



*Making Social Care
Better for People*

inspection report

FOSTERING SERVICE

SWIIS Foster Care Ltd

**Victoria Square House
2nd Floor , 81 New Street
Birmingham
B2 4BA**

Lead Inspector
Lynda Dale

Announced
3rd, 8th, 9th, 10th, 11th, 12th & 15th August 2005

The Commission for Social Care Inspection aims to:

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

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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Fostering Services*. They can be found at www.dh.gov.uk 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

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 SWIIS Foster Care Ltc

Address Victoria Square House, 2nd floor, 81 New Street ,
Birmingham B2 4BA

Telephone number 0121 643 4609

Fax number 0121 643 7040

Email address

Name of registered provider(s)/company (if applicable) SWIIS Foster Care Ltd

Name of registered manager (if applicable) Ann Hannan

Type of registration Fostering Agency

No. of places registered (if applicable)

Category(ies) of registration, with number of places

SERVICE INFORMATION

Conditions of registration:

1. SWIIS foster care is registered to provide placements for children and young persons within 0-21 years of age for short and long term placements. To also provide placements for assessment and for young mothers with babies. The Provider will need to apply for a variation of registration if SWIIS wish to place children with severe physical or learning disability or make remand placements available.
2. Newly appointed foster carers should not have their original approval changed or take placements outside the original approval range, until the panel, following their first year of practice, has formally reviewed them.
3. Placements for assessments and mother and baby placements should only be made with foster carers who have been assessed and are specifically approved and trained to foster these client groups.
4. That Mrs Hannon completes the Management qualification and presents the Commission with a copy of the certificate to verify and record, on completion of the course.

Date of last inspection 21st September 2004

Brief Description of the Service:

The Birmingham branch of SWIIS was registered on 28th May 2004. The service aims to provide good quality foster carers from diverse backgrounds which reflect the demographic population of the locality. The remit of the service is to provide short and long term placements for children and young people between the ages of 0-21 years. This includes assessment placements, children with mild to moderate learning difficulties and physical disabilities and mother and baby placements. The service is not registered to provide remand placements or children with severe learning or physical disability. The service is based in premises in central Birmingham but is due to move to the suburb of Edgbaston in October. Foster carer's receive regular supervision from the social work support team. The service provides additional support workers to complete 1-1 work with children. The service has a team of 6 teachers to support children's education and a health advisor to address the health care needs of children and young people.

SUMMARY

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

This inspection was an announced inspection, which took place over 6 working days. There was one inspector who spoke with children in placement and interviewed foster carers, social workers, the health care adviser, a teacher, a support worker, administrative staff, the Manager, Panel Chair and Responsible Individual. Files were randomly sampled for welfare tracking and the inspector was given a guided tour of some carers' homes. The inspector also had access to the organisation's policies and procedures and other records. In addition the inspector observed a fostering panel.

Information was also obtained from questionnaires sent to children in placement, their carers and placing social workers. At the time of writing this report 18 questionnaires had been received from children, 11 from foster carers and 10 from placing officers.

The Inspector would like to take this opportunity to thank children, carers and staff for their warm welcome and kind assistance during the inspection.

What the service does well:

The service is very child-centred and prioritises matching considerations and welfare needs as paramount in all the work they do with children. The service also excels at promoting the education needs of the children placed. Almost all carers described the service and staff as very supportive.

What has improved since the last inspection?

The service has amended the Children's register to include all matters outlined in schedule 2 in line with the requirement from the previous inspection. The manager has recently introduced a system for chasing outstanding documentation from placing authorities, although further work is required to ensure this is applied consistently to all placements.

What they could do better:

The service needs to develop a more localised statement of purpose that reflects the full range of services offered by the Birmingham branch. The service also needs to develop stronger working relationships with placing authorities to ensure all relevant documentation is provided to support care planning and health. The service should enhance safe caring policies for each foster home to be reviewed following all new placements.

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 or by contacting your local CSCI office.

DETAILS OF INSPECTOR FINDINGS

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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 standard(s) 12

Children's health is safeguarded and promoted very well by the service and carers. Children are supported to maintain healthy life styles.

