



*Making Social Care
Better for People*

inspection report

FOSTERING SERVICE

Richmond Fostering Services

**Richmond Fostering Services
London Borough of Richmond
42 York Street
Twickenham
Middlesex
TW1 3BW**

Lead Inspector
Sandy Patrick

Announced Inspection
20th February 2006 10:00

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Fostering Services*. They can be found at www.dh.gov.uk or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

Every Child Matters, outlined the government's vision for children's services and formed the basis of the Children Act 2004. It provides a framework for inspection so that children's services should be judged on their contribution to the outcomes considered essential to wellbeing in childhood and later life. Those outcomes are:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a contribution; and
- Achieving economic wellbeing.

In response, the Commission for Social Care Inspection has re-ordered the national minimum standards for children's services under the five outcomes, for reporting purposes. A further section has been created under 'Management' to cover those issues that will potentially impact on all the outcomes above.

Copies of *Every Child Matters* and *The Children Act 2004* are available from The Stationery Office as above

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SERVICE INFORMATION

Name of service	Richmond Fostering Services
Address	Richmond Fostering Services London Borough of Richmond 42 York Street Twickenham Middlesex TW1 3BW
Telephone number	020 8891 7754
Fax number	020 8891 7682
Email address	
Provider Web address	
Name of registered provider(s)/company (if applicable)	London Borough of Richmond upon Thames
Name of registered manager (if applicable)	Paul Walsh
Type of registration	Local Auth Fostering Service
Category(ies) of registration, with number of places	

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 28th February 2005

Brief Description of the Service:

The London Borough of Richmond Fostering Service is a local authority service that provides temporary and permanent foster carers for children and young people.

The service is based in Twickenham, close to other local authority services.

The Fostering Manager was appointed in January 2006 and is responsible for the day-to-day management of the service.

The types of service offered are: (a) Short Term Foster Care, (b) Permanent Foster Care, (c) Short Break Scheme and (d) Kinship Care.

SUMMARY

This is an overview of what the inspector found during the inspection.

The inspection took place from 20th – 27th February 2006. The Inspection Team met with some foster carers, some of the looked after children, Managers and the fostering service staff. The Lead Inspector visited three foster carers at their homes and the Inspection Team attended a foster carer group meeting. The Managers, staff and foster carers made the Inspection Team welcome and assisted with the inspection process. The pre-inspection information provided was very detailed.

The Commission for Social Care Inspection asked the fostering service to send out questionnaires to all foster carers, looked after children and young people and social workers assigned to the looked after children and young people.

Seven young people and children returned questionnaires. All seven children said that they were well cared for by their foster carers and were happy with them. They said that their carers helped to keep them safe and healthy and involved them in decision making. No concerns about the fostering service were identified, although some children felt unhappy with the support from their social workers.

Twelve foster carers returned questionnaires. Generally foster carers felt supported by the service. They wrote about the training they received and the support from social workers, which most foster carers felt was good. Some of the concerns that foster carers raised were about staff changes, the length of time taken to get things done and lack of communication. A small number of foster carers who returned questionnaires said that they were not consulted or treated as part of a team. Other foster carers wrote positively about feeling part of a team and being well supported. The fostering service conducted its own quality monitoring and used questionnaires earlier in the year. The findings of these were generally positive, although like the CSCI's findings, some felt negatively about the service. The opinions of all foster carers are important and the service should continue to seek these. Where foster carers feel unsupported there may be further work the fostering service could undertake. The Inspectors found that most foster carers who wrote to or met with them felt that the fostering service was developing and that improvements to support and information had and continued to take place. Most foster carers gave a clear message that they felt concerns were listened to and acted upon. The foster carers felt supported by regular meetings with each other and saw these as a useful forum for informing the fostering service of concerns and comments. Foster carers who feel unsupported should make use of these meetings and their supervision to make sure their views are heard.

Twenty six questionnaires from social workers were received. These social workers were generally happy with the placements of looked after children and

young people. Some gave specific examples of positive work undertaken by foster carers to meet the needs of the children and young people they care for.

What the service does well:

The service is managed in a way which puts the care of the child or young person at the centre of decision making.

The service is well managed.

The staff team are skilled and work well together to achieve high standards.

In general, foster carers said that they were listened to and were well supported by the service.

