



*Making Social Care  
Better for People*

# inspection report

## FOSTERING SERVICE

**Diverse Care (UK) Ltd.**

**Unit 309-310  
183A Harrow Road  
Leytonstone  
London  
E11 3PX**

*Lead Inspector*  
Sandra Jacobs-Walls

*Announced Inspection*  
24th October 2005      10:00

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

<b>Reader Information</b>	
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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Fostering Services*. They can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

*Every Child Matters*, outlined the government's vision for children's services and formed the basis of the Children Act 2004. It provides a framework for inspection so that children's services should be judged on their contribution to the outcomes considered essential to wellbeing in childhood and later life. Those outcomes are:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a contribution; and
- Achieving economic wellbeing.

In response, the Commission for Social Care Inspection has re-ordered the national minimum standards for children's services under the five outcomes, for reporting purposes. A further section has been created under 'Management' to cover those issues that will potentially impact on all the outcomes above.

Copies of *Every Child Matters* and *The Children Act 2004* are available from The Stationery Office as above

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# SERVICE INFORMATION

**Name of service** Diverse Care (UK) Ltd.

**Address** Unit 309-310  
183A Harrow Road  
Leytonstone  
London  
E11 3PX

**Telephone number** 0208 503 0305

**Fax number**

**Email address**

**Provider Web address**

**Name of registered provider(s)/company (if applicable)** Diverse Care (UK) Ltd

**Name of registered manager (if applicable)** vacant

**Type of registration** Fostering Agencies

**No. of places registered (if applicable)** 0

**Category(ies) of registration, with number of places**

# **SERVICE INFORMATION**

**Conditions of registration:**

**Date of last inspection**

**Brief Description of the Service:**

**Diverse Care (UK) Limited is a small independent fostering service, first registered with CSCI in December 2004. It's offices are based within the London Borough of Waltham Forest. The primary role of the service is to recruit foster carers from within and around the London/M25 region and provide suitable placements for Children Looked After.**

**A diverse group of foster carers are sought to match children/young people requiring foster placements. The agency provides the following services, response to initial enquiries from people interested in fostering; the assessment of applicants, group preparation and training for prospective carers. Ongoing training, information and support is available to approved foster carers.**

**At the time of the inspection, six children/young people had been placed with approved foster carers, the agency was in the process of recruiting staff to supervise foster carers and placements.**

# SUMMARY

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

The announced inspection was conducted over eight days between the end of October and the beginning of November 2005. The inspection process included observation of the agency's fostering panel meeting, interviews with management and members of staff, individual interviews with four foster carers at their homes, review of (returned) foster carer and young people's questionnaires, the attendance at a foster carer meeting and the review of policies and procedures and other key documents. The inspector also was accompanied on a tour of the agency's premises. Despite the majority of the inspection activity being conducted during the school half term, unfortunately, the inspector did not have the opportunity to meet with any young people in placement.

The inspector was generally satisfied that Diverse Care provided high quality services that sufficiently met the needs of foster carers and those young people placed with them. It was acknowledged that the agency had only recently been in operation and had minimal (six) young people placed with carers by the time of the first statutory inspection and the agency's staffing group was in the process of being formed. The inspector was of the opinion that at this time the service was yet to be truly 'tested' but that challenges would inevitably present itself as the number of placements increased and the agency as a whole developed further. Nonetheless, the inspector felt that the service had made a very promising start and to date was meeting well its stated aims and objectives.

The inspection has resulted in fourteen requirements and two recommendations.

The inspector would like to thank all staff, foster carers, young people and members of the (October 2005) fostering panel who co-operated and contributed to the inspection process.

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

The inspector was impressed with literature and information provided to foster carer and children and young people in placement. Foster carers who met with the inspector commented that written information provided was clear and user friendly. All required policies and procedures were in place and most were effectively implemented. The service is commended for the level and quality of

support provided to foster carers, who had children/young people placed with them. At the time of the inspection, this was the responsibility of managers of the service in the absence of other social work staff. Foster carers interviewed spoke very positively about their experience and appreciation of the level of support received via the agency. Training opportunities for foster carers and staff are excellent.

