



Making Social Care
Better for People

inspection report

Fostering Services

Southend Fostering Agency (Family Finders)

Family Finders
283 London Road
Westcliff on Sea
Essex
SS2 6TB

28th February, 2005

Commission for Social Care Inspection

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

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

The role of CSCI is to:

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

Inspection Methods & Findings

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

The 4-point scale ranges from:

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

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

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

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

FOSTERING SERVICE INFORMATION

Local Authority Fostering Service?

YES

Name of Authority

Southend Fostering Agency (Family Finders)

Address

Family Finders, 283 London Road, Westcliff on Sea,
Essex, SS2 6TB

Local Authority Manager

Tel No:

01702 354366

Address

Family Finders, 283 London Road, Westcliff on Sea,
Essex, SS2 6TB

Fax No:

01702 437217

Email Address

Registered Fostering Agency (IFA)

NO

Name of Agency

Tel No

Address

Fax No

Email Address

Registered Number of IFA

Name of Registered Provider

Name of Registered Manager (if applicable)

Date of first registration

Date of latest registration certificate

Registration Conditions Apply ?

NO

Date of last inspection

28/2/04

Date of Inspection Visit		28th February, 2005	ID Code
Time of Inspection Visit		1000	
Name of Inspector	1	Jacqueline Graves	107597
Name of Inspector	2	NA	
Name of Inspector	3	NA	
Name of Inspector	4	NA	
Name of Lay Assessor (if applicable) Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process.		NA	
Name of Specialist (e.g. Interpreter/Signer) (if applicable)		NA	
Name of Establishment Representative at the time of inspection		Irene Craig, Children's Resources Manager, Bernadine Ettienne, Team Manager	

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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 Southend Fostering Agency (Family Finders). The inspection findings relate to the National Minimum Standards for Fostering Services published by the Secretary of State under sections 23 and 49 of the Care Standards Act 2000, for independent and local authority fostering services respectively.

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

The report will show the following:

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

This report is a public document.

INSPECTION VISITS

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

BRIEF DESCRIPTION OF THE SERVICES PROVIDED.

The fostering service, Family Finders, is funded and managed by Southend-on-Sea County Council.

The service is a significant aspect of the provision offered to looked after children.

The service comprises of eight supervising social workers and two administration workers. There is also a locum fostering panel administrator.

Of the children placed, a number are in independent fostering placements.

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 19, 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. The managers and fostering staff were interviewed within the service.

Children and foster carers received questionnaires and a number were completed and returned.

A panel meeting was attended and the chair of the panel interviewed.

Files, policies, procedures and documents relating to recruitment were made available to the inspector throughout the inspection.

The service has not addressed all the requirements and recommendations made at the last inspection. The agency has experienced a lot of difficulties and changes with the team manager, service manager and a senior social worker leaving and long-term sickness in the staff team. There have been problems recruiting staff and carers and the premises had to be vacated for refurbishment.

However, this is viewed as a positive time for the service, which has been well managed by temporary staff whilst permanent staff are recruited. The service is aware of its shortfalls and is taking steps to address them, for example with a phased, targeted programme to recruit staff at all levels and inducements to retain suitable staff.

Comments from carers regarding the best things about the service included:

'Looking after children in need. Friendly service. Appropriate training.'

'The support you get from any of the team when ringing to ask questions.'

'Finally being recognised as doing a very valuable job of care for our young people – and by being paid we are able to make this a career with professional recognition.'

A major concern for carers and young people was the lack of permanent social workers for children, the disruption caused when social workers left before relationships could be built or of children not being allocated social workers for long periods of time. One carer reported that her foster child had not been allocated a social worker for over a year.

A further source of frustration for carers was not being able to take all decisions concerning foster children. For example, for overnight stays with friends, school trips, holidays and passports. Some carers reported that permission sometimes arrived too late and that seeking permission to attend school trips, identified the children as being looked-after and caused embarrassment.

Statement of Purpose (Standard 1)

The one standard assessed was not met

The agency has a statement of purpose and children's guide. The guide should be developed in a format to suit children of differing abilities and be made available to all children.

Carers expressed confusion over the name of the service.

Fitness to provide or manage a fostering service (Standards 2-3)

One of the two standards assessed were met

Locum managers were in place at the time of the inspection and there was a vacancy for a senior supervising social worker.

Much had been accomplished by the locum managers in a short while to identify and address any shortfalls in the service. The future success of the agency is dependent on the recruitment of permanent, skilled professionals to develop this initial work. The caseloads of managers should be reviewed to ensure they are tenable.

