



*Making Social Care
Better for People*

inspection report

Fostering Services

**Northamptonshire County Council
Fostering Service**

Oxford House
West Villa Road
Wellingborough
Northants
NN8 4JR

14 - 15th February 2005 23 – 25th
February 2005

Commission for Social Care Inspection

Launched in April 2004, the Commission for Social Care Inspection (CSCI) is the single inspectorate for social care in England.

The Commission combines the work formerly done by the Social Services Inspectorate (SSI), the SSI/Audit Commission Joint Review Team and the National Care Standards Commission.

The role of CSCI is to:

- Promote improvement in social care
- Inspect all social care - for adults and children - in the public, private and voluntary sectors
- Publish annual reports to Parliament on the performance of social care and on the state of the social care market
- Inspect and assess 'Value for Money' of council social services
- Hold performance statistics on social care
- Publish the 'star ratings' for council social services
- Register and inspect services against national standards
- Host the Children's Rights Director role.

Inspection Methods & Findings

SECTION B of this report summarises key findings and evidence from this inspection. The following 4-point scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The 4-point scale ranges from:

- 4 - Standard Exceeded (Commendable)
- 3 - Standard Met (No Shortfalls)
- 2 - Standard Almost Met (Minor Shortfalls)
- 1 - Standard Not Met (Major Shortfalls)

'O' or blank in the 'Standard met?' box denotes standard not assessed on this occasion.

'9' in the 'Standard met?' box denotes standard not applicable.

'X' is used where a percentage value or numerical value is not applicable.

FOSTERING SERVICE INFORMATION

Local Authority Fostering Service?

YES

Name of Authority

Northamptonshire County Council Fostering Service

Address

Oxford House, West Villa Road, Wellingborough,
Northants, NN8 4JR

Local Authority Manager

Ms Jan Slater

Tel No:

01933 220730

Address

Oxford House, West Villa Road, Wellingborough,
Northants, NN8 4JR

Fax No:

01933 443103

Email Address

Registered Fostering Agency (IFA)

NO

Name of Agency

Tel No

Address

Fax No

Email Address

Registered Number of IFA

Name of Registered Provider

Name of Registered Manager (if applicable)

Date of first registration

Date of latest registration certificate

Registration Conditions Apply?

NO

Date of last inspection

9/2/04

Date of Inspection Visit		14 th - 16 th February 2005 23 rd - 25 th February 2005		ID Code
Time of Inspection Visit		10:00 am		
Name of Inspector	1	Mrs Maria Johnson	081363	
Name of Inspector	2	Patrick Toner	080461	
Name of Inspector	3	Sara Morrison (observer)	080749	
Name of Inspector	4			
Name of Lay Assessor (if applicable) Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process.				
Name of Specialist (e.g. Interpreter/Signer) (if applicable)				
Name of Establishment Representative at the time of inspection		Jan Slater Roger Chapman Marion Smith		

Introduction to Report and Inspection

Inspection visits

Description of Fostering Service

Part A: Summary of Inspection Findings

Reports and Notifications to the Local Authority and Secretary of State

Implementation of Statutory Requirements from last Inspection

Statutory Requirements from this Inspection

Good Practice Recommendations from this Inspection

Part B: Inspection Methods & Findings

(National Minimum Standards For Fostering Services)

- 1. Statement of purpose**
- 2. Fitness to carry on or manage a fostering service**
- 3. Management of the fostering service**
- 4. Securing and promoting welfare**
- 5. Recruiting, checking, managing, supporting and training staff and foster carers**
- 6. Records**
- 7. Fitness of premises**
- 8. Financial requirements**
- 9. Fostering panels**
- 10. Short-term breaks**
- 11. Family and friend carers**

Part C: Lay Assessor's Summary (where applicable)

Part D: Provider's Response

D.1. Provider's comments

D.2. Action Plan

D.3. Provider's agreement

INTRODUCTION TO REPORT AND INSPECTION

Independent and local authority fostering services which fall within the jurisdiction of the Commission for Social Care Inspection (CSCI) are subject to inspection, to establish if the service is meeting the National Minimum Standards for Fostering Services and the requirements of the Care Standards Act 2000, the Fostering Services Regulations 2002 and the Children Act 1989 as amended.

This document summarises the inspection findings of the CSCI in respect of Northamptonshire County Council Fostering Service. The inspection findings relate to the National Minimum Standards for Fostering Services published by the Secretary of State under sections 23 and 49 of the Care Standards Act 2000, for independent and local authority fostering services respectively.

The Fostering Services Regulations 2002 are secondary legislation, with which a service provider must comply. Service providers are expected to comply fully with the National Minimum Standards. The National Minimum standards will form the basis for judgements by the CSCI in relation to independent fostering agencies regarding registration, the imposition and variation of registration conditions and any enforcement action, and in relation to local authority fostering services regarding notices to the local authority and reports to the Secretary of State under section 47 of the Care Standards Act 2000. The report follows the format of the National Minimum Standards and the numbering shown in the report corresponds to that of the standards.

The report will show the following:

- Inspection methods used
- Key findings and evidence
- Overall ratings in relation to the standards
- Compliance with the Regulations
- Notifications to the Local Authority and Reports to the Secretary of State
- Required actions on the part of the provider
- Recommended good practice
- Summary of the findings
- Report of the Lay Assessor (where relevant)
- Providers response and proposed action plan to address findings

This report is a public document.

INSPECTION VISITS

Inspections will be undertaken in line with the agreed regulatory framework with additional visits as required. This is in accordance with the provisions of the Care Standards Act 2000. The following inspection methods have been used in the production of this report. The report represents the inspector's findings from the evidence found at the specified inspection dates.

BRIEF DESCRIPTION OF THE SERVICES PROVIDED.

The Northamptonshire Fostering Service is part of the local authority social care and health directorate. The service manager Mrs Jan Slater has overall responsibility for the fostering service, though many day-to-day management responsibilities are delegated to the three team managers.

The family link service recruits, approves and supports carers who provide short-term breaks for families with children with severe disabilities. The family link team is part of the services for children with disabilities within the directorate, but is included in the remit of this inspection. There is a small recruitment team, responsible for the recruitment and the strategy for retention of foster carers.

Remand Carers

Therapeutic carers

Long term fostering

Kinship carers

Supportive Lodgings

Emergency Out of Hours carers

PART A SUMMARY OF INSPECTION FINDINGS

Inspector's Summary

(This is an overview of the inspector's findings, which includes good practice, quality issues, areas to be addressed or developed and any other concerns.)

