



Making Social Care
Better for People

inspection report

Fostering Services

Foster Care Associates

Ashdell Grove

60 Westbourne Road

Sheffield

S10 2QU

27th October 2004 9th November 2004
10th November 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

Foster Care Associates

Tel No

0114 2813363

Address

Ashdell Grove, 60 Westbourne Road, Sheffield, S10 2QU

Fax No

0114 2813364

Email Address

Registered Number of IFA

J060000114

Name of Registered Provider

Foster Care Associates Limited

Name of Registered Manager

Mrs Sally Melbourne

Date of first registration

16th January 2004

Date of latest registration certificate

16th January 2004

Registration Conditions Apply?

NO

Date of last inspection

28/1/04

Date of Inspection Visit		9th November 2004	ID Code
Time of Inspection Visit		09:00-16:00	
Name of Inspector	1	Sue Turner	074617
Name of Inspector	2	Shirley Samuels	073019
Name of Inspector	3	N/A	
Name of Inspector	4	N/A	
Name of Lay Assessor (if applicable) Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process.		N/A	
Name of Specialist (e.g. Interpreter/Signer) (if applicable)		N/A	
Name of Establishment Representative at the time of inspection		Mrs Sally Melbourne (Director)	

Introduction to Report and Inspection

Inspection visits

Description of Fostering Service

Part A: Summary of Inspection Findings

Reports and Notifications to the Local Authority and Secretary of State

Implementation of Statutory Requirements from last Inspection

Statutory Requirements from this Inspection

Good Practice Recommendations from this Inspection

Part B: Inspection Methods & Findings

(National Minimum Standards For Fostering Services)

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

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

Part D: Provider's Response

D.1. Provider's comments

D.2. Action Plan

D.3. Provider's agreement

INTRODUCTION TO REPORT AND INSPECTION

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

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

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

The report will show the following:

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

This report is a public document.

INSPECTION VISITS

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

BRIEF DESCRIPTION OF THE SERVICES PROVIDED.

Foster Care Associates (FCA) is a UK wide organisation offering high quality family placements, at a local level, to children and young people who are 'looked after' by local authorities.

FCA provides opportunities for 'looked after' children and young people to achieve their full potential and to live fulfilling lives in the community.

Foster Care Associates focuses on providing a service to children and young people who are sometimes described by referring local authorities as 'difficult to place'. This is not a description that FCA particularly welcomes or seeks to define but it is useful in emphasising that the agency receives referrals for placement of children and young people, who have complex and complicated histories.

These children and young people make considerable demands of foster carers and the placements require intensive support.

PART A SUMMARY OF INSPECTION FINDINGS

Inspector's Summary

This was the agency's third announced inspection by the Commission for Social Care Inspection (previously NCSC).

The Fostering Services Regulations and National Minimum Standards were referred to throughout this inspection.

The agency as a whole was very welcoming of the CSCI inspection. The commitment and energy of the staff team, from the director to the administrative staff was truly inspirational. Every member of staff and all carers whom the inspectors met and interviewed were dedicated to the young people within their care. They never tired of showing the young people their pleasure when goals were achieved and difficulties were conquered.

Statement of Purpose (Standard 1)

The agency had a Statement of Purpose, which clearly set out all of the information as required by the Fostering Services National Minimum Standards and Regulations.

Staff and carers spoken to were aware of the Statement of Purpose and all felt that it accurately reflected the fostering services policies and procedures.

A children's guide was available for all children fostered through the agency. The guide had been produced in a 'filofax style', which was very user friendly and fashionable.

The guide contained information on how to complain, children's rights, education, therapy, telephone numbers and other useful information and reference particulars.

Fitness to provide or manage a fostering service (Standard 2 and 3)

The registered manager of the service had been employed with the agency as assistant director and more recently as director.

She had the necessary knowledge and experience of childcare and fostering to manage the service and its staff. The manager has a Certificate in Qualified Social Work (CQSW) and had recently completed a DMS management course.

During the inspection process the inspectors observed the manager effectively lead the staff team and the agency's operations with skill and efficiency.

Management of a fostering service (Standard 4 and 5)

The senior management was well established. Two experienced assistant directors and a committed management team ably supported the registered manager.

The manager and assistant directors offered 24 hour support to all staff that operated the out of hours service to carers. All carers spoken to said that they felt very well supported by the management team and this was one of the main reasons why they chose to work for the agency.

The registered manager stated that the management structure was well able to cope with the planned future growth of FCA Yorkshire and Lincolnshire.

Securing and promoting welfare (Standard 6 to 14)

The registered manager stated that the agency promoted equality and diversity by the management monitoring of matching children to carers, by planned carer recruitment strategies and by offering ongoing training to staff and carers.

