

inspection report

Fostering Services

Barnardo`s Apex Project

128 London Road

Southborough

Tunbridge Wells

Kent

TN4 0PL

3rd 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?

NO

Name of Authority

Address

Local Authority Manager

Tel No:

Address

Fax No:

Email Address

Registered Fostering Agency (IFA)

YES

Name of Agency

Barnardo's Apex Project

Tel No

01892 510650

Address

128 London Road, Southborough, Tunbridge Wells, Kent,
TN4 0PL

Fax No

Email Address

www.barnardos.org.uk

Registered Number of IFA

H060000620

Name of Registered Provider

Barnardo's

Name of Registered Manager (if applicable)

Mr Robert Ivan Sharpe

Date of first registration

20th January 2004

Date of latest registration certificate

20th January 2004

Registration Conditions Apply ?

NO

Date of last inspection

27/05/03

Date of Inspection Visit		3 rd February 2005		ID Code
Time of Inspection Visit		09:00 am		
Name of Inspector	1	Sophie Wood	108854	
Name of Inspector	2			
Name of Inspector	3			
Name of Inspector	4			
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.				
Name of Specialist (e.g. Interpreter/Signer) (if applicable)				
Name of Establishment Representative at the time of inspection		Mr Robert Ivan Sharpe		

Introduction to Report and Inspection

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Reports and Notifications to the Local Authority and Secretary of State

Implementation of Statutory Requirements from last Inspection

Statutory Requirements from this Inspection

Good Practice Recommendations from this Inspection

Part B: Inspection Methods & Findings

(National Minimum Standards For Fostering Services)

- 1. Statement of purpose**
- 2. Fitness to carry on or manage a fostering service**
- 3. Management of the fostering service**
- 4. Securing and promoting welfare**
- 5. Recruiting, checking, managing, supporting and training staff and foster carers**
- 6. Records**
- 7. Fitness of premises**
- 8. Financial requirements**
- 9. Fostering panels**
- 10. Short-term breaks**
- 11. Family and friend carers**

Part C: Lay Assessor's Summary (where applicable)

Part D: Provider's Response

D.1. Provider's comments

D.2. Action Plan

D.3. Provider's agreement

INTRODUCTION TO REPORT AND INSPECTION

Independent and local authority fostering services which fall within the jurisdiction of the Commission for Social Care Inspection (CSCI) are subject to inspection, to establish if the service is meeting the National Minimum Standards for Fostering Services and the requirements of the Care Standards Act 2000, the Fostering Services Regulations 2002 and the Children Act 1989 as amended.

This document summarises the inspection findings of the CSCI in respect of Barnardo's Apex Project. 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.

The 'Apex Project', operated through the wider Organisation, Barnardo's, is registered with the Commission as an Independent Fostering Agency, situated in Southborough, Tunbridge Wells.

According to its Statement of Purpose, the Agency aims to work in a planned and proactive way, therefore, the Agency generally does not accept emergency referrals.

"We arrange introductions carefully....and children will only be placed if there is a vacancy with foster carers who it is felt can meet the child's needs".

The Agency encourages and funds post – qualifying courses for its staff and is committed to providing NVQ training for Carers.

The Agency accommodates children with disabilities, asylum – seeking minors and sibling groups.

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 was the second announced inspection to be conducted under the auspices of the Care Standards Act 2000 and The Fostering Services Regulations 2002. A total of 30 standards were inspected, as the latter two, pertaining to 'Short – Term breaks' and 'Family and Friends as Carers' were not applicable.

The inspection was conducted over a period of five separate days and included visits to Carers and children in their own homes, observation of a Panel meeting and attendance at a Carers' training session. Two days were spent at the Agency office, inspecting files, policies and procedures and interviewing key members of the staff team.

25 of the Standards inspected were met, 2 were 'commended' and 3 had minor shortfalls.

The findings and supporting evidence is detailed throughout the main body of the report, with a summary of the main details recorded below.

Statement of Purpose (Standard 1):

A clear and concise Statement of Purpose was in place. This document, including the Young Person's Guide, had been reviewed and amended since the previous inspection. Given the percentage of non – English speaking children accommodated, systems are in place in order for the Young Person's Guide to be translated into other languages. The inspector has recommended that this document be reviewed in order for details as to the role and function of the Commission, in particular, with regards to complaints, be added. It is further recommended that the Agency consider producing a number of such Guides, which accurately reflect the ages and disabilities of the children currently in placement.

