

# inspection report

## Fostering Services

### **Thurrock Fostering Agency**

Civic Offices

PO Box 140

New Road

Grays Thurrock

Essex

RM17 6TJ

31st January, 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**

Thurrock Fostering Agency

**Address**

Civic Offices, PO Box 140, New Road, Grays Thurrock,  
Essex, RM17 6TJ

**Local Authority Manager**

Dianne Keens

**Tel No:**

01375 652419

**Address**

Civic Offices, PO Box 140, New Road, Grays Thurrock,  
Essex, RM17 6TJ

**Fax No:**

01375 652762

**Email Address**

dkeens@thurrock.gov.uk

**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**

8/12/03

<b>Date of Inspection Visit</b>		31st January 2005	<b>ID Code</b>
<b>Time of Inspection Visit</b>		10:00	
<b>Name of Inspector</b>	<b>1</b>	Jacqueline Graves	107597
<b>Name of Inspector</b>	<b>2</b>	NA	
<b>Name of Inspector</b>	<b>3</b>	NA	
<b>Name of Inspector</b>	<b>4</b>	NA	
<b>Name of Lay Assessor (if applicable)</b> 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.		NA	
<b>Name of Specialist (e.g. Interpreter/Signer) (if applicable)</b>		NA	
<b>Name of Establishment Representative at the time of inspection</b>		Diane Keens – Fostering and Adoption Team Manager	

**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 Thurrock Fostering Agency. 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.
<p>The fostering service inspected is funded and managed by Thurrock Council. The service is a significant aspect of the provision offered looked after children.</p> <p>The office space is shared with adoption and shared care as well as fostering staff.</p> <p>There are full time staff, part-time and a team manager in the fostering team with administration staff.</p> <p>Some children entered fostering care in the last year with out of borough placements being made.</p> <p>children left care over the same period.</p>

## 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 fostering service has been inspected as required under the Care Standards Act 2000, the Fostering Service Regulations 2002 and the Children's Act 1989 as amended. Areas to be progressed are listed in the Requirements and Recommendations section of the report. Any breaches in regulations that pose a more immediate risk to service users have been highlighted for urgent action.

Records, practices, policies and procedures have only been sampled. At future inspections other issues may come to light when different items are sampled or different people are spoken to.

The inspector spoke with a number of foster carers and children in their homes and met with a group of carers. The manager and fostering staff were interviewed within the service. A social worker from the Oaktree Resource Centre was spoken to and a visit made to the Centre to observe an after school club.

Placing authorities, children and foster carers received questionnaires. A number of questionnaires from children, foster carers and placing social workers were returned. A panel meeting was attended and the chair of the panel interviewed. Files, policy and procedures and documents relating to recruitment were made available to the inspectors before and throughout the inspection.

The service has responded well to requirements and recommendations made at the last inspection, despite the delay in receiving their report. The service is good at identifying areas that need improvement and building on strengths. The organisation is positive, forward thinking and child centred.

### **Statement of Purpose (Standard 1)**

#### **The one standard assessed was met**

Thurrock has produced a statement of purpose that includes all the required elements. It is updated to reflect any changes to the service.

The children's guide is being developed so that it is on a suitable format for children of differing abilities.

### **Fitness to Carry On or Manage a Fostering Service (Standards 2-3)**

#### **Each of the two standards assessed were met**

The service manager and manager of the fostering service have relevant experience of managing the fostering service. The manager is very experienced as a qualified social worker in children's services and has embarked on a course that will lead to an MA in Social Work (Management).



Staff recruitment was seen generally to be robust but some further information must be on record.

#### **Management of the Fostering Service (Standards 4- 5)**

##### **Each of the two standards assessed were met**

Confusion over the allowances paid and perceived unfairness about the system of payments were issues raised by carers. Because of confusion and dissatisfaction with the allowances paid, the service ran a consultation day with carers to explore new payment structures and consulted them also through questionnaires.

The system of payments to carers has been reviewed and a new structure is proposed, linking allowances to training. The proposed new system will be simpler for carers to understand and more equitable.

The fostering service has informed the Commission of any serious breaches of the regulations under Schedule 8 of the Fostering Service Regulations 2002, within twenty-four hours.

