



Champions for  
Social Care  
Improvement

# inspection report

## Fostering Services

### **Cornerways Fostering Services Ltd**

Lyttel Hall

Coopers Hill Road

Nutfield

Redhill

Surrey

RH1 4HY

11th March 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.

<b>FOSTERING SERVICE INFORMATION</b>
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**Local Authority Fostering Service?**

NO
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**Name of Authority**

**Address**

**Local Authority Manager**

**Tel No:**

**Address**

**Fax No:**

**Email Address**

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**Registered Fostering Agency (IFA)**

NO
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**Name of Agency**

Cornerways Fostering Services Ltd

**Tel No**

01737 824290

**Address**

Lyttel Hall, Coopers Hill Road, Nutfield, Redhill, Surrey,  
RH1 4HY

**Fax No**

01737 824291

**Email Address**

**Registered Number of IFA**

**Name of Registered Provider**

Service has yet to be registered

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

**Date of first registration**

**Date of latest registration certificate**

**Registration Conditions Apply ?**

NA
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**Date of last inspection**

N/A
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<b>Date of Inspection Visit</b>		11th March 2004	<b>ID Code</b>
<b>Time of Inspection Visit</b>		09:30 am	
<b>Name of Inspector</b>	<b>1</b>	Ms Rin Saimbi	135561
<b>Name of Inspector</b>	<b>2</b>		
<b>Name of Inspector</b>	<b>3</b>		
<b>Name of Inspector</b>	<b>4</b>		
<b>Name of Lay Assessor (if applicable)</b> Lay assessors are members of the public independent of the NCSC. They accompany inspectors on some inspections and bring a different perspective to the inspection process.			
<b>Name of Specialist (e.g. Interpreter/Signer) (if applicable)</b>			
<b>Name of Establishment Representative at the time of inspection</b>		Ms F. Black	

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

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

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

The report will show the following:

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

This report is a public document.

## INSPECTION VISITS

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

BRIEF DESCRIPTION OF THE SERVICES PROVIDED.
<p>This is an application for a registration of a new service.</p> <p>If registered, Cornerways Fostering Service will be a sister organisation of Cornerways Children Services Ltd. The Children Service already run three registered children homes for girls and young women in Surrey, and a further registered children home in W. Sussex. These homes are all well established.</p> <p>Cornerways Fostering have appointed a manager, Ms. Fiona Black who is currently the sole employee of the service. The proposed plans for the service are to recruit approximately twenty carers by 2005 that will provide twenty to thirty placements for children and young people.</p> <p>The service will begin to recruit other members of staff, dependent upon registration, in Spring 2005.</p> <p>The inspector was able to view policy and procedure records, meet with the manager and view the premises of the proposed fostering service.</p>

## PART A SUMMARY OF INSPECTION FINDINGS

### Inspector's Summary

(This is an overview of the inspector's findings, which includes good practice, quality issues, areas to be addressed or developed and any other concerns.)

This inspection was a pre-registration visit. The inspector felt that the work that had already been undertaken, namely the policies and procedures was of a high standard. There were only minor shortfalls in four of the areas identified.

Within the National Minimum Standards for Fostering only one requirement was made which refers to the Children Guide. The inspector viewed two Children Guides, one for the over twelve's and one for the under twelve's. Both documents were similar.

The two documents should be incorporated into one. Or a preferred alternative the documents should be revised so that they would be more appropriate to the age and understanding of the children.



## **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?

NA

**If No please list below**

### STATUTORY REQUIREMENTS

Identified below are areas not addressed from the last inspection report, which indicate a non-compliance with the Care Standards Act 2000 and Fostering Services Regulations 2002.

No.	Regulation	Standard	Required actions	

**Action is being taken by the National Care Standards Commission to monitor compliance with the above requirements.**

**COMPLIANCE WITH CONDITIONS OF REGISTRATION (IF APPLICABLE)****(Registered Independent Fostering Agencies only)**

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

<b>Condition</b>	<b>Compliance</b>	
<b>Comments</b>		

<b>Condition</b>	<b>Compliance</b>	
<b>Comments</b>		

<b>Condition</b>	<b>Compliance</b>	
<b>Comments</b>		

<b>Condition</b>	<b>Compliance</b>	
<b>Comments</b>		

**Lead Inspector****Signature****Second Inspector****Signature****Locality Manager****Signature****Date**

## STATUTORY REQUIREMENTS IDENTIFIED DURING THIS INSPECTION

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

### STATUTORY REQUIREMENTS

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

No.	Regulation	Standard *	Requirement	
1	3.(4)	1.5	A children guide is produced which considers the child's age and understanding	1 <sup>st</sup> June 2004
2	29	22.10	There is a clear policy framework which outlines the circumstances in which a carer should be removed from the foster carer register.	1 <sup>st</sup> June 2004
3	11	7.2	If a placement is made in an emergency and no suitable placement is available, then steps are taken to achieve this within six weeks. This information should be made available to placing authorities, who should be consulted about the possible decisions.	1 <sup>st</sup> June 2004