Management of the fostering service (Standards 4-5)

One of the two standards assessed were met

Staff recruitment was generally sound but some additional information was required. CRB checks had been obtained but should be kept until inspected.

The service has identified monitoring the quality of all aspects of what it does as an area to be developed. The consistency of monitoring should be checked through the further anticipated period of change when new managers are appointed.

There are clear lines of accountability within the service.

Securing and promoting welfare (Standards 6-14)

Two of the nine standards assessed were met

Homes are checked annually for health and safety. Two safety issues were noted in two homes. Emergency exemptions are approved by senior management and risk assessments carried out on children sharing rooms.

Disabled children get a varied response from the service in terms of respite, equipment and access to support.

Valuing diversity is promoted through staff/carers training. The service does not have

sufficient carers from varied backgrounds to exactly match children's needs and high use of private agencies is made. Where there are shortfalls in matching, support from family members and other in the community had been sought to help carers support children's needs.

Staff and carers were aware of the anti-bullying policy. There were examples of carers being proactive in dealing with both bullies and the bullied. One felt in need of more support from others involved with the child concerned.

In children's questionnaires, 100% of respondents said they had been asked their views about their carers.

A nurse is to carry out health assessments on all children. It was noted that one child had not had their statutory medical.

Carers generally support education through attending open evenings, ensuring children attend school and keeping reports. Not all homes afforded a desk/quiet place to study and not all carers were familiar with the current exam system.

Staff identified that not all children are sufficiently prepared for independence by carers. One child visited was without a Pathway Plan.

Recruiting, checking, managing, supporting and training staff and foster carers (Standards 15-23)

Four of the seven standards were met

The agency has clear recruitment procedures. Further carers and staff must be recruited. The service has acknowledged the need to improve the quality of assessments; training for assessors is needed.

Ten carers are trying to achieve NVQ Level 3. Carers report being consulted about their training needs. The service is to address the low take up of training by male carers and of non-attendance by a few carers.

Staff supervision was planned but had been delayed because of staff sickness. There is some confusion over the role of supervising social workers and children's social workers, which needs to be clarified.

The Carer's Handbook needs to be updated. Carers reported differing experiences regarding the frequency and process of supervision.

Records (Standards 24-25)

The one standard assessed was not met

Systems are being put into place to monitor the quality of recorded information. Some records needed chronology and fuller information. Medical consents should be available for all children.

Fitness of premises for use as fostering service (Standard 26)

The one standard assessed was met

Although the Family Finders' premises were undergoing refurbishment, staff had made the best of their temporary premises. It is hoped that the newly decorated/refurbished premises will provide a more attractive, comfortable environment for staff and carers.

Financial requirements (Standards 27-29)

The one standard assessed was not met

Carers reported a mixed experience regarding the promptness of payments and the ease of obtaining equipment.

Fostering Panel (Standard 30)

None of the one standard was met

The panel worked well; the panel chair has identified areas where the performance of panel could be improved, for example, by asking candidates, presented to panel, for feedback on their experience.

Short-term breaks (Standard 31)

The one standard assessed was not met

It is encouraging that a coordinator had been appointed but staffing needs to be reviewed to ensure potential carers can be assessed and supported. The needs of all disabled children are not being met.

Family and friends as carers (Standard 32)

The one standard inspected was not met

This service does not have sufficient trained staff to develop kinship care. Training, especially for kinship carers, needs to be developed.

Young people were asked in questionnaires if they had any comments they wanted to be included in the report. These are some of their comments:

'(Child) is very well cared for and has a strong relationship with his carers.'

'I've had too many social workers and my foster carers are really nice people.'

'I'm not being listened to. I need my own room.'

'I can't think of anything but thanks for the help that they do for me.'

The inspector would like to thank the managers, staff, foster 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:

Failure to fully meet 3 (1)(3)(a) 4, Sch.3, 20 (3)(d)(i), 15(b), Sch.3
27(2)(a), 19, 17(1), 23(1), 27(1) of the Fostering Services Regulations 2002.

Implementation of Statutory Requirements from Last Inspection

Requirements from last Inspection visit fully actioned?

