



*Making Social Care  
Better for People*

# inspection report

## FOSTERING SERVICE

**Reach Out Care Ltd**

**Innovation House  
Wear Valley Business Centre  
26 Longfield Road, South Church  
Bishop Auckland DL14 5XB**

*Lead Inspector*  
Darren  
Hobson

*Announced*  
27 June 2005

The Commission for Social Care Inspection aims to:

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

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

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

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

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

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

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# SERVICE INFORMATION

<b>Name of service</b>	Reach Out Care Ltd
<b>Address</b>	Innovation House Wear Valley Business Centre 26 Longfield Road South Church Bishop Auckland DL14 5XB
<b>Telephone number</b>	01388 770850
<b>Fax number</b>	01388 770851
<b>Email address</b>	
<b>Name of registered provider(s)/company (if applicable)</b>	Reach Out Care Ltd
<b>Name of registered manager (if applicable)</b>	
<b>Type of registration</b>	IFA
<b>No. of places registered (if applicable)</b>	N/A
<b>Category(ies) of registration, with number of places</b>	N/A

# **SERVICE INFORMATION**

## **Conditions of registration:**

N/A

**Date of last inspection**          8 November 2005

## **Brief Description of the Service:**

Reach-Out Care independent fostering agency has been in operation since 1999. It is based in new office accommodation within a trading estate close to the centre of Bishop Auckland. The fostering team comprises a manager, deputy manager, social workers, support workers and administrative staff supporting around 20 carers. The agency has a sister company Inclusion and In School Support (ISIS) which provides support for children's education.

# SUMMARY

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

The Inspectors would like to thank the children, carers and staff at Reach-Out Care for their co-operation and the important part they played in the inspection. Information and evidence in this report was gathered over a five day period by two Inspectors through:

- Talking individually with children, carers and staff
- Visiting foster carers homes
- Group discussion with carers
- Telephone discussions with children's social workers
- Reading children's, carers and staff files
- Reading policies, procedures and records
- Observing staff practice
- Children's questionnaires
- Carers questionnaires
- Children's social worker's questionnaires
- A letter from a child's social worker
- Discussion with the local child protection authority
- Observing the fostering panel
- Talking with the chair of panel

It has been a difficult time for Reach-Out Care and a lot of requirements and recommendations have been made in this report. There have been a number of investigations into; how well the agency looks after the children placed with its foster carers; the support it gives to children and carers; and how well the agency selects and assesses people who want to become foster carers. These investigations and this inspection have found that Reach-Out Care has not done a very good job in any of these areas. The Commission also investigated and found that the agency had run an unregistered children's home without taking advice or agreeing their decision with us.

The Inspectors believe that most of these problems happened before the new manager took over in May 2005. Reach-Out Care is working hard to put things right. But the Inspectors found that before May 2005 the agency cut some important corners in their assessments and checks made of carers. Sometimes, they did not tell the agency's Fostering Panel important information about children and carers. This means that the Fostering Panel made decisions that may have been wrong. The Fostering Panel decide if people will make good carers and how well they will care for and keep children safe. The Inspectors were very worried to find that the previous Registered Manager had placed children with carer's without seeking the approval of the Fostering Panel.

Reach-Out Care also did not make sure children were always kept safe because when concerns were identified about some foster carers, the children's social

workers were not informed. Children interviewed did tell us that they 'felt safe' living with their foster carers. The Inspectors were not always confident that all of the placements made by the agency were 'safe' as Reach-Out Care had not done full and proper foster carer assessments every time. Also, the agency did not make sure that the carers looking after children always had the right experience, training and skills to meet the children's needs, and so placements often broke down.

Since the appointment of the new Fostering Manager in May 2005, the agency has begun to take urgent action to address these problems. Reach-Out Care have also made good progress in meeting the recommendations of the Serious Case Review. The Inspectors believe that the agency is taking very seriously our concerns and they have begun to put many of the problems right to make sure that children placed with Reach-Out foster carers are safe and well cared for.