Fitness to Provide or Manage a Fostering Service (Standards 2 –3):

Both standards were inspected and were met. Clear sources of evidence were found to support that an experienced, suitably qualified and experienced staff team runs the Agency. Accurate records are maintained, demonstrating that a sound and robust recruitment process continues to be followed.

Management of the Fostering Service (Standards 4 – 5):

Both of the Standards were inspected. One was found to have 'minor shortfalls' pertaining to the evidencing of 'monitoring' and a requirement has been made with regards implementing clear monitoring systems and forwarding a report to the Commission following any such review. Standard 5 was clearly met and Agency staff and Carers informed the inspector that they felt well supported and knew about own and others' responsibilities.

Securing and Promoting Welfare (Standards 6 – 14):

All of the nine standards were inspected and eight were met. Clear policies and procedures pertaining to matching, contact and education were in place and being followed. A rigorous Carer recruitment and assessment process was being implemented, (standard 6), and good sources of evidence were seen in respect of 'valuing diversity, (standard 7). With regards the Carers and children who took part in the inspection process, clear sources of evidence were

found with regards the 'matching' process, (standard 8). Detailed policies and procedures were in place, in accordance with standard 9; the contents of which were known by Agency staff, Carers and the children spoken with. 'Contact' arrangements were clear and it was evident that the Agency actively promotes the positive aspects of this for children. Carers presented as being committed to fulfilling their own responsibilities and children's files contained comprehensive records, which are shared with the responsible authority social worker. Carers, young people and placing authorities reported that the Agency makes clear and routine attempts to consult with them, with regards the general running of the agency, in accordance with Standard 11.

Standard 12 was recorded to have 'minor shortfalls' with regards how information pertaining to health needs is currently held within children's files. Standard 13 was met and the evidence found supported that Carers and Agency staff are committed to supporting and promoting the educational achievements of those in their care. The evidence seen in respect of standard 14, 'Preparing for Adulthood' was of a good standard, in terms of the work actually being implemented by Carers. The agency was advised to ensure that its own policy and procedural guidance is reviewed and updated to reflect this positive work.

Recruiting, Checking, Managing, supporting and Training Staff and Foster Carers (Standards 15 – 23):

All of the nine Standards were inspected and all were met, with standards 16 and 19 receiving commendable scores. A sound recruitment procedure is in place and a perusal of staff records supported this. Agency staff receive regular supervision and appraisal and training for both Social Workers and Carers was of good quality and covered a broad range of subjects. Staff and Carers work collaboratively and clearly value each other's roles. The out of hours service is held in high regard by Carers and every person interviewed spoke particularly positively about the style and inclusive approach of the Registered Manager.

Records (Standards 24 – 25):

Both of the Standards were inspected. Standard 24 had 'minor shortfalls' pertaining to the information held within children's case records, as some omissions and gaps were found in these. In addition, there were instances whereby individual information pertaining to children was held in Carers' files. It is therefore recommended that the contents of all files be reviewed.

Standard 25 was met. It was found that all records are securely held at the offices, with only key personnel having access to them. All other administrative records were well –ordered and maintained.

Fitness of Premises for use as a Fostering Service (Standard 26):

This Standard was inspected and was clearly met. The premises is large enough to provide rooms affording privacy for Agency workers, confidential information is secure and restricted and a large meeting room is regularly used for Panel meetings, reviews and training sessions.

Financial Requirements (Standards 27 – 29):

All three Standards were inspected and all were met. Evidence was seen to support that the Agency continues to be 'financially viable' and secures the ongoing services of a registered accountant. Carers confirmed that they are always paid promptly.

Fostering Panels (Standard 30):

All of the Panel members had been subject to a rigorous recruitment process and brought with them a wide and diverse range of skills, appropriate to the tasks required. Minutes of previous meetings demonstrated that such meetings had been quorate and the detail of

accompanying documentation was of a high standard.

Short – Term Breaks (Standard 31):

This standard was not applicable.

Family and Friends as Carers (Standard 32):

This standard was not applicable.

This was a very positive inspection, reflected by only three Statutory Requirements being made. Clear evidence was found throughout the course of the inspection to indicate that the Agency provides a comprehensive and professional service, for both Carers and children. The team work cohesively and are clearly valued by the Carers they support. The inspector looks forward to receiving an Action Plan, pertaining to the requirements and recommendations made in due course.