The inspector spoke to two carers who had specifically joined the agency to provide foster care to black children/young people as this was where their individual skills were best put to use. A further two carers spoken to were skilled in caring for disabled children.

There was comprehensive written guidance to staff and carers covering issues of behaviour

management, which included sanctions and physical intervention. This guidance was clear about what was permissible and acceptable.

From information received from carer questionnaires and carers spoken to it was evident that training in child protection was obligatory both at induction and then at regular intervals. Carers also confirmed they had received training around managing difficult behaviour, bullying, complaints and physical intervention.

Monitoring of all incidents, allegations and complaints involving carers and children was ongoing. A refresher course of such recordings took place for all staff in November.

The education liaison officers had the responsibility to maintain an overview of any bullying incidents happening in schools.

Contact with birth families was promoted and supported by FCA staff and carers. There were both written policies and practice guidelines in place. FCA's resource workers received training to enable them to supervise difficult contacts. All supervised contacts had a risk assessment carried out and a contract was in place agreed by the local authority and birth family. Records were kept of each contact.

It was evident from discussion with carers and young people that contact arrangements were high on the list of priorities. A multi disciplinary approach was used to set up and maintain regular contact with those relatives and friends who were an important part of the young peoples lives.

FCA worked exceptionally hard at listening to children's views. There were numerous forums, meetings and documents that children/young people were encouraged to attend and complete. The national and local children's forum met regularly and children/young people could have direct access to the chief executive and the local regional director.

The inspectors joined children and young people at one of their forums. The day was extremely well planned with a range of activities that children/young people could join in, some of which focussed on gaining their opinions and ensuring they were being listened to. Many young people were spoken to and all commented positively regarding the efforts made by the agency to offer them opportunities to 'air their views'.

The service employed a range of professionals whose specific duties included either commissioning or providing local health care services. Specialist health care professionals were also members of the fostering panel ensuring that the health care needs of children, and carers, referred to the panel were fully considered.

Following the previous inspection a 'health passport' had been developed which was designed to move with the child/young person providing regular updated information in relation to illnesses, injuries and accidents.

A number of carers spoken to had received 'health passports' for their foster children others hadn't. Of those that had received them not all had shared them with the child/young person. All children and young people spoken to said they had not seen the 'health passport'.

The education of looked after children remained a high priority for FCA and the agency were proud of statistics that showed the majority of their children and young people (around 98%) were in full time mainstream or special education provision.

Excellent working relationships were established with all schools where FCA children were present.

Additionally FCA had recruited self-employed teachers to offer educational input to children/young people who were out of school or who needed extra support.

Recruiting, checking, managing, supporting and training staff and foster carers (Standards 15 to 23)

The agency had a clear policy and procedure regarding the recruitment and selection of staff. These followed good practice guidelines to ensure the safeguarding of children and young people.

The inspectors checked the files of three staff, all contained information regarding their personal details, qualifications and experience and employment history, including any gaps.

All social work staff had appropriate qualifications and during staff interviews it was evident that they each had the knowledge and skills to carry out their responsibilities. CRB checks at the enhanced level and proof of identity were present on all three staff files.

The registered manager stated that all other professional staff were appropriately qualified and trained to work with children and unqualified staff do not carry out social work functions. FCA Yorkshire and Lincolnshire as a region had continued to grow in terms of numbers of carers and children/young people placed. Alongside this had been a growth in staffing numbers. All teams had a team manager, senior supervising social workers, therapists, resource workers and administrators available locally to offer multi-disciplinary support to the placement.

Furthermore the recruitment team had been expanded to include an experienced recruitment social worker to enable closer scrutiny of assessments being presented to the fostering panel.

The inspectors were highly satisfied with the calibre of all staff and carers that they met and interviewed during the inspection process. The level of their professionalism was exceptional.

Nationally FCA had established 'foster talk' and made all its carers full members. 'Foster talk' offered carers access to a range of services including legal, therapeutic and educational advice lines. 'Foster talk' had a web site where carers could talk to each other and share issues and problems.

Carers interviewed said that although the agency had grown they had 'become big then gone small again' as local area offices had opened and now they felt part of a much smaller group. All carers said they preferred 'things small' and did hope that the growth of the agency would not affect the excellent relationships they had at present with all staff from administrators to directors.

Extensive in house training on systemic therapy practice was supporting the development of the therapeutic team-parenting model.

Staff also had access to a range of courses available through local colleges and training companies. All administrative staff had the opportunity for further training.

Health and safety had been given a high priority with centrally based training being offered by the recently appointed health and safety manager.

Carers interviewed confirmed that supervising social workers visited them on a 2 weekly basis as a minimum and maintained weekly telephone contact. Other team members carried out this telephone contact or visit if the worker was absent. There was team ownership of the work.

