterly basis. In 2016 updated the Regulation35 reporting template so that we can see children's and services progress against the Schedule 6 requirements, which are:

- compliance in relation to each child placed with foster parents, with the child's care plan

- all accidents, injuries and illnesses of children placed with foster parents

- complaints in relation to children placed with foster parents and their outcomes

- any allegations or suspicions of abuse or neglect in respect of children placed with foster parents and the outcome of any investigation

- recruitment records and the conduct of required checks of new workers

- notifications of events listed in Schedule 7

- any child missing from a foster parent's home without permission

- use of any measures of control, restraint or discipline in respect of children accommodated in a foster home

- medication, medical treatment and first aid administered to any child placed with foster parents

- where applicable, the standard of any education provided by the fostering service

- records of assessments, Fostering Panel meetings, appraisals of employees and minutes of staff meetings

## Fostering Panel Chair's Report

This report is produced annually by the independent Chairperson. It describes the volume and type of work at Panel, training, and quality of reports presented to Panel.

## Business Contingency Planning

The Agency has a policy and set of procedures in the event of any kind of disaster whereby Family Fostercare can continue. The business continuity plan is monitored annually and updated when required.

## Fostering Finance

Family Fostercare operates within a competitive market place and offers generous fostering payments and other incentives to all registered foster carers. All foster carers are self-employed and as such pay their own tax and national insurance. They are offered advice through a range of resources including Fostertalk.

## Policies and Procedures

We continuously review our policies and procedures to reflect changes in guidance and legislation. We cascade new policies or amended procedures to staff via the quarterly staff newsletter, via email and through the managers' meetings. All of our policies and procedures are online and accessible to staff, foster carers and commissioned workers around the clock, on a 365 day basis.

## Record Keeping

Family Fostercare is a paperless fostering service. All staff and foster carer recording is put directly on the Family Fostercare database which is securely protected by an independent IT service. Foster carers are trained on the importance and the content of recording, and on using the database. Foster carers' monthly reports on children placed with them are used in supervision with the supervising social worker to monitor the progress of children placed.



## Foster Carer Support Groups

Support groups are held in a range of venues and during the daytime or on an evening. The groups are always attended by a director, and minutes are taken and distributed to foster carers who attended the meeting, and to those who were unable to attend. Support groups are used for foster carer social purposes and for giving out information or training workshops.

## Unannounced Visits

All our foster carers receive unannounced visits each year which ensures a 'balance and check' on the quality of care and the home environment. A report is produced after the unannounced visit and this is looked at by the Registered Manager and Fostering Panel on the first and fourth review.

## Foster Carer Respite

To reduce the opportunity for a placement breakdown or to give foster carers time to themselves, Family Fostercare offers foster carers up to 14 nights respite annually and normally this would be with a fostering family member or another foster carer known to the looked after child.

# management & staff

Family Fostercare regularly review and amend their recruitment and selection documentation. In 2015 the Right to Work documentation was implemented for current staff and will be used for all new staff.