The vetting, preparation and assessment of prospective foster carers was conducted thoroughly and the role of the fostering panel in making decisions regarding the approval of foster carers was effective. The agency's administrative support is good, and there are robust financial procedures in place. Staff commitment to the welfare of children and young people was keenly evidenced. The individual files of foster carers and young people in placement were largely comprehensive, clear, well ordered and were maintained appropriately confidential. The agency's premises are impressively and creatively designed; it's atmosphere and environment is warm and welcoming.

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

This inspection was the first statutory inspection of Diverse Care since its registration with CSCI in December 2004.

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

As a matter of urgency, the service must improve upon information and records maintained on the staff group. Personnel records seen for existing staff, both permanent and those employed on a locum/sessional basis and records for some members of the fostering panel failed to meet the requirements of Schedule 1 of the Fostering Services Regulations 2002. The service must also ensure that the prompt completion of its current recruitment drive for supervising social workers in particular. There is a need for the service to develop peer support group for foster carers and for minor amendments to be made to some key policies and documents.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office.



# **DETAILS OF INSPECTOR FINDINGS**

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Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Statutory Requirements Identified During the Inspection

# Being Healthy

## The intended outcomes these Standards are:

- The fostering service promotes the health and development of children.(NMS 12)

## The Commission considers Standard 12 the key standard to be inspected at least once during a 12 month period.

### **JUDGEMENT – we looked at outcomes for the following standard(s):** 12

The fostering service promotes well the health and development of children and young people in placement.

### **EVIDENCE:**

The inspector reviewed the fostering agency's 'Health Matters & Safety' policy, which provided general guidance in relation to numerous medical /health issues; e.g. the need for medical examinations and assessments upon or soon after placements had been made, immunizations, accidents and emergencies etc. Guidance was available in relation to relevant health procedures.

The foster carers handbook, which was also reviewed by the inspector contained clear procedural and practical guidance with regard to foster carers' responsibility in ensuring the holistic healthcare needs of young people in placement were effectively met. Included in the handbook was a booklet entitled 'Health and Medical matters – information for foster carers'. This was information produced by the Fostering Network and provided information and guidance relating to medical treatment of 'Looked After Children', such as registering with GPs, parents rights, immunizations etc. Additional information included in the handbook was focused on common childhood infections. The inspector was satisfied that files maintained by the agency on children and young people looked after contained relevant information regarding their healthcare needs.

# Staying Safe

## The intended outcomes these Standards are:

- Any persons carrying on or managing the service are suitable. (NMS 3)
- The fostering service provides suitable foster carers.(NMS 6)
- The service matches children to carers appropriately.(NMS 8)
- The fostering service protects each child or young person from abuse and neglect.(NMS 9)
- The people who work in or for the fostering service are suitable to work with children and young people.(NMS 15)
- Fostering panels are organised efficiently and effectively.(NMS 30)

**The Commission considers Standards 3, 6, 8, 9, and 15 the key standards to be inspected at least once during a 12 month period.**

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

3,6,8,9,15 & 30

Managers of the fostering service were deemed suitable to effectively carry out their duties. The fostering service provides suitable foster carers.

Documentation regarding the matching process must explicitly highlight all instances where exemptions are agreed. Foster carers must consistently complete safer care plans and have immediate access to child protection policies and procedures. The service protects children and young people from abuse and neglect, however, minor amendments are needed to relevant child protection policies and procedures to further enhance safeguards. The service will need to significantly improve upon its recruitment and selection procedures to ensure the safe and effective vetting of staff. The agency's fostering panel was organised efficiently and effectively.

## **EVIDENCE:**

The manager and responsible individual for the fostering service are both qualified social workers with extensive social work experience of childcare and fostering work. The inspector was satisfied that the fostering service's approved foster carers were very suitable to fulfil their roles. The inspector visited three approved foster carers in their homes and found the home environment to be healthy and nurturing and conducive to the appropriate caring of young people. For example young people's bedrooms seen were appropriately decorated and the homes all contained appropriate learning materials, toys etc. The inspector was aware and had seen on file the completion of annual health and safety checks of foster carer homes. Foster

carers who met with the inspector confirmed that they had received training and information with regard to health and safety issues.

The inspector reviewed the personnel files for eleven members of staff and three members of the service's fostering panel. The inspector was concerned that a number of required documents were not evidenced on personnel files. These included positive proof of identification, two written references as required (the inspector noted that for one independent assessor, no references were evidenced on file). The agency will need to ensure that appropriate CRB disclosures are in place for staff prior to them resuming work for the service. The inspector also noted that of the three personnel files reviewed for members of the fostering panel, one file evidenced only one written reference, while another failed to evidence any CRB disclosure or any written references. The robust vetting of staff working for the service must be resolved as a matter of urgency.