NO

If No please list below

STATUTORY REQUIREMENTS				
Identified below are areas not addressed from the last inspection report which indicate a non-compliance with the Care Standards Act 2000 and Fostering Services Regulations 2002.				
No.	Regulation	Standard	Required actions	
7	19	FS19	Provide sufficient and relevant training specific to the work carried out by link workers. Partly met	See requirements of this report
11	17(1)	FS23	The fostering service must ensure that all approved carers receive adequate training and that the training is evaluated. Partly met	See requirements of this report
12	17(1)	FS23	Training offered to carers should be relevant, take account of their current needs and be varied and flexible in delivery. Partly met	See requirements of this report
13	23(1)	FS26	Provide sufficient IT and related office equipment in line with health and safety requirements. Not inspected	See requirements of this report
16	27(1)	FS32	Kinship carers to be supported by the provision of appropriate assessments within acceptable timescales. Not met	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.

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Lead Inspector Jacqueline Graves **Signature** _____
Second Inspector NA **Signature** _____
Regulation Manager Gwen Buckley **Signature** _____
Date 8.4.05 _____

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 (1)(3)(a) 4	FS1	<p>That the statement of purpose is updated to reflect current information, particularly regarding staffing and complaints and that a summary is included in the children's guide. It must be kept under review.</p> <p>The children's guide is produced in a suitable format for all children using the agency, i.e. children with disabilities, differing ages and reading abilities.</p> <p>It is required that the agency ensures each child has a copy of the children's guide when placed by it.</p>	1.7.05
2	20 (3)(d)(i) SCH. 1	FS3	That details of all recruitment checks are recorded and that original CRB checks are kept for six months or until inspected.	1.6.05
3	15(b)	FS12	That children are provided with access to the services they need (this refers to statutory medicals).	1.6.05
4	Sch.3 27(2)(a)	FS17	As required in standard 31, further staff and carers must be recruited and assessments must fully explore the information specified in Schedule 3.	1.8.05

5	19	FS19	<p>Provide sufficient and relevant training specific to the work carried out by link workers.</p> <p>This is a repeat requirement which is partly met</p>	1.7.05
6	17(1)	FS23	<p>Training offered carers should be relevant, take account of their current needs and be varied and flexible in delivery.</p> <p>Training offered carers should be relevant, take account of their current needs and be varied and flexible in delivery.</p> <p>These are repeat requirements which are partly met</p>	1.7.05
7	Sch.6(3) 34(3)	FS24	<p>That medical consent is given by a person able to do so.</p>	1.6.05
8	23(1)	FS26	<p>Provide sufficient IT and related office equipment in line with health and safety requirements.</p> <p>Not inspected</p>	Carried forward to the next inspection
9	27(1) 26(2)(b)(c)	FS31FS30 FS17	<p>Training for assessors and monitoring of their performance and quality of assessments is required.</p> <p>Further staff and carers must be recruited.</p> <p>Staffing must be regularly reviewed to ensure there is sufficient staff to assess potential candidates and to develop and facilitate the support and training which is offered to carers.</p>	1.8.05
10	27(1)	FS32	<p>Kinship carers to be supported by the provision of appropriate assessments within acceptable timescales.</p> <p>This is a repeat requirement which is not met</p>	1.8.05

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	FS1	<p>That the statement of purpose is dated to ensure reviews are carried out.</p> <p>That the confusion created by two names for the service is addressed and clarified for all who use the service.</p>
2	FS4	<p>That the systems put into place to monitor the quality of the service are monitored to ensure their effectiveness.</p>
3	FS6	<p>Foster carers are made aware of the CSCI inspector's role when visiting foster carers in their home.</p>
4	FS7	<p>Review options to preserve respite places for disabled children.</p> <p>Not yet met</p> <p>That children with disabilities receive specific services and support to help them achieve their potential and to lead as full a life as possible.</p>
5	FS9	<p>That staff confirm with carers that they understand Family Finder's expectations regarding suitable punishments.</p>
6	FS10	<p>That the views of young people are sought and given weight in determining contact arrangements.</p>
7	FS11	<p>A forum for children and foster carers to be considered with their brief to look at ways the service could be developed.</p> <p>That the agency ensure that young people without someone to advocate on their behalf, are provided with an advocate / independent person.</p>
8	FS13	<p>The education support worker role to be made more effective in practice.</p> <p>This is repeated</p> <p>That training for carers is provided which updates them on current expectations in education and that provision of a desk / quiet place to do homework, is considered during the assessment process for new carers.</p>
9	FS8	<p>That matches are achieved by information sharing when information is available to pass to carers.</p>
10		<p>That training is provided to enable carers to provide effective support and guidance to help them prepare to move towards independence and that such young people have pathway plans.</p>