Carers spoken to and information received from questionnaires unanimously stated that the carers felt extremely well supported from the agency staff, both by day and night. Their anxieties related to the lack of support sometimes provided by the children/young people's social worker. It is important to note that in most of these situations the agency worker had made several attempts to develop positive communication systems with the field social worker.

The foster care agreement, provided to each carer, ensured that they were fully aware of the expectations placed upon them by the fostering agency and the placing authority. The agreement covered those matters listed in Schedule 5 of the Fostering Services Regulations 2001.

The fostering agencies induction training programme included opportunities for pre-approved carers to meet with existing carers to share experiences and learning.

The service provided evidence of an ongoing programme of training and self-development for foster carers that encompassed the requirements of the National Minimum Standards for Fostering Services.

Records (Standards 24 and 25)

The registered manager stated that the service made positive attempts to ensure that carers received all available and relevant information. However information from carer's questionnaires said that when children/young people were placed in an emergency situation relevant and updated information was not always available at the on start.

Looked After Children information stored in the individual case files checked contained details of the purpose and intended duration of the placement, together with the child's current legal status.

All records relating to each child/young person were dated and signed.

The inspectors observed an overlap/duplication of some information kept within the files. As there was a substantial amount of paperwork on each file this made some information difficult to locate.

The service kept separate records for staff, carers, children/young people, complaints and allegations as required by the fostering services standards.

Fitness of premises for use as a fostering service (Standard 26)

FCA Yorkshire and Lincolnshire had recently opened its Mansfield office, which the inspectors visited. It had been appropriately equipped, had rooms that were used for meetings, training and therapeutic work. Additionally the homely touches created an ambience of friendliness and openness.

Financial requirements (Standard 27 to 29)

The registered manager stated that FCA was a financially sound company with Yorkshire and Lincolnshire being a successful, in business terms, region.

Relationships were being developed with a range of local authorities who were looking to commission FCA's services.

Copies of agencies prospectus, statement of purpose and inspection report were regularly sent out to service users.

Fostering panels (Standard 30)

The agency had written operational procedures relating to the panel. The procedure detailed the legislative and regulatory framework, membership of the panel, the functions and conduct of the panel, decision-making and representations. The procedure for decision-making, when all members of the panel were not in agreement was incorporated in the procedure.

The registered manager stated that all members of the panel were required to complete all recruitment checks, including a CRB before they were allowed to commence work. Members of the panel included a medical advisor and independent members who had expertise in child health and education. One independent member of the panel had been in the care of foster parents during her childhood, other members were approved foster carers for the local authority.

Short-term breaks (Standard 31)

This standard is not applicable to the agency.

Family and friends as carers (Standard 32)

This standard is not applicable to the agency.

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	
			None	

Action is being taken by the Commission for Social Care Inspection to monitor compliance with the above requirements.

COMPLIANCE WITH CONDITIONS OF REGISTRATION (IF APPLICABLE)

(Registered Independent Fostering Agencies only)

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

Condition	Compliance	
None		
Comments		

Lead Inspector	Sue Turner	Signature	_____
Second Inspector	Shirley Samuels	Signature	_____
Locality Manager	Anne Hayselden	Signature	_____
Date	20.11.04		

STATUTORY REQUIREMENTS IDENTIFIED DURING THIS INSPECTION

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

STATUTORY REQUIREMENTS

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

No.	Regulation	Standard *	Requirement	
1.	15	FS12	A 'health passport' must be provided to each foster child/young person. All information recorded within the 'health passport' must be shared with the foster child/young person.	01.02.05
2.	22	FS24	All relevant information must be sought prior to any child/young person being placed. Information within the children/young people's case files must not be unnecessarily duplicated.	01.02.05

GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

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

No.	Refer to Standard *	Recommendation Action
1.	FS9	When disciplinary measures or restraint have been used children/young people should be encouraged to write or have their views recorded. Records of this should be kept.

PART B**INSPECTION METHODS & FINDINGS**

The following inspection methods have been used in the production of this report

Number of Inspector days spent	6
Survey of placing authorities	YES
Foster carer survey	YES
Foster children survey	YES
Checks with other organisations and Individuals	YES
• Directors of Social services	NO
• Child protection officer	NO
• 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	YES
Interview with panel chair	NO
Observation of foster carer training	NO
Observation of foster panel	NO
Inspection of policy/practice documents	YES
Inspection of records	YES
Interview with individual child	YES
Date of Inspection	9/1/04
Time of Inspection	9.00AM
Duration Of Inspection (hrs)	36

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

The scale ranges from:

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

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

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

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

Statement of Purpose

The intended outcome for the following standard is:

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

Standard 1 (1.1 - 1.6)

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

Key Findings and Evidence

Standard met?

