

inspection report

Fostering Services

Thurrock Fostering Agency

Civic Offices

PO Box 140

New Road

Grays Thurrock

Essex

RM17 6TJ

8th December 2003

Commission for Social Care Inspection

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

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

The role of CSCI is to:

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

Inspection Methods & Findings

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

The 4-point scale ranges from:

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

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

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

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

FOSTERING SERVICE INFORMATION

Local Authority Fostering Service?

YES

Name of Authority

Thurrock Fostering Service

Address

Civic Offices, New Road, Grays, Thurrock, Essex, RM17
6TJ

Local Authority Manager

Dianne Keens

Tel No:

01375652419

Address

Civic Offices, New Road, Grays, Thurrock, Essex, RM17
6TJ

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01375652799

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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

10/02/03

Date of Inspection Visit	8th December 2003	ID Code
Time of Inspection Visit	10:00 am	

FOSTERING SERVICE INFORMATION

Name of Inspector	1	Mr Michael Boettcher	072089
Name of Inspector	2	Nicola Welch	133460
Name of Inspector	3	Lynn Spires	88230
Name of Lay Assessor (if applicable) Lay assessors are members of the public independent of the NCSC. They accompany inspectors on some inspections and bring a different perspective to the inspection process.			
Name of Specialist (e.g. Interpreter/Signer) (if applicable)			
Name of Establishment Representative at the time of inspection		Diane Keens	

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INTRODUCTION TO REPORT AND INSPECTION

Independent and local authority fostering services which fall within the jurisdiction of the National Care Standards Commission (NCSC) 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 NCSC in respect of Thurrock Fostering Agency. The inspection findings relate to the National Minimum Standards for Fostering Services published by the Secretary of State under sections 23 and 49 of the Care Standards Act 2000, for independent and local authority fostering services respectively.

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

The report will show the following:

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

This report is a public document.

INSPECTION VISITS

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

BRIEF DESCRIPTION OF THE SERVICES PROVIDED.
<p>The fostering service inspected is funded and managed by Thurrock Council. The service is a significant aspect of the provision offered looked after children.</p> <p>The office space is shared with adoption, shared care as well as fostering staff.</p> <p>There are 5 full time staff, one part-time and a team manager in the fostering team with 3 administration staff.</p> <p>Some 116 children entered fostering care in the last year with 35 out of borough placements being made.</p> <p>97 children left care over the same period.</p>

PART A SUMMARY OF INSPECTION FINDINGS

Inspector's Summary

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

This report is the second by the Commission of Social Care Inspection (CSCI) under the National Minimum Standards for Fostering Services and therefore serves as an audit of the service against the new requirements, identifying developments needed to meet the new requirements within a reasonable period of time. Any more urgent issues are identified in the report.

The inspectors spoke with a number of Foster Carers and foster children in their homes and met with two groups of carers, one group separately. Managers and fostering staff were interviewed within the service.

Placing authorities, children and foster carers received questionnaires. A number of questionnaires from children, foster carers and placing social workers were returned.

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

Files, policy and procedures and documents relating to recruitment were made available to inspectors throughout the inspection.

Since the 1st April 2004 the role and responsibilities of the NCSC have transferred to the CSCI.

Statement of Purpose (Standard one)

One of the one standard assessed was met.

The Fostering service has now produced a comprehensive Statement of Purpose that meets with all elements detailed in standard 1.4.

The statement of purpose has recently been updated to take account changes in the fostering service.

There is a separate children's guide being developed. This is to be distributed to foster children in the near future.

Fitness to Carry On or Manage a Fostering Service (Standards two- three)

Two of the two standards assessed were met.

The service manager and manager of the fostering service have relevant experience of managing the fostering service. The manager does not currently have a qualification at NVQ level 4 NVQ in management at present but is currently enrolled on a relevant NVQ level 4 course to meet the competencies required by 2005.

Records are kept of statutory checks and references had been obtained.

Management of the Fostering Service (Standards four and five)

One of the two standards assessed were met.

There were a number of monitoring systems in place and others being developed. For example there is monitoring of carers supervision by the manager who signs off link worker reports of the monthly supervision visits.

There are clear statements of the amounts paid to foster carers. However there are various sets of payments that have led to confusion about entitlements and calls into question the equity of the current system. (See standard 29)

A number of events occurred such as a serious complaint by a foster parent, a child protection enquiry and a serious incident that had not been brought to the attention of the regulatory authority (CSCI). The failure of the fostering service to inform the CSCI is a serious breach of the regulations. All incidents and events under Schedule 8 of the Fostering Service Regulations 2002 must be notified in writing to the CSCI local area office within twenty four hours.