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:

NO

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:

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 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 Regulatory
Inspector****Sophie Wood****Signature****Second Inspector****Signature****Regulation Manager****Paul Coop****Signature****Date****29/4/05**

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	4(2)	FS4	<p>The registered person shall supply to the Commission a report in respect of any review conducted by him.</p> <p><i>This requirement is made within the context of the Commission receiving such reports, detailing the findings and any proposed subsequent action to be taken, in accordance with schedule 7 monitoring.</i></p>	Action Plan to be received by CSCI by 28/5/05
2	15	FS12	<p>The fostering service provider shall promote the health and development of children placed with foster parents.</p> <p><i>This requirement is made within the context that children's files did not have a separate section pertaining to health needs.</i></p>	Action Plan to be received by CSCI by 28/5/05
3	16	FS14	<p>Where any child placed has attained the age where he is no longer required to receive compulsory full – time education, the provider shall assist with the making of arrangements for his education, training and employment.</p> <p><i>This requirement is made within the context of the Agency further developing its policies and procedures pertaining to 'Preparing for Adulthood'.</i></p>	Action Plan to be received by CSCI by 28/5/05

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>It is recommended that the Statement of Purpose be reviewed to ensure that details pertaining to the role of the Commission be clearly explained, in particular, 'Complaints'.</p> <p>It is further recommended that consideration be given with regards producing a separate Children's Guide, aimed specifically at younger children and those with literacy difficulties.</p>
2	FS17	It is recommended that the Organisation review the terms and conditions of Social Workers, in the interests of retaining such individuals.
3	FS18	It is recommended that the role of the local CSCI office be further explained and communicated to Agency workers and Carers in terms of Complaints and Whistle blowing.
4	FS22	It is strongly recommended that 'unannounced' visits to Carers be implemented and recorded.
5		It is recommended that the Agency develops a clear 'pro forma' for Carers, in respect of maintaining daily records on behalf of the children in their care.

- 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	5
Survey of placing authorities	YES
Foster carer survey	YES
Foster children survey	YES
Checks with other organisations and Individuals	YES
• Directors of Social services	YES
• Child protection officer	YES
• Specialist advisor (s)	YES
• Local Foster Care Association	YES
Tracking Individual welfare arrangements	YES
• Interview with children	YES
• Interview with foster carers	YES
• Interview with agency staff	YES
• Contact with parents	YES
• 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	YES
Interview with panel chair	YES
Observation of foster carer training	YES
Observation of foster panel	YES
Inspection of policy/practice documents	YES
Inspection of records	YES
Interview with individual child	YES
Date of Inspection	03/02/05
Time of Inspection	09:00
Duration Of Inspection (hrs)	40

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?

3

The Statement of Purpose included the elements as listed under Regulation 3, Fostering Services Regulations 2002 and had been reviewed and revised in November 2004. An accompanying Young Person's Guide was also in place and those children interviewed confirmed that they had received their own copy upon moving in with their Carers. One exception was noted, however; this was found to be due to difficulties in having the document translated into a particular language, which has now been resolved. A recommendation is made for the Young person's Guide to be further reviewed, in terms of including details of the Commission, in particular, with regards complaints and to consider the ways in which this document could be produced in a variety of ways, so as to be tailored for younger and older children and those with literacy difficulties.

Fitness to Carry On or Manage a Fostering Service

The intended outcomes for the following set of standards are:

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

Standard 2 (2.1 - 2.4)

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

Key Findings and Evidence

Standard met?

3

The Manager was interviewed and demonstrated a clear and inclusive leadership style, which ensures the agency is effectively managed and well – run. The Manager is a qualified Social Worker and has recently successfully completed the NVQ 4 Management Award. The Deputy Manager has 13 years' experience in Children & Families social work and possesses the DipSW qualification.

Regular team and individual supervision meetings are held and caseloads are manageable, ensuring that the team of Supervising Social Workers are enabled to provide professional and effective support to Carers and Young People.

Clear accounting systems are in place, ensuring the continued financial viability of the Project.

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 Agency operates within its own clear and specific recruitment processes.

Personnel files were randomly selected and inspected against the Agency's own criteria, which includes all of the elements as listed under Schedule 1, Fostering Services Regulations 2002.

Such files contained sufficient records pertaining to references, 'up to date' Enhanced CRB certificates, and proof of identity and training certificates.