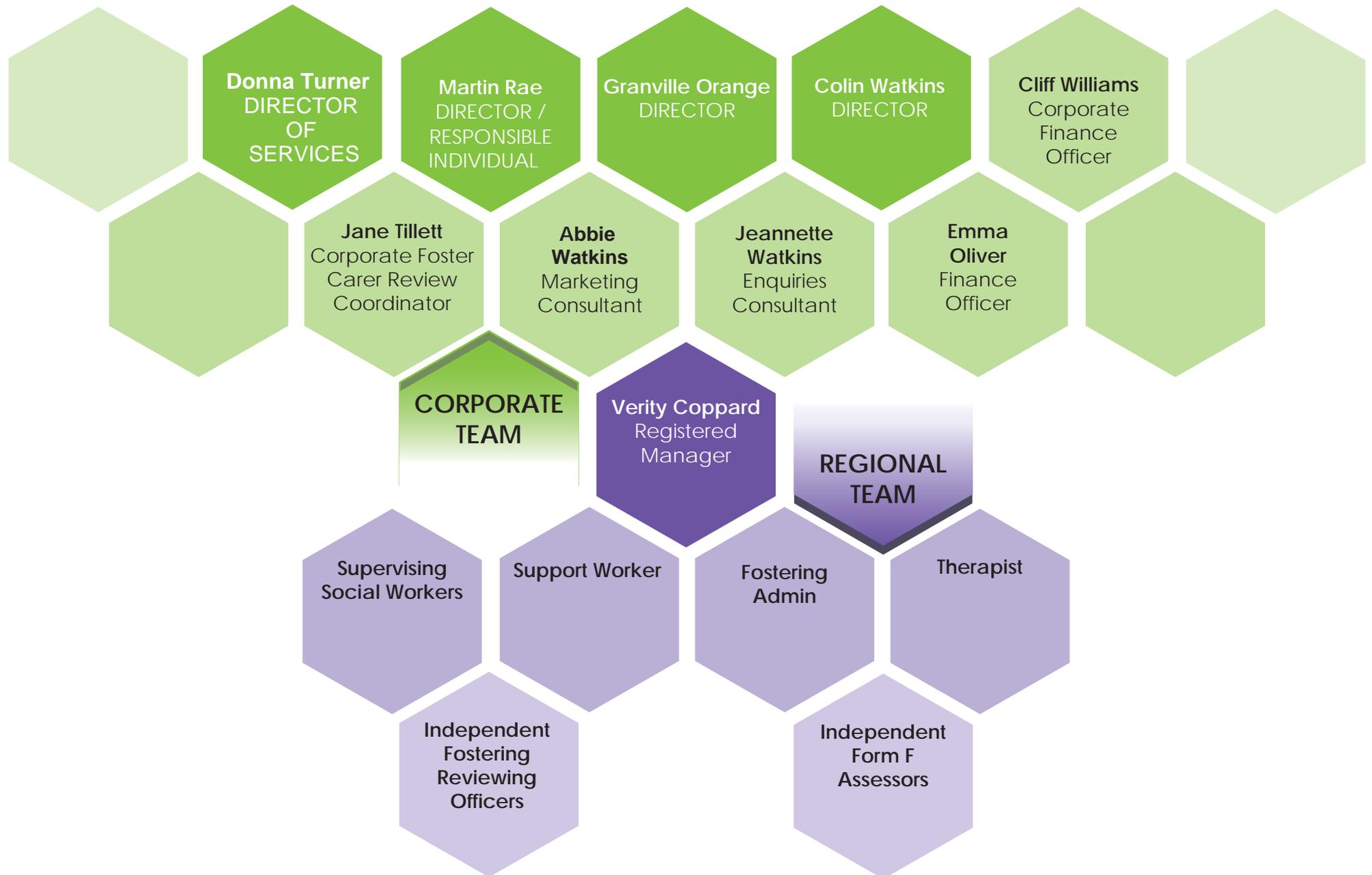
All pre-employment checks are undertaken and reference checks are followed up with a telephone call. Enhanced DBS Checks are undertaken and renewed on a 3 yearly cycle. Family Fostercare cannot employ applicants who have committed offences against children or vulnerable adults.

Family Fostercare employs a range of people who have between them a wealth of academic, management, technical, vocational and administrative knowledge, skills and experience to ensure the needs of the company are exceeded at all levels.

All staff and associates who work for Family Fostercare hold a range of appropriately recognised qualifications dependent on their specific role or field of expertise such as: Master / Diploma/ Certificate in Management; Master / Diploma/ Certificate in Social Work; National Vocational Qualification 4/5 in Management; NVQ in Administration. Supervising social workers and the Responsible Individual are registered with the regulatory body Health Care Professions Council (HCPC).

All staff have regular support, planned supervision, annual appraisals and training. Qualified staff have professional supervision and are supported with their Continued Professional Development.

# Family Fostercare Cumbria



# child protection & safeguarding

## child protection

Family Fostercare is committed to providing the highest level of safe care for looked after children. There are company child protection and child sexual exploitation procedures in place that are read alongside local authority child protection procedures. These are easily accessible to staff on line.

## safeguarding

The Designated Safeguarding Officer for Family Fostercare is Martin Rae, Director and Responsible Individual.

Staff and foster carers have to undertake safeguarding training and this can be accessed through Local Children's Safeguarding Boards or will be delivered through the Social Care Hub or direct training provided by Family Fostercare. Staff must renew their safeguarding training every two years. Newly approved foster carers must undertake safeguarding training within 12 months of their approval.

Other safeguarding training is provided such as recognising bullying, self-harming, safe social media and computer usage.