The manager has a clear job description setting out their duties and responsibilities.

Lines of accountability are clearly defined. Delegation is clearly stated. There is a named person in charge in the absence of the manager.

Securing and Promoting Welfare (Standards six- fourteen)

Four of the nine standards assessed were met.

Comments made by link workers suggest that a number of new carers are highly committed to joint caring and training programmes.

Annual household reviews are in place. All parties' views are sought about the placement. The review included such matters as the accommodation, decor, furnishings, warmth, cleanliness of the home.

Health and safety checks are specifically detailed in household reviews. Health and safety checks are carried out pre-approval. Shortfalls were followed up in the reports on file.

There is a shortage of carers from a black or minority ethnic background. Female carers are regularly perceived as the 'main carer'.

There are foster children with foster carers who have not been provided with services that fully recognise that needs in terms of ethnic origin and culture. There are examples of foster carers developing local resources and contacts to try and promote the culture of foster children from minority groups. There was nevertheless an over reliance on parents to preserve child's ethnic, religious, cultural and linguistic background.

There is an anti-bullying policy in place known to carers. Statements made by carers show they were encouraging and supporting children to deal with discrimination and bullying as well as respecting their identity.

Disabled children are disadvantaged in not being offered as regular respite opportunities that could be provided by the service due to a shortfall of shared carers. This is now being addressed.

Matching considerations are recorded in care plans and the LAC documents. Gaps in matching were being recorded. There was evidence to show how shortfalls in matching were to be met.

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

Contact is generally promoted within the fostering service. It is also the case that some foster carers through their previous experience have become reluctant to offer family visits to their home, preferring the use of the Oak tree Centre as neutral ground. This needs to be discussed in supervision meetings regarding expectations of carers in meeting contact visit responsibilities.

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

There is a definite focus on developing young people's health care provision. There are individual health plans on file. There is a specific nurse involved in overseeing health plans and is also involved in raising health issues as a member of the fostering panel.

Some health care provision has been innovative and included the involvement of children in looking at health issues facing young people.

All young people's files contained an education plan. Several foster children spoken with confirmed that they were familiar with their education plan, attended reviews of their education and generally in agreement with the plan. There was examples of young people making good progress in education after a period of disruption.

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

Recruiting, Checking, Managing, Supporting and Training Staff and Foster Carers (Standards fifteen –twenty three)

Five of the nine standards assessed were met.

There is a robust and appropriate recruitment and selection procedure in place. Staff have relevant experience and only qualified staff are involved in the assessment and approval of foster carers.

Link workers stated that workloads are currently high and it is difficult to maintain the quality of work particularly when carers require extra support when placements are in crisis.

Case loads are regularly monitored through formal monthly supervision. There should be sufficient staff resources to ensure crisis work can be carried out without other work suffering unduly.

It will be important that any blurring of the Phoenix plus carers role particularly as there are to be new foster carers linked to a different professional team is kept under review. It will be crucial that the foster carers remain closely linked to the training offered other carers and that they also remain linked to their self-help groups and other carers.

There is an active recruitment policy aimed at recruiting a range of carers. The service has had difficulty in recruiting sufficient foster carers for the demands of the service. Traditional approaches to recruitment have not been successful. Expertise in advertising and recruitment has been bought in. The local authority anticipates a well-planned recruitment campaign to commence this year. It is intended that there will be a consistent approach to advertising and recruitment over a period of time.

Fostering staff levels need to be kept under review to ensure that assessments and supervision and support to foster carers remains sufficient.

Managers and staff interviewed stated that they received regular supervision that they felt was relevant and written records kept.

Foster Carers made positive comments generally about the good support received from staff. (Link workers)

There are group meetings for foster carers. Carers meet in their own group and also attend the more formal group meeting held monthly at the Oaktree centre.

There is a new supervision format which covers all the main areas. Completed supervision notes show that link workers do not go through all the areas at each visit. Instead areas are covered over a number of sessions.

Male carers who were fully employed outside of the fostering service did not receive the same level of supervision offered the female carer where both carers had been approved.

Attendance at training has generally been poor. This has improved as carers have received payment for attending sessions. Nevertheless there is a significant number of foster carers who are not attending training on a regular basis.

A number of Phoenix carers report that current stable placements are a valued more and that birth children are also considered when placements are made.

Records (Standards twenty four- twenty five)

Two of the two standards assessed were met.

Children's records were maintained appropriate to the needs of the service.