It was positive to note that the requirement made from last year's inspection, pertaining to telephone enquiries being made to follow up written references, has now been fully implemented.

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 inspector saw evidence to support that the Manager routinely monitors the services delivered by the staff team. Written and electronic records are regularly scrutinised both by the Manager and the Responsible Individual for the Agency. Clear lines of communication ensure that team members understand own roles and responsibilities and those of others, both within the Agency and the Organisation, more generally. Financial policies and procedures are in place and these are adhered to and 'controlled' by a separate department within the Organisation and the Manager operates within a clearly defined budget. A perusal of records supported that the Agency continues to supply up to date information to purchasers, including its charges, payments to Carers and itemised accounts, when these are requested.

Whilst the evidence found was positive, the inspector and the Manager discussed the need to provide greater evidence pertaining to 'monitoring' and 'quality assurance', hence; the Management team is reminded of the matters as listed under Schedule 7, Fostering Regulations 2002 and the 'Review of Quality of Care', as described under Regulation 42, with regards producing a report in respect of such monitoring and supplying a copy to the Commission.

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

4

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.

4

Serious complaint about a foster parent.

0

Initiation of child protection enquiry involving a child.

0

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

0

Number of the above complaints which were substantiated:

0

Standard 5 (5.1 - 5.4)**The fostering service is managed effectively and efficiently.****Key Findings and Evidence****Standard met?****3**

Through the perusal of documentation and observation of working practice throughout the course of the inspection, the inspector concluded that the service is run effectively and efficiently.

The Manager has a clearly defined job description, as does the Deputy and all other Agency staff. Written policies and procedures define the roles and responsibilities of every member of the team, including those of the 'wider' Organisation.

Carers know whom to contact and under what circumstances. Those interviewed advised the inspector that communication is excellent, as is the 'out of hours' service provided by the team.

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?

3

Four Carers' homes were visited throughout the course of the inspection and although 'differences' were observed in terms of location, design and size, each house could comfortably accommodate the Carer family and those children accommodated. No obvious health and safety hazards were observed during the visits.

Written records supported that homes are inspected annually, in accordance with annual reviews. The Agency currently contracts an independent consultant to conduct annual health and safety audits and a selection of these were discussed at the Panel meeting observed by the inspector.

A clear and explicit health and safety policy and procedure was in place and its contents were known and understood by those Carers interviewed.

Those Carers providing transport for children provided the Agency with up to date MOT and insurance details.

All of the Carers interviewed were aware of the inspection process and talked openly with the inspector throughout the course of the inspection.

Standard 7 (7.1 - 7.7)

The fostering service ensures that children and young people, and their families, are provided with foster care services which value diversity and promote equality.

Key Findings and Evidence

Standard met?

3

The Agency comprehensively covers the topic of 'Valuing Diversity' throughout its introductory training for prospective Carers. Given the high proportion of asylum seeking youngsters accommodated through the Agency, the inspector was impressed to find that training pertaining to ethnicity, race and culture is subject to regular review and update. This is further assisted given the background and ongoing training of Agency employees, one of whom is currently working towards her M.A, with her chosen dissertation pertaining to Asylum – seeking young people.

Continued emphasis is placed upon developing the skills of Carers in order to support youngsters subjected to forms of discrimination and bullying, resulting from their own individual circumstances, which may include disability, economic background and social stigma's associated with being 'in care'.

Those Carers interviewed spoke very positively about such training and statements included, "It makes you think more widely" and "The training puts a different perspective on your own thoughts and pre – conceived ideas".

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?****3**

The inspector examined Carers' files in terms of their backgrounds, experience and approval category against the files of the child(ren) placed with them at the time of the inspection. It was positive to find written evidence, (matching reports), to support that the presenting needs of the child(ren) had indeed been carefully considered in determining which Carers to initially approach at the referral stage.

All of the Carers interviewed confirmed that the Agency only approaches them with potential referrals deemed to be appropriate, based on the information supplied by the placing authority and those carers who do not wish to accommodate emergency placements are not asked to do so.

As has been found through the inspection of other Independent Fostering Agencies, there were a number of instances whereby significant information was either made available after a placement had been made or in fact, never materialised from the placing authority. Carers were keen to report that the I.F.A passes on all of the information it receives and were clear that this issue is with the placing agencies. Written evidence was seen to support that the I.F.A continues to 'chase' for such pertinent information; however, this does not always prove successful. This aspect will be further explored outside of this individual inspection.