The safe caring of a child is a core competency prospective foster carers are assessed against. The theme of safe caring is appropriately explored throughout the assessment process and thereafter; relevant training is also provided. The homes of prospective foster carers were assessed for adequate health and safety measures during the initial home visit by staff. Upon approval foster carers are required to complete safer care plans. The inspector was impressed by the agency's commitment to safe care and the measures in place to enhance this aspect of child protection. It was therefore a disappointment to note that safer care plans were not consistently completed by foster carers and in one instance was completed *after* a placement had been made. The inspector was of the opinion that closer monitoring of completion of the safer care plan was needed; it was acknowledged that this issue is likely to be satisfactorily addressed as additional staff are recruited to the service.

Child protection issues were consistently explored well with prospective and approved foster carers. There was evidence of sound child protection policies in place and foster carers interviewed by the inspector demonstrated good understanding of related issues and confirmed they had received relevant training. The inspector noted on file however that that some foster carers had only recently received the service's written child protection policies and procedures; these key policies need to be available to foster carers promptly following approval by the fostering panel. Minor amendments to the agency's existing child protection policies are needed to inform Looked After Children/young people and foster carers of their right to contact CSCI directly if they so wished.

In discussion with managers of the fostering service and the review of relevant files, the inspector was satisfied that keen efforts were made to facilitate the effective 'matching' of 'Looked After Children' with foster carers. Decisions were largely based on placement objectives and the matching skills of available

foster carers. The inspector noted however in two instances that placement had been made with foster carers where the ages of the young people fell outside the condition of registration of the foster carer. Files seen failed to evidence initial agreement to the exemption by neither the agency's decision maker nor any discussion subsequently with the fostering panel. Files did not contain the agency's completed exemption form as required by the service.

The inspector observed the agency's fostering panel meeting that was held in October as part of the inspection process. The fostering panel attended by the inspector was quorate; panel members were comprised of appropriate professionals and other required independent members. Prospective foster carer assessments were presented for panel approval. Panel discussions were thorough and democratically facilitated. The inspector interviewed the chair of the fostering panel; she confirmed that panel members had access to relevant training and information.

The inspector asked a number of foster carers and independent assessors to comment on their experience of attending the agency's fostering panel. Feedback was generally positive, some foster carers commented on the size of the panel, i.e. that there were too many people and this made them feel uncomfortable. Social workers interviewed by the inspector who had presented prospective foster carers to the panel for approval, commented positively on the meticulous manner in which matters were explored. Some however, commented that while thorough, some of the issues raised were minute and very secondary to the overall assessment. One social worker commented,

*"Some panel members focused on irrelevant issues"*

Managers of the fostering service acknowledged that there was a need for the continued training and development of the fostering panel to explore these and other issues.

# Enjoying and Achieving

## The intended outcomes these Standards are:

- The fostering service values diversity.(NMS 7)
- The fostering service promotes educational achievement.(NMS 13)
- When foster care is provided as a short-term break for a child, the arrangements recognise that the parents remain the main carers for the child.(NMS 31)

**The Commission considers Standards 7, 13, and 31 the key standards to be inspected at least once during a 12 month period.**

**JUDGEMENT – we looked at outcomes for the following standard(s):**  
7,13 & 31

The fostering service values diversity and promotes well the educational achievement of children 'Looked After'. Where short-term breaks are arranged, foster carers were aware that children/young people's parents remain the primary carer.

## **EVIDENCE:**

The fostering agency has in place Equality and Diversity policy. The inspector saw good evidence of the fostering agency's commitment to valuing diversity and promoting equality on many levels. For example the service maintained and monitored well the ethnicity of foster carers and young people requiring foster placements. Foster carers are consistently assessed on their ability to care and nurture young people with a range of diverse needs. As the service develops, it will need to recruit foster carers who have a range of skills and abilities to offer more specialised placements for young people e.g. Looked After Children who are disabled.

The Foster Carer Handbook provided written guidance that addressed the promotion of educational achievement of Looked After Children. Foster carers interviewed by the inspector were clear about their roles and responsibilities in promoting the educational attainment of young people placed with them.