Foster Carers kept diary records along with other relevant paperwork. During visits to Foster Carers homes the records were found to be securely kept.

Fitness of Premises for use as Fostering Service (Standard twenty six)

None of the one standard assessed was met.

There are specific office space available for the fostering service. There are insufficient IT terminals and equipment for the current staff use. Some staff require their own equipment due to disability or health reasons. This is not been properly addressed by the service and represents a failure to be health and safety requirements for staff. The way that the office furniture and seating has been designed is likely to cause health problems. Staff should be given the opportunity to have an occupational health assessment to ensure a good posture and safe use of equipment. Staff should also be advised that the safe use of laptops used report writing.

There are other inefficiencies generated by the current layout the needs to be considered particularly as staff report that they feel under pressure with the current volume of work.

Financial Requirements (Standards twenty seven-twenty nine)

One of the three standards assessed were met.

The service manager was able to evidence that financial systems are in place and all financial arrangements are properly recorded and accounted for. It is however accepted within the management team that current range of payments are such as to add confusion. There is consideration being given to approaching payments in a different way that would make the system fairer and easier to understand. This needs to be addressed.

Fostering Panels (Standard thirty)

None of the one standard assessed was met.

It was of some concern that specific issues raised by the panel leading to a short term approval and an early review had not been followed through. There needs to be a proper tracking of panel decisions including any follow up action and this recorded on the appropriate carer's file.

Some quality issues were noted in the information presented to panel. For example the 'competences' section attached to the main assessment (F1) did not include any gaps in the prospective foster carers knowledge that needed addressing even though the assessing social worker had requested the carer to have training in safe care, working with parents and child protection. The valuing diversity section of the F1 assessments at panel were of a variable quality.

The fostering panel has now included a member from education to ensure that this area is taking proper account of doing panel meetings

All household reviews are now logged on the fostering service computer system and are flagged up when they need to be reviewed.

Short-Term Breaks (Standard thirty one)

None of the one standard assessed was met.

The current arrangements for shared care has deteriorated over time. Action is being taken to improve the service and staff are optimistic that more shared carers will be offering a service for disabled children in the future. Nevertheless the inspector found the present situation very poor and fragmented. Action must be taken to identify, recruit, assess, supervise and train carers in order to develop this area.

Family and Friends as Carers (Standard thirty two)

None of the one standard assessed was met.

The service is keen to prevent children being drawn into care and is exploring kinship care. However this approach has not been developed. Greater action should be taken to increase the option of kinship care as part of the fostering service.

Reports and Notifications to the Local Authority and Secretary of State

(Local Authority Fostering Services Only)

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

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

NO

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

NO

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

YES

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

NO

The grounds for the above Report or Notice are:

The Fostering service failed to fully meet regulations 3(3),14,17(1),17(3),19,23(1),33(b) and 43(1)(b) of the Fostering Service Regulations 2002.

Implementation of Statutory Requirements from Last Inspection

Requirements from last Inspection visit fully actioned?

YES

If No please list below

STATUTORY REQUIREMENTS

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

No.	Regulation	Standard	Required actions	

Action is being taken by the National Care Standards Commission 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		

Lead Inspector	Michael Boettcher	Signature	
Second Inspector	Nicola Welch	Signature	
Third Inspector	Lynn Spires		
Regulation Manager	Gwen Buckley	Signature	
Date			

STATUTORY REQUIREMENTS IDENTIFIED DURING THIS INSPECTION

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

STATUTORY REQUIREMENTS

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

No.	Regulation	Standard *	Requirement	
1	3(3)	FS2	The children's guide to be designed in different formats to meet the needs of various groups of children.	9/08/04
2	43(1)(2)	FS4	The fostering service must notify the CSCI of any incidents or events as detailed in Schedule 8 of the Fostering Services Regulations.	9/08/04
3	17(3)	FS6	The assessment for placing children who have been abused/abusing/ or has behavioural difficulties is made explicit in writing.	9/08/04
4	33(b) 11(b)(2)	FS7	Children's ethnic, religious, cultural and linguistic background to be preserved.	9/08/04
5	17(3)	FS8	Carers to be given extra relevant training, support and information when transracial or transcommunity placements are made.	9/08/04
6	33(b)	FS9	Foster carers to have sufficient referral information to ensure the safety of birth children, foster children and the child being placed.	9/08/04
7	19	FS10	Family contact between foster children and their families to be maintained.	9/08/04