EVIDENCE:

The service has in place good systems to promote and safeguard the health of the children placed. Carers are well trained in this respect and all children followed through welfare tracking were either registered with the carer's own GP or were able to remain with their own GP. The service has a health care advisor who oversees health planning for all children placed and develops links with health professionals. In addition the health advisor will provide advice and support to carers where needed and health education to children and young people on a range of health care issues.

Carers arrange regular dental and opticians appointments. In addition they are required to keep records of all medical appointments children attend and accidents and injuries that are sustained. The agency does not currently use body charts which could enhance the system for carers to record injuries. Sampled carer records indicated that they were not all provided with medical consent forms or immunisation details of children, although these were available on link-worker files and/or the database as detailed below. Carers were generally noting medical appointments with only minor exceptions due to genuine oversight and these were remedied during the course of the inspection. Although carers were noting medical treatment received and medication and first-aid administered to children, this was not being formally monitored by the Responsible Individual. However, the Responsible Individual took action to remedy this during the inspection and these will be monitored on a monthly basis from August onwards.

The service continues to experience difficulties in obtaining relevant medical information from placing authorities and occasional delays in obtaining medical consent forms. The health care advisor is able to do some good work in

partnership with other health professionals and placing authorities to obtain missing information and consolidate health care records for children placed. The service has introduced an electronic database for logging this information but there are some application problems in accessing this in a written format. Whilst this is remedied, the service should consider maintaining manual records in tandem, so these can be provided to placing authorities as children move on.

Information contained in children's questionnaires and obtained through welfare tracking evidenced that carers encourage children to follow healthy diets.

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 standard(s) 3, 6, 8, 9, 15 & 30

The arrangements for the protection of children are generally of a good standard but minor improvements are needed to ensure routine safeguarding from all potential risks.

EVIDENCE:

Since the previous inspection the deputy manager has been successful in gaining promotion to manager. The manager is suitably qualified and experienced to manage a fostering service and has recently completed a relevant management qualification.

Fostering homes visited were safe, well decorated with a good standard of hygiene and suitable space to accommodate children. Sampled records indicated that the service reviews health and safety risk assessments annually and more regularly following home improvements or adaptations. The service is also in the process of introducing health and safety checks for carer's caravans and holiday homes where these are used regularly. All carers were aware that they may be visited as part of the inspection and were very welcoming to the inspector.

The service demonstrates a sound commitment to appropriate matching and advocates same race placements wherever possible. Children interviewed indicated they were given the opportunity to meet carers prior to being placed,

when the placement had not been made in an emergency. There was evidence the service turns down placements where there are no closely matched carers available. A number of staff told the inspector they never received pressure from the organisation to make placements to achieve commercial targets and that appropriate matching is prioritised above all other factors. Sampled records evidenced that on the whole risk-assessments were being undertaken as part of the matching process with only 1 of the 11 children's records sampled not having a matching/risk-assessment on file. However, this process needs to be strengthened where children are known to have a history of high-risk behaviours prior to placement. In such circumstances, these should include compatibility risk assessments undertaken with other children living in the household.

Safe care is included in the carer's pre-approval training and the service has an annual training programme for carers, which includes child protection. There are individual safe care guidelines for each foster home. However, these tended to be undated documents completed prior to approval and the range of issues covered in these were more akin to house rules, rather than defining the practical safe care measures which would be applied to each placement.

At the previous inspection, it was noted that the service needs to clarify to carers and staff at what point bullying becomes a child protection issue. The requirement from the previous inspection remains outstanding although the service is working towards meeting this. Child protection training has been arranged for November, which will clarify at which point bullying becomes a child protection issue. In addition it is commendable to note the service has put in place PRICE training for carers in respect of behaviour management and restraints. This is offered 3 times a year to give all carers the opportunity to attend.

Foster carer agreements include a no corporal punishment policy clause and the service has policy and guidance for children who may go missing.

Sampled staff files evidenced that all staff have clear job descriptions. The service undertakes all relevant checks prior to appointment including CRB, references and employment history and the most recent recruitments have included telephone checks to referees.