3

The agency had a Statement of Purpose, which clearly set out all of the information as required by the Fostering Services National Minimum Standards and Regulations. Staff and carers spoken to were aware of the Statement of Purpose and all felt that it accurately reflected the fostering services policies and procedures. Following the previous inspection an appendix had been inserted to the statement, which gave detailed information pertinent to the Yorkshire and Humberside Area. A children's guide was available for all children fostered through the agency. The guide had been produced in a 'filofax style', which was very user friendly and fashionable. The guide contained information on how to complain, children's rights, education, therapy, telephone numbers and other useful information and reference particulars.

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
<p>The registered manager of the service had been employed with the agency as assistant director and more recently as director.</p> <p>She had the necessary knowledge and experience of childcare and fostering to manage the service and its staff. The manager has a Certificate in Qualified Social Work (CQSW) and had recently completed a DMS management course.</p> <p>During the inspection process the inspectors observed the manager effectively lead the staff team and the agencies operations with skill and efficiency.</p>		

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
<p>As part of the registration process checks had been obtained in respect of the manager, including a CRB check at enhanced level, a CV, with full employment history, a medical assessment, proof of ID, including a photograph and originals of certificates of qualifications. References had been received; one from the last employer and another from the agencies chief executive, both had been verified by the inspector contacting the referees.</p>		

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?

4

FCA Yorkshire and Lincolnshire have 5 local offices each of which is headed by a team manager who is responsible for the supervision of the staff and delegation of the work. Additionally at its regional headquarters in Sheffield there is a sixth local team organised in a similar way to the other 5.

All the social work teams have grown in size and were in a position to offer local support and training to those carers linked to the particular team. There were close links with the headquarters in that all placements, recruitment and review functions remained based in the Sheffield office. Additionally the principal education liaison officer, principle therapist and resource work manager were based in Sheffield.

The senior management supervised compliance with the agencies national policies and procedures. Information that needed to be monitored and notified was collated and held at Sheffield. All staff regularly visit Sheffield for team meetings and training events.

Locally the team managers take responsibility through regular supervision for ensuring that their staff follow FCA's policies and procedures.

An additional measure used to ensure consistency of practice was the use of file audits carried out by the reviewing officers and occasional 'spot' audits carried out by FCA's Quality Assurance Section.

It is planned in 2005 that the Sheffield social work team will separate from the headquarters. In the past 9 months relationships have been built on with various local authorities and other users of the service who regularly ask for copies of the Statement of Purpose and Inspection Report.

The inspectors saw evidence on the staff files that they had signed to confirm that they were aware of their responsibility to declare any possible conflicts of interest.

Information was provided to purchasers of the service in the prospectus.

Number of statutory notifications made to CSCI in last 12 months:	20
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.	3
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.	2
Serious complaint about a foster parent.	2
Initiation of child protection enquiry involving a child.	0
Number of complaints made to CSCI about the agency in the past 12 months:	0
Number of the above complaints which were substantiated:	X

Standard 5 (5.1 - 5.4)		
The fostering service is managed effectively and efficiently.		
Key Findings and Evidence	Standard met?	4
<p>The senior management was well established. Two experienced assistant directors and a committed management team ably supported the registered manager.</p> <p>The manager and assistant directors offered 24 hour support to all staff that operated the out of hours service to carers. All carers spoken to said that they felt very well supported by the management team and this was one of the main reasons why they chose to work for the agency.</p> <p>The registered manager stated that the management structure was well able to cope with the planned future growth of FCA Yorkshire and Lincolnshire.</p>		

Securing and Promoting Welfare

The intended outcome for the following set of standards is:

- The fostering service promotes and safeguards the child/young person's physical, mental and emotional welfare.

Standard 6 (6.1 - 6.9)

The fostering service makes available foster carers who provide a safe, healthy and nurturing environment.

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

The registered manager stated that FCA Yorkshire and Lincolnshire continued to ensure that this standard was met. FCA was currently reviewing its health and safety document in line with the latest health and safety legislation and guidelines.

Annual health and safety checks were carried out by the supervising social workers and noted in the carer reviews.

All supervising social workers carried out unannounced visits to the foster home when the environment was monitored.

Foster carers spoken to confirmed that health and safety issues were covered during training and they each had written information regarding their responsibilities towards ensuring the health and safety of each child/young person placed.

Standard 7 (7.1 - 7.7)

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

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

The registered manager stated that the agency promoted equality and diversity by the management monitoring of matching children to carers, by planned carer recruitment strategies and by offering ongoing training to staff and carers.

Additionally a specific support group has been organised for those carers caring for children with disabilities.