### 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	20.3	Staff supervision should be regular and planned.

2	13.3	The fostering service helps the foster carer to contribute to the delivery of the personal education plan.
3	18.6	There is professional indemnity insurance for all staff and carers.

\* Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix e.g FS10 refers to Standard 10.

## PART B INSPECTION METHODS & FINDINGS

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

Number of Inspector days spent	1
Survey of placing authorities	NA
Foster carer survey	NA
	NA
Checks with other organisations and Individuals	NA
• Directors of Social services	NA
• Child protection officer	NA
• Specialist advisor (s)	NA
• Local Foster Care Association	NA
Tracking Individual welfare arrangements	NA
• Interview with children	NA
• Interview with foster carers	NA
• Interview with agency staff	NA
• Contact with parents	NA
• Contact with supervising social workers	NA
• Examination of files	YES
Individual interview with manager	YES
Information from provider	YES
Individual interviews with key staff	YES
Group discussion with staff	NA
Interview with panel chair	NA
Observation of foster carer training	NA
Observation of foster panel	NA
Inspection of policy/practice documents	YES
Inspection of records	YES
Interview with individual child	NA
Date of Inspection	11/3/04
Time of Inspection	9.30
Duration Of Inspection (hrs)	6.5

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

The scale ranges from:

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

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

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

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

## Statement of Purpose

The intended outcome for the following standard is:

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

### Standard 1 (1.1 - 1.6)

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

#### Key Findings and Evidence

#### Standard met?

2

There is a clear statement of purpose, outlining the service as it is envisaged.

It details the management structure of the new organisation and the qualifications and experience of staff. It also outlines the expectations of qualifications, experience and numbers of staff that will be employed in the future.

The proposed registered provider has approved the statement of purpose. This statement needs to be reviewed annually to keep within the standards required by the National Minimum Standards for Fostering Agencies 2002.

There are currently two children's guides, one for the under twelve's, the other for the over twelve's. The documents contain all relevant information, they are however remarkably similar.

It is a recommendation of good practice, that these documents be reviewed. Either to become one document for all children; Or what is preferable, that the documents are more closely targeted to the age and understanding of children and young people that the service is aimed at.

## **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.**

<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
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The proposed manager of the service, Ms Black, holds a Certificate of Qualification in Social Work. She has worked extensively in childcare and within fostering services.

Ms Black holds an Executive Diploma in Management, and reports that this is the equivalent of Level 5 NVQ. Prior to the commencement of this job, Ms Black worked as a manager of large fostering team in Kent for four and half years.

### **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.**

<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>9</b>
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Ms Black has yet to have her fit managers interview.

References have been received. The NCSC has requested an enhanced Criminal Records Bureau check.



## Management of the Fostering Service

The intended outcomes for the following set of standards are:

- The fostering service is managed ethically and efficiently, delivering a good quality foster care service and avoiding confusion and conflicts of role.

**Standard 4 (4.1 – 4.5)**

There are clear procedures for monitoring and controlling the activities of the fostering service and ensuring quality performance.

**Key Findings and Evidence**

**Standard met?**

3

There are clear roles set out of the organisation.

There is information for carers with clear terms and conditions laid out in a contract.

In addition there is information for purchasers of the service. A flat fee has been established, however amounts charged/paid for placement of children and young people with additional, complex needs or behavioural problems have not. This will be negotiated on an individual basis.

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

0

**Death of a child placed with foster parents.**

0

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

0

**Serious illness or accident of a child.**

0

**Outbreak of serious infectious disease at a foster home.**

0

**Actual or suspected involvement of a child in prostitution.**

0

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

0

**Serious complaint about a foster parent.**

0

**Initiation of child protection enquiry involving a child.**

0

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

0

**Number of the above complaints which were substantiated:**

0

<b>Standard 5 (5.1 - 5.4)</b> <b>The fostering service is managed effectively and efficiently.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>There are clear job descriptions for all the posts that are envisaged in the new agency, with clear lines of responsibility.</p> <p>In addition, there is documentation, which outlines the arrangements if the manager is absent. There are clear guidelines of who is available over a twenty-four hour period.</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?