There are clear lines of accountability within the service. Staff are clear about delegation in the event of absence.

#### **Securing and Promoting Welfare (Standards 6-14)**

##### **Seven of the nine standards assessed were met**

Household reviews are carried out and health and safety checks are specifically detailed. Health and safety checks are carried out pre-approval.

Recruitment is targeted at specific groups as well as the general community. It is hoped that this will redress the shortage of carers from ethnic minority backgrounds. Female carers are regularly perceived as the 'main carer'.

The service has an anti-bullying policy which carers were familiar with. Carers were supportive of children who bully or are bullied. They advocated on their behalf when children felt different because of their status, for example, when welfare calls made to schools identified the children as looked after.

Matching, in those families visited, was good. It was noted on other children's files that gaps in matching were recorded for attention.

Foster carers are trained in safe care, including managing difficult behaviour and recognising signs of abuse.

Children report that they do have the opportunity to make their views known and generally feel listened to. Young people confirmed that they attended reviews on a regular basis.

There is a definite focus on developing young people's health care provision. There are individual health plans on file. There is a designated nurse involved in overseeing the health of looked after children and there is soon to be a designated doctor.

The inspector raised the issue of carers smoking in the same room as young people. Whilst smoking in front of children is not mentioned in the standards, apart from children under two, the inspector and staff felt that this would be detrimental to children's health and health is generally promoted by the service. The service was asked to consider this when recruiting

carers and forming agreements.

Those carers visited placed a high priority on school attendance and supported young people with homework, trips and school activities. They also encouraged the wider education of young people, by encouraging hobbies and interests.

Young people who reach the age of 16 years are supported by the leaving care team in preparation for leaving care.

### **Recruiting, Checking, Managing, Supporting and Training Staff and Foster Carers (Standards 15-23)**

#### **Six of the eight standards assessed were met**

Like many local authorities, Thurrock is short of foster carers. The service has invested in recruiting and marketing, appointing recruitment and marketing officer to address the shortage of carers. Their success in raising awareness of Thurrock Fostering and the recruitment of more carers was well regarded by staff.

Link workers stated they often felt stretched to perform all the tasks required of them, particularly if colleagues are on sick leave and their work has to be absorbed, or if there is a crisis. Staff felt well supported and were getting regular supervision.

Staff levels must be kept under review to ensure that supervision and all other work can be carried out well and that staff have manageable workloads.

Carers meet informally to support each other. Formal meetings are also arranged at the Oaktree Centre and the Civic Centre for different groups of carers.

Those managers and staff spoken to, said they received regular supervision. Foster carers generally made positive comments about the good support received from link workers but felt they were sometimes stretched and had too much to cope with. Supervision of carers had been irregular because of this.

Comments about the support provided included the following:

*'I do not feel that I could provide the best possible care for the young people placed with me without the support I receive from the fostering service and the wider network support of other departments, i.e. C.F.C.S. AND Oaktree Resource Centre.'*

*'Continuing care out of hours has been very supportive.'*

*'I think they are all committed to the job. They always listen.'*

A training coordinator has been appointed ,who is trying to address the problem of carers who have not attended training for a number of years and wage earners not typically attending training. Carers spoke of the improvement in the management of training since the coordinator's appointment. Supervision is often just focussed on the main carer; this should be addressed in the service's review of supervision.

### **Records (Standards 24- 25)**

#### **Each of the two standards assessed were met**

Children's records were well maintained. Foster carers kept diary records plus other relevant paperwork; they confirmed link workers checked these.

Carers were aware of the need to treat information held on children confidentially and store records securely.

### **Fitness of Premises for use as Fostering Service (Standard 26)**

#### **The one standard assessed was met**

A health and safety officer visited the offices to make recommendations and share information with staff. Further computer terminals have been supplied and laptops provided for out of office work.

### **Financial Requirements (Standards 27-29)**

#### **The one standards assessed was met**

There has been a consultation with carers regarding the system of allowances. The allowances have been reviewed and a new structure is proposed which links allowances to training.