The inspector's spoke to two carers who had specifically joined the agency to provide foster care to black children/young people as this was where their individual skills were best put to use. A further two carers spoken to were skilled in caring for disabled children. All carers were clearly aware of their role in ensuring foster children/young people were given encouragement and equal access to opportunities to develop to their full potential.

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
<p>The registered manager stated that careful matching between a child and a carer remained a priority for FCA. The placement team took a very full and detailed referral from the referring agency. This included asking for any risk factors as well as for any written reports. Only after a paper match had been considered, by looking at a carers approval details, would the referral be passed to the carers supervising social worker for further discussion and consultation.</p> <p>Following placement a risk profile was undertaken. The agency designed its own placement paperwork to ensure that all necessary information was available to the carers. Carers were informed of their approval details at the fostering panel and were then sent an approval certificate, which contained these details.</p> <p>At each Review these details were discussed again and a certificate re-issued. If a carer's details needed to be changed other than at a formal review a report was presented to the fostering panel and a new certificate was issued.</p>		

Standard 9 (9.1 - 9.8)		
The fostering service protects each child or young person from all forms of abuse, neglect, exploitation and deprivation.		
Key Findings and Evidence	Standard met?	3
<p>The registered manager stated that FCA had continued to request and receive copies of local area child protection procedures.</p> <p>Additionally the local area teams had made contact with their ACPC committee's and now received regular mailings and training opportunities.</p> <p>There was comprehensive written guidance to staff and carers covering issues of behaviour management, which included sanctions and physical intervention. This guidance was clear about what was permissible and acceptable.</p> <p>From information received from carer questionnaires and from those carers spoken to it was evident that training in child protection was obligatory both at induction and then at regular intervals. Carers also confirmed they had received training around managing difficult behaviour, bullying, complaints and physical intervention.</p> <p>Monitoring of all incidents, allegations and complaints involving carers and children was ongoing. A refresher course of such recordings took place for all staff in November.</p> <p>The education liaison officers had the responsibility to maintain an overview of any bullying incidents happening in schools.</p>		
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

Contact with birth families was promoted and supported by FCA staff and carers. There were both written policies and practice guidelines in place. FCA's resource workers received training to enable them to supervise difficult contacts. All supervised contacts had a risk assessment carried out and a contract was in place agreed by the local authority and birth family before the contact took place. Records were kept of each contact.

The registered manager said that FCA recognising that children needed to have a strong identity had given every child on placement a memory box and camera to record their time with the carers.

Carers confirmed that they had received training and support regarding the requirement for them to encourage and aid contact. Financial support was provided to cover the cost of transport and other expenses incurred.

It was evident from discussion with carers and young people that contact arrangements were high on the list of priorities. A multi disciplinary approach was used to set up and maintain regular contact with those relatives and friends who were an important part of the young peoples lives.

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?**

4

FCA worked exceptionally hard to listen to children's voices. There were numerous forums, meetings and documents that children/young people were encouraged to attend and complete. The national and local children's forum met regularly and children/young people could have direct access to the chief executive and the local regional director.

There was a working group who met regularly to plan this forum and the local children representatives were part of this group.

Additionally children's social/activity groups that included carer's birth children took place in each local area.

A new development this year was the introduction of the 'children's looked after review document' which gave the children/young people the opportunity to contribute prior to their review.

The inspectors joined children and young people at one of their forums. The day was extremely well planned with a range of activities that children/young people could join in, some of which focussed on gaining their opinions and being listened to. Many young people were spoken to and all commented positively regarding the efforts made by the agency to offer them opportunities to air their views.

All of the children/young people spoken to were aware of their right to complain about the service and could detail the procedure for doing so.

Standard 12 (12.1 - 12.8)

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

Key Findings and Evidence**Standard met?**

2

The service employed a range of professionals whose specific duties included either commissioning or providing local health care services. Specialist health care professionals were also members of the fostering panel ensuring that the health care needs of children, and carers, referred to the panel were fully considered.

Carers interviewed confirmed they had received training on health and hygiene issues, first aid and health promotion. Their responsibilities in regard to promoting development and health were also clearly defined within the carer's handbook.

Following the previous inspection a 'health passport' had been developed which was designed to move with the child/young person providing regular updated information in relation to illnesses, injuries and accidents.

A number of carers spoken to had received 'health passports' for their foster children others hadn't. Of those that had received them not all had shared them with the child/young person. All children and young people spoken to said they had not seen the 'health passport'.

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?**

4

The education of looked after children remained a high priority for FCA and the agency were proud of statistics that showed the majority of their children and young people (around 98%) were in full time mainstream or special education provision. Statistics regarding educational attainment, attendance at school and school provision were available.

The education liaison officers were rightly proud of their ability to access educational information about all children/young people placed with FCA carers. The staff maintained a comprehensive database of all educational details.

