



Champions for  
Social Care  
Improvement

# inspection report

Fostering Services

## **Seafields Fostering Agency**

Seafields House

29/31 Malvern Road

Hornchurch

Essex

RM11 1BG

20th NOVEMBER 2003 – 17th FEBRUARY  
2004

## 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**

Seafields Fostering Agency

**Tel No**

01708 733735

**Address**

Seafields House, 29/31 Malvern Road, Hornchurch,  
Essex, RM11 1BG

**Fax No**

**Email Address**

Beverley@lioncare.fsnet.co.uk

**Registered Number of IFA**

G050000369

**Name of Registered Provider**

Seafields Fostering Ltd

**Name of Registered Manager (if applicable)**

In process of registering manager

**Date of first registration**

14th March 2003

**Date of latest registration certificate**

14th March 2003

**Registration Conditions Apply ?**

NO

**Date of last inspection**

20/11/03

<b>Date of Inspection Visit</b>		20th November 2003 – 17 <sup>th</sup> February 2004	<b>ID Code</b>
<b>Time of Inspection Visit</b>		10:00 am	
<b>Name of Inspector</b>	<b>1</b>	Ms Gwen Lording	073506
<b>Name of Inspector</b>	<b>2</b>		
<b>Name of Inspector</b>	<b>3</b>		
<b>Name of Inspector</b>	<b>4</b>		
<b>Name of Lay Assessor (if applicable)</b> Lay assessors are members of the public independent of the NCSC. They accompany inspectors on some inspections and bring a different perspective to the inspection process.			
<b>Name of Specialist (e.g. Interpreter/Signer) (if applicable)</b>			
<b>Name of Establishment Representative at the time of inspection</b>		Carole Carter/ Mike Kearns	

**Introduction to Report and Inspection**

**Inspection visits**

**Description of Fostering Service**

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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)**

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- 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 National Care Standards Commission (NCSC) are subject to inspection, to establish if the service is meeting the National Minimum Standards for Fostering Services and the requirements of the Care Standards Act 2000, the Fostering Services Regulations 2002 and the Children Act 1989 as amended.

This document summarises the inspection findings of the NCSC in respect of Seafields Fostering Agency. The inspection findings relate to the National Minimum Standards for Fostering Services published by the Secretary of State under sections 23 and 49 of the Care Standards Act 2000, for independent and local authority fostering services respectively.

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

The report will show the following:

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

This report is a public document.

## INSPECTION VISITS

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

**BRIEF DESCRIPTION OF THE SERVICES PROVIDED.**

Seafields Fostering Limited is an Independent Fostering Agency operating from a main office based at Seafields House in the London Borough of Havering and has been established since 1996. The agency provides a range of services including short and long term fostering, including sibling groups, for children between 0-18 years of age. All placements are commissioned by a local authority and Seafields Fostering subscribes to the PAN London Agreement. The service aims to meet the identified needs of children and young people placed with them and to fully support foster carers within that task. Seafields Fostering places a strong emphasis on support, training and supervision with the aim of providing a high standard of safe care to the children and young people placed in their care.

## **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 inspection was undertaken over a period from the 20<sup>th</sup> November 2003 to 17<sup>th</sup> February 2004. This was to enable the Inspector to observe training sessions, support groups and the fostering panel; and to visit foster carers in their homes.

The Inspector received feedback forms from children and young people, foster carers and placing authorities. The comments made about the care and support provided was very positive.

"Weekly visits from link worker, 24 hour, 365 days on call. Always someone to talk to, if there is a problem" (Foster Carer)

"We are treated as valuable colleagues and our opinions are listened to. This is a partnership" (Foster Carer)

"They are good people and they have lots of experience to be a good foster carer" (Young Person in Foster Care)

"I am kept safe, happy and healthy" (Young Person in Foster Care)

"Meeting new friends and being safe" (Child in Foster Care")

"( X ) helps me with my homework and I read to her. We go swimming a lot and I go to after school clubs" (Child in Foster Care)

The Inspector found that all of the National Minimum Standards for Fostering Services had been met, except one, which was mostly met. Six of the standards had been exceeded. The Inspection report will detail evidence to support this.

It should be noted that there are no outstanding requirements from the last inspection.

The quality of care provided by Seafields is of a high standard. It is an expectation that more of the National Minimum Standards for Fostering Services will be exceeded at the next inspection.

### **STATEMENT OF PURPOSE (STANDARD 1)**

#### **The one standard was tested and was met**

The Statement of Purpose has recently been updated and amended to reflect the changes following the revised organisational management structure. Both the Statement of Purpose and Children's Guide are comprehensive documents.