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

Reach-Out Care foster carers are well trained and they told the Inspectors that the training they receive is good and helps them in their role. The agency also helps children with their education through the Inclusion and Support In School (ISIS) staff, who work with children both in and outside of school. The Inspectors were pleased to find the agency and its foster carers help children maintain contact with their own families and friends.

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

The agency has written new policies and procedures about child protection, matching children and carers and speaking out. These procedures tell staff and carers at Reach-Out what they need to do to keep children safe, and what they should do if they feel there are problems. Reach-Out Care has also brought in new Fostering Panel members so that it has become more independent of the agency. Foster carer reviews are now taking place on time.

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

Because of the serious problems at Reach-Out Care there are lots of things they should do better. The agency must make sure that it makes very careful assessments and checks before it approves people to become foster carers. They must also make sure that all of the important information about children and foster carers is given to the Fostering Panel, so that the Panel are able to make the right decisions about whether or not people will make good foster carers. The agency must always inform children's social workers of any worries or concerns it has about any of its carers. It should make sure that foster carers receive regular visits from staff at Reach-Out Care and that they are supervised and supported properly. Children must not be placed with foster carers unless they can meet children's needs, and the agency and its carers must get full information about children so that they can make the right decision when placing children. Carers must get a copy of their Approval Notice, Foster Care Agreement and Foster Placement Agreement. Reach-Out Care should also have systems in place to look at why placements have broken down so that they can reduce the number of times children change placements.

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

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



# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

Being Healthy

Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Standards

Statutory Requirements Identified During the Inspection

# Being Healthy

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

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

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

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

Reach-Out Care monitors and promotes the health of children placed with the Agency's carers.

## **EVIDENCE:**

Children and carers' records examined confirmed that the agency promotes children's health. Supervising social workers make checks of carers log books; and any issues relating to children's health, accidents and incidents are recorded by the agency; and are monitored by the Responsible Individual as part of their Schedule 7 monitoring. It was noted that the agency did not have all the Looked After Children's (LAC) documentation (Essential Information Parts 1 & 2 and/or Placement Plans Parts 1 & 2) in respect of each child placed. Evidence within case files, confirmed that the agency had sought this information from children's social workers, although in some cases this had not been forthcoming.

# Staying Safe

## The intended outcomes these Standards are:

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

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

## **JUDGEMENT – we looked at outcomes for standard(s) 3,6, 8, 9, 15 & 30**

Prior to May 2005, the agency did not have an effective system for the matching of children's needs with appropriately trained and skilled foster carers. Significant shortfalls in the selection and approval process of foster carers have been identified. The Fostering Panel does not robustly monitor the quality of the agency's foster carer assessments and approvals. The agency has failed to sufficiently safeguard children's welfare. Systems and procedures for employment of staff are robust.

Since the appointment of the new Fostering Manager in May 2005, the agency has begun to take urgent action to address these serious shortfalls and ensure children's welfare is safeguarded.

## **EVIDENCE:**

An examination of foster carers files noted that the agency's assessment of prospective carers is not sufficiently robust. Although the agency takes up Criminal Record Bureau (CRB) enhanced disclosures for its foster carers, it does not do this in every instance for other adults who may be living within the carer's home. A number of the Form F foster carer assessments sampled were written in subjective language and did not present as being a sufficiently objective independent assessment. A member of staff commented when asked about the quality of Form F assessments by the agency, 'I read two or three

Form F assessments and thought this was a doddle; they just appeared to be a transcript of some ones life. I would say having done the training, the assessments were not up to standard'. Further serious concerns regarding Form F assessments were identified in respect of an ex-employee who had become a foster carer with the agency. The carer had previously fostered for another independent fostering agency. The Form F, which was completed by the previous Registered Manager at Reach-Out Care, was written almost identically to the carer's Form F used by the previous fostering agency, with only minor amendments made. This information related to the carer's circumstances 4 years previous and was therefore out of date. The Registered Manager subsequently agreed and made a placement with this carer without the assessment going to the Fostering Panel for approval. It should be noted that as soon as this situation become known to the current Fostering Manager, immediate and appropriate action was taken by the agency.