8	19	FS17	Provide sufficient staff resources for the shared care provision to carry out F1 assessments.	9/08/04
9	17(1)	FS23	Appropriate training to be offered foster carers in line with the needs of current children placed particularly if interventions require the use of planned behavioural methods.	9/08/04
10	14	FS17	Staffing levels to be kept under review to ensure that assessments and supervision and support to foster carers is sufficient.	9/08/04
11	17(1)	FS22	All foster carers must receive appropriate supervision.	9/08/04
12	17(1)	FS23	All foster carers must receive regular and sufficient training to maintain the level of competence.	9/08/04
13	23(1)	FS26	The office equipment including IT to meet with Health and Safety requirements.	9/08/04

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
	FS2	The manager to obtain NVQ level 4 in management by 2005.
	FS3	Statutory checks on staff to be carried out every three years.
	FS4	Staff to be trained in the fostering service's 'conflict of interest' policy.
	FS7	Greater use of the voluntary sector should be used to develop links and knowledge of ethnic minorities, religious, cultural and linguistic background.
	FS16	The link worker and placing social workers roles to be made explicit.
	FS16	Link workers report that they often do not know who to contact in other teams when issues arise. They have requested a definitive list of main contacts in other Thurrock teams as a way of improving their efficiency.
	FS20	It is recommended that the future training needs of carers are recorded in supervision.

	FS23	It is recommended that as the shared care scheme develops then relevant training courses on disability issues are regularly made available to them.
	FS26	Sufficient IT equipment to be made available to staff to ensure this meets with Health and Safety requirements as well as office efficiency.
	FS28	The current system of payments to foster carers to be simplified.
	FS30	A proper tracking of panel decisions should be carried out including any follow up action, and this recorded on the appropriate carer's file.
	FS30	Panel members to receive further training including observing other panel meetings.
	FS32	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	YES
Foster carer survey	YES
Foster children survey	YES
Checks with other organisations and Individuals	YES
• Directors of Social services	NO
• Child protection officer	YES
• Specialist advisor (s)	YES
• Local Foster Care Association	NO
Tracking Individual welfare arrangements	YES
• Interview with children	YES
• Interview with foster carers	YES
• Interview with agency staff	NO
• 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	08/12/03
Time of Inspection	9:00
Duration Of Inspection (hrs)	46

The following pages summarise the key findings and evidence from this inspection, together with the NCSC 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?

2

The Fostering service has now produced a comprehensive Statement of Purpose that meets with all elements detailed in standard 1.4.

The statement of purpose has recently been updated to take account changes in the fostering service.

There is a separate children's guide being developed. This is to be distributed to foster children in the near future.

There is relevant information contained in the guide including how to make a complaint, advocacy services and details of the local NCSC area office.

The children's guide to be designed in different formats to meet the needs of the various groups of children.

Fitness to Carry On or Manage a Fostering Service

The intended outcomes for the following set of standards are:

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

Standard 2 (2.1 - 2.4)

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

Key Findings and Evidence

Standard met?

3

The service manager and manager of the fostering service have relevant experience of managing the fostering service. The manager does not currently have a qualification at NVQ level 4 NVQ in management at present but is currently enrolled on a relevant NVQ level 4 course to meet the competencies required by 2005.

The manager was reported to work closely with all members of the team. More recently the shared care coordinator position has been linked to the fostering team, a move viewed positively by the shared care co-coordinator.

Statutory checks are now being carried out every three years. Almost half the staff are nevertheless waiting for their updated check at the time of the inspection.

Records are kept of statutory checks and references had been obtained.

Standard 3 (3.1 - 3.4)

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

Key Findings and Evidence

Standard met?

3

The fostering service has policy and procedures in place to ensure appropriate recruitment including the taking up of references and related security checks. The managers interviewed confirmed that such procedures had been applied in their case and that staff entering the fostering service are likewise fully vetted.

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?	1
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There were a number of monitoring systems in place and others being developed. For example there is monitoring of carers supervision by the manager who signs off link worker reports of the monthly supervision visits.

There are job descriptions and specific roles for both managers and staff.

There are financial procedures in place to ensure prompt payment for carers and to cover the various allowances and emergency payments that may be needed. Carers report being paid regularly and on time.

There are clear statements of the amounts paid to foster carers. However there are various sets of payments that have led to confusion about entitlements and calls into question the equity of the current system. (See standard 29)

Carers and staff are not familiar with the 'conflict of interest' policy.

A number of events occurred such as a serious complaint by a foster parent, a child protection enquiry and a serious incident that had not been brought to the attention of the regulatory authority (CSCI). The failure of the fostering service to inform the CSCI is a serious breach of the regulations. All incidents and events under Schedule 8 of the Fostering Service Regulations 2002 must be notified in writing to the CSCI local area office within twenty four hours.