### **FITNESS TO CARRY ON OR MANAGE A FOSTERING SERVICE (STANDARDS 2-3)**

#### **Both standards were tested and both were met**

The current manager has recently been recruited. He has submitted an application to be registered as the manager of the fostering service and this is currently being processed. There was evidence to demonstrate that there is effective leadership within the agency.



## **MANAGEMENT OF THE FOSTERING SERVICE (STANDARDS 4-5)**

### **Both standards were tested and were met**

The organisational structure provides clear roles and procedures for managing, monitoring and controlling the activities of the fostering service and ensuring quality performance.

## **SECURING AND PROMOTING WELFARE (STANDARDS 6-14)**

### **All nine standards were tested. Three standards were exceeded, five were met and one mostly met.**

Through discussion with staff and foster carers and from attendance at the fostering panel and support groups, there was a lot of evidence to demonstrate that the fostering service ensures that children, young people and their families, are provided with foster care services which value diversity and promote equality. The fostering service places a high focus on “safe care” practice and this is reinforced through supervision, training and support groups. Whilst management systems are in place to collate and evaluate information on the circumstances, number and outcome of all allegations of neglect or abuse of a child in foster care. These systems must also ensure compliance with Regulation 43, Schedule 8 of the Fostering Services Regulations 2002.

## **RECRUITING, CHECKING, MANAGING, SUPPORTING AND TRAINING STAFF AND FOSTER CARERS (STANDARDS 15-23)**

### **Nine standards were tested and all were met. Two standards were exceeded**

Records were inspected at the offices of the fostering service and staff were interviewed as part of the inspection process. There are clear written recruitment and selection procedures for appointing staff, which follow good practice in safeguarding children and young people. The fostering service operates a robust and thorough recruitment procedure. There was evidence of a comprehensive and good quality-training programme. There was evidence of joint training between fostering staff and foster carers. The fostering service has a clear strategy for working with and supporting carers. The Inspector heard from carers that they feel very well supported by the agency.

## **RECORDS (STANDARDS 24-25)**

### **Both standards were tested and were met**

From discussions with the manager and through viewing case records there was evidence to demonstrate that the fostering service maintains comprehensive and well organised records.

## **FITNESS OF PREMISES FOR USE AS A FOSTERING SERVICE (STANDARD 26)**

### **The standard was tested and was met**

The premises are well equipped and maintained with good quality furnishings and fittings. There are adequate facilities on the premises for training, meetings and contact visits. The premises are suitable for the purpose.

## **FINANCIAL REQUIREMENTS (STANDARDS 27-29)**

**The three standards were tested and all were met**

There are systems in place to deal with all accounting and financial arrangements. Foster carers commented that they always receive their payments promptly and at the agreed time.

**FOSTERING PANELS (STANDARD 30)**

**The standard was tested and was exceeded.**

The fostering panel have clear written policies and procedures, which are implemented in practice, about the handling of their functions. The panel has a role in providing a quality assurance function in relation to the assessment process and the Inspector was able to evidence this during observation of the panel and through discussion with the panel chair.

**SHORT-TERM BREAKS (STANDARD 31)**

**This standard is not relevant to Seafields Fostering Service.**

Seafields Fostering Service does not provide short-term placements within the meaning of the Fostering Services Regulation 37.

**FAMILY AND FRIENDS AS CARERS (STANDARD 32)**

**This standard is not relevant to Seafields Fostering Service.**

## **Reports and Notifications to the Local Authority and Secretary of State**

**(Local Authority Fostering Services Only)**

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

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

NO

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

NO

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

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 National Care Standards Commission to monitor compliance with the above requirements.**

**COMPLIANCE WITH CONDITIONS OF REGISTRATION (IF APPLICABLE)**

**(Registered Independent Fostering Agencies only)**

Providers and managers of registered independent fostering agencies must comply with statutory conditions of their registration. The conditions applying to this registration are listed below, with the inspector's assessment of compliance from the evidence at the time of this inspection.

Condition	Compliance	
<b>Comments</b>		

Condition	Compliance	
<b>Comments</b>		

Condition	Compliance	
<b>Comments</b>		

Condition	Compliance	
<b>Comments</b>		

<b>Lead Inspector</b>	<b>Gwen Lording</b>	<b>Signature</b>	_____
<b>Second Inspector</b>	_____	<b>Signature</b>	_____
<b>Locality Manager</b>	<b>Fiona Maslin</b>	<b>Signature</b>	_____
<b>Date</b>	<b>07-05-04</b>		_____

## STATUTORY REQUIREMENTS IDENTIFIED DURING THIS INSPECTION

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

### STATUTORY REQUIREMENTS

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

No.	Regulation	Standard *	Requirement	
1	43 Schedule 8	FS9	The registered providers must ensure compliance with Regulation 43, Schedule 8 of the Fostering Services Regulations 2002, and inform the National Care Standards Commission of all notifiable events, without delay.	30/04/04

### GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

Identified below are areas addressed in the main body of the report which relate to the National Minimum Standards and are seen as good practice issues which should be considered for implementation by the Authority or Registered Person(s).