11	FS21	That the role of supervising social worker and children's social workers are clear to both staff and carers.
12	FS22	That supervision of carers has a clear purpose and provide the opportunity to check the carers' professional diaries. That the role of supervising social worker is clear to both staff and carers. That information given to carers is up-to-date (this related to the Carer's Handbook).
13	FS29	That ways to improve the timing of travel and other payments should be examined.
14	FS30	That independent reviewing officers are involved in reviews where there are to be restrictions imposed or a possible termination, to ensure impartiality. The panel could be improved by having specialists, for example in health and education and this is also recommended.
15	FS32	That greater action should be taken to increase the option of kinship care as part of the fostering service and training provided to enable social workers to assess potential kinship carers. Training to meet the needs of kinship carers should be developed.

* 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	NO
Foster carer survey	YES
Foster children survey	YES
Checks with other organisations and Individuals	NO
• Directors of Social services	NO
• Child protection officer	NO
• Specialist advisor (s)	NO
• 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	28/2/05
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?

1

The service has a statement of purpose but it is required that this is updated to reflect current information, particularly regarding staffing and complaints and that a summary is included in the children's guide. It is recommended that the statement of purpose is dated to record when reviews of it are carried out.

The service has produced a children's guide. Two drafts have been produced for children of different age groups; the agency will consult young people about their suitability. It is required that the guide is produced in a suitable format for all children using the agency, i.e. children with disabilities, of differing ages and reading abilities.

In questionnaires, children were asked if they had received a leaflet or children's guide telling them about the fostering service. Sixty five percent of those who responded said they had. It is required that the agency ensures each child has a copy of the children's guide when placed by it.

There was some confusion amongst carers as to the correct name for the service. One wrote:

'I do not understand – is the fostering service Family Finders or is it Queensway as well?'

In the statement of purpose, the service is described as Southend-on-Sea Fostering Service, which is located at Family Finders. It is recommended that this dichotomy is addressed and clarified for all who use the service.

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
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The team manager was covering the post in a temporary capacity due to the long-term sickness then resignation of the manager.

The locum manager has a CQSW qualification and an MA in International Social Work. She does not have a management qualification but has wide experience in social work management.

The service manager is also filling the post on a temporary basis. She is very experienced and well qualified.

Both managers have been in position for a short period of time. The effectiveness of both the service and team manager in identifying strengths and weaknesses of the service and initiating change, while maintaining the service during the temporary change of premises, are commended.

The future of Family Finders will be dependent upon such skilled professionals developing the service.

There are plans to restructure children's services; the caseloads of team manager and service manager should be reviewed to ensure they have tenable workloads with time to promote the quality of the service and manage effectively.

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?

2

Staff recruitment information is processed and stored by the human resources department. Three staff recruitment files were sample checked as part of the inspection.

References for new staff are now followed-up with telephone calls to verify them.

CRB checks have been obtained for all three members of staff. The original check for one person had been destroyed too soon. Staff were advised to keep CRB checks for six months or until inspection. Photos of staff were kept with CRB application information.

On one file, there were no copies of qualifications, medical clearance, history of employment or interview notes, but this member of staff had been employed for a considerable time. It is required that all details of checks are recorded.

On one file, a disclosure of a potential conflict of interest had not been disclosed. The agency had dealt with this and had drawn the attention of all staff to the conflict of interest policy.

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?

2

The service has looked at procedures to monitor the quality of supervision, recording information and carrying out assessments as it has identified inconsistencies in the service to be one of the biggest challenges facing the service.

There are clear job descriptions for staff and lines of accountability within the service.

Staff have been made aware of the conflict of interest policy following a conflict which was not declared.

Written information provides details of the money paid to carers.

Monitoring to ensure quality performance is developing but inconsistencies were still observed. It must be acknowledged that the new interim management team have accomplished much in a relatively short time. It is recommended that the systems put into place to monitor the quality of the service be monitored to ensure their effectiveness through the anticipated changes in senior staff.

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

3

Death of a child placed with foster parents.

0

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

0

Serious illness or accident of a child.

0

Outbreak of serious infectious disease at a foster home.

0

Actual or suspected involvement of a child in prostitution.

0

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

0

Serious complaint about a foster parent.

1

Initiation of child protection enquiry involving a child.

1

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

1

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

Effective communication between managers and staff was observed.