This inspection was undertaken using the "case tracking" process. This means that the Inspector reviewed the care of specific Children and Foster carers, "tracking" the way in which care is delivered. This was done through reviewing the Children's' identified needs and choices from the preadmission information, matching information, placement agreements and reviews, and cross checking through discussions with the Foster carers and staff, and if possible the Children and the Placing Authorities. The information gathered would establish whether the child's identified needs and wishes are being met, and updated appropriately where needs are changing. The Inspector reviewed the assessment, training and support provided to the Foster carers, and the ability to meet the needs of the Children in placement.

The Inspector visited the Foster carers identified for case tracking and also spent time meeting other Foster carers at a Carers Support Group. The Inspector also had opportunity to observe children in placement, due to the children's' ages and willingness to engage it was not possible to have in depth discussion regarding the National Minimum Standards. The evidence of the children's views has been drawn predominately from general discussion and observation.

The inspectors reviewed the Key Inspection Standards as detailed in the CSCI methodology, this included delivery of care, support to carers, ways in which the agency is managed, functions, the suitability of the premises, and the organization of staff. The inspection was conducted over a period of six days; during this time inspectors reviewed records, observed and met with panel members, observed a training workshop and interviewed six members of staff and the Registered manager.

The following responses were received;

Fostering Service.

33 Placing Authority Questionnaires returned

A large majority of Placing Officers confirmed that the service works well with the placing authority.

Some concerns were raised in relation to the carers understanding of the child's past and their individual needs.

46 Foster Carers Questionnaires returned

A variety of responses were received. Most carers considered that the level of support that they received ranged from very supportive to OK.

Carers stated that they felt that the service was helpful and understanding. Carers confirmed that they had access to a range of training and that they received reasonable financial rewards.

Carers confirmed that they facilitated contact through visits, telephone calls, cards, and

photographs. Some carers considered that transport for contact visits were problematic. In some cases the timing of contact visits was not always convenient. A common theme was the lack of resources in relation to social work staff, the difficulties experienced when trying to contact staff. Carers considered that supervising social workers were committed to providing a good service but were over stretched.

40 Children's Questionnaires returned.

Due to the small number of children's questionnaires that have been returned it has not been possible to determine overall outcomes in relation to the views of children that the service provides care to. Therefore the completed questions that have been received will be viewed as a sample of opinions.

Family Link

24 Placing Authority Questionnaires returned

A large majority of Placing Officers confirmed that the service works very well with the placing authority.

A concern was raised that some families have to wait long periods between respite breaks due to the carers having their own commitments.

13 Foster Carers Questionnaires returned

All carers stated that the support that they receive is very good. Concerns were raised in relation to the length of time that adaptations take. Some carers felt that times and venues for carer training events were inconvenient. In some cases carers felt that the child's background information that they received was insufficient.

3 Children's Questionnaires returned

'I love going to my family link. I get to do lots of things with them I can't do at home and see lots of people'

'I really love going to family link'

'A whole day doing what you want to do'

Through out this report the inspector has detailed a number of areas that the organisation has developed improved systems. Unfortunately due to the limited time that has elapsed since the initiatives have been put into place it has not been possible on this inspection to effectively measure the outcomes. The service is still to be commended on the commitment to raising standards and the progress that has been demonstrated since the last inspection conducted in 2004.

The conclusion of the inspection is that;

1. Statement of Purpose

Standard 1

This Standard was not appraised at this inspection.

2. Fitness to provide or manage a fostering service

Standard 2,3

Standard 3 was appraised at this inspection as met.

All information provided throughout this inspection indicates that the management of the service is very good. The service has worked with Commission for Social Care Inspection to ensure compliance with the National Minimum Standards.

3. Management of the fostering service

Standard 4,5

These standards were not appraised at this inspection.

4. Securing and promoting welfare

Standard 6 – 14

Standards 6-13 were appraised at this inspection.

The service has developed systems within the organisation to ensure effective matching of children and carers, to ensure that the child's individual needs are met. The service has developed pro forms that take account of individual health and education plans for each child in placement.

The service has demonstrated a commitment to equal opportunities and valuing diversity.

A review of the services complaints recorded identified that a recent complaint alleging mistreatment by a carer was not processed in accordance with the services procedures. Subject to requirement

It is recommended that the transport initiatives that have been considered within fostering services are reviewed at a senior management level within the council to ensure that the needs of children and carers are met.

5. Recruiting, checking, managing, supporting and training foster carers and staff

Standard 15 – 23

Standards 15,17, 21 were appraised at this inspection.

The Manager's Self Assessment confirmed that the organisation has a range of policies to support all employees and Employee Assistance Service for those who require support outside line management arrangements. The organization has also developed an Induction and Core training program for all new staff.

A key aspect of the success of the family link service is the retention of experienced and qualified staff with a strong commitment to the provision of quality services for young people and their families.

The inspector observed during the course of this inspection that due to services being based on a number of sites and staff having to move between the sites locating members of staff is problematic. In addition to this conflicting information is given in relation to the whereabouts and availability of staff.

6. Records

Standard 24,25

Standard 24 was appraised at this inspection.

A review of records identified that the service has systems in place to monitor and review carers files, however these processes are not being followed. The outcome is that unannounced visits to carers, and Health and safety checks are not being effectively monitored or recorded.

The service's current system for maintaining information regarding children in placement is to hold the information in a section on the carers file. A review of records identified that the information is fragmented and disorganised. The Service manager explained that the intention is to move towards a more child as opposed to carer led service. This would include a revised system for maintaining information relating to the children in placement and the carers.

7. Fitness of premises for use as fostering service

Standard 26

These standard were not appraised at this inspection.

8. Financial requirements

Standard 27 – 29

These standards were not appraised at this inspection.

9. Fostering panels

Standard 30

Standard met. The inspectors observed a Panel Meeting - all members gave their views very clearly, the panel appeared to function well and in accordance with Regulations 24,25 & 26 of the Fostering Services Regulations 2002. All standards were met.

The service in conjunction with the panel members have clearly made efforts to ensure that the panel is effective in quality assurance and control, and performs its functions in a professional and measured manner. The agency and panel is commended for the developments that have been made.

10. Short term breaks

Standard 31

The family link service that provides short term breaks for children also oversees the contract carers project. Two of the carers of the project have been case tracked through this inspection and the findings have been detailed into the body of this report.