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**

The Agency provides clear and explicit written guidance for Carers pertaining to the protection of children. Initial and subsequent training focuses upon 'Safe Caring' and those Carers interviewed demonstrated a sound understanding of the Agency's child protection protocols.

Written guidance pertaining to the use of behaviour management techniques is clear and makes specific reference to unacceptable forms also, including smacking and all other humiliating forms of treatment or punishment.

Carers were clear about the Agency's procedures to follow in the event of a child going missing and they also demonstrated a sound understanding of the need to report any form of 'disclosure', made by a child in their care, without delay. The Agency, in turn, routinely scrutinises all such reported allegations and instances of neglect and abuse and makes immediate appropriate referrals to Social Services Departments and CSCI in the event of such occurrences.

From the figure below, those children reporting instances of bullying referred to school / college as being the main environment in which instances had occurred and the majority suggested that they had suffered on 'racial' grounds. It was therefore positive to find evidence of one Agency worker currently preparing specific Support Groups for Carers, and separate ones for children, in which to tackle this issue. Furthermore, the inspector was advised of plans to include a particular Carer who has expressed a wish to assist. The development of this project will be further explored at the next inspection.

Percentage of foster children placed who report never or hardly ever being bullied:	92	%
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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?

3

Given the backgrounds and circumstances of a number of asylum – seeking children accommodated, many do not have regular or ongoing contact with family members. Given this situation, it was positive to find that the Agency is keen to promote the existing friendships made and to encourage youngsters to broaden their own social networks. Carers reported that this can be difficult, however, the Agency is continuing to develop specific training and support groups for such Carers and has identified a particular member of the staff team to carry a ‘weighted’ caseload, in terms of asylum – seeking minors. The Agency works to clear policies and procedures, which fully endorse and promote positive family contact for the young people in its care. Evidence of this was seen through the inspection of files and from interviewing carers and children. Where such arrangements were recorded in Placement Agreements, such contact visits were being maintained and supported by Carers.

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

Through questionnaires completed by Carers and children, and by speaking directly with a number of such individuals, it was very evident that both groups believe that they are regularly ‘consulted’ by the Agency. Children’s questionnaires routinely recorded that Carers ask them for their own opinions, where appropriate, and further written evidence demonstrated that Agency Social Workers ensure that they speak privately with the children placed during support visits to Carers. Through the contents of questionnaires and by speaking with individuals, the inspector was confident that both Carers and children know how to complain, both within and ‘outside’ of the Agency. There were some occasions however, whereby the role of CSCI was not fully understood and the Agency was advised to address this.

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**

The initial pro forma used by the Agency, upon first taking the referral details of a proposed placement, asks clear questions pertaining to the health needs of the child. Written evidence of this was seen.

Those children, whose foster homes were visited, were registered with local Practices and Carers were maintaining records of illnesses, accidents and any health care appointments attended.

The Agency provides Carers with clear guidance pertaining to 'health promotion' and minutes of review meetings supported that the child's health needs are regularly monitored and reviewed.

The inspector made a requirement that children's files be reviewed to contain a specific section pertaining to health matters, as this is currently not the case and presents the potential for such information to be lost or diluted within other sections.

Standard 13 (13.1 - 13.8)

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

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

The Agency works to clear policy guidance with regards promoting the educational needs of children. There is a clear expectation that Carers will attend 'open evenings' and school reviews and will provide an environment 'at home' where education and learning are valued. Clear sources of evidence were found, during the home visits, conducted by the inspector, to demonstrate how Carers interpret such guidance and act as advocates for the child in their care.

Through visiting families, the inspector noted that one child had experienced bullying at school and the Carer was pursuing this. Another young person spoke very positively about the support received with recent exam revision and guidance in selecting his 'options'. Written records demonstrated that Agency Social Workers also provide appropriate support, by way of attending school meetings and reviews alongside the Carer and child.

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**

The Agency itself identified this as a 'weaker' area, however; it was evident that work had already commenced in an attempt to rectify this. At the time of the inspection, a course, 'Preparing for Adulthood', was being developed by the Agency.

More positively, the inspector observed one young person in placement, whose Pathway Plan had been interrupted and delayed, due to having no Social Worker currently allocated by his placing authority. However, his Carers were continuing to provide practical and appropriate support within the areas they had identified with him, such as future educational / work aspirations and accommodation.

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

Four separate personnel files were randomly selected for inspection.