Number of statutory notifications made to NCSC in last 12 months:	0
Death of a child placed with foster parents.	0
Referral to Secretary of State of a person working for the service as unsuitable to work with children.	0
Serious illness or accident of a child.	0
Outbreak of serious infectious disease at a foster home.	0
Actual or suspected involvement of a child in prostitution.	0
Serious incident relating to a foster child involving calling the police to a foster home.	1
Serious complaint about a foster parent.	1
Initiation of child protection enquiry involving a child.	1
Number of complaints made to NCSC about the agency in the past 12 months:	0
Number of the above complaints which were substantiated:	0

Standard 5 (5.1 - 5.4) The fostering service is managed effectively and efficiently.		
Key Findings and Evidence	Standard met?	3
<p>The manager has a clear job description setting out their duties and responsibilities.</p> <p>Lines of accountability are clearly defined. Delegation is clearly stated. There is a named person in charge in the absence of the manager.</p>		

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?
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	2
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The service has recruited new carers since the last inspection. Some new carers have moved on. Comments made by link workers suggest that a number of new carers are highly committed to joint caring and training programmes. (See standard 17 and 19.)

The homes of foster carers visited were domestic, comfortable and well maintained. There were adequate arrangements for foster children to have their own bed, privacy and space.

Annual household reviews are in place. All parties' views are sought about the placement. The review included such matters as the accommodation, decor, furnishings, warmth, cleanliness of the home. Foster children generally have their own bedroom although there are cases where foster children will share a room with birth children. The manager confirmed a risk assessment is carried out at such times.

Health and safety checks are specifically detailed in household reviews. Health and safety checks are carried out pre-approval. Shortfalls were followed up in the reports on file. Health and safety checklists were part of household reviews and attached to the report found in some files examined.

Health and safety issues are discussed as part of training and also through the household review process. There is also a check on the suitability and safety of the transport provided for children by foster carers.

The assessment for placing a child who has been abused/abusing or has behavioural difficulties is not made explicit in writing.

Foster carers spoken with were not aware that NCSC inspector can visit, interview, inspect accommodation, look at health and safety, interview foster children over 8 years with the agreement of the child, examine diary entries and take action (child protection) if warranted.

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**

There is a shortage of carers from a black or minority ethnic background. Female carers are regularly perceived as the 'main carer'.

The fostering service has made little progress in recruiting a greater diversity of carers to meet the needs of children. This has to be understood in relation to the changing needs within the borough and the support required for the children of asylum seekers from various ethnic origins.

There was limited use being made of specialist services and the voluntary sector to form appropriate links and obtain information and advise.

There are foster children with foster carers who have not been provided with services that fully recognise that needs in terms of ethnic origin and culture. There are examples of foster carers developing local resources and contacts to try and promote the culture of foster children from minority groups. There was nevertheless an over reliance on parents to preserve child's ethnic, religious, cultural and linguistic background.

Foster carers are given some training in helping children to deal with all forms of discrimination. (See standard 23)

Disabled children are assisted to maximise their potential. The lead nurse is actively involved in ensuring disabled children's needs are assessed and met.

There is an anti-bullying policy in place known to carers. Statements made by carers show they were encouraging and supporting children to deal with discrimination and bullying as well as respecting their identity.

Disabled children are disadvantaged in not being offered as regular respite opportunities that could be provided by the service due to a shortfall of shared carers. This is now being addressed.

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**

Link workers confirmed that placement considerations took into account matching considerations as far as possible.

Matching considerations are recorded in care plans and the LAC documents. Gaps in matching were being recorded. There was evidence to show how shortfalls in matching were to be met.

There were examples of good practice in supporting carers in encouraging the child to develop a positive understanding of their heritage (See standard 7). Carers were not however routinely given extra relevant training, support and information when transracial or transcommunity placements were made. (See standard 7)

Standard 9 (9.1 - 9.8)

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

Key Findings and Evidence**Standard met?****2**

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

Comments from foster carers show that there are fully aware of the kinds of punishments that are acceptable.

Questionnaires returned from foster children confirm that there are aware of the kind of consequences that can be given for negative behaviour and consider these reasonable. Being grounded, early bed, reduce pocket money or small fines are typical punishments being used.

Management systems are in place to record all circumstances, number and outcomes of all allegations of neglect of abuse of foster children.

There is an anti- bullying training pack and policy document available to both staff and foster carers and is part of current training.