### **Fostering Panels (Standard 30)**

#### **The one standard assessed was not met**

The agency has taken steps to improve the quality and robustness of 'Form F' assessments to ensure the safety of young people through training for staff and this is an area which is improving.

At the panel meeting observed, members identified any gaps in the assessment and explored them with the candidates and their assessors.

A recommendation was made that the panel include someone who was fostered or whose child is fostered.

Annual reviews are logged on the fostering service computer system and are flagged up when they need to be reviewed. The service is considering having annual reviews completed outside of the team.

### **Short-Term Breaks (Standard 31)**

#### **The one standard assessed was not met**

Action has been taken to identify, recruit, assess, supervise and train carers in order to develop this area. The profile of this aspect of foster care has been raised.

A shared care co-ordinator is involved in targeted recruitment; more carers have been recruited but there is still a shortage of carers, with approximately twelve children needing placements.

### **Family and Friends as Carers (Standard 32)**

#### **The one standard assessed was met**

Staff were clear that if there was an option of kinship care, this would be explored. On one visit to a foster home, a young person was in regular contact with a family member whilst they were assessed as a possible carer.

The service provided to kinship carers has been developed. Carers described good support for the coordinator and each other through support groups and training.

*The inspector would like to thank the manager, staff, carers and children for their help with this inspection.*

## **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:

YES

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:**

The fostering service failed to fully meet regulations 3(3), 14 and 17(1) of the Fostering Service Regulations 2002.

## Implementation of Statutory Requirements from Last Inspection

Requirements from last Inspection visit fully actioned?

NO

**If No please list below**

<b>STATUTORY REQUIREMENTS</b> 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	
			It must be made clear that due to a fault of CSCI, the last report was delayed and Thurrock has not had sufficient time to respond to all requirements. CSCI apologises for that delay in producing the report.	
1	3(3)	FS1	The children's guide to be designed in different formats to meet the needs of various groups of children.  <i><b>This is partly met but more time is needed.</b></i>	See requirements of this report
10	14	FS17	Staffing levels to be kept under review to ensure that assessments and supervision and support to foster carers are sufficient.	See requirements of this report
11	17(1)	FS22	All foster carers must receive appropriate supervision.	See requirements of this report

**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.

<b>Condition</b>	<b>Compliance</b>	
<b>Comments</b>		

<b>Condition</b>	<b>Compliance</b>	
<b>Comments</b>		

<b>Condition</b>	<b>Compliance</b>	
<b>Comments</b>		

<b>Condition</b>	<b>Compliance</b>	
<b>Comments</b>		

<b>Lead Inspector</b>	<b>Jacqueline Graves</b>	<b>Signature</b>	_____
<b>Second Inspector</b>	<b>NA</b>	<b>Signature</b>	_____
<b>Regulation Manager</b>	<b>Gwen Buckley</b>	<b>Signature</b>	_____
<b>Date</b>	<b>4<sup>th</sup> March, 2005</b>		

## 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	
1	3(3)	FS1	The children's guide to be designed in different formats to meet the needs of various groups of children.  <b><i>This is partly met but more time is needed</i></b>	1.7.05
2	14	FS17	Staffing levels to be kept under review to ensure that assessments and supervision and support to foster carers are sufficient.	Ongoing 1.6.05
3	17(1)	FS22	All foster carers must receive appropriate supervision.	Ongoing 1.6.05

### 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	FS6	<p>That carers are made aware that they could be interviewed or visited as part of the Commission's inspection process.</p> <p>That the fostering service ensures that transport provided for children is safe and appropriate to their needs.</p> <p>That children sharing rooms does not happen unless full information is known about a child and the risk to others in the home has been assessed.</p>
2	FS7	Greater use of the voluntary sector should be used to develop links and knowledge of ethnic minorities, religious, cultural and linguistic background.
3	FS8	that the agency place children according to their placement plan.
4	FS12	That the service review its recruitment process and agreements with regards to approving carers who smoke.
6	FS22	That independent support is provided to foster carers during an investigation.
7	FS23	That the service considers making it clear to new carers that there is an expectation that they attend suitable training and that joint carers both attend.
8	FS28	The current system of payments to foster carers to be simplified.
9	FS30	<p>Panel members to receive further training including observing other panel meetings.</p> <p>That one of the independent panel members is a person who has been placed with foster carers or whose child has at any time been placed with foster carers.</p>
10	FS17FS31	Further carers need to be recruited to meet the needs of children and families.