Such documents were held securely, with restricted access.

The Agency's own recruitment and selection policy and procedure had been subject to recent review and amendment and, following a requirement made from last year's inspection, written references are now subject to telephone verification. Clear supporting evidence of this was apparent with regards the recent appointment of an Administrative Assistant.

The inspector was particularly impressed with the evidence pertaining to the training, previous experience and individual areas of expertise / interests of the Agency workers; demonstrative that those in post bring a range of skills and expertise, of benefit to the Carers and the Agency.

Total number of staff of the agency:

8

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

0

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?

4

This area was demonstrated to be a particular strength of the Agency.

Written records supported the frequency and clear content of supervision and appraisal meetings for all of the staff. In addition, team meetings occur regularly and the Agency Manager receives regular supervision and appraisal from the Organisation's Responsible Individual.

There are clear lines of accountability and responsibility, which were demonstrated to be known by both Agency staff and Carers.

Processes for Carer assessments, approvals and reviews are clear. Records demonstrate that these are well – prepared for, timely and clearly recorded.

Carers and Agency staff maintain training portfolios and there is a commitment to provide NVQ training for Carers and P.Q. training for Social Workers. Written evidence of this was seen.

The personnel files examined contained clear and updated job descriptions and written contracts of employment, which are accompanied by policy and procedural guidance, including the Organisation's grievance, disciplinary, equal opportunities and health and

safety policies.

The Agency's Social Workers have a clear understanding of the role of the child's own Social Worker and evidence including letters, reports, etc was seen within files to demonstrate the positive and professional manner in which the Agency seeks to work with placing authorities.

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?

3

The Agency currently retains a very suitably qualified and experienced team of workers and caseloads are distributed evenly, with due consideration given as to the needs of the Carers allocated and any additional responsibilities of the worker. As such, Agency staff reported to the inspector that their caseloads are manageable, with sufficient time afforded to accommodate their own ongoing training needs.

The Agency does accommodate a number of Asylum – seeking minors and therefore, its own recruitment of Carers attempts to 'target' potential families with this in mind.

Whilst the inspector was impressed with the quality of the training offered to both the Agency staff and Carers, it was recommended that some consideration be given with regards the retention of staff in the longer term. Currently, clear emphasis is being placed upon P.Q. training, which is clearly rewarding for both the Agency and the individual. Consideration with regards remuneration and other associated 'terms and conditions' is advised, in terms of being equitable with those offered by similar posts within other Organisations.

Assessments were inspected with regards the four sets of Carers who were randomly selected. In each case the assessment was conducted by a competent, trained worker and was conducted over a number of visits, during which the prospective Carers were seen together and individually. Assessments were comprehensive and thorough and all of the elements, as described under standard 17.7 were included.

Standard 18 (18.1 - 18.7)

The fostering service is a fair and competent employer, with sound employment practices and good support for its staff and carers.

Key Findings and Evidence

Standard met?

3

The Agency was able to demonstrate that sound employment practices are followed. Staff and Carers are advised clearly of their own rights and responsibilities and of the services they can expect from the Agency, in return.

Written records provided evidence to demonstrate that Carers receive regular and ongoing supervision. This is recorded and identifies any further action to be taken by either party.

Carers frequently described the 'out of hours' support provided by the Agency as "excellent". The health and safety policy is subject to regular review and is shared with all Carers and Agency staff.

The Organisation has sufficient insurance cover and carers are supported to ensure their own insurances are adequate.

Whilst a 'Whistle Blowing' policy is in place, the inspector has recommended that the role of the CSCI office is made clear to both Agency staff and Carers within this context.

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?****4**

From the evidence seen, the inspector commended the Agency with regards the quality, breadth and availability of the training provided.

All Agency staff receive regular supervision and appraisal, which clearly identifies and monitors ongoing training needs and requests.

Although it was recognised that the training budget has been significantly 'used' in order to support two DipSW courses and a M.A. Degree, this will clearly benefit the Agency in the longer term.

Through discussions and interviews with Agency staff, the inspector concluded that their knowledge of changing legislation and good practice guidance continues to be updated.

Carers confirmed that they are always asked to provide written feedback, following any training attended and individual 'one off' courses are frequently attended by both Agency staff and Carers.

Standard 20 (20.1 - 20.5)

All staff are properly accountable and supported.