11. Family and friends as carers

Standard 32

The Pre-Inspection Questionnaire confirmed that the organisation has fully completed the implementation of the kinship care posts, policies and procedures and will be recruiting a further post (making a total of 2.8) from April 05.

The fostering panel annual report confirmed that there has been a rise in the number of Kinship carers being presented for approval. The report also confirms that supervising social workers are regularly attending panel for interim approval until longer term plans are formulated.

Reports and Notifications to the Local Authority and Secretary of State

(Local Authority Fostering Services Only)

The following statutory Reports or Notifications are to be made under the Care Standards Act as a result of the findings of this inspection:

Report to the Secretary of State under section 47(3) of the Care Standards Act 2000 that the Commission considers the Local Authority's fostering service satisfies the regulatory requirements:

NO

Notice to the Local Authority under section 47(5) of the Care Standards Act 2000 of failure(s) to satisfy regulatory requirements in their fostering service which are not substantial, and specifying the action the Commission considers the Authority should take to remedy the failure(s), informing the Secretary of State of that Notice:

NO

Report to the Secretary of State under section 47(4)(a) of the Care Standards Act of a failure by a Local Authority fostering service to satisfy regulatory requirements which is not considered substantial:

NO

Report to the Secretary of State under section 47(1) of the Care Standards Act 2000 of substantial failure to satisfy regulatory requirements by a Local Authority fostering service:

NO

The grounds for the above Report or Notice are:

Not applicable.

Implementation of Statutory Requirements from Last Inspection

Requirements from last Inspection visit fully actioned?

YES

If No please list below

STATUTORY REQUIREMENTS

Identified below are areas not addressed from the last inspection report which indicate a non-compliance with the Care Standards Act 2000 and Fostering Services Regulations 2002.

No.	Regulation	Standard	Required actions	

Action is being taken by the Commission for Social Care Inspection to monitor compliance with the above requirements.

COMPLIANCE WITH CONDITIONS OF REGISTRATION (IF APPLICABLE)

(Registered Independent Fostering Agencies only)

Providers and managers of registered independent fostering agencies must comply with statutory conditions of their registration. The conditions applying to this registration are listed below, with the inspector's assessment of compliance from the evidence at the time of this inspection.

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Lead Inspector	<u>Maria Johnson</u>	Signature	_____
Second Inspector	<u>Patrick Toner</u>	Signature	_____
Third Inspector	<u>Sara Morrison</u>	Signature	_____
Regulation Manager	<u>Hazel Hudson-Green</u>	Signature	_____
Date	_____		

STATUTORY REQUIREMENTS IDENTIFIED DURING THIS INSPECTION

Action Plan: The appropriate Officer of the Local Authority or the Registered Person (as applicable) is requested to provide the Commission with an Action Plan, which indicates how requirements are to be addressed. This action plan will be made available on request to the Area Office.

STATUTORY REQUIREMENTS

Identified below are areas addressed in the main body of the report which indicate non-compliance with the Care Standards Act 2000, the Children Act 1989, the Fostering Services Regulations 2002, or the National Minimum Standards for Fostering Services. The Authority or Registered Person(s) is/are required to comply within the given time scales in order to comply with the Regulatory Requirements for fostering services.

No.	Regulation	Standard *	Requirement	

GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

Identified below are areas addressed in the main body of the report which relate to the National Minimum Standards and are seen as good practice issues which should be considered for implementation by the Authority or Registered Person(s).

No.	Refer to Standard *	Recommendation Action
1	FS	The Service manager must ensure that health and Safety checks are being completed in carers homes on an annual basis.
2	FS13	It is recommended that the transport initiatives that have been considered within fostering services are reviewed at a senior management level within the council to ensure that the needs of children and carers are met.
3	FS21	The managers of the service confirmed their understanding of the difficulties that are experienced in locating members of staff and that on occasions information provided is inadequate. It is recommended that the Service Manager reviews this matter.

* Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix e.g FS10 refers to Standard 10.

PART B	INSPECTION METHODS & FINDINGS
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The following inspection methods have been used in the production of this report

Number of Inspector days spent	12
Survey of placing authorities	YES
Foster carer survey	YES
Foster children survey	YES
Checks with other organisations and Individuals	YES
• Directors of Social services	NO
• Child protection officer	NO
• Specialist advisor (s)	YES
• Local Foster Care Association	YES
Tracking Individual welfare arrangements	YES
• Interview with children	YES
• Interview with foster carers	YES
• Interview with agency staff	YES
• Contact with parents	NO
• Contact with supervising social workers	YES
• Examination of files	YES
Individual interview with manager	YES
Information from provider	YES
Individual interviews with key staff	YES
Group discussion with staff	YES
Interview with panel chair	YES
Observation of foster carer training	YES
Observation of foster panel	YES
Inspection of policy/practice documents	YES
Inspection of records	YES
Interview with individual child	YES
Date of Inspection	14/02/05
Time of Inspection	10.00
Duration Of Inspection (hrs)	96

The following pages summarise the key findings and evidence from this inspection, together with the CSCI assessment of the extent to which the National Minimum Standards have been met. The following scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The scale ranges from:

4 - Standard Exceeded	(Commendable)
3 - Standard Met	(No Shortfalls)
2 - Standard Almost Met	(Minor Shortfalls)
1 - Standard Not Met	(Major Shortfalls)

"0" in the "Standard met?" box denotes standard not assessed on this occasion.

"9" in the "Standard met?" box denotes standard not applicable.

"X" is used where a percentage value or numerical value is not applicable.

Statement of Purpose

The intended outcome for the following standard is:

- **There is clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.**

Standard 1 (1.1 - 1.6)

There is a clear statement of the aims and objectives of the fostering service and of what facilities and services they provide.

Key Findings and Evidence

Standard met?

3

The revised Statement of Purposed was submitted to Commission for Social Care Inspection with the organisations the Pre-Inspection Questionnaire. Staff confirmed that they were aware of the Statement of Purpose and the content had been discussed in the team meetings. The Statement of Purpose clearly states the objectives of the organisation and the services that they are able to provide. The Registered Manager informed the Inspector that all children have been sent a copy of the BAAF 'Fostering What it is and What it Means'. A copy was supplied to the inspector; the booklet provides a good guide of issues relating to being in foster care.

Fitness to Carry On or Manage a Fostering Service

The intended outcomes for the following set of standards are:

- The fostering service is provided and managed by those with the appropriate skills and experience to do so efficiently and effectively and by those who are suitable to work with children.