Foster carers and staff said that managers listened and responded to concerns.

Foster carers and staff said that they felt that managers advocated on their behalf.

The key competencies for fostering are considered throughout assessment, approvals, reviews and supervision.

The staff said that they are well supported.

There is a commitment to continuous development and improvements.

What has improved since the last inspection?

Over the past two years there has been considerable development of the service.

In the last year:

A specialist fostering service has been developed to meet the more complex needs of some of the looked after young people.

A new permanent Manager has been appointed to the fostering service and there has been a lengthy handover between Managers.

More staff have been recruited to the fostering team and the looked after children's teams. The Fostering Manager reported that improved staffing levels and stability of the team have helped the development of the service.

An Independent Reviewing Officer has chaired all foster carers' reviews. Foster carers have felt supported by this.

There have been improvements to the training programme for foster carers, including the range of training, times and types of training.

There is improved support for the families of foster carers, acknowledging their role and feelings.

There have been improvements to support for young people leaving care.

A foster carer association has been established and meets regularly.

There have been improvements to make sure all foster carers receive regular supervision.

The fostering service has worked with other local authority fostering services to look at development and training.

What they could do better:

All National Minimum Standards assessed during this inspection are met or exceeded.

The new Fostering Service Manager spoke about some of her plans to further develop the service. She demonstrated a commitment to working towards continuous improvement.

There are plans to introduce a 'Buddy Scheme' to offer peer support to foster carers. This has not yet started and foster carers who spoke with the Inspectors were keen to see it in place.

Foster carers raised some specific concerns when they met with Inspectors. These were discussed with the Fostering Manager. Foster carers spoke about the value of having themed discussions at foster carer meetings to help them understand certain procedures and practices. The Fostering Manager should liaise with the Chair of the foster carer association to make sure the service can offer support in this area.

Training records for foster carers should be improved.

The Fostering Manager should make sure all foster carers are paid on time and have a good understanding of their entitlements to payments.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from enquiries@csci.gsi.gov.uk or by contacting your local CSCI office.

DETAILS OF INSPECTOR FINDINGS

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Scoring of Outcomes

Statutory Requirements Identified During the Inspection

Being Healthy

The intended outcome for this Standard is:

- The fostering service promotes the health and development of children.(NMS 12)

The Commission considers Standard 12 the key standard to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at the outcome for Standard:

12

The fostering service supports foster carers to have a good understanding of the health needs of looked after children and young people.

Foster carers work with other professionals to monitor and meet the health needs of looked after children and young people.

EVIDENCE:

Foster carers who spoke with the Inspection Team said that in general they were given information and support regarding the health needs of the children and young people who they cared for. Some foster carers said that initial information on health and medication was sometimes incomplete or basic.

Some of the foster carers who spoke with Inspectors looked after children with complex health needs. They had an excellent understanding of these needs and said that they worked closely with other health care professionals to meet them. Foster carers keep up to date records in relation to health needs.

The fostering service offers training in first aid and health and hygiene for foster carers.

Each child and young person using the service has an annual health check. The Borough holds information on health needs and checks.

Staying Safe

The intended outcomes for these Standards are:

- Any persons carrying on or managing the service are suitable. (NMS 3)
- The fostering service provides suitable foster carers.(NMS 6)
- The service matches children to carers appropriately.(NMS 8)
- The fostering service protects each child or young person from abuse and neglect.(NMS 9)
- The people who work in or for the fostering service are suitable to work with children and young people.(NMS 15)
- Fostering panels are organised efficiently and effectively.(NMS 30)

The Commission considers Standards 3, 6, 8, 9, 15 and 30 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following Standard(s):

3, 6, 8, 9, 15 & 30

Thorough checks are made on all fostering service staff and foster carers prior to their employment or approval.

The service is developing a new specialist scheme and is looking at ways to recruit more foster carers so that the needs of looked after children and young people can be better met.

There are appropriate procedures designed to protect looked after children and young people.

The fostering panels are organised efficiently and effectively and focus on the needs of the looked after children and young people.

EVIDENCE:

There is a suitable procedure for recruiting fostering service staff, including criminal record and reference checks. The Inspectors looked at the recruitment files for the new Fostering Manager and three other fostering staff. These indicated that appropriate checks had been made before their employment. Staff files also contained information on qualifications, full employment histories, photographs of staff, copies of job descriptions and terms and conditions of employment. All staff have signed a confidentiality statement. Copies of this are held on file.