2

Currently no foster carers are registered. There is clear documentation of the terms and conditions for foster carers. In addition, there is information regarding the assessment process and the termination of approval for foster carers. The National Minimum Standards also require under standard 22.10 that within the category of termination from the foster carers register that there is a clear policy which outlines why a foster carer maybe removed.

The inspector was able to see the proposed training programme for foster carers, which included courses on health and safety, attachment theories, children who self harm. The service has already identified potential trainers for many of these courses.

### 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?

2

The service has a document entitled 'Valuing Diversity and Equal Opportunities'. Within it, it outlines in a clear manner what is expected of foster carers and employees in tailoring the service to individual needs.

It highlights the provision of training to'

*".....developing an awareness within the service of issues and attempting to redress the balance of disadvantage through positive action and confronting discrimination."*

Within the National Minimum Standards for fostering service regulation 2002, there is a recognition that each child placed should have access to a foster care service which recognises needs in terms of gender, religion, ethnic origin, language, culture, disability and sexuality. That if the placement is made in an emergency and no suitable placement in terms of the above can found, then steps are taken to achieve the above within six weeks.

The Commission requires that this is incorporated into the policy documentation and that placing authorities are made aware and are consulted about its possible implementation.

**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**

As the service is not yet registered no placements have been made. However, there is already a comprehensive document, which outlines "Valuing Diversity" and the expectations that will be placed on all those involved in the service.

**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**

The inspector was able to view documentation, which focussed on protecting children from abuse.

Fundamental within the terms and conditions that foster carers have to sign and agree the sanctions that are not acceptable. These include corporal punishment; refusal of visits; restriction of access to telephone numbers such as Child Helpline, NCSC and the children social workers.

Other policies included child protection, whistle blowing, behaviour management, and children absent without permission. All policies were clear and well written outlining the expectations and procedures that needed to be followed.

Foster carers must receive training on how to implement these policies and to record information.

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

**0****%**

**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?****3**

There is a policy for maintaining contact, whereby children and young people are encouraged to maintain contact, if appropriate with family, friends and significant others.

Children and young peoples views will be actively sought and given weight in determining the level of contact.

It is envisaged that the new service will recruit day foster carers who will be used to support contact when the main foster carer is unable to achieve this. These day foster carers will be recruited, assessed and approved in line with regulations for all foster care approval.

The service will reimburse foster carers for extensive journeys undertaken to maintain contact. There will be an expectation that the foster carer will record all contact outcomes.

**Standard 11 (11.1 - 11.5)**

The fostering service ensures that children's opinions, and those of their families and others significant to the child, are sought over all issues that are likely to affect their daily life and their future.

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

All foster carers as part of the recruitment process will have to undertake 'foundation training'; within this training they will learn about the importance of listening and responding to the child's view.

Children and young people will receive a children guide as soon as is practicable. Within this guide there is information about how to make a complaint, and where and to whom views can be expressed. All children placed will have statutory reviews in line with the Children Act 1989, and will be encouraged to attend the meeting, and/or let the meeting know about their views

**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?****3**

There is a policy with looks at the issue of promoting development and health.

Within in it, it outlines the importance of maintaining the child's or young person's own community health provider, if at all possible.

In addition, a medical advisor will be available to the service should it be necessary.

The Cornerways fostering service will maintain health records, which will be accessible, for all the children and young people it provides a service to.

Foster carers will receive training during their foundation stage on first aid and health and hygiene.

There will be an expectation that children and young people will be accompanied by someone in the service to attend all health appointments.

**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?****2**

The inspector was able to view the policy with regard to educational achievement and encouraging and supporting children.

It states amongst other things, that children and young people should stay at their existing school if at all possible; that foster carers should attend parents evenings; that the service will explore avenues for ensuring that there is access to computers; and that where a child is excluded the service may be assisted by the day foster carers to provide day activities or assist in the integration back into school.

It is recommended that within the policy there is a statement, which states that foster carers should contribute to the assessment of the child's educational needs and progress for the planning and review process. That is to say, that foster carers should contribute to the delivery of the Personal Education Plan.