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

There are clear lines of accountability and responsibility within the Agency. The Deputy Manager is suitably qualified to undertake the responsibility of supervising Agency Social Workers. Supervision and Appraisal meetings are booked in advance; they are formally recorded and minutes are securely held.

Thorough team meetings occur and time is also provided for colleagues to 'handover' and make 'cover' arrangements, in the event of planned annual leave.

The Deputy receives regular supervision and appraisal from the Registered Manager, who in turn, is supervised by the Organisation's Responsible Individual.

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
<p>Written policies, procedures and other pertinent guidance clearly describes the Agency's strategy for working with Carers.</p> <p>This includes arrangements for training and development, supervision, support services, out of hours support, respite care, arrangements for reviews and assistance in dealing with other relevant services, such as health and education.</p> <p>The Agency also encourages Carers to attend support groups, many of which have been set up and facilitated by the Agency. Attendance has fluctuated, however; the Agency continues to encourage Carers' participation.</p> <p>Annual Review reports were seen by the inspector upon attending a Panel meeting, as part of the inspection process. These were detailed and comprehensive.</p> <p>Carers informed the inspector that lines of communication with the Agency were "excellent".</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?	3
<p>Individual Foster Carer Agreements were inspected and found to conform to the elements as listed under Schedule 5 of the Fostering Services Regulations 2001.</p> <p>Carers spoken with clearly understood their own role and those of the Agency and Placing Authority Social Workers.</p> <p>All Carers have a named Supervising Social Worker from the Agency, who undertakes regular visits, which are recorded.</p> <p>Carers confirmed receipt of the Agency's written policies and guidance and confirmed that this is routinely updated.</p> <p>Not all carers confirmed that they had received 'unannounced' visits and this was fed back to the Manager.</p> <p>Carers and children knew how to complain, however; the Agency is advised to ensure that the role and function of the local CSCI office is clearly communicated.</p> <p>Clear records are held at the office, pertaining to complaints and allegations. These are securely held and subject to regular scrutiny by the Registered Manager and Responsible Individual.</p>		

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?	3
<p>The inspector attended a training session, which was aimed specifically at introducing prospective Carers to the Agency. The content was clear, concise and provided a sound insight, in terms of introducing the concept of fostering.</p> <p>Those existing Carers interviewed confirmed that a thorough induction had been implemented and stated that meeting existing Carers had been an extremely useful aspect.</p> <p>Carers are required to attend a specified number of training courses each year and a strong commitment to providing NVQ training exists.</p> <p>Carers were particularly positive about the number of courses and meetings, which are scheduled to accommodate working partners and child - care difficulties.</p> <p>Annual reviews are comprehensive, with birth children being clearly consulted as part of this</p>		

process.

All training courses are evaluated, with the findings clearly monitored by the Manager. The inspector was shown various graphs, indicating the views and findings of attendees and such information was used to decide upon the validity and quality of the course.

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?

2

The Agency has clear procedures pertaining to the information that should be recorded within Carers and children's files. At present, the Agency is within the process of transferring from 'manual' to 'computerised' record – keeping, however; this process is yet to be fully completed.

It was evident that information supplied by the placing authority is recorded and shared with the Carer and up to date LAC documentation was seen in all of the files inspected. Clear written information was recorded in terms of the purpose of the current placement and intended length of stay.

Through the inspection of files, the inspector noted that, on occasion, information pertaining to individual children was being held on Carers files, for example LAC documentation and this was discussed at the feedback meeting.

It was also noted that, although Carers are required to maintain a daily diary on behalf of the child placed, it was possible for pertinent information to be missed or not recorded. The inspector and Manager discussed the merits of introducing a pro forma for Carers that requires them to think about and where necessary, record, specific information about children on a daily basis, which also demonstrates the continued implementation of the Placement Plan.

It was positive to note that Carers had received, and were continuing to receive encouragement from the Agency to complete 'life story' work with the children in their care.

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

As previously stated, the Agency is currently maintaining both manual and electronic records. For the purposes of personnel, Carers, Children's and complaints and Allegations records, many of these were still being held 'manually'.

The inspector noted that confidentiality was being maintained and that files were well – ordered and indexed.

Children and Carers are made aware of their rights to view their own records and the systems in place ensure that records can be readily transferred when a child 'moves on'. Written policy guidance is in place, pertaining to the storing and managing of confidential information and this is understood, and implemented, by Agency staff, Carers and Panel members.