There are examples where there are insufficient information about the foster child to enable the foster carer to ensure that there are applying appropriate strategies to protect any other children in the home that they have responsibility for. Refugee children for example may be placed with carers who have other children in the home yet have no information about the child being placed.

There is guidance on children who go missing in place.

Percentage of foster children placed who report never or hardly ever being bullied:	86	%
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Standard 10 (10.1 - 10.9)

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

Key Findings and Evidence

Standard met?

2

Contact is generally promoted within the fostering service. It is also the case that some foster carers through their previous experience have become reluctant to offer family visits to their home, preferring the use of the Oak tree Centre as neutral ground. This needs to be discussed in supervision meetings regarding expectations of carers in meeting contact visit responsibilities.

Carers were not always able to support the rate of agreed contact in care plans again due to competing demands of other foster children and birth children.

Foster carers report back to link workers their views of how the visits have impacted on the child. It is not clear how this information is fed back to the children's social worker.

Children report in their NCSC questionnaires that contact visits are deemed very important to them. Foster children also confirmed that they have the opportunity to maintain friendships they make whilst in foster care.

It is recommended that parents and children meet in locations that are in the child's best interests.

Standard 11 (11.1 - 11.5)

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

Key Findings and Evidence

Standard met?

3

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

Young people spoken with confirmed that they would know how to raise a complaint or a concern.

Link workers generally make contact with the young person during visits to the foster carers although this is not always the case given commitments the young people have regarding education and the timing of visits by the link workers.

A record is kept on file of statutory contact visits by the child's social worker.

Carers also felt they were consulted through support group meetings.

A number of carers questionnaires returned stated that they were regularly asked their opinion about the way the fostering service runs.

There was evidence of young people being involved in the development of the fostering service itself through the service's Oaktree Resource Centre.

Standard 12 (12.1 - 12.8)

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

Key Findings and Evidence

Standard met?

3

There is a definite focus on developing young people's health care provision. There are individual health plans on file. There is a specific nurse involved in overseeing health plans and is also involved in raising health issues as a member of the fostering panel.

Foster carers also report that they are involved in ensuring that young people's health care needs are being met. There was evidence from foster carers diaries of appointments being made with the GP, optician and other health facilities as required.

Children with disabilities were provided with extra support and their health closely monitored.

There are good links formed with the health service to ensure proper health provision for looked after children generally, which benefited foster children.

Some health care provision has been innovative and included the involvement of children in looking at health issues facing young people.

Standard 13 (13.1 - 13.8)

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

Key Findings and Evidence

Standard met?

3

All young people's files contained an education plan. Several foster children spoken with confirmed that they were familiar with their education plan, attended reviews of their education and generally in agreement with the plan. There were examples of young people making good progress in education after a period of disruption.

The fostering service actively pursues a policy of ensuring young people who are looked after by the local authority remain at their regular school.

There were examples of carers actively promoting educational opportunities and supporting the young people including learning to use IT equipment.

Standard 14 (14.1 - 14.5)

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

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

Young people who reach the age of 16 years are supported by the leaving care team in preparation for leaving care. Some young people have College placements that focus on life skills. There is a social and life skills assessment for young people so that they can have an early record of their abilities and deficits. Programmes are then individually drawn up to increase the competences of each young person based on their needs.

Foster carers are involved in assisting young people with life and social skills as part of the fostering experience.

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 is a robust and appropriate recruitment and selection procedure in place. Staff have relevant experience and only qualified staff are involved in the assessment and approval of foster carers.

Total number of staff of the agency:

X

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

X

Standard 16 (16.1 - 16.16)

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

Key Findings and Evidence

Standard met?

2

There is a clear management structure in place. (See standard 2). Link workers stated that workloads are currently high and it is difficult to maintain the quality of work particularly when carers require extra support when placements are in crisis.

Case loads are regularly monitored through formal monthly supervision. There should be sufficient staff resources to ensure crisis work can be carried out without other work suffering unduly.

There are arrangements to have a number of new carers (Phoenix plus) working within the adolescent team being formulated. Previously the shared care coordinators (initially two posts but reduced to one) were linked to the disability team. This was not judged to be successful and has led to change in the management arrangements of shared care which is now attached to the fostering team. This has led to improvements in the development of their shared care provision and also improved the knowledge base and oversight of shared care staff.

It will be important that any blurring of the Phoenix plus carers role particularly as there are

to be new foster carers linked to a different professional team is kept under review. It will be crucial that the foster carers remain closely linked to the training offered other carers and that they also remain linked to their self-help groups and other carers.

There is an appropriate level of administrative support in place.