No.	Refer to Standard *	Recommendation Action
1	11	It is a recommendation that Seafields Fostering consider developing some written information for fostered children on "how to complain" in a format that is user friendly and age appropriate.

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\* 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.

<b>PART B</b>	<b>INSPECTION METHODS &amp; FINDINGS</b>
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The following inspection methods have been used in the production of this report

Number of Inspector days spent	7
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)	NO
• Local Foster Care Association	NO
Tracking Individual welfare arrangements	YES
• Interview with children	YES
• Interview with foster carers	YES
• Interview with agency staff	YES
• Contact with parents	NO
• Contact with supervising social workers	YES
• Examination of files	YES
Individual interview with manager	YES
Information from provider	YES
Individual interviews with key staff	YES
Group discussion with staff	NO
Interview with panel chair	YES
Observation of foster carer training	YES
Observation of foster panel	YES
Inspection of policy/practice documents	YES
Inspection of records	YES
Interview with individual child	YES
Date of Inspection	20/11/03
Time of Inspection	10.00
Duration Of Inspection (hrs)	25

The following pages summarise the key findings and evidence from this inspection, together with the NCSC assessment of the extent to which the National Minimum Standards have been met. The following scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The scale ranges from:

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

"0" in the "Standard met?" box denotes standard not assessed on this occasion.

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

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



## Statement of Purpose

The intended outcome for the following standard is:

- There is clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.

Standard 1 (1.1 - 1.6)

There is a clear statement of the aims and objectives of the fostering service and of what facilities and services they provide.

**Key Findings and Evidence**

**Standard met?**

3

The Statement of Purpose has recently been updated and amended to reflect the changes following the revised organisational management structure. This is a comprehensive document that provides a clear statement of the aims and objectives of the fostering service and of what facilities and services they provide.

The Inspector was able to see the amended children's guide to the fostering service. This guide now includes positive images of other ethnic groups and is in formats that provide information to both younger and older children.

## Fitness to Carry On or Manage a Fostering Service

The intended outcomes for the following set of standards are:

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

### Standard 2 (2.1 - 2.4)

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

#### Key Findings and Evidence

Standard met?

3

The current manager has recently been appointed following a review of the agency's organisational management structure. He has a professional qualification, Diploma in Social Work, relevant to working with children, and extensive experience of working with children / young people and families at a senior level. He has obtained an NVQ level 5 qualification in management. The manager has submitted an application to be registered as the manager of the fostering service and this is currently being processed.

Through discussion with the manager, agency staff and through observation there was evidence to demonstrate effective leadership within the agency. Staff report that they have positive, professional and supportive working relationships with their respective managers.

### 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

An inspection of relevant staff files was made and the Inspector was able to evidence that the requirements set out in Schedule 1 of the Fostering Services Regulations 2002 were being complied with.

## 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?

3

The recent review of the organisational structure has provided clear roles and procedures for managing and controlling the activities of the fostering service and ensuring quality performance. There was evidence to demonstrate clear lines of communication and accountability between managers, staff and carers, which was well understood by all parties and avoided confusion and potential conflicts of role. There was evidence of sound financial procedures, which are reviewed on a regular basis. Good information is provided to purchasers of the service. Clear financial procedures and information is provided to foster carers in writing.

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

0

Death of a child placed with foster parents.

0

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

0

Serious illness or accident of a child.

0

Outbreak of serious infectious disease at a foster home.

0

Actual or suspected involvement of a child in prostitution.

0

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

0

Serious complaint about a foster parent.

0

Initiation of child protection enquiry involving a child.

0

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

0

Number of the above complaints which were substantiated:

0

### Standard 5 (5.1 - 5.4)

The fostering service is managed effectively and efficiently.

#### Key Findings and Evidence

Standard met?

3

From discussion with the manager, staff and through viewing documentation it was evident that the fostering service is managed effectively and efficiently. The manager has a clear job description setting out his duties and responsibilities. The level of delegation and lines of accountability are clearly defined through the job description and supported by the management structure. There are clear arrangements in place to ensure the continued effective management of the service, in the absence of the manager.

## 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

The Inspector visited a number of foster homes in the course of the inspection. Foster carers are made aware and understand that they may be interviewed or visited as part of the NCSC inspection process.

All of the homes visited were warm, adequately furnished and maintained to a good standard of cleanliness. Within the homes visited, all the fostered children had their own beds. The accommodation arrangements reflected the child's/ young person's assessed need for privacy and space.