Standard 2 (2.1 - 2.4)

The people involved in carrying on and managing the fostering service possess the necessary business and management skills and financial expertise to manage the work efficiently and effectively and have the necessary knowledge and experience of childcare and fostering to do so in a professional manner.

Key Findings and Evidence	Standard met?
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This Standard was not appraised at this inspection.

Standard 3 (3.1 - 3.4)

Any persons carrying on or managing the fostering service are suitable people to run a business concerned with safeguarding and promoting the welfare of children.

Key Findings and Evidence	Standard met?
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The Pre-Inspection Questionnaire confirmed that the Manager of the service has experience and a sound background in working with children and families. The Manager of the service is currently completing components of NVQ5 in operational management.

The Manager's Self Assessment confirmed that in conjunction with the Fostering Project she is developing and implementing a fundamental whole scale program to modernize the Fostering Service and make it more accountable and effective. 'It is identifying clear expectations and providing staff with the tools and the skills to deliver. Within it is a process of cultural change from being a reactive and at times a defensive service to being proactive, confident and successful in providing positive outcomes for looked after children.'

Management of the Fostering Service

The intended outcomes for the following set of standards are:

- The fostering service is managed ethically and efficiently, delivering a good quality foster care service and avoiding confusion and conflicts of role.

Standard 4 (4.1 – 4.5)

There are clear procedures for monitoring and controlling the activities of the fostering service and ensuring quality performance.

Key Findings and Evidence

Standard met?

3

Family link

In discussions with foster carers and staff within the family link scheme it was clear they are properly supported by the manager Marion Smith.

Foster carers main contact is with their link worker however they expressed their appreciation for the support given to their link worker, which enable them to provide an effective liaison/support service to individual carers.

During interviews with staff from family link it was clear they received professional support, effective supervision and developmental opportunities.

Staff stated a key aspect of successful team functioning was the Democratic management style of the manager, which empowered staff and enabled them to contribute to decision-making and setting team objectives.

Number of statutory notifications made to CSCI in last 12 months:

0

Death of a child placed with foster parents.

0

Referral to Secretary of State of a person working for the service as unsuitable to work with children.

0

Serious illness or accident of a child.

0

Outbreak of serious infectious disease at a foster home.

0

Actual or suspected involvement of a child in prostitution.

0

Serious incident relating to a foster child involving calling the police to a foster home.

0

Serious complaint about a foster parent.

0

Initiation of child protection enquiry involving a child.

0

Number of complaints made to CSCI about the agency in the past 12 months:

0

Number of the above complaints which were substantiated:

0

Standard 5 (5.1 - 5.4)

The fostering service is managed effectively and efficiently.

Key Findings and Evidence

Standard met?

0

This Standard was not appraised at this inspection.

Securing and Promoting Welfare

The intended outcome for the following set of standards is:

- The fostering service promotes and safeguards the child/young person's physical, mental and emotional welfare.

Standard 6 (6.1 - 6.9)

The fostering service makes available foster carers who provide a safe, healthy and nurturing environment.

Key Findings and Evidence

Standard met?

2

The Manager's Self Assessment confirmed that a range of initiatives are being implemented to ensure that children are provided with safe, health and nurturing environments. These include

- Services available through Centre for Health
- Development of supported lodgings scheme
- Improved, proactive risk assessment process
- Service wide focus on improving placement stability
- Development of ring-fenced service for long term fostering in order to secure permanent families for children who need to remain looked after.

Emergency carers

All the homes visited during this inspection provided homely accommodation, which was appropriate for the child placed. Foster carers were aware of health and safety procedures and the requirements of them by the agency. Foster carer's receive training in health and safety issues during the preparation training and they are issued with written guidelines on their health and safety responsibilities in the Foster carers handbook.

A review of records confirmed that the service is undertaking Health and safety checks in relation to the carers' homes. However records identified that some checks are not being completed annually as specified in National Minimum Standard 6. This is subject to a recommendation.

Family link

The inspector visited two homes that provide respite care; each home provided a good standard of accommodation. The first home has been adapted to meet the specific care needs of one or more young people. The range of accommodation available was appropriate to the assess needs of the young people attending for respite care. Each home provided a warm and welcoming atmosphere and a good standard of domestic style accommodation. The homes are regularly checked for cleanliness and hygiene. Where adaptations have taken place there are suitable arrangements in place for the maintenance of equipment. The inspector observed each home to provide suitable accommodation, which recognise a young person's needs for privacy. The home that provides accommodation for young people with specific physical disabilities has been extended and provides all necessary adaptations. Where an individual child requires an adapted environment this was seen to the achieved and appropriate to the child's needs.

In discussions with the foster carers in was clear they had received an extensive package of training to prepare them for their roles as Contract Carers. Both carers raised concerns about the quality of transport provision and made practical suggestions regarding how this may be improved. The suggestions were endorsed by the staff of the family link service, and shared with senior managers during the feedback session. In both cases foster carers were

at ease in their discussions with the inspector they clearly understood the role of inspectors and felt this was a necessary and helpful process.

Standard 7 (7.1 - 7.7)

The fostering service ensures that children and young people, and their families, are provided with foster care services which value diversity and promote equality.

Key Findings and Evidence

Standard met?

3

The Pre-Inspection Questionnaire confirmed that the Black Issues Group is currently focussing on:

- i) An action Plan to meet a new local performance indicator to increase the proportion of black/minority ethnic children with same race carers.
- ii) A review of the “Levels of Acceptability” definitions and policy is being completed.
- iii) A pilot project to implement the Heritage Model for planning appropriate service delivery for a group of black looked after children and young people.

Family link.

Both foster carers seen during the inspection process are experienced and appropriately qualified for the task. In discussions it was clear they have embraced the ethos and values of the fostering service, the arrangements for care are child focused and address issues of diversity and equality. It was refreshing to see that link workers and contract carers undertake training together. Both of the link workers and the contract carers stated this process build confidence, enhanced cooperation and provided a shared agenda of common values, skills and knowledge. There was clear evidence from case tracking, e.g. the assessment and planning process, and direct observations and discussions with contract carers that each child has all of their rights safeguarded and promoted.

Contract carers own values and the training provided in preparation for contract caring directly supported this outcome. There was direct evidence from case tracking e.g. the review process to demonstrate areas of personal growth and development and the acquisition of additional skills during placement with contract carers. Staff from family link are pro active in approach and had clearly identified the specific service and support needs for each of the young people placed.