**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 fostering service has a policy which states of young people,

*“their adulthood will be individual to them and preparation for it must therefore be individualised with the aim of helping them to maximise and reach their potential and take their individual role within the community.”*

This process will begin when young people reach the age of fifteen and any plans will be incorporated into the care plan and placement agreement for each individual child.

Foster carers will receive advice about preparation for adulthood from their social workers, the foster care manual and from appropriate training.

## 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

Currently there is only one employee of the Cornerways fostering service; the inspector was able to view her personnel file, which included all appropriate documentation including a current CRB check.

It was observed through the job description for other posts that the post holders should all have the appropriate qualifications and experience in the field of fostering.

Total number of staff of the agency:

1

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

0

### 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

A clear staffing structure has been devised. It is anticipated that recruitment for other posts, dependent upon registration being granted will begin in May 2004.

There are plans in place for the ratio of social work staff to foster carers, namely 1: 10 and how often these carers will be supported by their link social workers.

The manager stated that social workers would receive consultation and supervision. However, the exact format of this will be dependent upon the order in which workers are appointed to posts. The manager initially will take responsibility for all workers.

Cornerways Fostering Service has a policy document stated that they will register all their qualified social worker staff with the General Council for Social Care.

The manager of the service will ensure the optimum delivery of the service will continually monitor levels of clerical and administrative staff.



**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?****3**

Assessment for prospective foster carers will follow the format as outlined by the British Association of Adoption and Fostering in Form F. This covers all areas cited in the National Minimum Standards for Fostering Services Regulation 2002

There is an existing policy called 'Valuing Diversity and Equal Opportunities Policy' which sets out the intention to recruit people from a range of experiences in order to provide the service as outlined in the statement of purpose.

**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?****2**

The inspector was able to view documents, which outlined the support that would be available to foster carers out of hours. This would involve the manager being available on the end of a telephone line.

The manager receives regular supervision. There is an appraisal scheme in place for all staff of the sister organisation. It is envisaged that this will be in place for the fostering service.

There is a clear whistle blowing policy in existence.

The fostering service has public liability insurance. It does not have professional indemnity insurance. The inspector was informed that enquiries had been made about professional indemnity insurance, however this was outstanding on the day of the inspection.

The fostering service must provide evidence of professional indemnity insurance.

**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**

There is a statement of intent for training of staff. This document outlines the length of induction, supervision and appraisals.

It is envisaged that there will be a training programme which includes training between foster carers and workers, and that the effectiveness of this training is evaluated on an ongoing basis.

Cornerways Fostering intends, once registered to become members of BAAF and the Fostering Network.

There is an undertaking that all qualified social work staff will be registered with the General Social Care Council by April 2005.

**Standard 20 (20.1 - 20.5)**

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

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

All roles within the new service have job descriptions and person specifications outlining the responsibilities that they will undertake.

As previously stated workers will initially be supervised by the current manager. However, it is intended that as the service grows alongside the numbers of personnel, then the structures will enable the manager to take a more strategic role and just to supervise the senior practitioner.

The National Minimum Standards for Fostering Services 2002, state that supervision sessions are regular and planned. It is a recommendation of good practice that these sessions are recorded and signed by both parties.

**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**

The service has provided much evidence, which focuses on the strategy for working with and supporting carers. This includes references to training and development throughout the policies and procedures. It is the role of the social worker to supervise carers, this work will include the number of visits that the carer can expect (one every three weeks) and providing annual reports that are available to the Fostering Panel.

**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**

As mentioned in the previous standard, the allocated social workers will provide the support and supervision for the foster carers. The social workers will be expected to visit once every three weeks, and as in line with the National Minimum Standards for Fostering Service 2002, and that some of these visits are unannounced.

Foster carers can also expect that they will receive a manual once registered outlining procedures and expectations. They will have access to out of hours advice and support groups.

The service intends to provide a 'building block' approach to training;

Pre-approval preparation and Assessment  
Foundation  
Intermediate  
Further – NVQ

The initial programme is intended to start in May/June and will consist of one day a month on topics such as Child Protection; basic attachment theory; promoting educational attachments.

The intermediate stage will incorporate caring for young people who self-harm; life story work; preparation for adulthood.

Further stage will include court work; preparation for adoption; young people and the criminal justice system.

**Standard 23 (23.1 - 23.9)**

**The fostering service ensures that foster carers are trained in the skills required to provide high quality care and meet the needs of each child/young person placed in their care.**

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

The above standard outlines the programme of training that it is anticipated will be available to foster carers.