The fostering panel is well established, with the service having taken advantage of a second consecutive term for some members. Membership complies fully with the regulations and includes an independent foster carer, a member who had formerly been fostered, an independent chair, a legal advisor and education advisor. Following re-organisations within SWIIS, the responsible individual is now based at the Birmingham office and is a member of the panel.

The Form F assessments presented to the panel observed were of a high standard and gave a clear insight into the prospective carers. Additional assessments seen as part of the welfare tracking process were exemplary. The panel clearly scrutinise all applications in-depth and reflect on quality assurance issues. However from the panel observed, sampled Form F assessments and accompanying panel minutes from the welfare tracking, the panel have a tendency to ask a high volume of questions, some of which had been well covered in Form F assessments. Where Form F assessments are of a high standard the panel may wish to exercise their discretion to endorse the recommendation without lengthy additional questioning.

Sampled Form F assessments and minutes indicate the service tends to opt for a broad age range of approval for most carers. The manager explained this eliminates the need for additional reviews to change carer's approval but that the service is rigorous when matching to ensure that no inappropriate placements are made. Evidence obtained at inspection generally supports this through a commitment to good matching.

There have been three child protection referrals since the previous inspection. The service reported these and all other schedule 8 notifications to the appropriate authorities. However, there was a minor delay in reporting one child protection matter to the placing authority and a separate matter to CSCI. The service are aware that all matters should be reported without delay and the responsible individual has already taken action to address this by providing advice to fostering link workers on making notifications directly to all relevant parties outlined in Schedule 8.

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 standard(s) 7 & 13

Children are provided with a range of opportunities to enjoy and achieve and the service excels at promoting their education.

EVIDENCE:

The service clearly demonstrates valuing diversity and promoting equality. Examples include favouring same race placements wherever possible and promoting the individual needs and interests of each child placed, regardless of their level of ability. Carers were particularly instrumental in this respect by fully supporting children and young people to pursue their own interests.

The service demonstrates a strong commitment to ensuring the educational needs of children are met and exceeds the standard in this respect. The service has committed substantial resources to addressing the education needs of children with a team of 6 education case workers, who are all qualified teachers, to provide educational support to all children placed. The teachers work in partnership with schools and other education providers even supplying classroom assistance where needed. This represents genuine added value for children and placing authorities in terms of educational input.

Sampled files did not all contain Personal Education Plans (PEPs) from placing authorities. However, the teachers at SWIIS have their own system of education planning that is based on PEPs and Statements of Educational Need and is reviewed following every term. The content of those sampled was usually more detailed than corresponding PEPs for the same children prepared by the local authority, where these were available.

Carers interviewed reported that they place a high priority on children's education needs by encouraging them to complete homework and liaising with schools concerning any specific individual needs. SWIIS teaching staff will also support with this where needed.

Children indicated through questionnaires and welfare tracking that they are given support and encouragement to pursue leisure interests. The service also arranges a children's support group and interactive workshops. However, the children advised the inspector that these would benefit from being broken down into age appropriate groups and activities. Carer questionnaires suggested that children would have benefited from additional activities in the school holidays.

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 standard(s) 10 & 11

Overall children are well supported to make a positive contribution and maintain contact with their families where appropriate with only small improvements needed to ensure their contributions are routinely promoted.

EVIDENCE:

Training for contact is included in foster carer's pre-approval training. From welfare tracking there was clear evidence that the service and carers support children to maintain contact wherever appropriate, with some notable examples of good practice with carers ensuring siblings and extended family remain in contact. There was good evidence to suggest that the service takes children's views seriously when working in partnership with placing authorities in determining contact arrangements, although the same could not always be said for the placing authorities themselves.

Questionnaires from placing social workers expressed some small reservations about how closely the carers were working with the children's families. The manager has recently introduced a communication booklet as a means for carers to keep in contact with parents which is a positive area of development in this respect. The manager also confirmed the agency is currently exploring other ways in which the service can work more closely with parents so this looks set to improve in the near future.