Contract carers themselves are strong advocates for the rights of access to services and support systems to enhance young people's experience of foster care.

The Pre-Inspection Questionnaire confirmed that the Family Link Service provides information and when required equipment in order that individual children's needs are met. Placing officers confirmed that the service demonstrates good childcare practices, and has a non-discriminatory approach

Standard 8 (8.1 - 8.7)

Local authority fostering services, and voluntary agencies placing children in their own right, ensure that each child or young person placed in foster care is carefully matched with a carer capable of meeting her/his assessed needs. For agencies providing foster carers to local authorities, those agencies ensure that they offer carers only if they represent appropriate matches for a child for whom a local authority is seeking a carer.

Key Findings and Evidence**Standard met?****3****Emergency carers**

The Pre-Inspection Questionnaire confirmed that since the last inspection the organisation has identified a team of carers who take children and young people in an emergency direct from the Out of Hours service. These carers have been given additional training in how to support these children and are all given very frequent support from the link worker who co-ordinates the scheme. A review of records, interviews with staff and carers identified that a number of children had been placed with carers outside the carers' approval and not in accordance with the service's procedure of Risk Assessment. The last two inspections identified that 'the service benefits from great stability within the staff teams, and link workers have good knowledge of the approved carers, their particular strengths and limitation. This knowledge is often used for matching decisions and only limited information about the decision making process is recorded.' The information gathered from this inspection would suggest that this situation has improved but shortfalls still exist. The Service manager explained that since the last inspection a number of initiatives had been explored in relation to recording and monitoring the matching process. As a result the services is now developing a comprehensive data base that records all information relating to each carer, and can be used to match carers approval and skills with individual children. In addition to this the service has developed a matching matrix that is then used to record the match and identify any shortfalls in the placement. A review of these initiatives in conjunction with the pro forma for Risk assessment does provide a comprehensive process for matching children with potential carers. Both initiatives are in the early stages of implementation and should be assessed at the next inspection to determine how successful they are in practice. Due to the developments that the service is already making in this area a further requirement is not consider necessary, but the Service manager is advised to ensure that this matching process is implemented across the service.

The Service manager explained that the service has developed and is implementing for all new placements a Fostering Service Placement Planning Meeting/Agreement. Staff training for both supervising social workers children's services social workers is supporting the implementation of the pro forma. The Service manager explained that after an evaluation of the training events this would then be made available to carers. A review of the pro forma confirmed that it loosely covers the requirements of schedule 6. Due to the initiative being in the early stages of implementation it was not possible to fully measure application in practice and should be assessed at the next inspection. The Service manager is advised to consider the implications of not completing the pro forma on existing placements and determine whether existing information meets the requirements of schedule 6.

Family link

In both Care Plans seen during the case tracking activity they demonstrated appropriate care and preparation had been taking during the assessment and matching process. Both contract carers had received information and appropriate stages in the matching process. A key aspect of the success of individual placements was the quality of the relationship contract carers had developed with the family of individual child placed with them. There was direct evidence via case tracking and discussions with staff and contract carers that this area is given a high priority. Contract foster carers have detailed agreements which clearly show the expectations the authority has on the service they will provide and what they contract

care may expect from the fostering service.
 Staff at times felt frustrated that children with specific disability were not easily matched with carers within their own culture. Staff spoke of the efforts they have made via information sharing and the recruitment process of foster carers to address any shortfalls. There was direct evidence via case tracking and discussions with staff and contract carers that this area is given a high priority.
 The process of introduction and integration to each placement underpins the long-term viability of each placement.

Standard 9 (9.1 - 9.8)

The fostering service protects each child or young person from all forms of abuse, neglect, exploitation and deprivation.

Key Findings and Evidence	Standard met?	2
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The Pre-Inspection Questionnaire confirmed that Pre-approval training for foster carers is now provided by the Fostering Network standard pack, which deals effectively with child protection issues. A review of records confirmed that carers are provided with the Fostering Network Safer caring book that provides detailed information; individualised Safe Caring Our Family Policy supports this.
 Since the last inspection the service has reviewed and further developed the policy on the use of physical punishment with children placed with carers and allegations against carers both documents cross references with the organisations Child Care Handbook and child protection procedures.

Emergency carers

The inspector was informed that information provided to emergency carers was completed by the out hours duty team. The Admission Information requires details of known risks this does not detail the level of risk or management strategies for the carer to follow. The inspector was informed that the Risk Assessment for Fostering Placements is to be completed when a child is placed outside carer's terms of approval or when there is a known risk that had already been identified. The Service manager explained that coinciding with the implementation of the revised risk assessment/management guidance and pro forma, staff have received training. The training will also reinforced by a visit to all local offices to ensure staff understanding. The initiative is in the early stages of implementation and should be assessed at the next inspection to determine how successful it is in practice.

Family Link

During the case tracking activity inspector was able to review the training records for individual contract carers, there was evidence of appropriate training and periodic refresher training relating to abuse and behaviour management. Contract carers were aware of and keen to follow established safe caring guidelines recognising that this protected themselves, young people placed with them, the fostering service and families. Information necessary for the protection of all parties is disseminated in line with data protection and secure file management systems. Contract carers were alert to the possibility of the child going missing and the procedure to be followed in such an instance

Percentage of foster children placed who report never or hardly ever being bullied:	0	%
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Standard 10 (10.1 - 10.9)

The fostering service makes sure that each child or young person in foster care is encouraged to maintain and develop family contacts and friendships as set out in her/his care plan and/or foster placement agreement.

Key Findings and Evidence**Standard met?**

3

The Pre-Inspection Questionnaire confirmed that the organisations Contact policy is in Foster Carers Handbook. Placement Planning meetings and reviews specify contact arrangements including the foster carer role in facilitating and feedback relevant information to the child's social worker. The foster carers' questionnaires and discussion confirmed that contact is being facilitated.

Emergency carers

The Fostering Service Placement Planning Meeting/Agreement pro forma requires arrangements and responsibility for contact to be detailed. Interviews with carers and one young person confirmed that contact arrangements were in place.

Standard 11 (11.1 - 11.5)

The fostering service ensures that children's opinions, and those of their families and others significant to the child, are sought over all issues that are likely to affect their daily life and their future.

Key Findings and Evidence**Standard met?**

3

The Pre-Inspection Questionnaire confirmed that the Children's Rights Officer now has a small team of sessional workers available who will meet with children and young people individually and in informal and activity groups.