The inspector reviewed documentation of a sibling group of boys placed with foster carers for short break (respite) purposes. The inspector was satisfied that the foster carers were clear of their roles; the file indicated good liaison

between the manager of the fostering service and the referring Social Services Department to ensure there was consultation with the birth parent.

## **Making a Positive Contribution**

### **The intended outcomes these Standards are:**

- The fostering service promotes contact arrangements for the child or young person. (NMS 10)
- The fostering service promotes consultation.(NMS 11)

### **The Commission considers Standards 10 and 11 the key standards to be inspected at least once during a 12 month period.**

### **JUDGEMENT – we looked at outcomes for the following standard(s): 10 & 11**

The fostering service promotes contact arrangements for children and young people in placement. Effective consultation with young people is encouraged.

### **EVIDENCE:**

Information to foster carers regarding the promotion of contact between Looked After Children and their birth families was highlighted in the Foster Carer's Handbook. Parental contact was also a feature of the agency's preparation training group and is explored in detail at placement planning meetings. Supervised contact can also be arranged to take place on the premises of Diverse Care.

Managers of the service highlighted various ways in which children, young people and their significant others were encouraged to share their views. The placement-planning meeting was one such forum, where, if appropriate, birth parents and other family members are encouraged to attend and participate. This is also the case for children and young people, who similarly are encouraged by the agency to attend planning meetings, reviews and other formal arenas to express themselves and share their views.

At the time of the inspection the fostering agency was developing a service with support personnel identified to specifically work with young people in placement to enhance effective consultation. Another feature of the fostering service's consultation process is the completion of feedback forms. These are distributed at the end of placements to children and young people, social services representatives and the foster carer. The service must however, ensure that the consistent distribution of feedback forms can be evidenced. The service also promotes the use of advocates where appropriate and young people in placement have access to the agency's complaints procedure. The



inspector was confident that consultation with children and young people in placement would be further enhanced as supervising social workers were recruited to the service.

# Achieving Economic Wellbeing

## The intended outcomes these Standards are:

- The fostering service prepares young people for adulthood.(NMS 14)
- The fostering service pays carers an allowance and agreed expenses as specified.(NMS 29)

## The Commission considers Standards 29 the key standard to be inspected at least once during a 12 month period.

### **JUDGEMENT – we looked at outcomes for the following standard(s):** 14 & 29

The fostering service prepares young people for adulthood and pays foster carers an allowance and agreed expenses as specified.

### **EVIDENCE:**

The fostering service has policies in place that address preparing young people to leave local authority care. A self-assessment tool, entitled, "Where am I now?" can be used by young people to identify specific needs around independent living. At the time of the inspection, no young person was participating in a semi- independence programme.

The fostering service has clear written policies on fostering allowances, which are explicit in nature. All foster carers interviewed by the inspector indicated that they had received clear information (via the foster carer handbook) about allowances and expenses payable and how to access them. Some indicated that they felt more information about taxation would be useful. Foster carers who had children placed with them, confirmed that they had received an initial 'start up' payment to purchase essential items and that payment thereafter were promptly received at the agreed amount. One foster carer commented, "*I got what I was told, the money is better depending on age and needs*".

Another foster carer said,

*"With social services I was fighting for enhanced payments, not here"*

# Management

## The intended outcomes these Standards are:

- There is a clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.(NMS 1)
- The fostering service is managed by those with the appropriate skills and experience. (NMS 2)
- The fostering service is monitored and controlled as specified. (NMS 4)
- The fostering service is managed effectively and efficiently.(NMS 5)
- Staff are organised and managed effectively.(NMS 16)
- The fostering service has an adequate number of sufficiently experienced and qualified staff.(NMS 17)
- The fostering service is a fair and competent employer.(NMS 18)
- There is a good quality training programme. (NMS 19)
- All staff are properly accountable and supported.(NMS 20)
- The fostering service has a clear strategy for working with and supporting carers.(NMS 21)
- Foster carers are provided with supervision and support.(NMS 22)
- Foster carers are appropriately trained.(NMS 23)
- Case records for children are comprehensive.(NMS 24)
- The administrative records are maintained as required.(NMS 25)
- The premises used as offices by the fostering service are suitable for the purpose.(NMS 26)
- The fostering service is financially viable. (NMS 27)
- The fostering service has robust financial processes. (NMS 28)
- Local Authority fostering services recognise the contribution made by family and friends as carers.(NMS 32)

**The Commission considers Standards 17, 21, and 24 the key standards to be inspected at least once during a 12 month period.**

**JUDGEMENT – we looked at outcomes for the following standard(s):**  
1,2,4,5,16,17,18,19,20,21,22,23,24,25,26,27 & 28

The fostering agency's Statement of Purpose outlines well the aims and objectives of the service, but requires some minor amendment. Both the registered manager and the responsible individual have a relevant social work qualifications and sound experience of statutory child care services, however, the manager must complete required management training and submit an application to become the registered manager.