Comments made by the new Chair of the Fostering Panel (a retired social worker) when interviewed included, 'From a social work perspective the Form F assessments were poor. What did concern me was one of the references was about three sentences long. The social worker presenting the Form F said that they could only record what they had been told. They should of enquired more and asked questions. It is only since the new Fostering Manager took a more proactive role, that scrutinising of reports is taking place. Previously the Panel just rubber-stamped the agency's decisions'. In order to ensure the independence and the ability of the Panel to scrutinise assessments undertaken by the agency's supervising social workers, the Fostering Manager has recruited additional independent social work members to the panel.

The Inspectors were very concerned to find that on two separate occasions information had been withheld from the Fostering Panel. One of these occasions related to an incident involving a child awaiting placement, which if known to the Panel would have seriously questioned the matching of the child with carers. As a consequence the Panel approved the re-registration of the carers without knowing this information, or that the then Registered Manager had already agreed and made the placement of the child with the carers. The other occasion occurred when information was received as part of the Form F assessment to approve a prospective carer who had been de-registered by another fostering agency. Initially this information was not presented to Panel and so they deferred their decision. It was re-presented to Panel with an addendum to the Form F assessment. However, no evidence was found to support the findings offered to the Panel by the supervising social worker. At the time of the inspection, the Lead Inspector also undertook a complaints investigation, following the receipt of a complaint from one of the agency's carers. This related to the placement of two children outside of the carers approval; lack of support provided to the carer; and the carer's view that the agency had not undertaken any matching process in respect of these placements. The placement of the first child was ended with only 12 hours notice given in order to make way for the placement of the second child.

Having looked into this matter, it is the Lead Inspector's judgement that this element of the complaint is upheld.

Since the departure of the Registered Manager in April 2005, the agency has undertaken an audit of all children's and carers files. It is concerning that a number of separate incidents were identified through this process, which the Inspectors consider should have been referred to local child protection authorities. The Fostering Manager has taken appropriate steps to rectify these concerns and has made the necessary notifications/referrals. A carer informed the Inspectors of one such incident. She told us, 'I did pass on some concerns to the previous Registered Manager and supervising social worker about a carer. When I spoke to the manager the next day, she said not to worry as the carer only had 26 more days as a foster carer left. The new manager did later come and see me and is looking into things closer. This carer subsequently retired from the agency without further action being undertaken or reviewed by the Fostering Panel.

The Inspectors consider that prior to the appointment of the current Fostering Manager, the agency did not appropriately respond to child protection concerns and therefore failed to safeguard children's welfare. Children with whom the Inspectors had contact told us that they 'felt safe' living with their foster carers. Comments made by children included, 'It's all good. I just like it and I get treated nice. I have made new friends', and 'Yes it's a good place to live. She is nice and kind, she is fair'.

The agency has a policy and procedure for dealing with complaints. However, up until May 2005, no records exist of any complaints being received and investigated by the agency. An examination of carers' records confirmed that carers' regularly identified concerns with the agency although no action was taken. Comments made by carers in the group meeting held between them and the Inspector included, 'Communication. I have written to them three times and they haven't replied. I am frustrated and feel ignored' and 'The problems at Reach Out, they don't listen to carers or children enough, I have lost trust in them'. Carers did acknowledge that since the appointment of the Fostering Manager in May 2005, communication has significantly improved. The Fostering Manager has written new guidance in respect of matching children and carers, child protection, speaking out and complaints.

An examination of staff personnel files showed that the agency had taken up all of the necessary safeguarding checks including enhanced Criminal Record Bureau (CRB) disclosures. Procedures for the employment of staff are robust.