The Manager explained that the organisation is developing "Carer Profiles" that are child friendly to be made available to each child as they are matched so a child knows something about the family they will be moving to. Children are consulted largely through LAC Review Consultation process and child's social workers as appropriate in each individual circumstance. The children' questionnaires confirmed that some children were asked their opinions in relation to their placement and the service that they received, whilst other children were sometimes asked and had experienced some difficulties. Some children highlighted that they were without a children's services link worker that had in some situations created problems. Through out this inspection the Service manager has demonstrated her awareness that historically the service has been carer focused. She has also demonstrated that attempts to implement initiatives that gain a greater insight into the views of children and their families are being implemented.

The children' questionnaires confirmed that most children were aware of the services complaints procedure and had received a children guide.

Emergency carers

The Service manager explained that the service has developed links with other fostering services and is reviewing initiatives to gain the views and wishes of children. As a result of this the service is looking to purchase and distribute to carers an interactive, child focused computer program that will allow children to communicate their likes and dislikes to the carer.

The service has developed a Young Persons Placement Comment Sheet, which will be given to children at the end of their placement with a carer. This information will then be used as part of the carers review. At the time of the inspection this initiative had not been implemented.

Family Link

The family link scheme has developed and implemented the Family Support Review Child/Young person Views and Wishes pro forma that is completed by each child in placement at the carers review. A review of the pro forma confirmed that it is child focused, and applicable.

During one visit the inspector observed the quality of interaction between the foster carer, her own children and young person placed in their care. The foster care and her own (adult) children were attentive proactive and alert to the changing moods and aspirations of the young person. Care was provided in an appropriate setting with a variety of stimulating play materials available and a schedule of passive and active activities.

Short and long-term foster care.

During the inspection there was an opportunity to observe the conduct of two separate drama groups. The inspector was impressed with the commitment from young people and the obvious benefits they gain from being part of an expressive group. It was refreshing to see the turnout of staff and young people on a voluntary basis during a cold winter evening. In discussions with staff running the drama group the inspector established this was a much valued resource with very clear practical benefits/outcomes for the young people during periods of stress, and transition/reflection.

Standard 12 (12.1 - 12.8)

The fostering service ensures that it provides foster care services which help each child or young person in foster care to receive health care which meets her/his needs for physical, emotional and social development, together with information and training appropriate to her/his age and understanding to enable informed participation in decisions about her/his health needs.

Key Findings and Evidence	Standard met?	3
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The Pre-Inspection Questionnaire confirmed that the process for annual health checks has been amended following consultation with providers and young people. Since the last inspection the Fostering Panel now have a health representative. A review of the foster carers training manual confirmed that the service provides carers with information and training in relation to health issues.

Emergency carers

The Fostering Service Placement Planning Meeting/Agreement pro forma requires information to be detailed relating to the child’s health needs and details responsibility for ensuring that identified needs are met. However the pro forma does not require detail of responsibility or medical consent for treatment. A review of a completed format did not detail this information and would indicate a shortfall in relation to the National Minimum Standard. The Service manager explained that the child’s social worker is always present at the meeting and would complete the LAC paperwork to provide additional information regarding medical consent. As previously stated the initiative is in the early stages of implementation and should be assessed at the next inspection to determine how successful it is in practice.

Family link carers

The Pre-Inspection Questionnaire confirmed that Family Link staff work closely with the community nurses, community paediatrician to ensure children’s health care needs are met. Epilepsy protocols, invasive medical procedures are in place to protect children in placement.

Standard 13 (13.1 - 13.8)

The fostering service gives a high priority to meeting the educational needs of each child or young person in foster care and ensures that she/he is encouraged to attain her/his full potential.

Key Findings and Evidence**Standard met?**

2

The Pre-Inspection Questionnaire confirmed that the 2004 Carer Conference was on promoting Life Chances where all carers were provided with booklet from National Teaching Advisory Service for carers on promoting education. The Life Chances Team has expanded and is in the process of revising their service delivery for looked after children, carers are encouraged to attend PEP meetings and the transport section have accepted all requests for transport to school are highest priority. Interviews with carers confirmed that there has been some improvement in school transport arrangements since the last inspection, however carers are still experiencing some difficulties. Interviews with the managers from the service explained that they have made attempts to address this issue however due to systems that are in place within other areas of the Council this has not been possible. It is recommended that the initiatives that have been considered within fostering services are reviewed at a senior management level within the council to ensure that the needs of children and carers are met. The Manager explained that school attendance is monitored by the Education Life Chances Team who jointly with children's social workers ensure some alternative education provision is available when required. As detailed in the last inspection many of the responsibilities for educational attainment fall with inter-departmental processes, the foster service remains dependent on the contribution of other professionals to monitor and promote the educational achievement of children in foster care.

A review of the foster carers training manual confirmed that the service provides carers with information and training in relation to educational issues.

The inspectors observed a training event facilitated by Life chances Staff, the content of the course was both informative and carers confirmed that the information provided was very useful. The inspector noted that the training was available annually and on this occasion was attended by only seven carers. The outcome is that a very small percentage of carers are receiving this information. The Service manager is advised to consider alternative ways of ensuring that supervising social workers and carers have information in relation to their responsibilities in promoting educational achievement.

Emergency carers

The Fostering Service Placement Planning Meeting/Agreement pro forma requires information to be detailed relating to the child's education needs and details responsibility for ensuring that identified needs are met.

Standard 14 (14.1 - 14.5)

The fostering service ensures that their foster care services help to develop skills, competence and knowledge necessary for adult living.

Key Findings and Evidence**Standard met?**

0

This Standard was not appraised at this inspection.

Recruiting, Checking, Managing, Supporting and Training Staff and Foster Carers

The intended outcome for the following set of standards is:

- The people who work in or for the fostering service are suitable to work with children and young people and they are managed, trained and supported in such a way as to ensure the best possible outcomes for children in foster care. The number of staff and carers and their range of qualifications and experience are sufficient to achieve the purposes and functions of the organisation.

Standard 15 (15.1 - 15.8)

Any people working in or for the fostering service are suitable people to work with children and young people and to safeguard and promote their welfare.

Key Findings and Evidence

Standard met?

3

The Manager's Self Assessment confirmed that the organisation has a range of policies to support all employees and Employee Assistance Service for those who require support outside line management arrangements. The organization has also developed an Induction and Core training program for all new staff.