There are clear lines of accountability. The senior position was vacant at the time of inspection but staff were clear about the responsibilities of management and who would be in charge in the event of 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

Those homes visited were warm and comfortable. Two young people visited, were sharing a room but reported that they were happy about this. Young people seemed comfortable and 'at home.'

Emergency exemptions have sometimes led to children sharing rooms and less than satisfactory sleeping arrangements. This has had an unsatisfactory impact on existing children in placements as well as those placed in an emergency. All emergency admissions are now screened by senior management and risk assessments carried out if it is proposed that children share rooms.

Carers said that their homes are checked as part of their annual reviews. It was noted that in one home there was unsafe glass in a door, which the carer was aware of, but which the inspector thought should be dealt with immediately because of the age and mobility of the child.

In another home there was a broken mirror, which a child had broken when falling onto it. These observations were discussed with staff.

It is recommended that homes are free of avoidable hazards.

One carer was not aware of why they may be interviewed or visited as part of the inspection process. It is recommended that foster carers are made aware of the CSCI inspector's role when visiting foster carers in their home.

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?

2

Disabled children are not getting the respite opportunities from the service that should be available.

There were examples of children, with disabilities, getting adaptations, equipment or support to help them. It was noted that on the file of a child, speech and language therapy had been identified as necessary but had not been provided; it was also noted that the provision of a laptop computer would assist their progress but this had not been sourced.

It is recommended that children with disabilities receive specific services and support to help

them achieve their potential and to lead as full a life as possible.

Where there were no close ethnic/cultural/religious matches, there were examples of good practice with carers seeking to work with extended family to support religious, cultural, linguistic and cultural needs. Carers receive training to help them seek assistance from family members, in order to help children develop a positive self-image and awareness of their background.

The recommendation made at the last inspection, to review options to preserve respite places for disabled children, is repeated.

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
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Matching was not in evidence regarding ethnic background and culture in some homes. The service does not have enough carers from minority backgrounds to match all looked after children's needs.

Private fostering agencies are used to provide a greater range of carers; the service acknowledges that the use of external placements must be reduced to ensure children can remain in the local area, unless there are reasons not to, and of the need to recruit carers from differing backgrounds.

Where there was not an exact match, there was evidence of family involvement regarding advice to address differences, such as diet, hair and skin care and religious worship. Staff help carers acquire knowledge to help them meet the specified needs of children, for example by encouraging links with families from similar backgrounds.

Some carers said that were adequately informed about the backgrounds of children they took, including the reasons why they were in care.

Some carers felt they are not always given sufficient information on the children placed, even when some information should have been available prior to placement, for example, that a child had been in the care system previously. A comment on a questionnaire stated:

'Not given full background. Can lead to wrong decisions on our part based on the small amount of knowledge we have been given on young person, i.e. drugs, abuse, etc.'

Carers acknowledged that full information might not always be available to staff initially but that Family Finders passed on information when it became available.

It is recommended that matches be achieved by information sharing when information is available.



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 using sanctions such as grounding, withholding an amount of pocket money, which was then 'earned' after improved behaviour, time out, ignoring bad behaviour and rewards for acceptable behaviour. One carer visited had been on a behaviour management course.

It is made clear in writing to foster carers and in the 'choosing to foster' course that corporal punishment is not acceptable. Those carers spoken to clearly understand that they could not use physical punishments. However, when asked in questionnaires if the agency had made clear what punishments are acceptable, 84% of respondents said yes and 10% said no. Therefore, it is recommended that staff confirm with carers that they understand Family Finder's expectations regarding suitable punishments.

There is an anti-bullying policy. Staff have been made aware of this since the last inspection.

One carer described working with a child to help them understand that they were bullying and how unacceptable it was. They had worked effectively with the school to manage the child's behaviour.

Another carer described feeling frustrated with trying to deal with the bullying her child frequently experiences at school as they didn't think the school dealt with it seriously enough. The carer was treating this as a serious matter and responded to every alleged incident.

It is recommended that other people, such as the child's social worker and teacher with responsibility for looked after children, support a child being bullied to ensure action is taken, when additional support is needed.

There is a clear policy on missing children. Carers spoken to were aware of the need to report missing young people to police and expected their homes to be searched consequently.

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

Those carers visited were aware of the arrangements for contact for the children in their care. Some supervised contact takes place at the Marigold Centre.

The inspector queried why contact had not been arranged for one young person with siblings, which they desired; this had not been addressed when a full care order had been made. It is recommended that the views of young people are sought and given weight in determining contact arrangements.