# Enjoying and Achieving

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

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

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

## **JUDGEMENT – we looked at outcomes for standard(s) 7 & 13**

The agency through its foster carers provides placements, which value diversity and promote equality. Children placed with the agency's carers are provided with good support, which actively promotes educational achievement.

## **EVIDENCE:**

The agency has several children from an Afro-Caribbean ethnicity placed with its carers. Staff and carers interviewed demonstrated a sound understanding of diversity, equality and anti-discriminatory practice. Carers receive training in this respect as part of their pre-approval training and guidance is available to them within the fostering handbook.

The agency through its sister company Inclusion and Support In School (ISIS) provides good support to children placed with foster carers. The service provides in-class support for children at school. Additional support to carers is available through holiday periods and in circumstances where a child is out of school through exclusion or is without an educational placement. Carers commented, 'ISIS, they provide in school and out of school support. I have a lot of support from ISIS'. Children told us, 'Just finished exams. Got help with revision before exams', and 'My carer helps with my homework'. An examination of children's files found that the agency does not maintain copies of Statements of Special Education Need and/or Pathway Plans for all children who require them.

# **Making a Positive Contribution**

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

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

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

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

The agency makes good provision for the promotion of contact between children and their families and friends. Children placed with the agency's carers are able to contribute towards decisions regarding their lives. However, the agency does not seek children's or carers views following the breakdown of placements or monitor the reasons for placement disruption.

## **EVIDENCE:**

An examination of children's case files noted that contact arrangements are recorded, although the agency does not maintain Placement Plans Parts 1 and 2 placed, which formally record contact arrangements and any restrictions placed for a number of children. The agency provides support workers who transport and facilitate supervised contact where carers are unable. Children interviewed knew of their contact arrangements. Comments from children included, 'I see my sister; she lives in Spennymoor. Sometimes she comes here or I go there', and 'I can phone; I phone dad nearly every day. I see my mum every two weeks'.

All of the children interviewed and those who completed children's questionnaires reported that they had received a copy of the agency's children's guide. Children told the Inspectors that they are listened to by their carers and are able to contribute towards decisions about their lives. The children completing questionnaires all responded 'Yes, they often ask me', when completing the section 'Do your foster carers ask you for your opinions and ideas'? Children interviewed also said, 'Sometimes I choose activities. I am choosing how my bedroom is going to be decorated. I choose what to

spend my pocket money on', and 'I am asked if I want to see my brother and sister'.

The Inspectors were satisfied that the agency and its carers generally seek children's views. There was no evidence, however, that views are sought from children or carers following placement breakdowns, as the agency does not undertake disruption meetings or monitor the reasons for such breakdowns.



# Achieving Economic Wellbeing

## The intended outcomes these Standards are:

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

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

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

The agency and carers contribute towards the preparation of young people into adulthood, although carers do not receive sufficient training in this area. The agency makes appropriate and prompt payments in accordance with its policies and procedures.

## **EVIDENCE:**

Carers interviewed said that they are involved in care planning arrangements for children in their care, including the preparation of young people into adulthood. Training records for carers confirmed that the agency has not provided any specific training in preparing young people into adulthood. Neither is there guidance in the Foster Carers Handbook. One carer indicated that they had been involved in writing the Pathway Plan for a young person previously in their care.

Carers during interview confirmed that they receive prompt payments of allowances. There are policies and procedures available to staff and carers in respect of fostering allowances and payments to carers.

# Management

## The intended outcomes these Standards are:

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

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

**JUDGEMENT – we looked at outcomes for standard(s) 1, 2, 4, 5, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28 & 32**

Prior to May 2005 the agency was poorly managed with assessment, support and supervision of carers inadequate; matching and assessment of placements seriously flawed, thereby compromising Reach-Out Care's ability to safeguard children's welfare. LAC documentation for some children is not available and information relating to the matching of children to placement is scant.