Since the last inspection the service has collated job descriptions for all members of staff within the service that details areas of responsibility. All people working for the service are interviewed as part of a selection process and have references checked to assess suitability before taking on responsibilities

Total number of staff of the agency:

X

Number of staff who have left the agency in the past 12 months:

X

Standard 16 (16.1 - 16.16)

Staff are organised and managed in a way that delivers an efficient and effective foster care service.

Key Findings and Evidence

Standard met?

4

Family link.

A key aspect of the success of the family link service is the retention of experienced and qualified staff with a strong commitment to the provision of quality services for young people and their families.

The practical outcome of this ethos is a service which has a depth of knowledge wide experience and the ability to provide practical and emotional support to carers at times of stress/change/vulnerability.

To achieve the above outcomes requires staff themselves to be properly supported, the evidence from discussions with staff is that this is achieved within the team.

Standard 17 (17.1 - 17.7)
The fostering service has an adequate number of sufficiently experienced and qualified staff and recruits a range of carers to meet the needs of children and young people for whom it aims to provide a service.

Key Findings and Evidence	Standard met?	3
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The Pre-Inspection Questionnaire identified that to increase the total pool of carers the organisation has set 2 local performance indicators:

- i) to achieve a 26 week timescale from initial enquiry to approval for 80% of carers
- ii) to increase the ratio of individual enquiries proceeding to approval to 1 in 7.

These targets have meant that the recruitment and assessment process has been revised to achieve the timescale.

An interview with a recently appointed member of staff confirmed that she had the relevant experience and qualifications to undertake the task of a supervising social worker. Through interview it was also confirmed that the service had followed the recruitment procedure and provided an induction program.

The foster carers' questionnaires identified that they were experiencing difficulties due to the availability of their link workers, and a number of carers considered that the service was under staffed, this view was also expressed during interviews with carers. This issue is further discussed in standard 21

Standard 18 (18.1 - 18.7)
The fostering service is a fair and competent employer, with sound employment practices and good support for its staff and carers.

Key Findings and Evidence	Standard met?	0
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This Standard was not appraised at this inspection.

Standard 19 (19.1 - 19.7)
There is a good quality training programme to enhance individual skills and to keep staff up-to-date with professional and legal developments.

Key Findings and Evidence	Standard met?	3
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Family link.

In discussions with staff they stressed the importance of appropriate training and staying abreast of current and developing trends in professional practice. The manager has provided forums and opportunities for developing individual skills through targeted training and other activities within the team plan.

Standard 20 (20.1 - 20.5)**All staff are properly accountable and supported.****Key Findings and Evidence****Standard met?**

0

This Standard was not appraised at this inspection.

Standard 21 (21.1 - 21.6)**The fostering service has a clear strategy for working with and supporting carers.****Key Findings and Evidence****Standard met?**

2

The Manager's Self Assessment confirmed that the Fostering project is currently reviewing staff training relating to the provision of support to carers. In addition to this the project is also developing transparent organisational expectations of staff; roles and responsibilities, and levels of accountability.

Since the last inspection the service has reviewed the range of support that is provided to carers this includes

- link worker
- training
- library
- centre for health
- fostering network membership paid for by the service
- carers news letter
- independent advice form a regional fostering network advisor
- equipment
- discount at arrange of leisure venues

Discussion with carers highlighted the frustration that carers are experiencing when attempting to resolve issues relating to children in placement. Carers reported that they have difficulties when trying to contact supervising social workers and children's social workers. The outcome is that carers spend a great deal of time on the telephone and feel unsupported. The inspector observed during the course of this inspection that due to services being based on a number of sites and staff having to move between the sites locating members of staff is problematic. In addition to this conflicting information is given in relation to the whereabouts and availability of staff. The managers of the service confirmed their understanding of the difficulties that are experienced in locating members of staff and that on occasions information provided is inadequate. It is recommended that the Service manager is advised to review this matter.

Emergency carers

Since the last inspection the service has reviewed and evaluated the systems for providing support to all carers. The outcome of the review was that procedures and systems have been developed to offer a more structured approach to the support that carers receive. The service has developed a pro forma for completion at each visit to carers that details areas discussed, action to be taken and areas of responsibility. The revised system has been launched to staff within the service and has been met with a positive response.

A review of records, discussion with carers and staff indicated that systems and levels of support differs to that of short term carers, however this information has not been specified in procedural guidance or in the carers handbook.

Payments/allowances to carers differs from the short term carers this is not clearly defined, a review of records identified that this has created confusion for some carers

The inspector case tracked two carers from the scheme and interviews with carers and staff confirmed that carers were receiving a good level of support whilst a child was in placement and training is available. Since the last inspection the scheme has developed and the difficulties that were experienced in the early stages have been rectified through close working and negotiation within the organisation and children's services.

Discussion with carers and staff confirmed that a support group has been arranged between emergency carers, supervising social workers and out of hours duty team. Minutes of the meetings confirmed that a range of issues are discussed and brought to the attention of senior management when required.

Standard 22 (22.1 - 22.10)

The fostering service is a managed one that provides supervision for foster carers and helps them to develop their skills.

Key Findings and Evidence

Standard met?

0

This Standard was not appraised at this inspection.

Standard 23 (23.1 - 23.9)

The fostering service ensures that foster carers are trained in the skills required to provide high quality care and meet the needs of each child/young person placed in their care.

Key Findings and Evidence

Standard met?

0

This Standard was not appraised at this inspection.

Records

The intended outcome for the following set of standards is:

- All appropriate records are kept and are accessible in relation to the fostering services and the individual foster carers and foster children.

Standard 24 (24.1 - 24.8)

The fostering service ensures that an up-to-date, comprehensive case record is maintained for each child or young person in foster care which details the nature and quality of care provided and contributes to an understanding of her/his life events. Relevant information from the case records is made available to the child and to anyone involved in her/his care.

Key Findings and Evidence

Standard met?

2

The Manager's Self Assessment confirmed that a Placement co-coordinator has been appointed to develop a database and implement systems to ensure accurate information about changes in carer circumstances and children placed is always accurate and up to date.

Emergency carers

A review of records identified that the service has systems in place to monitor and review carers files, however these processes are not being followed. The outcome is that unannounced visits to carers, and Health and safety checks are not being effectively monitored or recorded.

The service's current system for maintaining information regarding children in placement is to hold the information in a section on the carers file. A review of records identified that the information is fragmented and disorganised. The Service manager explained that the intention is to move towards a more child as opposed to carer led service. This would include a revised system for maintaining information relating to the children in placement and the carers.