Health and Safety assessments are undertaken as part of the annual review and the Inspector was able to evidence this on foster carer files. Health and Safety issues are covered as part of the preparation training for foster carers and they are also provided with written guidelines on their health and safety responsibilities, which include the provision of transport.

### 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?

4

Through discussion with staff and foster carers and from attendance at the fostering panel and support groups, there was a lot of evidence to demonstrate that the fostering service ensures that children, young people and their families, are provided with foster care services which value diversity and promote equality. This principle is reinforced through policy and procedure, the "Good Practice Guide for Foster Carers", regular supervision and training.

The Inspector found evidence of an unaccompanied asylum seeker from the Congo, having been placed with a foster carer in an emergency. This was a transracial placement. The foster carer had received limited support from the placing authority and the young person's social worker. However, the foster carer was very positive in respect of the support and practical assistance she had been given by her supervising social worker. The foster carer and the supervising social worker were together ensuring that this young person was being encouraged to develop and maximise her potential and to lead as full a life as possible. The Inspector was impressed with the confidence that this young person had acquired in such a short period of time, given her traumatic experiences prior to her placement. The Inspector was able to evidence sensitive practice and a commitment to finding and providing appropriate support to this young person from the foster carer, her family and the supervising social worker. The negative experiences of the foster carer and lack of support from the placing authority and the young person's social worker is of some concern.

Interpreters are identified for unaccompanied asylum seeking children/young people.

The registered providers have met all the elements of this standard and in addition have

demonstrated high quality provision in this aspect.

**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

Through interviews with key staff, discussions with foster carers and inspection of files, the Inspector was able to track the process of referral and placement of children/young people. There is a very stringent process that takes place before a placement is considered. The manager ensures that comprehensive information is received from the placing authority and takes into account the child's care plan and written assessments of the child/young person and their family, prior to the identification of a foster carer. In this way matches are achieved by a degree of information sharing and involving all relevant professionals, the child and his/her family, potential carers, their families and other children in placement. However, the Inspector heard and observed that frequently scanty information is available at the point of referral. Foster carers commented on how crucial it is to have adequate information. Whilst it is acknowledged that it is often difficult to get information from the Local Authorities, Seafields Fostering Service has been pro-active in addressing this issue since the last inspection. They have produced standard letters that are sent to Local Authorities requesting the required information in line with their responsibilities. The agency have clear expectations in respect of Foster Placement Agreements and what is required from the foster carer, local authority and the agency themselves. There was written evidence to demonstrate that foster placement agreements contained specific reference to elements of matching which were taken into consideration when the placement was agreed and identified areas where foster carers needed additional support to compensate for gaps in the match between the child/young person and the carer. If there are practical limitations then training is identified or additional support is provided. Where possible, a period of introduction is planned for the child/young person to visit the proposed foster carer. Through discussion with foster carers it was evident that they are aware that this should be enabled whenever possible. However, this is not always possible in the case of emergency placements.

**Standard 9 (9.1 - 9.8)**

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

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

2

All foster carers receive training in the recognition of abuse, how to respond to signs or indicators of abuse and caring for a child who has been abused. This was evidenced on foster carers' individual training profiles. The training aims to develop foster carers' awareness and understanding of all issues relating to the protection of each child / young person from all forms of abuse, neglect, exploitation and deprivation. The agency places a high focus on the provision of "safe care". The Foster Carers Practice Guide contains clear information and guidance to foster carers in safe care practice. There are clear policies and procedures on anti-bullying; that corporal punishment is not acceptable; and if a foster child is missing from home.

The agency places a high focus on "safe care" practice and this is constantly reinforced through supervision, training and support groups. The Inspector was able to evidence this in practice during a visit to a foster carer's home.

Whilst management systems are in place to collate and evaluate information on the circumstances, number and outcome of all allegations of neglect or abuse of a child in foster care, these systems must also ensure compliance with Regulation 43, Schedule 8 of the Fostering Services Regulations 2002. We refer to an isolated incident where the Commission were not informed of a Child Protection Investigation undertaken by Redbridge Child Protection Team. However, the agency took appropriate action to rectify this as soon as they were made aware of the issue by the Commission. It is important that the NCSC is informed of all notifiable events, without delay, as the Commission may also decide that it needs to undertake investigations to ensure compliance with the National Minimum Standards and Regulations for Fostering Services. The Inspector was satisfied that information is scrutinised on a regular basis by an independent childcare consultant and a copy is regularly forwarded to the NCSC.

It is a requirement that the fostering service review the management system to ensure that the NCSC are notified, without delay, of any events as listed in Schedule 8, Regulation 43.

**Percentage of foster children placed who report never or hardly ever being bullied:**

100

%

**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?**

4

Through inspection of files and discussion with staff and foster carers the Inspector was able to evidence ongoing work to encourage, maintain and develop family contacts and friendships for children/young people in foster care. The Inspector was encouraged to see the amount of work done in this area. This is particularly important where children may be placed a long way from home.