Potential foster carers are fully assessed before they are considered for approval. Criminal record checks, references, health, environmental and other checks designed to assess suitability are made as part of this process. Potential foster carers are interviewed. The Inspectors saw evidence of thorough assessments and checks within the four foster carer files which were examined. Annual checks on the environment and health and safety are made following approval. Checks are also made on adult members of the foster carers household.

The Inspectors visited three foster carers in their own homes. They confirmed that regular checks took place and that they were aware of the reasons for this.

Foster carers said that they participated in relevant training, inductions and met with staff and other foster carers prior to being approved. Foster carers are encouraged to undertake NVQ Level 3. All foster carers have regular supervision meetings with their allocated social worker. These are recorded and records were seen within foster carers' files.

There are procedures to help match children and young people with foster carers who will meet their needs. Since the last inspection a specialist fostering service has been created to help support young people with complex needs. The foster carers work closely with other professionals. At the time of the inspection, there were three approved special foster carers, and the Lead Inspector met with one of them. The fostering service aims to recruit further carers to this specialist team, and is currently looking at the competencies, skills and knowledge that need to be considered as part of this recruitment. The service is still in its early stages and the managers are continuously looking at its development. This is an exciting project and with careful planning and management could offer a new opportunities for the young people using the service.

The fostering service aims to recruit more foster carers so that there is a wider selection for looked after children and young people.

The new Fostering Manager has plans to increase awareness of the fostering service and to look at how the local community events can be used to promote the service, with the aim of recruiting more foster carers. The Manager said that she was interested in recruiting foster carers who were skilled and could provide specialist support.

Local Authority Child Protection Procedures are in place. The fostering service provides guidance which sets out to protect children from abuse and what to do in the event of suspected abuse. This information is included within the Carer's Handbook. Training in child protection is mandatory for all staff and foster carers.

Looked after children and young people have an allocated social worker, who they meet with on a regular basis. They are encouraged to participate in their own annual reviews.

There are clear policies and procedures for the fostering panels. Panels meet at regular intervals and include independent members, medical and educational advisers, and representatives from the fostering service. The Inspection Team did not observe a fostering panel as part of the inspection. However panel papers for the last twelve months and the annual report were examined.

Minutes indicated that panel decisions focused on positive outcomes for the children and young people. Written information presented to panel members was thorough and included the applicant's involvement in the assessment and views of the foster child. In depth questioning and discussion was recorded. Applicants are invited to participate in discussions around their case at panel meetings. Evidence of panel discussions and decisions was found within individual case files.

Since the last inspection, three panel members have changed. Foster carers and fostering service staff raised some concerns about the way in which some of the panel meetings had been conducted. This was discussed with the Fostering Manager. These concerns have been noted and the Chair of the panel has highlighted these with panel members. There is a plan to introduce a procedure to give new panel members a more thorough induction and annual reviews for all panel members. The training needs of panel members will be considered as part of the annual review. The Inspection Team was pleased with this proposed action in response to the concerns raised.

Enjoying and Achieving

The intended outcomes for these Standards are:

- The fostering service values diversity.(NMS 7)
- The fostering service promotes educational achievement.(NMS 13)
- When foster care is provided as a short-term break for a child, the arrangements recognise that the parents remain the main carers for the child.(NMS 31)

The Commission considers Standards 7, 13, and 31 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

7, 13 & 31

The Fostering Manager, staff and foster carers demonstrated that they valued diversity and focused on the needs of looked after children and young people.

The fostering service works with other departments to promote educational achievements.

The London Borough of Richmond operates a short break scheme which offers support for children with disabilities and their families.

EVIDENCE:

The Lead Inspector visited three foster carers, all of whom were looking after children with different ethnic backgrounds to theirs. The carers demonstrated a good understanding of the different cultural needs and how they could help promote awareness of these.

The fostering service aims to recruit a more diverse range of foster carers with different ethnic backgrounds. The Fostering Manager reported that there had been an increase in expressions of interest and recruitment of foster carers from minority groups.

The Inspector met with two foster carers who look after children with disabilities. The foster carers had a good understanding of the needs of the children and said that they were well supported by the fostering service and other professionals to meet these needs.