There are clear and effective procedures in place for monitoring and controlling the activities of the service, the management of the agency is effective and staff are generally well organised and supported. The agency's staff group at the time of the inspection was appropriately qualified and experienced; the service was in the process of recruiting permanent social work staff. The fostering service must ensure that its recruitment practices are appropriately conducted and in accordance to equal opportunities. Training opportunities for foster carers and staff were excellent. Support for individual foster carers was good and there are clear strategies in place to facilitate this however, the service must also facilitate opportunities for foster carers to meet collectively for support; foster carer's agreements must be consistently signed by all parties.

The agency's administrative records are well maintained; children's files seen were generally comprehensive. The fostering service has sound and effective financial systems in place and the agency is financially viable. The office premises are very impressive and suitable for the purpose of the fostering service

#### **EVIDENCE:**

The fostering service's Statement of Purpose document was reviewed. The document outlines well the aims and objectives of the service, but requires some minor amendment to highlight the general experience and qualifications of the staff group. The children and young people's guide must both be explicit in highlighting children's right to contact CSCI directly if they so wish. The children's guide must contact the contact details of the local CSCI office. Equally, the foster carers handbook should also be amended to make explicit foster carers right to contact CSCI directly, if they so wish.

Managers of the fostering service were appropriately qualified and very experienced to manage the service, however the manager must apply to CSCI to become the registered manager and must also complete required management training. The service maintained good quality assurance information that effectively controls and monitors service activity. There are well-established lines of communication and good accountability between managers, staff and carers; all parties were very clear about these systems. The inspector was concerned however for the multiple duties of the manager; it was clear that there was an urgent need for the recruitment of additional staff (supervising social workers/deputy manager) so that some of the (monitoring) duties currently performed by the manager could appropriately be delegated. This issue was acknowledged by managers of the service who confirmed that additional staff was being recruited.

The general management and support of carers as individuals was very good, clear strategies were seen on file and carers who spoke with the inspector

confirmed support and supervision levels were effective. All foster carers interviewed by the inspector commented positively on the level of support they have received via the fostering service. One foster carer said of support received while caring for a “challenging” young person,

*“I felt we’d gotten great support, (the manager) rang every morning and before she left the office...she had contact with (X’s) mum and social services”*

Another foster carer commented,

*“The best thing about Diverse Care is the support and training. They’re friendly, open and approachable. They have a passion to provide the best service they can and have ideas for the future”.*

One other foster carer said,

*“It’s early days, I hope they keep up their level of support. They need to build on what they have, staff and support”*

Other foster carers acknowledged the need for foster carers to gain mutual support from each other; some foster indicated they would find the development of well co-ordinated support groups useful. The fostering service at the time of the inspection was reviewing options for a foster carer led support group. Previous efforts had proved unsuccessful in gaining momentum.

The training of staff and foster carers has been very good. All foster carers who spoke with the inspector commented positively on training provided thus far. Attendance at foster carer preparation groups in particular was highly valued by foster carers, most commented that training was clear, useful and very relevant to their roles. One foster carer said,

*The training was very good. Far more in dept than I thought it would be. It explained more about the needs of children”*

Some foster carers commented that they would have preferred the five day preparation training to have been organised differently since,

*“Five days straight was too much, we needed a break”*

The inspector reviewed the fostering service’s programme of forthcoming training, which was comprehensive and covered relevant subject matter such as child protection and managing challenging behaviour.