Excellent working relationships were established with all schools where FCA children were present. The head teachers of these schools were aware that they could access additional support from FCA in order to maintain children/young people in school.

Resource workers were appropriately qualified ie NVQ Level 3 Caring for Children were available.

Additionally FCA had recruited self-employed teachers to offer educational input to children/young people who were out of school or who needed extra support.

A further education liaison officer had been added to the staff compliment to cover the Leeds and Doncaster areas.

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 registered manager stated that a new initiative nationally for FCA was the development of the national placement officer role. Over 10% of all referrals to FCA were for children/ young people requiring long-term placements. Often these children wait for long periods for an appropriate match. The national placement officer's role would be to identify which carers were waiting for a long term placement and then make a paper match with a child on referral.

By giving an emphasis to the placement of these children/young people FCA were committing to the long term care of children and young people. As a consequence preparation for leaving care would become more important. An identified manager within the agency was looking to build on and develop relationships across other agencies working in this field.

All carers had access to training on leaving care issues and resource workers in particular were being encouraged to take a role with young people's pathway plans.

A recent contractual relationship in terms of long-term placements with Nottingham Social Services included the need to plan for these young people to have support in preparation for independence.

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

The agency had a clear policy and procedure regarding the recruitment and selection of staff. These followed good practice guidelines to ensure the safeguarding of children and young people and at least one member of the interview panel was trained in FCA's recruitment and selection procedures. The policy had taken into account current and relevant legislation.

The inspectors checked the files of three staff, all contained information regarding their personal details, qualifications and experience and employment history, including any gaps. All social work staff had appropriate qualifications and during staff interviews it was evident that they each had the knowledge and skills to carry out their responsibilities. CRB checks at the enhanced level and proof of identity were present on all three staff files. Two references, one of which was from their last employer were also present on each file.

The registered manager stated that all other professional staff were appropriately qualified and trained to work with children and unqualified staff do not carry out social work functions.

Total number of staff of the agency:

75

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

6

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

FCA has a clearly detailed organisational structure. The director was well into completing her first year in post. During this time there had been a new team manager appointed to the Mansfield office.

The importance of recognised management accountability was acknowledged and sustained during the absence of the Sheffield team manager for a lengthy period in that action was taken to enable a staff member to act up in a team management capacity.

Staff interviewed confirmed that supervision and appraisal continued to happen on a regular basis with the recent introduction of new appraisal paperwork. Until recently the senior managers had carried out all appraisals, at the time of the inspection, staff's own line managers were retaining responsibility for probationary reviews.

The registered manager stated that there had been major capital expenditure on IT equipment across the region in the last 10 months and all workers now had more ease of

access to computers. Staff confirmed that training on the use of the FCA Intranet; database and e-mail system had been made available to them.

Standard 17 (17.1 - 17.7)

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

Key Findings and Evidence

Standard met?

4

FCA Yorkshire and Lincolnshire as a region had continued to grow in terms of numbers of carers and children/young people placed. Alongside this had been a growth in staffing numbers. All teams had a team manager, senior supervising social workers, therapists, resource workers and administrators available locally to offer multi-disciplinary support to the placement.

Furthermore the recruitment team had been expanded to include an experienced recruitment social worker to enable closer scrutiny of assessments being presented to the fostering panel.

All carers had a competency portfolio. At the carer's forum, attended by the inspectors the team manager offered dates to carers when she was available to assist them in keeping their portfolio up to date. There was also a workshop to be held at the carer conference in December 2004.

The inspectors were highly satisfied with the calibre of all staff and carers that they met and interviewed during the inspection process. The level of their professionalism was exceptional.

Standard 18 (18.1 - 18.7)

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

Key Findings and Evidence

Standard met?

4

The registered manager said that despite the growth of the agency strenuous efforts were made to ensure that carers felt part of the agency and involved in decision-making.

The Agency held both local and national forums where carers could meet with the board of directors.

A newsletter was produced within Yorkshire and Lincolnshire and circulated to carers.

Nationally FCA had established 'foster talk' and made all its carers full members. 'Foster talk' offered carers access to a range of services including legal, therapeutic and educational advice lines. 'Foster talk' had a web site where carers could talk to each other and share issues and problems.

Carers interviewed said that although the agency had grown they had 'become big then gone small again' as local area offices had opened and now they felt part of a much smaller group. All carers said they preferred 'things small' and did hope that the growth of the agency would not affect the excellent relationships they had at present with all staff from administrators to directors.

Standard 19 (19.1 - 19.7)

There is a good quality training programme to enhance individual skills and to keep staff up-to-date with professional and legal developments.