Standard 25 (25.1 - 25.13)

The fostering service's administrative records contain all significant information relevant to the running of the foster care service and as required by regulations.

Key Findings and Evidence

Standard met?

0

This Standard was not appraised at this inspection.

Number of current foster placements supported by the agency:			0
Number of placements made by the agency in the last 12 months:			0
Number of placements made by the agency which ended in the past 12 months:			0
Number of new foster carers approved during the last 12 months:			0
Number of foster carers who left the agency during the last 12 months:			0
Current weekly payments to foster parents: Minimum £	0	Maximum £	0

Fitness of Premises for use as Fostering Service

The intended outcome for the following standard is:

- The premises used as offices by the fostering service are suitable for the purpose.

Standard 26 (26.1 - 26.5)

Premises used as offices by the fostering service are appropriate for the purpose.

Key Findings and Evidence

Standard met?

0

This Standard was not appraised at this inspection.

Financial Requirements

The intended outcome for the following set of standards is:

- The agency fostering services are financially viable and appropriate and timely payments are made to foster carers.

Standard 27 (27.1 - 27.3)

The agency ensures it is financially viable at all times and has sufficient financial resources to fulfil its obligations.

Key Findings and Evidence	Standard met?
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	0
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This Standard was not appraised at this inspection.

Standard 28 (28.1 - 28.7)

The financial processes/systems of the agency are properly operated and maintained in accordance with sound and appropriate accounting standards and practice.

Key Findings and Evidence	Standard met?
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	0
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This Standard was not appraised at this inspection.

Standard 29 (29.1 - 29.2)

Each foster carer receives an allowance and agreed expenses, which cover the full cost of caring for each child or young person placed with him or her. Payments are made promptly and at the agreed time. Allowances and fees are reviewed annually.

Key Findings and Evidence

Standard met?

0

This Standard was not appraised at this inspection.

Fostering Panels

The intended outcome for the following set of standards is:

- **Fostering panels are organised efficiently and effectively so as to ensure that good quality decisions are made about the approval of foster carers, in line with the overriding objective to promote and safeguard the welfare of children in foster care.**

Standard 30 (30.1 - 30.9)

Fostering panels have clear written policies and procedures, which are implemented in practice, about the handling of their functions.

Key Findings and Evidence	Standard met?	4
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The Manager's Self Assessment confirmed that the Panel has recently started to deal with the approval of long term foster carers and matches previously carried out in permanence panel. To cope with increased demand, panel now meets twice a month. In addition improved administration systems are being developed and implemented. The inspector was provided with a copy of the quality assurance pro forma for persons attending panel and panel members that has been developed since the last inspection. Information that is collated is summarised in the panel's annual summary. In addition the panel has also developed Information For Perspective Carers and Family Link Carers, this provides applicants with details of panel members and the duties that are undertaken. The service in conjunction with the panel members have clearly made efforts to ensure that the panel is effective in quality assurance and control, and performs its functions in a professional and measured manner. The agency and panel is commended for the developments that have been made.

Short-Term Breaks

The intended outcome for the following set of standards is:

- When foster care is provided as a short-term break for a child, the arrangement recognises that the parents remain the main carers for the child.

Standard 31 (31.1 - 31.2)

Where a fostering service provides short-term breaks for children in foster care, they have policies and procedures, implemented in practice, to meet the particular needs of children receiving short-term breaks.

Key Findings and Evidence	Standard met?	3
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The family link service that provides short term breaks for children also oversees the contract carers project. Two of the carers of the project have been case tracked through this inspection and the findings have been detailed into the body of this report.

Family and Friends as Carers

The intended outcome for the following set of standards is:

- **Local authority fostering services' policies and procedures for assessing, approving, supporting and training foster carers recognise the particular contribution that can be made by and the particular needs of family and friends as carers.**

Standard 32 (32.1 - 32.4)

These standards are all relevant to carers who are family and friends of the child, but there is recognition of the particular relationship and position of family and friend carers.

Key Findings and Evidence	Standard met?	3
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The Pre-Inspection Questionnaire confirmed that the organisation has fully completed the implementation of the kinship care posts, policies and procedures and will be recruiting a further post (making a total of 2.8) from April 05.

The fostering panel annual report confirmed that there has been a rise in the number of Kinship carers being presented for approval. The report also confirms that supervising social workers are regularly attending panel for interim approval until longer term plans are formulated.

PART C

LAY ASSESSOR'S SUMMARY

(where applicable)

Lay Assessor

Signature

Date

D.1 Registered Person's or Responsible Local Authority Manager's comments/confirmation relating to the content and accuracy of the report for the above inspection.

We would welcome comments on the content of this report relating to the Inspection conducted on 14th – 15th and 23rd – 25th February 2005 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Action taken by the CSCI in response to the provider's comments:

Amendments to the report were necessary

YES

Comments were received from the provider

YES

Provider comments/factual amendments were incorporated into the final inspection report

YES

Provider comments are available on file at the Area Office but have not been incorporated into the final inspection report. The inspector believes the report to be factually accurate

Note:

In instances where there is a major difference of view between the Inspector and the Registered Provider responsible Local Authority fostering service Manager both views will be made available on request to the Area Office.

D.2 Please provide the Commission with a written Action Plan by 30th March 2005, which indicates how statutory requirements and recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.

Status of the Provider's Action Plan at time of publication of the final inspection report:

Action plan was required

Action plan was received at the point of publication

Action plan covers all the statutory requirements in a timely fashion

Action plan did not cover all the statutory requirements and required further discussion

Provider has declined to provide an action plan

Other: <enter details here>

Public reports

It should be noted that all CSCI inspection reports are public documents. Reports on children's homes are only obtainable on personal application to CSCI offices.

D.3 PROVIDER'S AGREEMENT

Registered Person's or responsible Local Authority Manager's statement of agreement/comments: Please complete the relevant section that applies.

D.3.1 I Ms Jan Slater of Northamptonshire County Council Fostering Services confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) and that I agree with the statutory requirements made and will seek to comply with these.

Print Name _____
Signature _____
Designation _____
Date _____

Or

D.3.2 I Ms Jan Slater of Northamptonshire County Council Fostering Services am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons:

Print Name _____
Signature _____
Designation _____
Date _____

Note: In instance where there is a profound difference of view between the Inspector and the Registered Provider both views will be reported. Please attach any extra pages, as applicable.

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