There was evidence of clear procedures setting out how appropriate contact arrangements for each child in foster care are to be established, maintained, monitored and reviewed. It is an expectation that contact arrangements form part of the Foster Placement Agreement and care plan. There was documentation on file to evidence that, if this information was not included, then a written request had been sent to the local authority for this information to be sought.

The Inspector was able to evidence that carers record outcomes of contact arrangements. There is a contact suite within the main office building with tea and soft drink facilities. This

allows families to have contact in a neutral setting, with fully trained contact supervisors who provide observational reports to inform the care plan. The child/young person is often transported to and from the contact suite by the contact supervisor, who they will have had the opportunity to meet and become familiar with, prior to the first contact. The registered providers have met all the elements of this standard and in addition have demonstrated high quality provision in this aspect.

**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

The Inspector heard from foster carers that they are encouraged to seek out children's/young people's opinions and understand the importance of listening to the views of children / young people in their care. This was further evidenced in feedback questionnaires from foster carers and children /young people, who commented positively, when asked if "the fostering service ever asked for their opinions in respect of the service". Through policies and practice guidance there was evidence to demonstrate that 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. From information in feedback questionnaires it was evident that children/young people had been "told how to make a complaint". It is a recommendation that Seafields Fostering consider developing some written information for fostered children on "how to complain" in a format that is user friendly and age appropriate.

**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?**

4

Through discussion and written information contained in policies and good practice guidance, there was evidence to demonstrate that Seafields provides foster care services which help each child or young person to receive health care which meets his/her needs for physical, emotional and social development, and that children/young people are enabled to make informed decisions about health needs. Where placement agreements received from the responsible authority did not contain a full description of the health needs of a child, there was written evidence on file to demonstrate that this information had been sought from the fostering service. At the initial Placement Agreement/Planning Meeting the supervising social worker also completes a review/decision sheet to ensure clarity in cases where assessments are not forthcoming. Foster carers are clear about their responsibilities in respect of registering a child/young person with a GP or dentist and taking the child to any health appointments when required. Foster carers receive training in health and hygiene and first aid. Support workers are provided to escort and assist foster carers taking young people to hospital appointments. There are a number of children/young people with specialist

healthcare needs and the support workers receive the appropriate information and any required training to ensure they understand the child/young persons needs when being escorted.

The registered providers have met all the elements of this standard and in addition have demonstrated high quality provision in this aspect.

**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**

From discussions with foster carers, case tracking, feedback from questionnaires, policies and good practice guidance there was a lot of information to demonstrate that the fostering service and foster carers give a high priority to meeting the educational needs of each child or young person. Foster carers were seen to promote an environment in which education and learning are valued. One foster carer visited had experienced difficulty in obtaining an educational placement for a 15 year old recently placed in her care. The foster carer, with support from her supervising social worker, had made efforts to arrange suitable alternative structured occupation and learning opportunities for this young person.

The Inspector found evidence on files of requests to responsible placing authorities for information in respect of personal education plans.

The foster placement agreement identifies the financial responsibility for all associated school costs. Foster carers are clear in respect of their role in school contact, for example parent's evenings, open days, discussions with teachers.

**Standard 14 (14.1 - 14.5)**

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

**Key Findings and Evidence**

**Standard met?**

**3**

The Inspector found good evidence in relation to preparing young people for adulthood and there was individualised planning. Young people preparing to move to independent or semi-independent living are consulted about their future and actively encouraged to be involved in decision-making and the development and implementation of the Pathway Plan.

During a visit to a foster carer's home, the Inspector was told how she was helping a young person in her care to develop the skills, competence and knowledge necessary for adult living. A leaving care review was due to take place and the foster carer and the young person had identified the practical skills and assistance she required to see her through this difficult transition.



## 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

Records were inspected at the offices of the fostering service and staff were interviewed as part of the inspection process. The records were maintained to a good standard and files were well structured. There are clear written recruitment and selection procedures for appointing staff, which follow good practice in safeguarding children and young people. The fostering service operates a robust recruitment procedure.

All social work staff involved in assessment and approval of foster carers are qualified social workers, with relevant foster care and family placement work and are trained in assessment. Students on placement and others who do not meet this requirement carry out such work under the supervision of a suitably qualified social worker, who is accountable for the work undertaken.

From discussion and inspection of documents, files, policies and procedures, there was evidence to demonstrate that the people who work in or for the fostering service are suitable to work with children and young people and that they are recruited, managed, trained and supported in such a way as to ensure the best possible outcomes for children in foster care.

Total number of staff of the agency:

29

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

1

### 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?

3

There is a clear management structure with clear lines of accountability and this links with Standard 5.