At Panel approval stage every foster carer will have a family Safer Care Agreement and at placement planning stage every looked after child will have their own individualised Safer Care plan.

All staff and foster carers will have attended Child Sexual Abuse and Radicalisation training as required by the revised 2015 Working Together to Safeguard Children document.



# complaints & compliments

## complaints

Family Fostercare takes all complaints very seriously and uses the outcomes of complaints to continually improve services. There is a complaints procedure in place that puts an emphasis on resolving complaints at a local level and at an early stage.

If complaints cannot be resolved this way they will be dealt with by the registered manager and if necessary a third stage to the complaint will be dealt with by an independent person, who will conduct a full investigation. Complainants can also go directly to

Ofsted or any other person, agency or body at any time. All complaints made against Family Fostercare go to the board of directors through the management reporting system.

Complaints are monitored by the directors through the regulation 35 reporting structure. A copy of the complaints procedure is available upon request.

### summary of the complaints procedure

#### STAGE ONE

Local informal resolution - complaints will generally be raised and resolved directly between the parties concerned with the registered manager being kept informed



#### STAGE TWO

The complainant wishes to go to this stage at the beginning of the process or is unsatisfied with stage one - it is conducted by the registered manager



#### STAGE THREE

Independent investigation - the Responsible Individual will arrange for an independent person to carry out the investigation

# children's complaints & representations

Family Fostercare will take immediate action if a child's complaint is received. Every looked after child over the age of 5 years is provided a copy of the Children's Guide which tells them how to make a complaint or where to go for help if they are sad, frightened or worried.

The revised Matching and Placement Planning Procedures ensures that every child of an age and understanding is given a copy of their local authority's procedures.



# compliments

All compliments are recorded. Here is a selection of comments made about our staff and the services that Family Fostercare offers:

*"Everything my foster carers do makes me feel happy and loved."*

**Looked After Child (8yrs)**

*"The activities for children run by Family Fostercare are fun and I have a say in what we do."*

**Looked After Child (14yrs)**

*"It is brilliant!"*

**Looked After Child (9yrs)**

*"A professional approach, very friendly and things are done in a professional manner with care and ease."*

**Foster Carer**

*"I feel Family Fostercare are a good caring foster agency and I enjoy working with them, easy to talk to and help is there if needed."*

**Foster Carer**

*"Family Fostercare have dealt with any issues effectively and efficiently."*

**Child's Social Worker**

*"Good provision and level of care."*

**Child's Social Worker**

*"The care provided by the foster carers with the support of Family Fostercare is good and of high quality."*

**Child's Social Worker**

# contact details

## Registered Fostering Manager: Verity Coppard

63 Millbrook Road  
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Carlisle  
CA3 0EU  
T: 01288 583127  
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W: [www.familyfostercare.co.uk](http://www.familyfostercare.co.uk)

## Responsible Individual & Designated Safeguarding Officer: Martin Rae

M: 07949 794621  
E: [martin@familyfostercare.co.uk](mailto:martin@familyfostercare.co.uk)

## Fostering Regulatory Body

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
T: 0300 123 4666  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

## The Office of the Children's Commissioner

Sanctuary Buildings  
20 Great Smith Street  
London  
SW1P 3BT  
T: 020 7783 8330  
E: [info.request@childrenscommissioner.gsi.gov.uk](mailto:info.request@childrenscommissioner.gsi.gov.uk)



Family Fostercare Cumbria Statement of Purpose 2016-2017, Version 4.4, October 2018

This document has been reviewed in October 2018. Our statement of purpose has been developed to meet the requirements of the following legislation and guidance: Care Standards Act 2000: Fostering Services Regulations (England 2011, Wales 2003); National Minimum Standards for Fostering Services (England & Wales); Care Planning, Placement and Case Review (England) Regulations 2010 & Care Planning, Placement and Case Review (Miscellaneous Amendments) Regulations 2013; The Children's Protection Act 2008; The Children Act's 1989 & 2004; Children Act 1989 Guidance and Regulations Volume 4 Fostering Services 2013; Fostering Network Transfer of Foster Carers Protocol (England) 2014; and the Assessment and Approval of Foster Carers: Amendments to the Children Act 1989 Guidance and Regulations Volume 4 Fostering Services 2013; The Care Planning and Fostering (Miscellaneous Amendments) (England) Regulations 2015.