Written records were seen to be signed, dated and legible. The contents were non –

stigmatising and 'factual' and made specific reference whereby the information recorded was from a third party.

Records pertaining to complaints and allegations were held in separate files and stored securely. The Manager and Responsible Individual routinely scrutinise such documentation, in accordance with standard 25.13.

Number of current foster placements supported by the agency:			19
Number of placements made by the agency in the last 12 months:			8
Number of placements made by the agency which ended in the past 12 months:			5
Number of new foster carers approved during the last 12 months:			4
Number of foster carers who left the agency during the last 12 months:			6
Current weekly payments to foster parents: Minimum £	253.89	Maximum £	456.05

Fitness of Premises for use as Fostering Service

The intended outcome for the following standard is:

- The premises used as offices by the fostering service are suitable for the purpose.

Standard 26 (26.1 - 26.5)

Premises used as offices by the fostering service are appropriate for the purpose.

Key Findings and Evidence

Standard met?

3

The Office base of the Agency is situated on a high street, with ample free parking facilities close by. Formerly a residential property, the building is spacious, over two floors, with sufficient rooms to afford privacy for workers, accommodate meetings and training and it also has kitchen facilities and toilets with disabled access.

Files and other 'confidential' information is securely held, with access restricted and the property is secure at night.

All staff have access to computers and, as previously stated, a new IT system is currently being introduced.

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 Registered Manager and Responsible Individual routinely review the Agency's financial position, as part of the wider 'Barnardo's Organisation'.
Annual budgets are set and the Manager has clear information in terms of monitoring and controlling expenditure.

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?

3

The Agency has clear written guidance pertaining to financial expenditure.
Staff know exactly what can be spent and how.
Clear systems are in place, with regards the processing of receipts and invoices.
The Agency routinely publishes its charges for services and has a clear 'charging policy', which is communicated to placing authorities.
As a Registered Charity, the Organisation has clearly defined accounting procedures and is subject to regular financial audits.

Standard 29 (29.1 - 29.2)

Each foster carer receives an allowance and agreed expenses, which cover the full cost of caring for each child or young person placed with him or her. Payments are made promptly and at the agreed time. Allowances and fees are reviewed annually.

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

Written records clearly evidenced that Carers continue to be paid the correct amounts on time. This was further confirmed by those interviewed and the inspector received no negative comments about payments.

Carers also commented favourably with regards receiving prompt reimbursement for any additional expenses incurred.

Each year, Carers receive updated written confirmation as to the fees they shall receive from the Agency.

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

The inspector observed a Panel meeting, which included a number of Carer Annual Reviews, a de – registration and a number of changes to approval status. Each individual case presented was thoroughly discussed by those present and the accompanying documentation was detailed and explicit. All Panel members had been subject to Enhanced CRB checks through the Agency and C.V.'s for each member had been obtained. After much discussion with the Manager, the inspector concluded that, whilst some members were not directly employed by the Agency as Social Workers, (they are employees of the wider Organisation and had been selected due to their particular areas of expertise, for example, working with Asylum – seekers and within residential care), the rationale for their selection was based upon ensuring that a diverse group of experienced practitioners provided a very competent Panel. The Panel Chair is an independent member, as is a retired Social Worker. Also on the Panel is a Carer, independent of the Agency and it was evidenced that the group has clear access to medical expertise, as required. The Panel Chair was interviewed and demonstrated a sound understanding as to the role and functions of the group and clearly explained the process to be followed in terms of the Panel being unable to reach a consensus decision. Still relatively 'new' as a group, it was positive to note that future training sessions for the Panel are planned.

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?
This standard is not applicable.	

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?
This standard is not applicable.	

PART C

LAY ASSESSOR'S SUMMARY

(where applicable)

Lay Assessor _____ **Signature** _____

Date _____

PART D

PROVIDER'S RESPONSE

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

We would welcome comments on the content of this report relating to the Inspection conducted on 3/2/05 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

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

Amendments to the report were necessary

NO

Comments were received from the provider

NO

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

NO

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

NO

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 28/5/05, which indicates how statutory requirements and recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.

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

Action plan was required

YES

Action plan was received at the point of publication

YES

Action plan covers all the statutory requirements in a timely fashion

YES

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

NO

Provider has declined to provide an action plan

NO

Other: <enter details here>

NO

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 Linda Howarth of Barnardo's Apex Fostering 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 Linda Howarth of Barnardo's Apex Fostering 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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