There are designated administrative and clerical support services and an infrastructure that ensures all staff receive appropriate levels of support to carry out their duties in an efficient and effective manner.

There are systems in place to determine, prioritise and monitor workloads and staff commented to the Inspector that their individual workloads are manageable. The Inspector also discussed the systems in place to ensure that assessments, approvals and reviews of carers are managed effectively.

Professional supervision and consultation are provided for social work staff by appropriately

qualified and experienced staff. All other staff in the fostering service receive supervision in line with their roles and responsibilities.

There was evidence seen on foster care files of a “training portfolio”. The Inspector was also shown a training pro-forma that has been developed in order to record training undertaken and plan future training needs and programmes for foster carers and social worker in the team. From this information an annual training plan will be produced.

Seafields Fostering Service has an Employees Handbook, which includes policies on grievance and disciplinary procedures, equal opportunities and health and safety.

**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.**

<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>There was evidence to demonstrate that currently the agency has an adequate number of sufficiently experienced and qualified staff to meet the needs of children and young people for whom it aims to provide a service and is in line with the Statement of Purpose.</p> <p>There is a clearly set out process for the assessment of foster carers. This is further supported by the standard of Form F assessments and the monitoring of the standard of the assessment process by the panel chair. The Inspector was informed that foster carers are recruited in accordance with the British Agencies for Fostering and Adoption (BAAF) Guidance and the Competency Framework, which is used as part of the Form F assessment of foster carers.</p>		

**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.**

<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>Through discussion with agency staff and foster carers; viewing policies and procedures, documentation and files there was a lot of information to demonstrate that the fostering service is a fair and competent employer. They operate sound employment practices, in relation to both staff and foster carers.</p> <p>There is an Employee Handbook; a Good Practice Guide for Foster Carers; and Health and Safety Policies.</p> <p>Foster carers commented positively on the level of support that they received from their supervising social workers and Seafields fostering service. “24 hours, 365 days a year. They always deliver what they promise, and meet every target”. There is an effective out of hour’s management and support service available to foster carers.</p> <p>Management systems were in place for carer supervision, appraisal and support.</p> <p>There is a whistle blowing policy, which is known to all staff and carers.</p> <p>There is public liability and indemnity insurance for both staff and carers.</p>		

**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

There was evidence of a comprehensive and good quality training programme to enhance individual skills and ensure staff are kept up-to-date with professional and legal developments and changes in legislation or guidance that is relevant to their jobs. For example, the recent Green Paper “Every Child Matters” and the Children’s Bill.

All staff receive an induction programme, which commences on the first day of employment and is completed within 12 weeks. The Inspector was able to evidence, through discussion with staff that there is post-qualifying and in-service training available.

The effectiveness of all training is evaluated and training programmes are reviewed and updated as appropriate. The training programme links to, and is reflective of, the policies of the fostering service.

The Inspector was also shown a training pro-forma that has been developed in order to record training undertaken and identify/ plan future training needs and programmes for foster carers and social workers in the team. From this information an annual training plan will be produced.

There was evidence of joint training between fostering staff and foster carers, for example “Safe Care”. All foster carers are required to attend a three-day “Choosing to Foster” training.

The Inspector attended a training session held at the monthly foster carers’ training and support group. The presentation was made by a senior practitioner and a student social worker. It was to introduce foster carers to the basic principles of “Attachment Theory” and its possible affects on a child. The training was well attended and presented at a level appropriate to the participants. In addition to planned training sessions, foster carers are able to identify other areas in which they wish to extend their knowledge

The registered providers have met all the elements of this standard and in addition have demonstrated high quality provision in this aspect.

**Standard 20 (20.1 - 20.5)**

**All staff are properly accountable and supported.**

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

3

From viewing staff records, policies and procedures and through discussions with both management and staff it was evident that staff that come into contact with foster carers and children/young people receive supervision. Supervision takes place every 3-4 weeks, is planned in advance and a record is maintained of the content of the supervision.

The Inspector found evidence of staff appraisals, which address training and development needs.

All staff have written job descriptions and the policies and procedures of the organisation. There are weekly team meetings and regular team development days.

**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?**

4

Through discussions with foster carers and staff, and from viewing documentation, for example, policies and procedures and foster carer files it was very evident that the fostering service has a clear strategy for working with and supporting carers.

The Inspector heard from carers that they feel very well supported by the agency. "If we ever have a problem, someone is always available. "24 hours, 7 days a week, all year". "We are treated as valuable colleagues and our opinions are listened to. This is a partnership".

The agency operates on an excellent ratio of supervising social worker to foster carers and foster carers receive weekly visits. This is reflected in foster carer comments about the support received. In questionnaires completed as part of this inspection 17 out of 18 carers who replied to questions about support, commented that they felt very well supported by the agency.