\* 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**

The following inspection methods have been used in the production of this report



Number of inspector days spent	15
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	NO
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	NO
Interview with panel chair	YES
Observation of foster carer training	NO
Observation of foster panel	YES
Inspection of policy/practice documents	YES
Inspection of records	YES
Interview with individual child	YES
Date of Inspection	31/1/05
Time of Inspection	1000
Duration Of Inspection (hrs)	100

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?
New staff are given a copy of the statement of purpose and discuss its contents during supervision. Staff confirmed that they receive a copy of the statement of purpose whenever it is updated.  The children's guide can also be provided in languages other than English. It is being developed so that it is available in audio and video form, to suit children of all ages and abilities. More time is needed to develop this, hence the requirement made at the last inspection is repeated.	3

## 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?

3

The manager of the fostering service also manages the adoption service. She is very experienced, working in children's services since 1983 as a social worker and as a senior practitioner within the team since 1994.

She has CQSW and a Bsc. Hons. Social Work. The manager has embarked on a course that will lead to an MA in Social Work (Management) on completion.

The manager works closely with the service manager and head of service; all are child focussed in their decision-making.

### 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?

3

The service confirmed that current CRB checks are available for all staff.

Written references had been followed up with telephone calls.

## 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

Staff were aware of the need to report any conflicts of interest.

There are statements of the amounts paid to foster carers but, as mentioned elsewhere, the system of payments is being reviewed and clarified.

There are established lines of communication and accountability between staff, managers and carers.

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

4

Death of a child placed with foster parents.

X

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

X

Serious illness or accident of a child.

1

Outbreak of serious infectious disease at a foster home.

X

Actual or suspected involvement of a child in prostitution.

X

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

1

Serious complaint about a foster parent.

1

Initiation of child protection enquiry involving a child.

1

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?

3

The service is managed efficiently and effectively. The manager reports clear, supportive relationships with the management structure. The head of service has overall responsibility for all children looked after services.

A practice manager is identified as being in charge in the manager's absence.

## 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

Carers said their homes were inspected annually. Those homes visited were warm, clean and comfortably furnished.

Health and safety issues are discussed as part of training and detailed in household reviews. Carers confirmed that staff enquire about vehicles used to transport children but do not ask to see MOT documents, insurance, car seats, etc. It is recommended that the fostering service ensure that transport provided for children is safe and appropriate to their needs.

Most children have their own bedroom but there are cases of birth children sharing and of children sharing when a new child has been brought to the home in an emergency. The latter is of particular concern, as often carers do not have full information about a child when they are placed, for example a child seeking asylum, and this could pose a risk of abuse or bullying. The service hopes that by recruiting more carers there will be less need for children to share bedrooms. It is recommended that sharing rooms does not happen unless full information is known about a child and the risk to others in the home has been assessed.

Some carers were not aware that they could be interviewed or visited as part of the Commission's process. It is recommended that this information be disseminated to carers.

### 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

Thurrock has made started to make use of the voluntary sector to develop links and knowledge of ethnic minorities, religious, cultural and linguistic background but plans to develop further links. Specific packages are set-up for individual children, for example by advertising for links with a minority ethnic group who are not living in the Thurrock area.

Carers visited were aware of the backgrounds of the children they cared for.

**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?**

2

Staff regarded a colleague to be very skilled in the initial matching of children to carers. In those families visited there was evidence of good matching.

However, one child's plan had been for them to be placed in a home where they were the only child and other children had been placed there. Whilst acknowledging that this was a very successful placement, it is recommended that the agency place children according to their placement plan.

**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?**

3

Carers spoke of the safe caring training they had attended, which included information on protecting children from abuse. They described practical rules they enforced amongst the children to promote safe care.

Those carers spoken to, said they were aware that no corporal punishments could be used. They described using sanctions, such as preventing a child from going out with friends, banning playstations or rewards, such as a trip to the cinema, to manage behaviour.