Overall the service is very good at consulting with children. From children and carers met and questionnaires returned there was good evidence that the foster service consults children in all areas of their care and the plans for them. They are encouraged to attend reviews where appropriate. In addition 83% of children who responded by questionnaire said they were consulted about their

carers and 62% said their views are also sought about the fostering service more generally.

With regard to complaints although the majority of children knew how to make a complaint, 23% of children said that they had not been told how to make a complaint and 38% did not know how to make a complaint to inspectors. There is a children's guide given to all children which offers advice on worries and complaints. However, the procedure as detailed in the children's guide is a little vague and would benefit from review, including confirmation of the name change for the Commission. It would also be useful if this could be produced in separate age appropriate formats.

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 standard(s) 14 & 29

The service supports carers to promote the economic well being of the children placed.

EVIDENCE:

The service has comprehensive policy guidance for carers to help young people prepare for adulthood. Post-approval training on preparing for adulthood has been included in the carer's annual training programme.

Carers interviewed through welfare tracking were helping the children to make savings but this was made more complex where they were unable to help them open bank accounts when birth certificates were not provided by placing authorities.

Foster carers receive allowances and expenses to cover the full cost of caring for each child and these are reviewed annually. There is guidance to carers on the breakdown of allowances which cover school uniforms and activities. Carers reported that the service makes payments promptly and on time. Carers reported that fees are published although the inspector did not review this during the inspection. Carers are given 2 weeks paid annual leave per annum. However, the service provides financial recognition when carers take foster children on holiday with them.

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 cares 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 standard(s) 1, 2, 5, 16, 17, 18, 19, 20, 21, 22, 23, 24, 27 & 28

Overall the service is well managed with clear working structures and good leadership. However, some improvement is needed to strengthen working partnerships with placing authorities to ensure the routine safeguarding of the welfare of children placed.

EVIDENCE:

The service has a statement of purpose which is a corporate document used by all three branches of SWIIS. As referred to earlier in the report, the information contained in the statement of purpose is very brief and does not fully detail all the services and facilities offered by the Birmingham branch. Details of the complaints procedure is not covered in the document and the manager explained the full complaints process is provided as an addendum. The full complaints procedure is overly long and formal to be user friendly for children, their parents or carers. Numbers of children's complaints, along with staffing details, are also included as an addendum to the statement of purpose, which does not make clear the figures relate to children's complaints only. There were no formal complaints made on behalf of children since the previous inspection. The organisation had received 2 other complaints not related to children.

The manager advised the inspector that as the agency is not always in a position to correspond directly with the parents of the children placed they are reliant on placing officers to provide copies of the statement of purpose and complaints procedure to parents. However, of the placing officers who responded to questionnaires 40% said they had not received a copy of the statement of purpose from SWIIS. This loophole will need to be tightened to ensure the complaints process remains effective.

The new manager is a qualified social worker with lengthy experience in foster care and has recently completed a Post Graduate Certificate in Management. The manager has shown effective leadership since coming into post by the introduction of new, more efficient working systems and evidence-based practice. The Responsible Individual is the former manager of the service and is based at the Birmingham branch so is able provide cover during the manager's absence.

The service has an adequate number of suitably experienced staff and carers to meet the needs of the children placed. The service has sufficient well trained administrative staff about whom some carers commented on as being particularly helpful and supportive. Social work staff receive monthly supervision from the manager and teaching staff from the head of education. Staff and carers are provided with a good range of training opportunities and the service maintains a training portfolio for all carers. Staff reported that the organisation provides excellent support with training and ongoing professional development. Samples records evidenced that staff supervision is taking place regularly.

There is out-of-hours support available to carers who reported that this works well. The service has public liability and professional insurance for staff and carers. There is a comprehensive whistle-blowing policy for all staff and carers.

The service has recently revised the foster carer's handbook clearly outlines all policies and procedures and also includes additional guidance for carers.

Foster Carer Agreements are in place and meet all areas covered in schedule 5. Sampled records evidenced that foster carers receive supervision from fostering link workers on a monthly basis, with written supervision notes provided.