Foster carers are encouraged to attend the monthly support groups and they are always well attended. Carers viewed these groups as an important part of their support network. Crèche facilities are provided on site. A male support group was recently held which focused on safe working and safe caring practices.

The role of the supervising social worker is clear to both the worker and the carer. All foster carers are reviewed annually and reports are referred to the fostering panel. The agency operates an effective out of hour's support system.

Three placing social workers completed questionnaires as part of this inspection. In response to questions about how well the agency works with the placing authority all three said that they felt that the agency worked well in partnership with them.

However, more recently the fostering agency has experienced foster carers being approached directly by placing authorities to resign from Seafields and become foster carers with that respective authority, if they wish to foster a child or young person long term. No contact is being made with the agency. Seafields Fostering respects the right of choice for all foster carers to choose whom they wish to be a foster care for. Their concerns have been that the process of formally deregistering as foster carers from Seafields and the process of approval of the foster carer for the other agency is conducted appropriately and robustly with the stability, security and best interests of the child/young person. The registered providers have addressed and managed this issue with the local authorities concerned and the National Care Standards Commission, as part of the inspection process in an appropriate and professional manner. This has been to an effective resolve in some cases. The registered providers have met all the elements of this standard and in addition have demonstrated high quality provision in this aspect.

**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**

A random sampling of foster care agreements were inspected. Those sampled are clear and in line with Schedule 5 of the Fostering Service Regulations 2002. All foster carers receive a copy of the organisations handbook "Good Practice Guide for Foster Carers", which is very comprehensive and covers the details as required under Standard 22.5. This handbook is reviewed and regularly updated.

Each foster carer is regularly supervised by a named, appropriately qualified, social worker and has access to adequate social work and other professional support, information and advice to enable the provision of consistent, high quality care for a child/young person placed in his/her home. Unannounced visits are undertaken at least once a year. This was evidenced through documentation in foster carer files and through discussion with foster carers.

The Inspector was told that there were systems of practical support for carers and these were provided in a variety of ways. Carers were very positive about this practical support. Information about complaints and representations is available to foster carers in the "Good Practice Guide". Records about allegations of abuse are kept retained and monitored. There is a clear policy, which details the circumstances in which a foster carer should be removed from the foster carer register.

**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**

The Inspector did not attend training for foster carers as part of the inspection. However, the Inspector attended a training session at the support group (See Standard 19). Each foster carer has an individual training portfolio and are actively encouraged, supported and financed to undertake NVQ training, as appropriate.

All training is within a framework of equal opportunities, anti-discriminatory practice and are organised to facilitate attendance. For example, convenient times and venues and the provision of a support group for the foster carer's own children. The provision of safe caring forms a high priority within Seafields Fostering training programme.

## Records

The intended outcome for the following set of standards is:

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

### Standard 24 (24.1 - 24.8)

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

#### Key Findings and Evidence

Standard met?

3

From discussions with the manager and through viewing case records there was evidence to demonstrate that the fostering service maintains comprehensive and well organised records. There is a written policy on case recording, which establishes the purpose, format and contents of files. Children/young people and the placing authority have access to records held by the agency.

The organisation's Head of Business Services has responsibility for data control. All information is stored in a secure manner and in accordance with the Data Protection Act 1998.

Where necessary information is not forthcoming from the placing authority, the Inspector found evidence of written requests to obtain relevant information and records.

Foster carers receive training in how to record information and significant life events for the child/young person. Through discussion with foster carers it was evident that they understood the need to encourage children/young people in their care to reflect on and understand his/her history, and to keep appropriate memorabilia.

### 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

Through discussion with staff, and viewing case files and policy/procedural guidance the Inspector found evidence to demonstrate that the fostering service's administrative records contained all significant information relevant to the operation of the foster care service and as required by regulation. Records are maintained and constructed in such a way that the process of "tracking" events and decision-making. There is clear guidance for staff on record keeping and managing confidential information.

<b>Number of current foster placements supported by the agency:</b>			98
<b>Number of placements made by the agency in the last 12 months:</b>			72
<b>Number of placements made by the agency which ended in the past 12 months:</b>			24
<b>Number of new foster carers approved during the last 12 months:</b>			25
<b>Number of foster carers who left the agency during the last 12 months:</b>			1
<b>Current weekly payments to foster parents: Minimum £</b>	294	<b>Maximum £</b>	341

## 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 premises used as offices by the fostering provider are suitable for the purpose. The premises are well equipped and maintained with good quality furnishings and fittings. There are adequate facilities on the premises for training, meetings and contact visits. The premises and its contents are adequately insured. The office administrator maintains fire records and there is a clear health and safety policy with evidence of appropriate risk assessment undertaken.