A carer described training on bullying as being useful in dealing with bullies and the bullied.

**Percentage of foster children placed who report never or hardly ever being bullied:**

X

%

**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

Carers were clear about contact arrangements and these were clearly recorded on those children's files seen. An example was seen of children requesting a change to their contact arrangements and this being responded to by the agency.

A carer felt that the child they cared for had been pushed into contact with a family member when they didn't want this and felt the social worker listened to the relative rather than the child. Generally children and carers felt listened to regarding contact arrangements and stated that the wishes of children regarding contact would be given priority.

An independent visitor was frequently in touch with young person without any family contact.

The Oaktree Centre is used as a neutral meeting place for some contact. Thurrock

encourages carers to facilitate contact in their own homes if this is appropriate and suitable for the child. Due to negative experiences, some carers were reluctant to have contact in their homes and felt their home should remain as a place of security and refuge for the children they looked after.

Commenting on what they do to facilitate contact, carers wrote:

*They (children) control who and what relative they want to see. Family call and see children in our home.'*

*'Encourage child to attend contact sessions and if old enough, talk on the phone. Invite parents to hospital and routine tests.'*

#### **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**

Children confirmed that they attended reviews on a regular basis and their views were listened to and considered.

Comments from children included:

*'When I go to meetings (reviews etc.) they ask me do I agree or not agree and ask for my opinions.'*

Young people said they were asked about:

*'Ideas on places to go and my opinion how things are in the household.'*

*'Holidays, what we want for dinner, etc.'*

*'Everything.'*

*'What would I like to change?'*

*'Things on the news, my education, music, films and everything a normal 16 year old would talk about.'*

Young people said they knew how to make a complaint and this is detailed in the children's guide.

Link workers usually make contact with the young person during visits to carers, depending on the timing of the visits and the young people's availability.

In questionnaires, 86.96% of children who responded, said the foster service had asked them their opinions about their foster carers, and 8.70% said they had not been asked. In response to the question, 'Do your foster carers ask you for your opinions and ideas?' 60.87% said yes, 28.09 said 'they ask me sometimes' and 13.04% said they don't ask me very often.

Many activities provided by the service and by Oaktree Resource Centre have been



developed from the expressed wishes of looked after children.

**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**

There was evidence of excellent follow-up of referrals to specialist services.

The service has use of a nurse who is involved in arranging G.P.'s, statutory medicals, reports for panel and who is an excellent resource.

Health plans were on children's files and there was evidence that health appointments were made and followed up by carers.

Some carers seen, were innovative in their approach to the health care of young people and had researched such things as food allergies and diet to promote their well-being.

Some of the children looked after by shared carers, need invasive procedures to maintain their health and Thurrock buys in training specifically for those carers. The children's parents observe the carer carry out the procedure to decide if they are competent.

The inspector discussed children being placed with carers who smoke and the implications for young people's health. The issue of carers smoking in the presence of young people is something which the service will consider when recruiting carers and as part of the general health promotion of young people. It is recommended that the service review its recruitment process and agreements with regards to approving carers who smoke.

**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?**

**3**

The inspector visited a foster home where education of the young people had been promoted and supported by the carers. The young people were encouraged to complete their homework as a priority before other activities took place. The carers had attended meetings at the school.

In another home, a decision had been made to support a young person at their school, involving considerable travel, to ensure continuity for their education and to help them maintain contact with friends. Extra tuition had been provided to meet this young person's

specific educational needs and participation in hobbies and interests encouraged to help develop their self-esteem.

Both the carers and young people were not happy with the children's attendance at school being monitored on a daily basis by the education department as they felt this stigmatised the young people and identified them as looked-after. The carers had complained about this on the children's behalf.

PEP'S and IEP's were seen on those children's files examined. There is a designated teacher for looked after children.

**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?**

**3**

Carers encourage children to develop skills to help them become independent at all ages.

When young people reach the age of fifteen, the Leaving Care Team and the Continuing Care Team support their care. Pathway plans are independently reviewed. Carers are expected to help prepare young people for the next stage of their lives.

The service has identified training needs for carers of adolescents on preparation for independence.