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?

2

There was evidence on file that young people's views are considered at reviews.

Young people were asked about consultation in questionnaires. Of all respondents, 100% said the people who run the agency had asked for their opinions about their foster carers. 75% said that foster carers often ask them for their ideas and opinions. 55% said the fostering service asks their opinions on how the service could be made better.

The recommendation made at the last inspection, that a forum for children and foster carers be considered with a brief to look at ways the service could be developed, is repeated.

Children are told how to make a complaint in a booklet 'Your Right To Complain.'
Young people are also given information packs on the National Youth Advocacy Service.

It was observed that one young person without family contacts did not have an independent visitor or advocate. Their carer thought that the child needed someone else to advocate on their behalf.

It is recommended that the agency ensure that young people without someone to advocate on their behalf, are provided with an advocate / independent person.

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?

2

Carers were aware of children's health needs and ensured vaccinations and treatments were carried out.

The inspector was informed that a nurse, for looked after children, is visiting all foster children aged over 11 to make a health assessment which will be given to carers and updated.

Children's social workers are responsible for giving carers health assessment and action records. Supervising social workers check these at reviews.

All children visited were registered with a G.P.

One child spoken to had not had their statutory medical after three cancelled appointments. It is required that children are provided access to the services they need.

Standard 13 (13.1 - 13.8)

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

Key Findings and Evidence

Standard met?

2

Carers kept school reports and attended open evenings at school. Stability of schooling was given priority with children being transported to their previous schools when moved to a new home.

Whilst carers were well intentioned, not all children had a quiet place to study and carers did not always appreciate the amount of coursework/homework expected of young people on GCSE courses. This did not promote the value of education to the young people. This was discussed with the panel chair who said that the provision of a place to study could be checked when Form F assessments are presented.

It is recommended that training for carers is provided which updates them on current expectations in school and that provision of a desk / quiet area to do homework, is considered during the assessment process for new carers.

There was an example of young people being given extra support to improve attainment through private tuition.

The recommendation made at the last inspection that the education support worker role is made more effective in practice, is repeated.

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?

2

It was felt within the staff that carers were not always helping young people to develop independence skills, such as learning to prepare meals, budgeting, ironing and so on.

One young person described the worst thing about fostering as being:

'The lack of support from social workers and their team. Being forced into independence when I am not ready.'

One young person visited did not have a pathway plan.

It is recommended that training is provided to enable carers to provide effective support and guidance to help them prepare to move towards independence and that such young people have pathway plans.

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

The intended outcome for the following set of standards is:

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

Standard 15 (15.1 - 15.8)

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

Key Findings and Evidence

Standard met?

3

There are clear recruitment and selection procedures which were evidenced in those staff recruitment files examined.

The inspector was advised that CRB checks on staff are carried out every three years and current checks were seen for some staff.

Total number of staff of the agency:

8

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?

1

Like many other authorities, Southend has had difficulties recruiting qualified social workers. High levels of agency staff are being used to cover staff vacancies and sickness.

The need to recruit more staff at manager and supervising social worker level, is urgent. A recruitment campaign is to commence in the near future focussing on the benefits of working in Southend and offering a recruitment and retention scheme to try to ensure newly recruited staff remain with the service for some time.

Staff are recruited through internal and external advertising, national publications and the intranet. Staff, who are employed by agencies, are being offered permanent work with Southend. Efforts to recruit through agencies remain rigorous.

The service has two administration staff plus a locum fostering panel administrator.

One carer wrote that the worst thing about the service included:

'The turnover of staff, each new worker comes with new ideas which are not always relayed to foster carers and fostered children. Lack of communication.'

The service acknowledges that further carers must be recruited to meet the needs of all children, as present numbers are inadequate.

Further permanent staff are needed at management / senior level as well as supervising social workers to ensure assessments can be carried out and to provide appropriate levels of supervision and support.

It was noted that two Form F assessments seen had not explored all aspects of people's relevant experience.

The service has acknowledged the need to improve the quality of Form F assessments and to explore a candidate's qualities, competences and aptitudes for fostering, in order to safeguard children.

Training for assessors and monitoring of their performance and quality of assessments is required.

As required in standard 31, further staff and carers must be recruited and assessments must fully explore the information specified in Schedule 3.

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

There is an out of hours telephone service but one carer reported being unable to contact anyone recently when phoning between 1800 and 2100 hours. The agency said this might have been when there was a technical problem. Other carers said the service provided good support.