Training on disabilities, diversity and equality, caring for black children and unaccompanied asylum seekers is available within the training programme.

There is a dedicated multidisciplinary team, including education and health care professionals who work with children, young people, carers, social workers and other professionals. The team liaises with the education services within the borough of Richmond and surrounding boroughs where looked after children are educated. There is a regular clinic for social workers, foster carers and educators to discuss issues relating to looked after children. The team employs a teacher who offers support to children who do not attend full time education. Work has been undertaken with children and young people to promote self esteem, improve educational standards and offer support and access to related services. A regular newsletter is provided for children, young people and their carers offering information and celebrating individual achievements. Special events to promote skills and education for young people have been organised. The service has a number of resources, which can be accessed by staff, carers, children and young people.

One foster carer who met with the Inspectors spoke about how they had started to work closely with the looked after young person's school to make sure their educational needs were being met.

Foster carers and staff working as part of the specialist fostering team work closely with educators and other professionals to provide a holistic package of care and support.

The London Borough of Richmond fostering service operates a regular short break scheme. Short breaks and activities for children with disabilities are arranged through a dedicated team. There is a separate panel to approve and review short break foster carers. Short break carers, children and parents are provided with written guidance on the service.

Making a Positive Contribution

The intended outcomes for these Standards are:

- The fostering service promotes contact arrangements for the child or young person. (NMS 10)
- The fostering service promotes consultation.(NMS 11)

The Commission considers Standards 10 and 11 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

10 & 11

The fostering service supports looked after children and young people to remain in contact with their families where appropriate.

The fostering service encourages looked after children and young people to contribute to decisions made about their care.

EVIDENCE:

Depending on the circumstances of each child or young person, contacts are maintained with their birth parents and supervised visits are arranged. Foster carers reported that the procedures for this were suitable and that they were offered appropriate support from the fostering service regarding contact with birth parents. Contact is recorded and evidence of this was seen within the files examined. The Carer's Handbook contains information for carers on contact, including the responsibilities of each party and the importance of maintaining this contact where appropriate.

Children who completed written questionnaires indicated that their opinions were listened to and that they were involved in decision-making. Care records seen by the Inspectors showed that children and young people were consulted about their care. Young people who completed questionnaires said they knew who to speak to if they were unhappy about their care. Information on making complaints, services for looked after children, mentoring, reviews and advocacy are included within the Children's Guide.

Achieving Economic Wellbeing

The intended outcomes for these Standards are:

- The fostering service prepares young people for adulthood.(NMS 14)
- The fostering service pays carers an allowance and agreed expenses as specified.(NMS 29)

The Commission considers Standards 29 the key standard to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

14 & 29

The fostering service works with young people and their foster carers to help prepare them to move on when they reach adulthood.

Foster carers are generally paid on time and have a good understanding of their entitlements. Some improvements should be made to make sure all foster carers are paid on time and that they have a full understanding of their entitlements.

EVIDENCE:

Foster carers who spoke with the Inspectors said that they felt services for young people leaving care had improved since the last inspection. They were particularly happy that the fostering service had recognised the important role foster carers could provide for the continuing support of young people who had moved on.

Information regarding leaving the service and Pathway Plans is available within the Children's Guide and the Carer's Handbook.

Young people are consulted about their future and are encouraged to be actively involved in decision making processes.

There are appropriate policies on allowances and payment of foster carers. Information on payments is detailed within the Foster Carer Handbook. The charges are agreed at the beginning of each placement and reviewed annually or sooner if there is a need for it.

Foster carers who spoke with Inspectors said that they generally received payments on time with details of breakdown of the costs of the services and for additional payments. Some carers had not been paid on time for additional work they had undertaken. Some of the carers said that they felt they were not reimbursed for the transport costs for regular meetings and medical appointments. This was discussed with the Fostering Manager. A recent newsletter makes some reference to payment and it was agreed that additional information and support should be provided to help some foster carers have a better understanding of their entitlements.

Foster carers who spoke with the Inspectors said that they were pleased that representatives from the borough's finance department had attended one of their meetings and had discussed procedures around payments. They felt that this session had been informative and useful.