Foster Placement Agreements do not meet with the requirements of regulation. Training provided to carers is appropriate and of a good standard.

The agency has recognised the major shortfalls and the Fostering Manager is working constructively to address the issues identified although at the time of inspection progress was limited. However, the Inspectors are confident that the agency can redress these shortfalls.

## **EVIDENCE:**

At the time of Inspection the agency was going through a period of restructuring following the resignation of the previous Registered Manager. The resignation had followed an independent investigation as part of a Serious Case Review of a child placed by Reach-Out Care. The Serious Case Review report and subsequent CSCI complaints investigation, conducted following the receipt of a complaint from the report's author, identified serious weaknesses within the agency relating to; inadequate matching and risk assessment of children in placement; poor quality Form F assessment of prospective carers; and serious failings by the agency's management to monitor and support its carers. We had contact with three social workers who have or have had children placed with Reach-Out Care. Two of the social workers indicated that they were satisfied with the care and support provided to the children they had placed. One social worker reported, 'The fostering agency has not been honest in promoting their carer'.

Additionally the Commission undertook an investigation into an allegation that Reach-Out Care was running an unregistered children's home. This allegation was proven and we were able to confirm that the previous Registered Manager had set up the establishment without seeking advice or the approval of CSCI. This is a breach of Section 11 of the Care Standards Act 2000 and following advice the new Fostering Manager took appropriate steps to rectify the issue.

Case tracking undertaken as part of the inspection including; examination of records relating to carers, children and staff; interviews with carers, staff and the agency's management, further confirmed the serious shortfalls identified by the Serious Case Review and CSCI complaints investigation. Carers expressed the view that the level of communication, support and supervision provided by Reach-Out Care was generally poor. Foster carers supervision records confirmed that these were not being undertaken as regularly as they should have been, and often concerns expressed by them were not followed up by the agency's management.

Case tracking further identified the high level of placement disruption, which had occurred. It was noted that Reach-Out Care does not have a system to monitor placement breakdowns, and no placement disruption meetings were

held pre May 2005. A number of these breakdowns can be attributed to the poor matching process used to identify suitable carers for children requiring placement.

Since the production of the independent Serious Case Review report the agency has developed a system to risk assess children as part of its matching process. These assessments, however, were found to be basic in detail and did not give sufficient regard to management strategies to be used by carers in order to reduce risk. It was evidenced that the agency did not maintain all of the required Looked After Children (LAC) documentation (Placement Plans Parts 1 & 2 and/or Essential Information Parts 1 & 2) in respect of all children placed. As a consequence it does not have Foster Placement Agreements for all children in placement. Most carers interviewed reported that they have or have had children placed with them outside of their approvals. A number of carers reported that they did not have a record of their approval status or Foster Care Agreement.

An examination of staff supervision records noted that staff did not receive regular supervision prior to April 2005. However, since the appointment of the new Fostering Manager these were seen to be taking place. Likewise, carers' records confirmed that several carers had not been receiving the required level of supervision.

Training for foster carers is good. The 'Choosing to Foster' training is well regarded by carers, who were positive about the quality and usefulness of training provided by the agency. It was identified in the case of one carer, that no training had taken place prior to her approval by the Fostering Panel. At the time of the inspection the carer had completed one day's training of the four day 'Choosing to Foster' training programme.

# SCORING OF OUTCOMES

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

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

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

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

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

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

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

<b>ACHIEVING ECONOMIC WELLBEING</b>	
<i>Standard No</i>	<i>Score</i>
<b>14</b>	2
<b>29</b>	3

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

YES

Are there any outstanding requirements from the last inspection?