When asked how well they felt supported by the fostering service, 51% of respondents said they were very well supported, 15% quite well, 15% found it O.K. most of the time and 12% said they don't get enough support.

Staff have a confidential reporting policy (whistle blowing).

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

Examples were given of training attended recently by carers, which they had found useful, such as in valuing diversity, babies with special needs, human growth and development, child protection and first aid. A carer wrote:

There's regular training for foster carers which they can decide what they want to do.'

Ten carers are working to achieve NVQ Level 3 in Caring For Children and Young People.

Some carers had not attended training for at least a year; some of the reasons for not taking-up training were given as difficulties attending due to work commitments, family problems or because of difficulty accessing the training venue without transport. Carers are consulted about their training needs.

Whilst a range of training is available, all carers do not access it and the agency has identified this and a low take-up by male carers, as issues to address. Joint training by staff and carers is viewed as something that the agency wishes to develop further; recent joint training on Valuing Diversity was provided.

Training for kinship carers has to be developed as the numbers of such carers increases (see standard 32).

Standard 20 (20.1 - 20.5)		
All staff are properly accountable and supported.		
Key Findings and Evidence	Standard met?	3
<p>Staff reported that their supervision had not been regular due to staff sickness, but was planned for the near future and informal supervision and support had been available to them in the interim.</p> <p>Staff meetings are held.</p>		

Standard 21 (21.1 - 21.6)		
The fostering service has a clear strategy for working with and supporting carers.		
Key Findings and Evidence	Standard met?	2
<p>There are self-help groups and a monthly coffee morning to provide support to carers. Respite is available.</p> <p>In questionnaires, some carers expressed confusion over the role of the supervising social worker and the children's social workers. The agency pointed out that the roles of supervising social workers and children's social workers are made clear in the 'Foster Carers Handbook.'</p> <p>Management have identified a need to clarify the role of supervising social workers so that they are clear about what they are expected to do.</p> <p>It is recommended that the role of supervising social worker and children's social workers are clear to both staff and carers.</p>		

Standard 22 (22.1 - 22.10)		
The fostering service is a managed one that provides supervision for foster carers and helps them to develop their skills.		
Key Findings and Evidence	Standard met?	2
<p>There are procedures for dealing with investigations into allegations and provision for independent support to carers during allegations.</p> <p>The service acknowledges that supervision of carers has not always been frequent, thorough or robust.</p> <p>The term 'link workers' has been changed to 'supervising social workers' to emphasise the nature of the role. Supervising social workers were also referred to as 'key workers.'</p> <p>Supervising social workers are being given lists of matters they need to report. Managers anticipate a long, gradual process to change the process of supervision through meetings, supervision of supervising social workers and training. The supervision format is being</p>		

changed.

Carers reported differing experiences of supervision regarding frequency and the process; for example, diaries were not read and signed at each visit, one carer was not allocated a supervising social worker, one was getting supervision every 4-6 weeks.

An incident was reported which highlighted the need to set professional boundaries between supervising social workers and carers.

The need for social workers to be more forceful in their decision making when required, was also highlighted.

It is recommended that supervision meetings have a clear purpose and provide the opportunity to check the carers' diaries.

The service and carers identified that the Carer's Handbook needs to be updated. It is recommended that information given to carers is up-to-date.

Standard 23 (23.1 - 23.9)

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

Key Findings and Evidence

Standard met?

0

This standard was not inspected on this occasion.

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?
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	2
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The service has a case recording policy.

The service had already identified that files need chronology, that details are missing and reports not signed and this was confirmed by inspection. As mentioned in standard 4, the service is putting into place systems of monitoring which include auditing the quality of records.

It was noted that medical consent had not been obtained for one child. It is required that medical consent is given by a person able to give this.

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?
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	0
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This standard was not inspected on this occasion.

Number of current foster placements supported by the agency:			143
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 £	77.07	Maximum £	138.04

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

At the last inspection, requirements were made to provide sufficient IT and related office equipment in line with health and safety requirements and to test fire alarm systems in keeping with fire regulations. A recommendation was made to improve the decorative appearance of the offices.

Due to a sewage leak, the premises had to be vacated. The opportunity was taken to refurbish and redecorate the premises. New carpets, furniture and seven new computers will be provided to provide a higher standard of accommodation.

During the inspection, the staff were based in Southchurch Street and moved back to their premises in London Road shortly after the inspection, but the inspector did not see the new premises; these will be assessed at the next inspection.