## 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 organisation has a designated Finance Officer who is responsible to the Head of Business Services. There are systems in place to deal with all accounting and financial arrangements. The organisation has a Business and Financial Plan, which is open to Inspection by the National Care Standards Commission. The Inspector was satisfied that the agency is financially viable and has sufficient financial resources to fulfil its obligations.

### 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 fostering service has a written set of principles and standards describing the financial procedures and responsibilities to be followed by all staff at all levels; and directors and senior managers of the organisation receive regular information on the financial processes. The agency's accounts are maintained and properly audited by a registered accountant. A clear policy for the charging of fees and expenses is available on request to purchasers and others with a legitimate interest.

**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**

Through documentation viewed and discussion with foster carers there was evidence to demonstrate that each foster carer receives an allowance and agreed expenses, which cover the full cost of caring for each child/young person placed with him/her. Foster carers commented that they always received their payments promptly and at the agreed time. They receive clear information about allowances and expenses payable and how to access them, before a child/young person is placed. The agency has a written policy on fostering allowances and allowances and fees are reviewed annually.

## 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?

4

The Inspector observed a panel and interviewed the panel chair as part of this inspection. The fostering panel have clear written policies and procedures, which are implemented in practice about the handling of their functions.

The panel chair ensured that there was the required quorum for the panel to function.

The Inspector observed robust discussion of issues and appropriate facilitation by the chair. Detailed consideration is given to the Form F assessment, acknowledging strengths and identifying areas in need of development. Form F assessments were noted by the Inspector to be of a very high standard.

There is a presentation by the assessing social worker and then the prospective foster carers attend the panel. This enhances the decision making process as panel members are able to question the prospective foster carers on points of clarification and affords the foster carers an opportunity to also ask questions.

Panel members have expertise in education, child health and child protection. There are two panel members who are foster carers for local authority fostering service. The panel has access to medical expertise as required. The panel also has a role in providing a quality assurance function in relation to the assessment process. The Inspector was able to evidence this during observation of the panel and through discussion with the panel chair.

They ensure that there is a consistency of approach and standard of assessment across the service and that it is completed in a thorough and rigorous way. The Inspector observed that foster carer annual reviews are brought to the panel.

The registered providers have met all the elements of this standard and in addition have demonstrated high quality provision in this aspect.

## Short-Term Breaks

The intended outcome for the following set of standards is:

- When foster care is provided as a short-term break for a child, the arrangement recognises that the parents remain the main carers for the child.

### Standard 31 (31.1 - 31.2)

Where a fostering service provides short-term breaks for children in foster care, they have policies and procedures, implemented in practice, to meet the particular needs of children receiving short-term breaks.

Key Findings and Evidence	Standard met?
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Seafields Fostering Service does not provide short-term placements within the meaning of the Fostering Services Regulation 37.	9
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## Family and Friends as Carers

The intended outcome for the following set of standards is:

- Local authority fostering services' policies and procedures for assessing, approving, supporting and training foster carers recognise the particular contribution that can be made by and the particular needs of family and friends as carers.

### Standard 32 (32.1 - 32.4)

These standards are all relevant to carers who are family and friends of the child, but there is recognition of the particular relationship and position of family and friend carers.

Key Findings and Evidence	Standard met?	9
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This standard is not relevant to Seafields Fostering Service.

**PART C**

**LAY ASSESSOR'S SUMMARY**

**(where applicable)**

**Lay Assessor** \_\_\_\_\_ **Signature** \_\_\_\_\_  
**Date** \_\_\_\_\_

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

We would welcome comments on the content of this report relating to the Inspection conducted on 20<sup>th</sup> November 2003 of Seafields Fostering Service and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

**The registered providers have provided a detailed response to the inspection report . The comments and action plan are attached in full with the report.**

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

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

**Note:**

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

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

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

Action plan was required	<input type="checkbox"/>
Action plan was received at the point of publication	<input type="checkbox"/>
Action plan covers all the statutory requirements in a timely fashion	<input type="checkbox"/>
Action plan did not cover all the statutory requirements and required further discussion	<input type="checkbox"/>
Provider has declined to provide an action plan	<input type="checkbox"/>
Other: <enter details here>	<input type="checkbox"/>

**Public reports**

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



**D.3 PROVIDER'S AGREEMENT**

**Registered Person's or responsible Local Authority Manager's statement of agreement/comments: Please complete the relevant section that applies.**

**D.3.1 I \_\_\_\_\_ of \_\_\_\_\_ confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) and that I agree with the statutory requirements made and will seek to comply with these.**

**Print Name** \_\_\_\_\_  
**Signature** \_\_\_\_\_  
**Designation** \_\_\_\_\_  
**Date** \_\_\_\_\_

**Or**

**D.3.2 I \_\_\_\_\_ of \_\_\_\_\_ am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons:**

**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.