<b>STATUTORY REQUIREMENTS</b>				
This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Fostering Services Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.				
No.	Standard	Regulation	Requirement	Timescale for action
1.	15 & 17	27 & 29	The agency must seek enhanced CRB disclosures for all carers and adults living within carers home's	Immediate
2.	8	34	The agency must ensure that all children placed are appropriately matched to carers	Immediate
3.	30	28 & 34	The agency must not place children with carers who have not been approved by the Fostering Panel	Immediate
4.	17	27, 28 & 29	The agency must ensure that all relevant information relating to carers assessments is made available to the Fostering Panel	Immediate
5.	24	22	The children's register must be complete for all entries	01/09/05
6.	23	27 & 28	Carers must not be approved by the Fostering Panel without completing the 'Choosing to Fostering' training programme	Immediate
7.	12 & 24	22	The agency must maintain a copy of LAC documentation (Placement Plans Parts 1 & 2 and Essential Information Parts 1 & 2) in respect of all children placed and should ensure that carers have a copy of the aforementioned information	01/09/05
8.	9	12	Any child protection concerns must be referred to the local child protection authority and	Immediate

			children's social workers and CSCI be informed in accordance with those matters listed within Schedule 8 of the Fostering Services Regulations 2002	
9.	30	42	The agency must develop a system for monitoring placement disruption	01/09/05
10.	20	21	All staff must receive regular supervision and outcomes recorded	Immediate
11.	22	35	All carers must receive regular supervision by supervising social work staff and logbook entries be signed and dated by carers; and supervising social workers when checked	Immediate
12.	25	18	All complaints must be recorded and managed in accordance with the agency's complaints procedure	Immediate
13.	8	34	The agency must ensure that each carer is in receipt of a signed and dated Foster Placement Agreement which includes all of the matters listed in Schedule 6 of the Fostering Services Regulations 2002	01/09/05
14.	22 & 30	28	Foster carers must be in receipt of a copy of their Notice of Approval which includes the terms of their approval	01/11/05
15.	22	28	Foster carers must be in receipt of a signed copy of the agency's Foster Care Agreement	01/11/05
16.	1	3 & Section 11 of the CSA 2000	The agency must not run or manage an un-registered children's home	Immediate
17.	17	27, 28 & 29	The responsible individual must undertake a review of the quality of all previous Form F assessments to ensure that all foster carer placements are safe	01/11/05
18.	8	11	The registered person must ensure that the welfare of children placed or to be placed with foster carers is safeguarded	Immediate

			and promoted at all times; and before making any decision affecting a child placed or to be placed with foster carers due consideration is to be given to the child's wishes and feelings in light of his age and understanding; and his religious persuasion, racial origin and linguistic background	
19.	30	25	The registered person must ensure that no business is to be conducted by panel unless at least five of its members, including the person appointed to chair the panel, or the vice chair, at least one of the social workers employed by the agency and at least two independent members meet as panel	Immediate
20.	9 & 30	29	The registered person must review the registration of the carer identified to the agency at the time of inspection to determine whether or not the carer should be deregistered	01/09/05

## RECOMMENDATIONS

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

No.	Refer to Standard	Good Practice Recommendations
1.	22	Children should not be placed outside of foster carers approvals
2.	19	Carers should receive training in preparing young people for adulthood and guidance made available within the Foster Carers Handbook
3.	8	Risk assessments in respect of children should be further developed to include appropriate strategies to reduce the risk. These should be signed and dated
4.	17	Assessments made by supervising social work staff should not include subjective language and demonstrate the robustness of the assessment
5.	13 & 14	The agency should maintain a copy of Pathway Plans and



		Statements of Special Educational Needs for all children who require them
6.	22, 24 & 25	All file entries should be signed and dated
7.	24	Foster carers should be given access to all relevant information to help the child understand and come to terms past events.

## **Commission for Social Care Inspection**

No 1 Hopetown Studios

Brinkburn Road

Darlington

DL3 6DS

National Enquiry Line: 0845 015 0120

Email: [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk)

Web: [www.csci.org.uk](http://www.csci.org.uk)

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