



*Making Social Care  
Better for People*

# inspection report

## FOSTERING SERVICE

### **Essex Local Authority Fostering Services**

**Social Services Directorate  
PO Box 297 County Hall  
Chelmsford  
Essex  
CM1 1YS**

*Lead Inspector*  
Jacqueline Graves

*Key Announced Inspection*  
11th December, 2006      09:00

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](http://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](http://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

This report is a public document. Extracts may not be used or reproduced without the prior permission of the Commission for Social Care Inspection.

# SERVICE INFORMATION

<b>Name of service</b>	Essex Local Authority Fostering Services
<b>Address</b>	Social Services Directorate PO Box 297 County Hall Chelmsford Essex CM1 1YS
<b>Telephone number</b>	01245 492211
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<b>Name of registered provider(s)/company (if applicable)</b>	Essex County Council
<b>Name of registered manager (if applicable)</b>	
<b>Type of registration</b>	Local Authority Fostering Service

# SERVICE INFORMATION

## Conditions of registration:

**Date of last inspection**      23rd January, 2006

## Brief Description of the Service:

Essex Fostering Service provides planned, emergency and respite care for children with a range of needs in a broad range of circumstances.

The service is structured by location and the staff specialism. This comprises of four geographically designated locality teams, two Adolescent Fostering Teams, one countywide Central Placements Team, a Family Partnership Team and three Shared Care Teams. The County Manager for Looked After Children manages the service.

The Shared Care Scheme links children with disabilities with families who can provide short breaks on a regular basis. This can be anything from a few hours to several days per month. The purpose is to offer new experiences and friendships to disabled children in a family environment. It also affords parents the opportunity of respite from their caring responsibilities. The children placed may have a learning disability, physical disability, complex health needs or severe impairment.

Kinship carers and carers with exemptions are currently within the remit of the mainstream fostering service.

Essex is a large authority with 705 approved fostering households. The authority has continued its 'Invest to Save Policy' in recognition of the need to increase the number and type of directly provided foster placements available. The 'Invest To Save' approach is wide ranging. In addition to the development of fee paid carers, the authority works to ensure that children only become 'looked after' where other interventions are not appropriate or exhausted and it is therefore in the best interest of children and young people.

# SUMMARY

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

The inspection was focussed only on the Basildon office at Ely House and carers based there.

Considerable pre-inspection information was provided by the service to evidence how National Minimum Standards are being met and this was used to reflect on the whole service.

Surveys were sent to children over the age of eight and their carers associated with the Basildon office. Seven surveys were returned from carers and six from children.

The inspector case tracked the care of children placed with four foster families and visited them. She also spoke to staff, other carers at their Christmas party, two birth children and a nurse for looked after children. It was not thought necessary to observe panel this year.

The inspection concluded on 11<sup>th</sup> January 2007 when the inspector met with managers to give feedback.

The inspection was largely positive, with carers feeling well supported in providing good care for the children they look after. The service was already aware of most areas where improvements could be made which shows that it is good at monitoring the quality of the service provided.

Shortfalls in the service provided by children's social workers was raised and must be reported as impacting on the service received by fostered children, although not the direct responsibility of the fostering service. Carers wrote: *'There is no uniform approach by social workers, which confuses the child. Some make decisions without meeting the child or family members and haven't even read the case notes.'*

*'Child needs less social worker changes.'*

As a result of listening to children at a Looked After Children Conference, the service also reports that children want greater accessibility to and stability of children's social workers.

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

## **What the service does well:**

Those carers visited were child focussed and professional. Some excellent examples were given of carers advocating on behalf of the young people in their care to ensure they received the best service possible from education, respite care, health etc. Carers had made complaints on behalf of the children

they care for when they felt they had not received the best service from different agencies.