Savings accounts for children were discussed with carers and staff. It was generally felt that young people should be encouraged to save. The practice of carers encouraging children to save and young people possessing a savings account was discussed. It was particularly felt that young people when leaving care should have savings to help them. The issue of what to do with the government's payments of £250 to children born after 2002 was discussed. This is not related to standards but was discussed with managers and left with them to consider.

## 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?

2

The recruitment details of three members of staff were checked. CRB checks were available for all staff and references obtained.

Recruitment procedures were generally robust. However, on one file there was a reference which was not suitable, so a further reference should have been sought. The reference request letter did not ask for any concerns about the employee working with children and on another file there were no copies of qualifications gained.

It is required that all information required in Schedule 1 for people seeking to work at the fostering service, are obtained.

Total number of staff of the agency:

14

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?

0

This standard was not inspected on this occasion.

**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?****2**

Staffing levels have been increased from three to six link workers to provide the necessary levels of support and supervision to carers. However, the service is aware of the need to monitor staff workloads to prevent caseloads becoming unmanageable, for example when staff are on long term sickness leave.

The service is also aware of the need to match staffing to the increasing numbers of carers. At the time of inspection, twenty-six prospective carers were being processed, with consideration being given to appointing one more link worker.

The issue of there not being sufficient link workers was frequently raised by carers in person. In pre-inspection questionnaires, 34% of respondents said they did not think there was enough staff in the fostering service.

Despite the extra recruitment, staff described being 'stretched' at times to fulfil their duties and some carers felt there was not enough staff. Comments on questionnaires included:

*'They do as good as job as they can. They are overstretched and so you can sometimes feel neglected.'*

*'I think they do a sterling job but are overworked.'*

*'The people whom I have dealt with have done an excellent job but I often feel they are stretched to the limit.'*

Whilst acknowledging the steps the agency is taking to monitor workloads and to recruit further link workers, the perception of some staff and some carers is that there is insufficient staff. Therefore, the requirement made at the last inspection, that the fostering service provides a sufficient number of staff, is repeated.

Like most authorities, Thurrock needs more quality carers. The agency had been proactive in trying to increase the number of carers available, to prevent young people being placed out of area and to decrease the use of private fostering agencies.

Increased investment in the service has seen the appointment of a marketing and recruitment manager (with administrative support). Staff spoke highly of the positive effects this has had on recruitment and on raising the profile of Thurrock Fostering.

A call centre now handles initial enquiries and information packs are sent out on the day of enquiry. Initial visits are undertaken within two weeks, checks initiated and information passed to the training officer to ensure candidates are invited to the next available training. This is an efficient use of resources and ensures people do not lose interest or go to other agencies because of a lack of response.

Training will be provided for existing assessors and for those workers who are not used to writing Form F assessments. Managers use an audit tool to gauge the quality of the assessments and accompany the assessor on one visit to prospective carers. The agency has put these measures in place to ensure that all assessments are thorough and safe.

**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?****3**

The out-of-hours service was well regarded by carers.

The service has policies and procedures available for staff and carers, including a health and safety policy.

**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**

Staff follow a council and TOPSS induction programme for approximately four weeks. They will then shadow experienced staff for approximately six months. All staff have to attend core training, including child protection, then follow intermediate training. All staff have ECDL and supervision training and any training specific to their role.

All staff are encouraged to apply for further professional courses, such as masters, diplomas and counselling courses.

Team meetings are held frequently and training needs are identified then.

The support for training by the authority is impressive and appreciated by staff.

**Standard 20 (20.1 - 20.5)**

**All staff are properly accountable and supported.**

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

Those link workers spoken to felt supported in their role and were getting regular supervision. Some felt supported by the staff team but increasingly overstretched with all the tasks they have to do plus absorbing the work of colleagues when on sick leave.

Staff job descriptions were seen on file. Staff have access to the policies and procedures of the agency.