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

The registered manager said that the development of FCA's sister company Outcomes UK had enabled improved access to external training opportunities for a number of staff. Notably this year all managers had access to management development training. The staff conference focused on supervision and support of foster carers. Extensive in house training on systemic therapy practice was supporting the development of the therapeutic team-parenting model. Staff also had access to a range of courses available through local colleges and training companies. All Administrative staff had the opportunity for further training. Health and safety had been given a high priority with centrally based training being offered by the recently appointed health and safety manager. Further training on this is to be offered specifically to Yorkshire and Lincolnshire staff in February 2005.

Standard 20 (20.1 - 20.5)

All staff are properly accountable and supported.

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

Staff interviewed confirmed that weekly team meetings took place, the minutes of which were circulated. Staff confirmed they had regular monthly supervision. The inspectors checked records of supervision and confirmed that these sessions were maintained. The management team met monthly. The director met with fellow directors on a regular basis and fed back information from such meetings. The use of e-mail for disseminating information was proving very useful. All new or revised Policies and Procedures were circulated to staff. Paper copies of these were kept locally and all staff could access the procedures on the intranet.

Standard 21 (21.1 - 21.6)**The fostering service has a clear strategy for working with and supporting carers.****Key Findings and Evidence****Standard met?****3**

Carers interviewed confirmed that supervising social workers visited them on a 2 weekly basis as a minimum and maintained weekly telephone contact. Other team members carried out this telephone contact or visit if the worker was absent. There was team ownership of the work.

A recent development in the support of carers and their placement was the use of team parenting meetings. The therapist's convene the meeting, which includes all staff involved with the placement, plus the carer. The meeting then looks at the needs of the children from a range of perspectives and how the carer can be supported to meet these needs. Within the meeting there is an acknowledgement of the impact of the child on the carer and the carer's household.

Alongside these meetings carers who have children with identified attachment difficulties have the support of an A.D.A.P.T group. This is a therapeutic support group, which meets in a planned way to look at the impact of caring for such a child.

FCA Yorkshire and Lincolnshire have 3 A.D.A.P.T groups running all at different stages.

Carers spoken to and information received from questionnaires unanimously stated that the carers felt extremely well supported from the agency staff, both by day and night. Their anxieties related to the lack of support sometimes provided by the children/young people's social worker. It is important to note that in most of these situations the agency worker had made several attempts to develop positive communication systems with the field social worker.

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**

The foster care agreement, provided to each carer, ensured that they were fully aware of the expectations placed upon them by the fostering agency and the placing authority. The agreement covered those matters listed in Schedule 5 of the Fostering Services Regulations 2001.

Carers interviewed confirmed that following their approval they were given a carer's handbook that provided them with information regarding the services policies and procedures, finance, support, complaints, insurance and out of hours management support. Carers spoken to said that they were given formal supervision on a monthly basis.

Three weeks respite care was available as a right to all carers. Because of the nature of the placements additional supportive respite was offered to certain carers with the agreement of the local authority social worker. Since the last inspection all carer's logs have had a date and signature line added to ensure correct completion.

Stringent records were kept of information relating to complaints and/or any allegations made against foster carers. There was a clear policy, which outlined the circumstances in which a carer should have their approval terminated.

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?

4

The fostering agencies induction training programme included opportunities for pre-approved carers to meet with existing carers to share experiences and learning.

The service provided evidence of an ongoing programme of training and self-development for foster carers that encompassed the requirements of the National Minimum Standards for Fostering Services.

Carers spoken to were aware of their responsibilities towards attending a minimum of three training sessions per year. The topics they were interested in or necessitated acquiring skill in were discussed within supervision with their supervising social worker. Out of hours training was arranged for those working full time and as this was now conducted at local offices, all training was much more accessible.

In households where two adults had been approved as joint carers, both carers were offered all of the key training.

Discussion with carers demonstrated an enthusiasm to undertake this training.

Review reports seen by the inspector contained details of the carer's annual training and development appraisals.

Records

The intended outcome for the following set of standards is:

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

Standard 24 (24.1 - 24.8)

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

Key Findings and Evidence

Standard met?

2

The registered manager stated that the service made positive attempts to ensure that carers received all available and relevant information. However information from carer's questionnaires said that when children/young people were placed in an emergency situation relevant and updated information was not always available at the on start.

There was evidence that information was shared between the supervising social worker and the child's social worker to ensure that there was good integration of information stored in the respective files.

Looked After Children information stored in the individual case files checked contained details of the purpose and intended duration of the placement, together with the child's current legal status.

All records relating to each child/young person were dated and signed.

The inspectors observed an overlap/duplication of some information kept within the files. As there was a substantial amount of paperwork on each file this made some information difficult to locate.

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

The service kept separate records for staff, carers, children/young people, complaints and allegations as required by the fostering services standards. Any matters of concern regarding records are clearly documented within the text of this report at the appropriate standard.