Asked what the service does to help them care for young people, carers wrote: *'To meet the young person's needs as much as they can and listen to what the young person wants. Plus having a good link worker for support.'*

Children wrote about the care they receive in their foster homes: *'I'm always asked if I'm alright or if I've got any problems.'*  
*'Carers always listen to me.'*

Working with children's families was seen as another strength, with carers working in non-judgemental ways to ensure contact was maintained and in one case, of ultimately reuniting a parent and child.

Carers praised the central placements team for the extra support they offered, via a phone call, shortly after a child was placed. Carers found this very reassuring.

Shared carers described staff as:  
*'An excellent team who are very supportive.'*

## **What has improved since the last inspection?**

The service has set clear expectations of training, which all carers are expected to attend. Training is followed up during supervision visits and annual household reviews.

Matching considerations are now more evident.

Contact cards have been provided for young people, including an accessible format, with details of their local office, social worker and an independent agency.

The shared care service has used its DVD with young people, carers and supervising social workers to help get ideas about making further information accessible to children with disabilities and to promote understanding of the service.

The structure of the service has been reviewed and shared care and the team for children with disabilities have been amalgamated. Carers from both services have been invited to combined events. There is stability of placements in shared care, which staff believe is due to time spent carefully matching children to carers.

All members of staff have attended 'Youth at Risk' coaching for professionals course.

The development of a strategy on internet safety for children has been undertaken, with foster households receiving advice leaflets about this.

### **What they could do better:**

Now that expectations of training for carers have been made clear, the service plans to ensure all carers meet these expectations. Training has been booked but not always attended by carers in the past, so wasting the resource.

The difficulty of having to travel considerable distances to attend training was also raised by carers. The need for training outside of working hours was an issue raised particularly by shared carers.

Carers, the staff and managers report the need for more carers to meet local and Essex-wide demand; for example, twelve sibling groups, who should have been placed together, had to be separated and staff said it was difficult to find placements for teenagers. The shared care service reports needing more qualified carers from diverse backgrounds.

In surveys, carers made suggestions about what the service could do better:  
'Listen.'

*'Have more social workers and more foster carers.'*

*'Listen more to foster carers as we know the children that are in our care.'*

*'Less (children's) social worker changes. More information when child is transferred to leaving and after care team.'*

*'As a working carer, more evening and weekend training.'*

Some carers were concerned that they were not used as often as they would like to be and some felt the service was deliberately not using them. However, the service reports that more careful matching when exploring potential carers for a child/children, with a general decrease in the numbers of looked after children in Essex, may mean some carers being without placements for a time.

Shared carers reported that the allowance paid to them did not always cover their expenses. The service reports having agreed a fee paying scheme for shared carers to improve this situation.

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](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office.



# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

Being Healthy

Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

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:

### 1 and 2

The service promotes the general health of children but an improvement to how CAMHS services are accessed and the time spent waiting for such services would improve the outcomes for children.

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

### EVIDENCE:

Those carers visited, had ensured that the children they cared for had accessed the medical services they needed. An example was given of carers researching and teaching themselves about a medical condition in order to help them look after a child with this condition.

Those carers visited, were encouraging children to take part in sports and activities to keep healthy.

In answer to the question in surveys, 'How well does the fostering service support you in helping the children you care for to be healthy and have healthy lifestyles?' one replied 'excellent,' three said 'good' and three said 'adequate'.

Carers wrote:

*'This is excellent. I don't think more could be done.'*

*'Our family have a healthy diet and we encourage the children to do sports (play football and have joined football teams), but I feel that's down to us and not the fostering service.'*

*'(The service) tries to make sure child is aware of activities in the surrounding areas.'*

Young people were asked if they get support and advice about being healthy; three said 'Always,' two said 'Usually' and one said 'Sometimes.'

Some things the young people wrote about this included:

*'I do exercise every week because of my football.'*

'I've got a sweet tooth and I have to eat all my dinner or I'm not allowed sweets.'

Carers said they ensured children had access to G.P., optical and dental services as well as any more specialised health services. Health Awareness Days were reported as being a good resource by carers.