Management

The intended outcomes for these Standards are:

- There is a clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.(NMS 1)
- The fostering service is managed by those with the appropriate skills and experience. (NMS 2)
- The fostering service is monitored and controlled as specified. (NMS 4)
- The fostering service is managed effectively and efficiently.(NMS 5)
- Staff are organised and managed effectively.(NMS 16)
- The fostering service has an adequate number of sufficiently experienced and qualified staff.(NMS 17)
- The fostering service is a fair and competent employer.(NMS 18)
- There is a good quality training programme. (NMS 19)
- All staff are properly accountable and supported.(NMS 20)
- The fostering service has a clear strategy for working with and supporting carers.(NMS 21)
- Foster carers are provided with supervision and support.(NMS 22)
- Foster carers are appropriately trained.(NMS 23)
- Case records for children are comprehensive.(NMS 24)
- The administrative records are maintained as required.(NMS 25)
- The premises used as offices by the fostering service are suitable for the purpose.(NMS 26)
- The fostering service is financially viable. (NMS 27)
- The fostering service has robust financial processes. (NMS 28)
- Local Authority fostering services recognise the contribution made by family and friends as carers.(NMS 32)

The Commission considers Standards 17, 21, and 24 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

1, 2, 4, 5, 16, 17, 19, 20, 21, 22, 23, 24 & 32

Written information for foster carers and looked after children and young people is very good.

The service is appropriately managed and staffed. Managers have a good knowledge of the service needs and work towards continuous improvement.

Fostering service staff and foster carers are appropriately supported.

There are appropriate procedures for training fostering service staff and foster carers.

Records are well maintained, accurate and up to date.

EVIDENCE:

A comprehensive Statement of Purpose has been produced for the service. This is subject to regular review and was last updated in January 2006. All staff and foster carers have been given copies of this document. Children's social workers are given copies of the Statement of Purpose to distribute to children, young people and parents using the service. Staff and the foster carer group were consulted regarding the review of the document.

The Statement of Purpose clearly lays out the aims and objectives of the service and includes information on services provided, principles and standards of care, management and staffing structure and the arrangements for recruitment, support and supervision of foster carers.

The fostering service, in consultation with foster carers, has produced a detailed handbook for foster carers. This incorporates the Statement of Purpose and includes comprehensive information on the processes for support and supervision of foster carers, practicalities, complaints, whistle blowing and child protection procedures. The handbook is a well-designed document. Foster carers who spoke with the Inspection Team indicated that they found the handbook useful, accessible and informative.

A separate Children's Guide to the Fostering Service has been developed. This includes information on making complaints and leaving care services.

The written guidance is of a good standard. However, it would be positive to see further work to develop information on the website for foster carers and looked after children and young people.

A new Fostering Service Manager was appointed in January 2006 and has worked alongside her predecessor for a month, to make sure there was a smooth transition and handover of information. Both the previous Fostering Service Manager, who has been in post since January 2004, and the new Manager are appropriately qualified and experienced. Fostering service staff and foster carers said that they felt supported and reassured by the lengthy handover period.

Foster carers and staff spoke positively about the management of the service, stating that they felt supported and listened to by both the Fostering Manager and the Principal Manager. The Fostering Manager and Principal Manager demonstrated an in-depth knowledge of the looked after children, young

people and foster carers and were able to answer questions from the Inspection Team about individual cases. Throughout their discussions they put the needs of the children and young people first. Their commitment and knowledge is commendable.

The Inspectors met with fostering staff and foster carers throughout the inspection. Staff and carers demonstrated a good understanding of their roles and responsibilities. There is a clear management structure and all staff and carers participate in regular supervision. There are regular team meetings.

Each approved foster carer has an allocated supervising social worker who they meet with regularly. Records of these meetings were seen within foster carer files examined. Most foster carers who spoke with Inspectors said that they were well supported by their social worker. Foster carers have access to other professional support services and information to provide a consistent, high quality care for the children and young people placed in their home. Case records included an understanding and agreement to operate within all standards, policies and guidance of the fostering service, signed by foster carers.

Since the last inspection staff have been recruited to both the fostering and looked after children social work teams. This is positive. At the last inspection, foster carers, looked after young people and staff raised concerns about the staffing of the looked after children teams. They felt that low staffing levels and a lack of continuity caused considerable problems, particularly for the looked after young people and children. Some foster carers felt that problems with inconsistency remained. However, many foster carers felt that the situation had improved and those with concerns acknowledged that the recent recruitment of staff should lead to improvements.