In addition, the service has undertaken to keep a portfolio of all the training that its foster carers have completed.

Carers will also have an annual review, which will include an appraisal of training, and development needs.

## Records

The intended outcome for the following set of standards is:

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

### Standard 24 (24.1 - 24.8)

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

#### Key Findings and Evidence

#### Standard met?

3

The fostering service does have a policy on record keeping. This document outlines the expectations of records that should be kept by carers, these include daily records accidents records, dates for all medical appointments. In addition it will be required that carers keep photographs and memorabilia that may be suitable for life story work.

It is anticipated that the allocated social worker will check these records to ensure that they are free from stigmatising language and value judgements.

Carers, it is planned will receive training regarding record keeping regarding expectations and appropriateness.

### 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

There is a policy and procedure for record keeping and record retention. It goes into significant detail of where records will be kept, the length of time that they will be retained and where they will be archived.

The records that were sampled all met the National Minimum Standards for fostering services 2002.

It is envisaged that records for complaints and allegations will be held separately, as well as being held on the relevant files for staff, carers or children including the details of the allegation conclusion and action taken.

<b>Number of current foster placements supported by the agency:</b>			0
<b>Number of placements made by the agency in the last 12 months:</b>			0
<b>Number of placements made by the agency which ended in the past 12 months:</b>			0
<b>Number of new foster carers approved during the last 12 months:</b>			0
<b>Number of foster carers who left the agency during the last 12 months:</b>			0
<b>Current weekly payments to foster parents: Minimum £</b>	350.00	<b>Maximum £</b>	X

## 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

Currently, the fostering service shares accommodation with its sister organisation, Cornerways Children's Services Ltd. The premises comprise of a number of rooms within a large commercially rented property. This property is accessible during normal office hours.

It is envisaged that as the fostering service expands other rooms may be available to rent.

The current accommodation has good administrative systems including IT facilities. There are secure facilities for the retention of confidential materials.

## 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

There is a statement of intent regarding the financial viability of the service. This includes the aim of maintaining two months income in reserve. In addition, the service would be financed through Cornerways Children's Services Ltd initially.

The inspector was able to view the Inland Revenue Payment book, which was evidence of PAYE and National Insurance contributions. The service was able to provide documentation, which stated that independent fostering schemes are exempt from paying VAT.

### 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 financial manager was able to provide a statement of intent, which encompassed all the requirements of the National Care Standards for fostering services 2002.

These policy and procedures it is envisaged will be in place by May 2004, which define levels of responsibility and supervision.

**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**

It is anticipated that carers will receive £350 per week with a proportion going on clothing, hobbies, activities etc. A full list of the inclusive payments is outlined in the terms and conditions that are agreed and signed by carers.

In exceptional circumstances charges may arise which will be negotiated on an individual basis, these would include tutoring educational costs.

Children and young people may in some circumstances have additional needs because of their behaviour or disability. In these situations, the manager explained that it maybe possible for the carer to receive an enhanced payment.



## 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
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No formal appointments have been made to the panel. There are eight people who are potential panel members and they are in the process of recruitment.

The inspector was able to view all relevant documentation, which included two written references and CRB checks. The service must note that all panel members must have a completed enhanced CRB check before the first panel meeting takes place.

The potential panel will have four independent members including someone who has been in care herself. A further panel member is a General Practitioner, providing the medical expertise.

There are policies and procedures for the panel, which includes the purpose and function, the structure and membership, and the frequency of the meetings.

## 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
It is not anticipated that this service will provide short-term breaks.		

## 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?
Not applicable to this service.	

**PART C****LAY ASSESSOR'S SUMMARY****(where applicable)****Lay Assessor**

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**Signature**

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**Date**

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**Lead Inspector**

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Rin Saimbi**Signature**

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**Date**

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**PART D****PROVIDER'S RESPONSE****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 <enter date(s) of inspection here> and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

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

Amendments to the report were necessary

YES

Comments were received from the provider

YES

Provider comments/factual amendments 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

NA

**Note:**

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

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

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

Action plan was required

NO

Action plan was received at the point of publication

NA

Action plan covers all the statutory requirements in a timely fashion

NA

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

NA

Provider has declined to provide an action plan

NA

Other: &lt;enter details here&gt;

NA

**Public reports**

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

### D.3 PROVIDER'S AGREEMENT

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

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

Print Name \_\_\_\_\_

**Signature**

### Designation

Date \_\_\_\_\_

**Or**

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

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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.