At a time when there is difficulty for many people in accessing NHS dental services, a new dental officer is in place that will locate a dentist if required. It was commendable that the County Manager wished to be advised personally, should there be any difficulty in finding a dentist for a child, to ensure this could be addressed.

The service reported that, as a result of feedback from children, the Health Performance Working Group is looking into the possibility of having dental checks at the same time as other checks to help looked after children feel less different.

Waiting for therapeutic services was one area carers thought frustrating; CAMHS services were described by staff and carers as an overwhelmed and under resourced service. Some carers reported that children had to be in a stable placement before they could receive therapeutic/counselling services. However, managers said this was not the case but that access to such services could be simplified.

The looked after children's nurse is accessible to carers at their support group each month and also visits carers in their homes. A 'transfer of information health form' is being developed to address the problem of continuity when a child moves from a placement or goes to a respite carer.

# 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, and 30**

There are systems in place for keeping young people safe. Some small improvements to staff recruitment would ensure a more robust system.

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

## **EVIDENCE:**

All carers visited, felt that the children they looked after had been well matched to them. On files, there was evidence of matching considerations. Where there had been shortfalls in matching in other placements, carers said they had been supported to address these, for example by getting advice on skin care from a birth parent and member of staff of the same ethnicity as the child.

The service reports that improvements have been made to the Panel Service this year, such as identifying training needs of panel members and using evaluation forms, for people applying to foster, to provide feedback on their experience.

It was reported that policy has been reviewed and amended as a result of input from the Fostering Panel Service, in relation to smoking in foster homes and the management of large dogs.

All shared carers are approved by panel and matched long term to children; staff reported that careful matching had assisted the stability of such placements.

Those homes visited were comfortable, well furnished and decorated. Records and carers confirmed that Essex makes annual safety checks of the premises, including testing fire alarms. A risk assessment on the sharing of bedrooms was seen; an assessment of a child's risk to other children in the household was not on file, although the carer confirmed a risk assessment had been carried out and they had seen this.

As panel was observed at the last inspection, and as no issues arose, it was not thought necessary to observe it again this year.

Three staff recruitment files were examined and reflected a largely robust recruitment system, with current Criminal Record Bureau (CRB) checks and evidence of proof of identity recorded for all staff.

On one file, a reference had been sent by e-mail and the inspector felt this should be authenticated with a company stamp/signature. On another, for an agency worker, the references did not address the person's practice or comment on their suitability to work with children and there was no evidence of direct contact with the referees. On a third file, there was only one reference and the referee had not been asked for any concerns about the person's suitability to work with children.

Allegations against carers and the action taken by the service have been reported appropriately to CSCI. The service advised that new SET procedures have been forwarded to carers and guidance on child protection is available in carers' handbooks. The service has systems for monitoring the care of children placed externally.

Young people have access to advocacy services, independent visitor schemes and suitable agencies to contact if required. Children are encouraged to give their views and the service reports trying to get more to contribute at annual household reviews. Children are supported to give their views at panel when long-term linking with a family is being considered.

# 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, and 31**

Arrangements are in place to support those children without an education placement. The shared care service is well regarded.

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

## **EVIDENCE:**

Carers described the service as very proactive in keeping a child in their school if possible, when placing them. Carers said that transport had been provided so that children could continue attending their school when moving to a new placement.

Children said:

*'I'm always getting asked about my homework and if I need help or anything.'*  
*'I'm always getting told to do well and focus on work so I can go further in life.'*

The service reported that 435 children who are fostered have an educational placement, with 1 permanently excluded and 8 not on a school roll. A Looked After Children's Education Panel monitors the situations of children who do not have an education placement and is able to allocate resources.

A service monitors school attendance and plans to do proactive work with carers where there are concerns over a child's attendance.

Corporate Parenting provides virtual GCSE courses for those young people not in mainstream education and has increased the number of extra curricular activities available in the summer holidays.

Carers spoken to, gave examples of attending personal education plan meetings and teacher/carer evenings. On the files of those children case tracked, there were personal development plans and records of progress such as school reports.