<b>Standard 21 (21.1 - 21.6)</b> <b>The fostering service has a clear strategy for working with and supporting carers.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>The agency is reviewing the duty system, as this is quite an arduous task for staff at the moment. Good practice in other local authorities is being considered to identify how Thurrock can improve the duty system.</p> <p>Support groups meet across the range of carers. The need for support group for male carers was identified and arranged. Carers described the out-of-hours support as being good.</p> <p>The SELF project at the Oaktree Centre is regarded as a good resource by carers and staff. Therapeutic services are offered to support placements. Staff felt there was a gap in therapeutic services for children with learning disabilities.</p> <p>The recorded supervision of some carers had not been regular enough because of staff shortages due to sickness. It was noted that a professional queried the quality of supervision leading to a deregistration.</p> <p>Some staff felt supervision was too long and could be repetitive. This is being reviewed.</p>		

<b>Standard 22 (22.1 - 22.10)</b> <b>The fostering service is a managed one that provides supervision for foster carers and helps them to develop their skills.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>2</b>
<p>Management monitors the frequency of supervision. The service is reviewing the supervision format; some staff felt the process too long, repetitive and unfocussed. Where there are two carers, it is usual that the main carer is supervised.</p> <p>Staff and managers are attending training on the purpose of supervision and role of supervisors.</p> <p>One carer described feeling isolated from the agency when an allegation was made against them. They did find support from fellow carers. It is recommended that independent support be provided to foster carers during an investigation.</p>		

<b>Standard 23 (23.1 - 23.9)</b> <b>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.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>Pre-approval and induction training is provided for all prospective carers. The training includes using experienced carers. One ,who has been involved in training ,felt this was essential to give prospective carers a realistic view of fostering.</p> <p>Carers and staff felt there had been great improvements in the planning and quality of the training provided since the appointment of the current training co-ordinator. Carers spoken to felt the training was suitable to theirs and the children's needs.</p> <p>The training co-ordinator is trying to address the problem of men, who, often as wage earners, are not able to attend training by arranging this on weekends, evenings and with</p>		

male trainers.

The perceived need for training varied widely amongst carers from some trying to attend everything on offer, to some not attending any training for a number of years.

Fostering agreements say that carers 'will endeavour to attend all training agreed appropriate.' Staff said that some carers are reluctant to attend training. Some carers felt that some training should be compulsory for all carers. There is an expectation that carers for the Phoenix Project will develop their skills through further training. Thurrock is considering using payments as an incentive for carers to undertake training and development.

It was noted that where two adults are approved as joint carers, sometimes only one had attended training.

It is recommended that the service consider making it clear to new carers that there is an expectation that they attend suitable training and that joint carers both attend. It is acknowledged that the service is already trying to address this.

Some kinship carers said they were initially reluctant to attend training, feeling that their experience of raising children was sufficient to help them carry out the role and because they had not attended any kind of training for a long time. However, they had enjoyed training and learning new things, finding it useful to them in their role.

There is a creative and responsive approach to training. The feasibility of training at weekends/evenings to meet the needs of wage earners is being explored; as well as courses, the service will also look at using books, web sites or putting carers in touch with people who have expertise to meet individual learning needs.

## 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?

3

Those children's records seen were well organised and maintained. Foster carers were aware that records they keep on behalf of children must be treated confidentially and stored securely.

Carers were able to talk to children about their families and past histories to help them make sense of past events.

### 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?

3

Those records checked were dated and signed. Comments were written in a professional, non-stigmatising way.

The service has a system of storing complaints and allegations separately. Confidential records are stored securely and staff were aware of the need for confidentiality.

The inspector was advised that computer records are only accessible via individual passwords.

**Number of current foster placements supported by the agency:**

128

**Number of placements made by the agency in the last 12 months:**

X

**Number of placements made by the agency which ended in the past 12 months:**

X

**Number of new foster carers approved during the last 12 months:**

X

**Number of foster carers who left the agency during the last 12 months:**

X

**Current weekly payments to foster parents: Minimum £**

X

**Maximum £**

X



## **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?**

**3**

The agency is based in the main council offices, which are easily accessible to the public, carers and social workers.

Since the last inspection, improvements have been made to the office-working environment for staff. The manager advised that all staff now have access to a computer and use of a laptop when off-site. Some staff mentioned preferring to work at home when writing reports as the office is a noisy environment. A health and Safety officer assessed the workplace and gave information on the heights of desks, chairs and so on.