In addition to local systems for monitoring and recording significant information FCA's Quality Assurance maintains an overview and on an annual basis carries out its own regional inspection and audit.

The QA section produces detailed information for the FCA Statement of Purpose about numbers of complaints.

Number of current foster placements supported by the agency:		191
Number of placements made by the agency in the last 12 months:		134
Number of placements made by the agency which ended in the past 12 months:		84
Number of new foster carers approved during the last 12 months:		59
Number of foster carers who left the agency during the last 12 months:		8
Current weekly payments to foster parents: Minimum £	350	Maximum £ 700

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

FCA Yorkshire and Lincolnshire had recently opened its Mansfield office, which the inspectors visited. It had been appropriately equipped, had rooms that were used for meetings, training and therapeutic work. Additionally the homely touches created an ambience of friendliness and openness.

Yorkshire and Lincolnshire have plans to separate the Sheffield team from the headquarters and enable them to be set up as a local team. Suitable premises were being sought.

The future plan is for the headquarters to be sited more centrally to all local teams for ease of access and support.

Financial Requirements

The intended outcome for the following set of standards is:

- The agency fostering services are financially viable and appropriate and timely payments are made to foster carers.

Standard 27 (27.1 - 27.3)

The agency ensures it is financially viable at all times and has sufficient financial resources to fulfil its obligations.

Key Findings and Evidence

Standard met?

3

The registered manager stated that FCA was a financially sound company with Yorkshire and Lincolnshire being a successful, in business terms, region. Relationships were being developed with a range of local authorities who were looking to commission FCA's services. Copies of agencies prospectus, statement of purpose and inspection report were regularly sent out to service users.

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 agency publishes its charges for their services in the prospectus. The information seen by the inspectors clearly detailed the charges for a range of placements and any additional services they provided. The prospectus also clearly showed where all the money received by the agency goes. The pre-inspection information provided, showed that there were systems for ensuring that the agencies accounts were properly maintained and audited by a registered accountant.

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

The agency had a written policy on fostering allowances. Current allowances were well published within the prospectus and carers received clear information about allowances. All carers interviewed said that they felt that the allowance provided to them from the agency covered the cost of caring for each child and/or young person placed with them. All carers said that payments were made promptly and at the agreed time. Allowances and fees were 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?

3

It was not possible for the inspectors to observe the fostering panel, as part of the inspection process. The following information was confirmed by staff interviews, information from pre inspection questionnaire and prior knowledge of the fostering panel from the previous inspection.

The agency had written operational procedures relating to the panel. The procedure detailed the legislative and regulatory framework, membership of the panel, the functions and conduct of the panel, decision-making and representations. The procedure for decision-making, when all members of the panel were not in agreement was incorporated in the procedure.

The registered manager stated that all members of the panel were required to complete all recruitment checks, including a CRB before they were allowed to commence work. Members of the panel included a medical advisor and independent members who had expertise in child health and education. One independent member of the panel had been in the care of foster parents during her childhood, other members were approved foster carers for the local authority.

Information relating to each case brought to the panel was distributed to each member prior to the meeting to enable them to absorb and highlight any issues for further discussion.

The registered manager said that a pamphlet describing the panel and its processes had been produced which was available to all attendees of the panel.

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?	9
---------------------------	---------------	---

This standard is not applicable to the agency.

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
---------------------------	---------------	---

This standard is not applicable to the agency.

PART C

LAY ASSESSOR'S SUMMARY

(where applicable)

N/A

Lay Assessor N/A **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 27th October, 9th and 10th November 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

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

Amendments to the report were necessary

NO

Comments were received from the provider

YES

Provider comments were incorporated into the final inspection report

YES

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

NO

Note:

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

D.2 Please provide the Commission with a written Action Plan within 14 days, which indicates how statutory requirements and recommendations are to be addressed within the timescale for completion. This will be kept on file and made available on request.

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

Action plan was required

YES

Action plan was received at the point of publication

YES

Action plan covers all the statutory requirements in a timely fashion

YES

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

NO

Provider has declined to provide an action plan

NO

Other: <enter details here>

NO

Public reports

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

D.3 PROVIDER'S AGREEMENT - Announced Inspection - 27.10.04, 09-10.10.04

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

D.3.1 I, Mr Martin J. Cockburn 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, Mr Martin J. Cockburn 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.

Commission for Social Care Inspection
33 Greycoat Street
London
SW1P 2QF

Telephone: 020 7979 2000
Fax: 020 7979 2111

National Enquiry Line: 0845 015 0120
www.csci.org.uk

S0000038256.V160150.R01

© This report may only be used in its entirety. Extracts may not be used or reproduced without the express permission of the Commission for Social Care Inspection



The paper used in this document is supplied from a sustainable source