Staff have written contracts, job descriptions and conditions of service. There is not a sufficient distinction made between link worker and child's social worker in terms of roles that is understood by staff. It was difficult to establish each professional's responsibilities. Instead it was being distilled into whoever visited carried out social work tasks as well. This area needs to be made more explicit given the different responsibilities, roles and duties of link workers and social workers.

Standard 17 (17.1 - 17.7)

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

Key Findings and Evidence

Standard met?

2

There is an active recruitment policy aimed at recruiting a range of carers. The service has had difficulty in recruiting sufficient foster carers for the demands of the service. Traditional approaches to recruitment have not been successful. Expertise in advertising and recruitment has been bought in. The local authority anticipates a well-planned recruitment campaign to commence this year. It is intended that there will be a consistent approach to advertising and recruitment over a period of time.

Fostering staff levels need to be kept under review to ensure that assessments and supervision and support to foster carers remains sufficient.

It is recommended that the reasons carers give for leaving the service should be analysed. An 'exit interview' process would be appropriate.

All carers are assessed using the fostering F1 form that covers all elements in standard 17.7.

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 appropriate Policy and Procedures in place. The inspectors were given sight of all the policy and procedures relevant to the service and kept in suitable files. These included corporate policy and procedures including employment practices and whistle blowing.

Foster Carers spoken with felt that the out of hour's duty service was working well and an improvement to previous cover arrangements.

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**

There is a clear training programme in place for fostering social workers covering induction, post-qualifying and in-service training.

There was evidence of regular and joint training between foster service staff and Foster Carers.

Standard 20 (20.1 - 20.5)

All staff are properly accountable and supported.

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

Managers and staff interviewed stated that they received regular supervision that they felt was relevant and written records kept.

Foster Carers made positive comments generally about the good support received from staff. (Link workers)

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?****3**

There are group meetings for foster carers. Carers meet in their own group and also attend the more formal group meeting held monthly at the Oaktree centre.

Household reviews on files sampled were up to date and complete.

Foster Carers spoke about receiving adequate help and advice from staff.

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**

Carers report that they received regular supervision from their link workers. Supervision is carried out formally with the foster carer who receive a written copy of the main points covered.

There is a new supervision format which covers all the main areas. Completed supervision notes show that link workers do not go through all the areas at each visit. Instead areas are covered over a number of sessions.

Issues raised were not acted on quickly or consistently. For example one new carer had not received training in the first six months of being approved although the carer had raised this in supervision earlier

Male carers who were fully employed outside of the fostering service did not receive the same level of supervision offered the female carer where both carers had been approved.

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?****1**

There is a number of training opportunities available for carers on a regular basis and includes training that carers themselves have requested for themselves over and above statutory training.

Attendance at training has generally been poor. This has improved as carers have received payment for attending sessions. Nevertheless there is a significant number of foster carers who are not attending training on a regular basis.

Where both foster carers have been approved it is common for the male carer not to attend training offered if they are also employed elsewhere. Although male carers in this position claimed they receive information from the training from their partner there is no evidence as to how useful this feedback has been in improving the knowledge of male carers.

There is still a significant shortfall of foster carers. Nevertheless there has been action taken over the year to remove foster carers who are no longer suitable.

There has also been a move away from placing a large number of young people with Phoenix carers who have special training because there is a bed available. A number of Phoenix carers report that current stable placements are a valued more and that birth children are also considered when placements are made.

The service has consequently had to provide placements from private fostering services for a number of children this year.

Carers report that the pre-approval training offered is of good quality and comprehensive in nature.

Carers confirmed that they received training in safe care.

Birth children's needs are taken into account confirmed by Foster carer spoken with.

Records

The intended outcome for the following set of standards is:

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

Standard 24 (24.1 - 24.8)

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

Key Findings and Evidence

Standard met?

3

Children's records were maintained appropriate to the needs of the service.

Foster Carers kept diary records along with other relevant paperwork. During visits to Foster Carers homes the records were found to be securely kept.

Diary records sampled contained relevant entries.

Children spoken with and comments from questionnaires supported the view that children are encouraged to be involved in the fostering service and their personal care plans.

Standard 25 (25.1 - 25.13)

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

Key Findings and Evidence

Standard met?

3

Office files are stored appropriately in lockable cabinets with a clear access policy in place. Carer and children's files sampled were set out systematically with specific headings for each area including confidential information and forms F1 and F2 were evident.

Entries had dates and signatures attached, their contents professionally written. Records of complaints allegations and exemptions are kept separately.

IT records are only accessible by the use of an individual password prior to logging on the system.