Staff (independent assessors) who were also interviewed by the inspector commented positively on training provided by the fostering agency,

*"The form F training was fantastic".*

Another staff member said,

*"The one day training course was very in depth, very relaxed. I was able to ask questions"*

Regarding support received, one social worker commented,

*"Communication is good. I was sent up to date information. The team are approachable and accessible – they always get back to me quickly. They are supportive. I had one or two supervision sessions per assessment. Staff are friendly and warm – it's an environment that you feel safe, more inclined to be upfront".*

The fostering service's administrative systems and administrative support is good. Young people's files and foster carer files were comprehensive and well maintained. Staff recruitment practices must be conducted in accordance with good practice protocols i.e. that all staff are subject to the selection process as outlined in the agency's recruitment and selection policy. The inspector noted that for one member of staff, no interview had been conducted; this is in contradiction to the agency's equal opportunities policy.

The fostering service's responsible individual is responsible for overseeing business matters of the service. He confirmed that sound financial procedures were in place, the agency employed a bookkeeper and accountants to ensure necessary financial processes were appropriately being conducted and that the service remained financially viable. Written financial information supplied by managers of the agency confirmed the service's financial stability.

The inspector participated in a tour of the agency's premises. The office building is uniquely located in the arches of a local railway line. The inspector was impressed by the conversion of the space, into a very warm and welcoming environment, that is spacious and creatively designed. One of the director's of the agency, responsible for overseeing building matters shared with the inspector plans expand the premises by leasing and building upon available space adjacent to the current office. All staff and foster carers commented extremely positively on the design and welcoming atmosphere of the building.

# SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Fostering Services have been met and uses the following scale.

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

"X" in the standard met box denotes standard not assessed on this occasion  
 "N/A" in the standard met box denotes standard not applicable

<b>BEING HEALTHY</b>	
<i>Standard No</i>	<i>Score</i>
<b>12</b>	3

<b>STAYING SAFE</b>	
<i>Standard No</i>	<i>Score</i>
<b>3</b>	3
<b>6</b>	4
<b>8</b>	2
<b>9</b>	2
<b>15</b>	1
<b>30</b>	3

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

<b>MAKING A POSITIVE CONTRIBUTION</b>	
<i>Standard No</i>	<i>Score</i>
<b>10</b>	3
<b>11</b>	2

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

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

N/A

Are there any outstanding requirements from the last inspection?

### STATUTORY REQUIREMENTS

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Fostering Services Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action
1	FS8	30	The registered person must ensure that where placement exemptions are agreed that decisions are clearly documented on file.	15/12/05
2	FS9	12(2)(f)	The registered person must ensure that the service's child protection policies are amended so that information to young people and foster carers is explicit about their right to contact CSCI directly	31/12/05
3	FS9	12	The registered person must ensure that all foster carers have access to the agency's child protection policies and procedures promptly after being approved by the fostering panel.	31/12/05
4	FS9	12	The registered person must ensure that foster carers complete safer care plans and that these are documented and maintained on file	31/12/05
5	FS9	43(1)	The registered person must ensure that the Commission is notified of all appropriate events as outlined in Schedule 8 of the Fostering Services Regulations	31/12/05
6	FS15	20	The registered person must	31/01/06



			ensure that the personnel records for all staff working for the fostering service contain complete information and documentation as outlined in Schedule 1 of the Fostering Services Regulations	
7	FS11	11	The registered person must ensure that placement feedback forms to young people, foster carers and others are consistently distributed and that evidence of distribution is available on file	31/12/05
8	FS1	4	The registered person must ensure that the Statement of Purpose document is revised to include the general qualification and experience of the staff group	31/12/05
9	FS1	4	The registered person must ensure that the children/young people's guide is revised to include the contact details of the local CSCI office	31/12/05
10	FS2	6	The registered person must ensure an application to the Commission is submitted for a registered manager	31/01/06
11	FS2	7(1)	The registered person must ensure that the manager of the service complete required management training	01/12/06
12	FS18	20	The registered person must ensure that all staff recruitment is conducted in accordance with the agency's recruitment and selection policy and adhere to sound equal opportunity practices	31/12/05
13	FS21	17(1)	The registered person must ensure that the service make provision for foster carer support group meetings	28/02/06
14	FS25	28(5)(b)	The registered person must ensure that all foster carer agreements are appropriately signed by all parties	31/12/05

## RECOMMENDATIONS

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations
1	FS22	It is recommended that foster carer files contain explicit details about the conditions of foster carers approval
2	FS25	It is recommended that periodical formal file audits be undertaken to monitor existing documentation and for information to be kept current

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