Fostering service staff said that they felt there could be further improvements with their liaison and work with other departments. They felt that they could inform other departments of their work and promote better contact and communication. The Inspector felt that this was a proactive approach to problems which they had identified.

Since the last inspection a foster carer group has been established. They meet regularly to discuss changes and to provide support for each other. The Inspectors were invited to join foster carers for one of their meetings. The group is chaired and organised by foster carers. Representatives of the group meet regularly with the Fostering Manager. Foster carers said that they found the group very useful and supportive. They were also pleased that they were able to feedback concerns and comments directly to the Fostering Manager.

During the meeting with Inspectors, foster carers raised some concerns. These included concerns about legal proceedings, some of the local authority's procedures, including criminal record checks on their own children, training

records, out of hours support, emergency placements and panel. These were discussed with the Fostering Manager. In general foster carers were happy with the service. Most of them spoke positively about their social worker, about training, changes in management and general support through the foster carer group.

Over the past year the service has improved support for the children of foster carers. One foster carer spoke about their induction training which included opportunities for their children to meet and learn from children of existing foster carers. A group for the children of foster carers has been established so that they can offer peer support whilst participating in fun activities.

The Fostering Service produces a quarterly newsletter. This is well designed and offers a range of useful information about this and other services.

The local authority has a comprehensive training programme. Regular training courses are organised and staff are able to access appropriate courses. There is a Local Authority induction programme, which all staff participate in. The fostering staff reported that training was well organised and appropriate.

There is a good range of training offered for foster carers and this is well organised. Fostering staff and foster carers felt that training had improved over the last year. Sometimes the attendance at training events is low and the new Fostering Manager said that she wants to look at ways of addressing this. She has plans to look at ways of providing and supporting less formal and traditional training, so that carers who may feel intimidated by formal training have the opportunity to learn. She also plans to organise some sessions designed to be fun, such as craft activities and stress relief techniques. These would be open to foster carers, their own children and looked after young people. This is really positive and fostering staff were enthusiastic about implementing her ideas.

Foster carers are encouraged to undertake NVQ Level 3. The Manager reported that four carers were undertaking this at the time of the inspection and that almost a third of carers were qualified.

Foster carers raised a concern that training records were not accurate and did not reflect the training which they had undertaken. The Inspectors found that there was not a record to confirm training needs identified at assessment or review in two of the foster carer files examined. The Fostering Manager acknowledged that there had been problems with training records and that this was being addressed at the time of the inspection. It is important that up to date training profiles recording training needs and training attended are kept for each foster carer.

Individual case records are held for all foster carers and looked after young people and children. The Inspection Team examined records for four foster carers and the young people who they cared for. These were found to be appropriately maintained and evidenced assessments, checks, regular supervision meetings and panel discussions. The files of young people and children were suitably maintained and information was appropriately translated into foster carers' files. Files are audited on a regular basis.

The local authority has approved a number of family and friends as carers. There is an appropriate procedure regarding friends and family members as foster carers. Kinship carers are allocated a supervising social worker and receive support services, such as newsletters and training opportunities.

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Fostering Services have been met and uses the following scale.

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

"X" in the standard met box denotes standard not assessed on this occasion
 "N/A" in the standard met box denotes standard not applicable

BEING HEALTHY	
<i>Standard No</i>	<i>Score</i>
12	4

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
3	3
6	3
8	3
9	3
15	3
30	3

ENJOYING AND ACHIEVING	
<i>Standard No</i>	<i>Score</i>
7	3
13	4
31	3

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
10	3
11	4

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
14	3
29	3

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
1	4
2	4
4	3
5	4
16	4
17	3
18	X
19	3
20	3
21	3
22	3
23	3
24	3
25	X
26	X
27	X
28	X
32	3

Are there any outstanding requirements from the last inspection? No

STATUTORY REQUIREMENTS

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Fostering Services Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action

RECOMMENDATIONS

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations
1.	FS29	<p>The Registered Person should make sure all foster carers are paid on time.</p> <p>The Registered Person should look at ways to support all foster carers to understand about the payments they are entitled to.</p>
2.	FS23	<p>The Registered Person should make sure that training records for foster carers are completed and are accurate.</p>

Commission for Social Care Inspection

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