Essex holds an annual awards ceremony where young people are given certificates of bursary awards to acknowledge achievements in any area of their lives.

The service provides training on how carers respect and preserve each child's heritage. Carers visited, gave examples of where they had advocated for children to ensure they received fair treatment, gained access to educational opportunities and sought help and advice to meet a child's specific ethnic needs.

The head of shared care advised that Essex has 110 approved places for shared care and after advertising, reports a good recruitment to the scheme this year. Staff described the stability of placements as good. The service plans to recruit more qualified carers, from a more diverse range and background, in the future.

The service reports making links to raise the profile of fostering and shared care within Muslim communities. It plans further efforts in this area to increase the range of carers available.

The inspector spoke to three carers who provide shared care for children with disabilities. It was recognised by all that parents were the main carers and good communication systems between carers and parents was reported.

The inspector was shown examples of scrapbooks containing photos and other keepsakes, to help children remember activities, trips out and holidays undertaken with carers. The carers appeared committed to the children they care for and to providing a range of stimulating, everyday activities, to suit the needs of children.

# 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 and 11

The service runs many participation events for children who are fostered and through these, ensures young peoples' views are listened to. Children report that carers listen to them effectively, but not always listened to by social workers.

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

## EVIDENCE:

Contact arrangements were clearly recorded on those files seen and carers confirmed that contact with family and friends were supported by the service. One carer felt a child's request not to have contact with family had not been listened to.

Some comments regarding contact included:

*'If the child doesn't want contact with their family, the child's wishes should be respected.'*

*'Child has managed to maintain a large amount of family contact with our help.'*

The provision of transport and family support workers facilitates contact. Some carers described how contact had been facilitated in their own homes when appropriate.



There was evidence on file that young people are consulted at their reviews. In surveys, young people were asked if their carers listened to them and took notice of their opinions; five replied 'Always' and one said 'Usually.'

To ensure children with disabilities are consulted and can provide feedback at household reviews, the service has appointed a Fostering Reviewing Officer.

As well as encouraging children to attend reviews or have their views represented at them, the service has organised a number ways for young people to have a voice, such as at panel when a long term placement is being considered, at a Looked After Children's Conference and on the See, Hear and Say children's reference group.

Staff and carers reported that supervising social workers carry out a quality assurance function by considering children's views, checking that their child has been visited by a social worker, and so on.

In surveys, all children who responded said their carers 'always' listen to them and take notice of their opinions. When asked if their social worker listened to them and took notice of their opinion, one said 'always,' one said 'usually' and two said 'sometimes.'

Some carers said the children they care for had not been consulted about the service. However, no evidence was found to verify this. Also, some children expressed the wish not to be consulted as they wished to be like 'normal' children and not always identified as 'looked after'. This was also mentioned regarding the service supporting children educationally:

*'Child did not want the department involved with school as they would be labelled 'in care.'*

# 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)

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

### 29

Allowances for foster carers are clear. The service has reviewed the shared carers' allowance.

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

### EVIDENCE:

Some shared carers reported the payment they receive to be inadequate and not always enough to cover their actual expenses. The service reports having agreed a fee-paying scheme for shared carers to improve this situation, although this was not in place at the time of the inspection.

Carers spoken to said they received allowances promptly and were provided with or funded for any special equipment they required to meet a child's needs.

Essex provides carers and staff with information on payments and allowances. They have access to a financial helpline within the Children's Payments Team at County Hall, where they can get advice regarding fostering allowances and payments.

There is an expectation that carers will save a small part of the allowance each week on behalf of the young people they care for.

# 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, 24 and 32 the key standards to be inspected at least once during a 12 month period.**

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

**16, 17, 19, 21, 24, 26, and 32**

The service is developing procedures to make sure children can remain within their families whenever possible. Children's records are comprehensive. A review of staff support, induction, supervision and caseloads may help staff to better meet the needs of the service.

Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

## **EVIDENCE:**

In surveys, carers wrote:

*I have excellent support from my supervising social worker at Ely House. She is a great asset to the service and also to the young people in my care.'*

*'I get the support that I need.'*

The support group had arranged a Christmas party for carers and children at the time of the inspection. Carers spoken to found the group to be a good support and source of information/training, with guest speakers of the group's choice attending and the presence of the nurse for looked after children once a month. Limited attendance from kinship carers was reported.

A wide range of training was on offer. Some shared carers said they would like training to be put on out of working hours so that attendance would be easier.

Some male carers had not attended training for some time. The service has made it clear to carers that they are expected to attend training and update their skills and knowledge and that this applies to both carers if a couple. Carers' training needs are addressed in supervision with supervising social workers.

It was reported that some training had been cancelled due to carers not turning up although booked on it, which had been a considerable waste of time and resources. The service was looking at ways to avoid this, for example, by issuing reminders just before the training was due.

As a result of feedback from the Panel Service, a Foster Carer Training Pack is being developed to help carers evidence their training and development.

All staff spoken to, reported feeling stretched to fulfil their roles due to the expanding nature of the job, staff vacancies and having to do paperwork. Staff reported that an administrator had recently been appointed but felt that further help was needed for filing and other administration tasks presently done by supervising social workers.

Some staff felt their induction had not been sufficient to help them understand the tasks they had to carry out and mentioned needed something more structured, with the shadowing of experienced staff organised for them as part of this. Staff described tasks they had undertaken without specific training or observation of someone experienced. One staff member felt their induction had been sufficient but needed some training in relevant law.

Some staff felt further management support would help retain new staff and prevent turnover. Managers reported a lot of involvement recently with staff to give them the opportunity to raise concerns / make suggestions regarding how they are managed and had not been advised of the concerns expressed to the inspector at these meetings.

The premises are shared with the adoption team. Meeting rooms and a large room are available. The office was thought to be sufficient by staff for access to desks and IT systems, although some reported it as being unbearably hot in the summer. Lockable storage is provided to keep records secure.

Those children's records seen for case tracking purposes were clear, with a good chronology of children's lives.

One carer visited, had been looking after a child until a possible placement with a relative had been assessed. The service reports that the possibility of kinship placements continues to be explored and that procedures to speed up the process of assessing potential kinship carers are being developed in the coming year. Support and access to training are reported to be the same for kinship carers as for general carers.

# 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>
<b>12</b>	3

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
<b>3</b>	3
<b>6</b>	3
<b>8</b>	3
<b>9</b>	3
<b>15</b>	2
<b>30</b>	3

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

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

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

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

Are there any outstanding requirements from the last inspection?

Part of one requirement

## 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
1.	FS15	20 Schedule 1	Ensure two references are obtained for all staff and documentary evidence of any qualification.	01/06/07
2.	FS19	17	The service must ensure that expectations in respect of training for carers are met. Timescale 31/08/06 partly met by the service but further time is needed to address this with all carers.	01/12/07

## 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.	FS12	Ensure access to mental/health, counselling or therapeutic services are available when needed for young people and that carers understand that CAMHS services may be accessed at any stage of a child's placement.
2.	FS15	All social work staff have an understanding of the Children Act regulations and guidance. References ask for any concerns regarding working with children, comment on the

		person's suitability for the role and are authenticated. That referees are contacted directly to verify the reference and this is recorded.
3.	FS16	Check whether there is an appropriate level of clerical and administrative support for staff.
4.	FS17	Recruit more carers to meet the demands of the service. Review staffing levels to ensure that staffing is sufficient to meet the demands of the service.
5.	FS19	Review the effectiveness of the induction programme for new staff to ensure it meets their needs and that of the service. Ensure staff are trained to do the tasks they are asked to carry out.
6.	FS20	Review the support and supervision of staff. If appropriate, it may be helpful for supervisors to have training in supervision. Supervision should be structured for both parties to raise concerns about matters affecting them in the workplace.



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