All carers are reviewed on an annual basis and all these reviews are taken to panel for re-approval, which exceeds the frequency determined by the regulations.

Pre-approval training takes place over 4 days and covers a range of areas including safe care and contact. There is an annual post-approval training programme for carers which includes core elements all carers must attend such as first aid, child protection and managing behaviour amongst others. There was clear evidence that the Panel Chair ensures that training and development needs of carers are taken into account for annual reviews.

The service maintains a separate case file for each child placed and all approved carers. The system for maintaining records is fragmented with some information contributing to the child's history being recorded on carer's files instead of the child's own file. In addition the service is advising carers to only maintain one daily log for sibling groups which do not adequately contribute to a comprehensive case record for each child placed.

The service still experiences problems in obtaining information from placing authorities. It was positive to know that the manager had recently introduced a system for chasing outstanding information. However, this was not consistently applied to all cases tracked and was not sufficiently robust to secure all necessary outstanding information within reasonable timescales. There was one notable example of concern where the placing authority had failed to provide any LAC documentation or other key information concerning the child placed, despite the child having been in placement for 4 months. The service must take appropriate action to counter such delays more quickly.

Other service records are being well maintained with separate records for staff, carers, children, complaints and allegations in place.

Account records supplied indicate the service is financially viable and has sufficient resources to fulfil its obligations. Accounts are well maintained and properly audited by an accountant and the responsible individual receives monthly reports on budgets and expenditure.

SCORING OF OUTCOMES

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

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

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

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

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

ENJOYING AND ACHIEVING	
<i>Standard No</i>	<i>Score</i>
7	3
13	4
31	X

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

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
14	3
29	4

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

YES

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.	8	11(a)	The service should strengthen risk assessments where children are known to have a history of high-risk behaviours prior to placement and undertake compatibility risk-assessments with other children living in the household to support comprehensive matching.	31.10.05
2.	9	12(1) & 17(2)	The Manager must ensure that foster carers and social workers training and practice are strengthened to recognise when children's behaviour or, bullying become child protection concerns. Also, record when safe care guidelines have been discussed with social workers and children NMS 9.3. [This requirement remains outstanding from 18.03.05]	31.10.05
3.	9	11(a)	Safe care policies for each foster home should specify the practical safe care measures to be applied to each placement and reviewed along with risk-assessments as more information becomes available about each child placed.	30.11.05
4.	1	3(1)(b)	The statement of purpose is in	31.12.05

			need of review to reflect the full range of services and facilities offered locally by the Birmingham branch including brief overview of the complaints procedure.	
5.	24	11 & 40 (5)(d)	The service must develop stronger working relationships with placing authorities to ensure all necessary documentation is provided to support care planning and health on placement or as soon as possible thereafter. The service must take appropriate action to counter any delays experienced within reasonable timescales.	30.11.05
6.	24, 25	40(5)(d)	The service must ensure that all personal and confidential information relating to children is maintained on their own individual case files and not duplicated onto carers files (unless in exceptional circumstances as required). This will assist the return of all such information at the end of placement, ensure confidentiality is maintained and contribute to the child's understanding of their life events.	31.10.05

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.	12	The agency should consider the use of body charts to enhance the recording of injuries to children.
2.	12	The agency should consider the merits of maintaining manual healthcare records in tandem with electronic records, consolidated written information/reports which can the child can follow the child when they move on.
3.	11	The complaints procedure as detailed in the children's

		guide is a little vague and would benefit from review, including confirmation of the name change for the Commission. It would also be useful if this could be produced in separate age appropriate formats. Copies of the revised statement should be provided to all current placements.
4.	14	The service should ensure that birth certificates are obtained from placing authorities wherever possible to enable carers to support children and young people to save money by open bank accounts.
5.	25	The service should give guidance on maintaining separate records for sibling groups which adequately contribute to a comprehensive case record for each child placed.

Commission for Social Care Inspection

Birmingham & Solihull Local Office

1st Floor, Ladywood House

45-46 Stephenson Street

Birmingham, B2 4UZ

National Enquiry Line: 0845 015 0120

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

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