The offices are close to those of the head of service and to other children's teams. A room is available in the fostering / adoption offices for meetings. A panel meeting and carers support group were held in the corporate meeting rooms.

## 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?

0

This standard was not inspected on this occasion.

### 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?

0

This standard was not inspected on this occasion.

**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?****3**

The allowance paid to carers was raised as an issue in discussion with them.

There was dissatisfaction that named carers receive 80% of the allowance given to other carers and that they had not received a breakdown of the allowance; the coordinator said this would be provided.

Thurrock has undertaken an initial review of the allowances paid to carers, looking in detail at the payment schemes of other local authorities. The service was seeking further investment to ensure that carers allowances could be kept at competitive levels and so that a new fee paying scheme could be introduced. As payments are being reviewed and increased payments linked to training proposed, no recommendations are made for this standard.

## 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?

2

A panel meeting was observed and the inspector met with the panel chair afterwards. The panel scrutinised 'Form F' assessments and explored any perceived gaps in information about the prospective carers.

Panel are provided with criteria to consider when examining the 'Form F' assessments prior to panel meetings.

The recommendation that panel members receive further training including observing other panel meetings is being considered. This recommendation is repeated and it is also recommended that one of the independent panel members is a person who has been placed with foster carers or whose child has at any time been placed with foster carers.

## 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?

2

There are twenty-two specific families who are able to provide short-term respite placements, particularly for children with disabilities. In addition there are four befrienders; a befriending service has been developed for some older children who have disabilities.

Thurrock has tried to develop this service by recruiting more carers and is targeting recruitment at specific groups. The coordinator for shared care is actively involved in recruitment. It is estimated that shared care is not being provided to twelve children at the moment, as there are not enough carers. There is also a need to recruit more shared carers for older children.

Support, training and supervision is in place for this specific group of carers. The shared care service has produced a policy and procedures.

As in standard 17, it is required that further carers are recruited to meet the needs of children and families.

Comments made by shared carers about the service included:

*'Shared care is a very positive aspect of fostering and although it is for children with a disability, I think it could be valuable in 'normal' fostering situations.'*

*'There can never be enough staff.'*

*'Small unitary authority can respond quickly. They are accessible. They are forward thinking.'*

## 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
---------------------------	---------------	---

The agency considers friends and family first as possible carers whenever appropriate. Thurrock has developed the service it offers to named carers; most now have a supervising social worker and receive monthly supervision and support.

The inspector attended a support group for named carers, which meets regularly. Some said they had felt they did not need to be involved with Thurrock when first becoming carers but had benefited by being able to share problems with other carers and by getting support and advice from the supervising social worker, for example, on contact, behaviour management and school exclusion. Some said that on reflection they realised how isolated they had been.

The supervising social worker with responsibility for named carers was seen to advocate on carers behalf and to raise their profile within the service.

All named carers are invited to training and fostering events. The training advisor visited the group to explain how training is allocated and how they could access it. Carers spoke positively of the support and training provided.

**PART C**

**LAY ASSESSOR'S SUMMARY**

**(where applicable)**

**Lay Assessor**

\_\_\_\_\_

**Signature**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**PART D****PROVIDER'S RESPONSE****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 31<sup>st</sup> January, 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

NO

Comments were received from the provider

YES

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

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 23<sup>rd</sup> May 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

YES

Action plan was received at the point of publication

YES

Action plan covers all the statutory requirements in a timely fashion

YES

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

NO

Provider has declined to provide an action plan

NO

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 \_\_\_\_\_ of \_\_\_\_\_ 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 \_\_\_\_\_ of \_\_\_\_\_**  
**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.

**Commission for Social Care Inspection**  
33 Greycoat Street  
London  
SW1P 2QF

Telephone: 020 7979 2000  
Fax: 020 7979 2111

National Enquiry Line: 0845 015 0120  
[www.csci.org.uk](http://www.csci.org.uk)

S0000056087.V202139.R01

© This report may only be used in its entirety. Extracts may not be used or reproduced without the express permission of the Commission for Social Care Inspection



The paper used in this document is supplied from a sustainable source