At their relocated offices, staff had access to IT systems and space to work. Records were being stored securely. Staff made the most of a difficult situation and were positive about returning to improved premises.

Managers confirmed that fire alarm systems had been tested prior to leaving their premises.

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?

2

Carers were generally of the opinion that allowances were low, especially when caring for babies because of the cost of equipment and clothing that has to be purchased.

One carer wrote:

'As a foster carer, I never ask for equipment which is unnecessary. I find it frustrating having to plead for equipment.'

Another said they often have to chase up their payments.

Others reported being provided with anything they required promptly.

Some carers felt the allowances were unrealistic and felt they should be increased.

Although some carers reported being paid expenses promptly, some carers said they had to wait considerable times for expenses to be paid, in one case four months.

The recommendation made at the last inspection, that ways to improve the timing of travel and other payments should be examined, is therefore repeated.

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?	3
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A fostering panel meeting was observed and the panel chair interviewed. The chair thought it would be good practice to ask applicants for feedback on their experience of having their assessment presented to panel, so this could affect the way panel functions.

The panel worked well. Gaps in assessments were thoroughly explored and candidates dealt with in sensitive ways. All members were encouraged to contribute to discussion and decision-making.

It was encouraging that the agency representative emphasized that the agency must be mindful of the recommendations of the panel when placements are made to ensure carers are used appropriately and do not have placements out of category.

Reviews involve supervising social workers and carers, which is not always a sufficient process if there is an issue of concern to discuss. It is recommended that independent reviewing officers, rather than supervising social workers, conduct reviews where there are to be restrictions imposed or a possible termination, to ensure impartiality.

Information regarding the health of a prospective carer was an issue for discussion during the meeting. The panel could be improved by including specialists, for example in health and this is also recommended.

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?
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Key Findings and Evidence	Standard met?
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Key Findings and Evidence	Standard met?
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The Children's Disabilities Team manager and a coordinator for support shared care are trying to assess and build-up the service. No administrative support is provided.

There are only four regular carers providing shared care, which leaves a long waiting list for the service. Some people waiting for the service have been referred to the voluntary sector for support. The needs of disabled children are not being met.

Supervision of carers takes place approximately every two months. No specific training for short-term carers has been provided but this is being planned. The service has identified that shared carers wish to form a support group and be involved in social activities, such as fun days.

The prospects for the service are promising, following the appointment of a coordinator in August, but the provision has declined from last year when there were twelve carers, which even then presented as a shortfall. However, there is little point in recruiting new carers if there are not the staff to assess them.

It is required that staffing be reviewed to ensure there is sufficient staff to assess potential candidates and to develop and facilitate the support and training which is offered to shared carers.

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?
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At the time of inspection, five girls and four boys were in kinship care placements. The agency is looking to appoint someone to develop this service. 'Operational Instructions For Kinship Care' have been written.

The agency is keen to prevent children being drawn into the care system but has not trained sufficient staff yet to explore this option and carry out assessments. It is recommended that greater action should be taken to increase the option of kinship care as part of the fostering service and that training be provided to enable social workers to assess potential kinship carers.

Training for both children's and carers' social workers in the assessment of kinship carers has been identified as an area which needs attention. If a request to do an assessment on a potential carer comes from court, an independent social worker has to be brought-in to do the job. It is hoped that all supervising social workers will eventually be involved in at least on assessment for kinship care.

Training has not been provided specifically for kinship carers although this has been highlighted by the team manager as something that needs to be addressed. It is recommended that suitable training and support, to meet the needs of kinship carers, is provided.

PART C

LAY ASSESSOR'S SUMMARY

(where applicable)

NA

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 28th February, 2005 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

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

Amendments to the report were necessary	<input type="checkbox"/> YES
Comments were received from the provider	<input type="checkbox"/> YES
Provider comments/factual amendments were incorporated into the final inspection report	<input type="checkbox"/> YES
Provider comments are available on file at the Area Office but have not been incorporated into the final inspection report. The inspector believes the report to be factually accurate	<input type="checkbox"/>

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 10th June 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	<input type="checkbox"/> YES
Action plan was received at the point of publication	<input type="checkbox"/>
Action plan covers all the statutory requirements in a timely fashion	<input type="checkbox"/>
Action plan did not cover all the statutory requirements and required further discussion	<input type="checkbox"/>
Provider has declined to provide an action plan	<input type="checkbox"/> NO
Other: <enter details here>	<input type="checkbox"/>

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.

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