Number of current foster placements supported by the agency:

X

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 £

105

Maximum £

189

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?

1

The fostering service is located within the local authority Civic Centre. There are appropriate administrative and security arrangements in place.

There are specific office space available for the fostering service. There are insufficient IT terminals and equipment for the current staff use. Some staff require their own equipment due to disability or health reasons. This is not been properly addressed by the service and represents a failure to be health and safety requirements for staff. The way that the office furniture and seating has been designed is likely to cause health problems. Staff should be given the opportunity to have an occupational health assessment to ensure a good posture and safe use of equipment. Staff should also be advised that the safe use of laptops used report writing.

Given that staff on busy days such as Tuesday, Wednesday and Thursdays, are sharing computer terminals. It is likely that staff will not be able to work efficiently at these times. An example was given of staff receiving important e-mails but not been able to open these for several hours because a colleague was using the terminal for report writing. There are other inefficiencies generated by the current layout the needs to be considered particularly as staff report that they feel under pressure with the current volume of work.

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?

3

The fostering service is fully financed by Thurrock County Council within the Social Services Directorate. The manager confirmed that the fostering service is being given a high priority within children's services.

The council ensures that the fostering service is financially viable at all times and able to meet its obligations.

There is a designated budget holder.

The manager again confirmed that Council members were open to understanding the positive impact of good foster care has on the lives of looked after children.

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?

2

The service manager was able to evidence that financial systems are in place and all financial arrangements are properly recorded and accounted for. It is however accepted within the management team that current range of payments are such as to add confusion. There is consideration being given to approaching payments in a different way that would make the system fairer and easier to understand. This needs to be addressed.

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**

All care spoken with say that they receive payments appropriately and generally on time. Any issues regarding any extra payments for equipment or clothing were sorted out quickly by link workers if they were involved in this matter.

Carers report mixed experiences when negotiating with the child or young person's social worker. A number of carers felt that the process was often quite demeaning where they felt as if they were 'begging' for items. This has led some carers to consume some basic costs themselves rather than go through the process of arguing the merits of the case with the social worker.

Fostering Panels

The intended outcome for the following set of standards is:

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

Standard 30 (30.1 - 30.9)

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

Key Findings and Evidence	Standard met?	2
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There was a good range of experience and variety of professional input through the membership of the fostering panel. It was however apparent that the independent members of the panel were often encouraged to leave the more controversial questions with carers who had been invited to attend the panel meeting. It is important that the quality assurance aspect of the panel is taken on board by all members are not left largely to the chairperson.

Panel members should have training in their role and also have the opportunity to attend other fostering panels for experience.

It was of some concern that specific issues raised by the panel leading to a short term approval and an early review had not been followed through. There needs to be a proper tracking of panel decisions including any follow up action and this recorded on the appropriate carer's file.

Some quality issues were noted in the information presented to panel. For example the 'competences' section attached to the main assessment (F1) did not include any gaps in the prospective foster carers knowledge that needed addressing even though the assessing social worker had requested the carer to have training in safe care, working with parents and child protection. The valuing diversity section of the F1 assessments at panel were of a variable quality.

The fostering panel has now included a member from education to ensure that this area is taking proper account of doing panel meetings

All household reviews are now logged on the fostering service computer system and are flagged up when they need to be reviewed.

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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The current arrangements for shared care has deteriorated over time. There is lack of information regarding the number of carers still on the scheme. Recruitment, assessment and training was taken up by one person. Action is being taken to improve the service and staff are optimistic that more shared carers will be offering a service for disabled children in the future. Nevertheless the inspector found the present situation very poor and fragmented. Action must be taken to identify, recruit, assess, supervise and train carers in order to develop this area.	1
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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?
There are meetings that take place with extended family members for children entering the care system in order to look at kinship care options. The service is keen to prevent children being drawn into care and is exploring kinship care. However this approach has not been developed. Greater action should be taken to increase the option of kinship care as part of the fostering service.	2

PART C

LAY ASSESSOR'S SUMMARY

(where applicable)

Lay Assessor

Signature

Date

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

We would welcome comments on the content of this report relating to the Inspection conducted on the 8th December 2003 of Thurrock Fostering Service and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

No specific comments to make

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

Amendments to the report were necessary

Comments were received from the provider

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

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

Note:

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

D.2 Please provide the Commission with a written Action Plan by 4th August 2004, which indicates how statutory requirements and recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.

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

Action plan was required

Action plan was received at the point of publication

Action plan covers all the statutory requirements in a timely fashion

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

Provider has declined to provide an action plan

Other: <enter details here>

Public reports

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

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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.