

inspection report

Fostering Services

London Borough of Enfield Fostering Service

Social Services Department
Southgate Town Hall
Palmers Green
London
N13 4XD

25th October 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?

YES

Name of Authority

London Borough of Enfield Fostering Service

Address

Social Services Department, Southgate Town Hall,
Palmers Green, London, N13 4XD

Local Authority Manager

Janice Darling

Tel No:

020 8379 2691

Address

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Palmers Green, London, N13 4XD

Fax No:

020 8379 2809

Email Address

Registered Fostering Agency (IFA)

NO

Name of Agency

Tel No

Address

Fax No

Email Address

Registered Number of IFA

Name of Registered Provider

Name of Registered Manager (if applicable)

Date of first registration

Date of latest registration certificate

Registration Conditions Apply ?

NO

Date of last inspection

1/12/04

Date of Inspection Visit		25th October 2004	ID Code
Time of Inspection Visit		10:00 am	
Name of Inspector	1	Jane Ray	080076
Name of Inspector	2		
Name of Inspector	3		
Name of Inspector	4		
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.		Not applicable	
Name of Specialist (e.g. Interpreter/Signer) (if applicable)		Not applicable	
Name of Establishment Representative at the time of inspection		Janice Darling	

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(National Minimum Standards For Fostering Services)

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- 3. Management of the fostering service**
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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 London Borough of Enfield Fostering Service. 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.

The Enfield fostering service recruits, assesses trains and supports a range of placement resources to meet the diverse needs of Enfield's looked after children. At the time of this inspection the fostering service provided foster placements for 106 children in 81 foster carer placements. Seven of these foster carers can specifically take emergency placements. Since the start of the year the fostering service has approved 12 new foster carers and one foster carer has been deregistered as they no longer wished to continue to provide a service.

The fostering service has a full time manager and deputy manager. There are 12 permanent staff and 3 agency staff. Another member of staff has been appointed and is starting by the end of the year. The staff team is in the process of being restructured to divide into two teams, one for assessment and training and the other for support and monitoring of foster carers. A second deputy post has been created as part of this restructuring process.

A new kinship care section has been set up within the fostering team with a co-ordinator and social worker responsible for this work. Eighteen kinship carers have been approved and nine are working as kinship carers but are still going through the assessment process.

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.)

The inspection of the Enfield Fostering Service began on 25th October 2004 and was completed on the 2nd November 2004. At the previous inspection six requirements were made and of these five have been met. One requirement is outstanding and has been restated in this report. At this inspection four new requirements were made and the details of these are recorded in the summary below.

The manager and staff of the fostering service cooperated fully with the inspection process and are fully supported by senior management to comply with all outstanding requirements. The inspector would like to thank the manager, fostering team, other professionals, foster carers and young people for their assistance in making this a very thorough inspection.

The inspector acknowledges that the Enfield Fostering service is working at a high standard and was able to see that there have been many developments and improvements over the past few years. The requirements in this report reflect some minor areas for completion or improvement and do not represent any serious concerns about the quality of the service.

Statement of Purpose [standard 1]

This standard was not fully met

The statement of purpose and children's guide are available. The documents are user friendly and have been circulated to all children and foster carers. The statement of purpose is being reviewed and a copy of the amended document needs to be sent to the CSCI.

Fitness to provide or manage a fostering service. [standards 2-3]

Both standards were met.

The fostering service is provided and managed by those with appropriate skills and experience. The person managing the service is qualified and experienced as a manager. The manager needs to explore undertaking an NVQ level 4.

Management of the fostering service. [standards 4-5]

Both the standards were met.

There are clear procedures for monitoring and controlling the work of the fostering service. The fostering service is managed efficiently, staff were clear about the roles of the managers and senior management.

Securing and promoting welfare. [standards 6-14]

Seven of the nine standards were met.

The fostering service is striving to ensure appropriate matches between the young people and foster carers. The fostering service tries to recruit foster carers who provide a safe, healthy and nurturing environment and who value diversity and promote equality. Foster

carers are supported and encouraged to promote contact and to consult with children and young people in their care. Foster carers take an active interest in the health and education of children placed with them. Liaison with the Leaving Care team is encouraged to support a young person entering adulthood. There are still concerns about whether foster carers are receiving adequate information about the young people. Foster carers need to have access to first aid training.

**Recruiting, checking, managing, supporting and training staff and foster carers.
[standards 15-23]**

Six of the nine standards were met.

The service has made progress with staff recruitment and providing a better consistency of support. Foster carers are generally feeling well supported by the fostering team social workers. There is an ongoing programme of training for staff and foster carers. Staff must have an accurate record of the training they have received. Some foster carers need ongoing encouragement to attend training. Some foster carers annual reviews are out of date.

Records [standards 24-25]

Both standards were met.

The records were satisfactory.

Fitness of Premises [standard 26]

This standard was met.

Accommodation changes are taking place and eventually the foster team will be based in more appropriate offices. The additional computers for the team need to be installed.

Financial requirements [standard 27]

This standard was met.

The fostering service is part of the local authority and has sufficient resources to fulfil its obligations. The foster carers would like to receive payments directly into their bank accounts.

Financial processes [standard 28]

This standard was met.

There is regular monitoring of the financial systems by the local authority.

Payment to carers [standard 29]

This standard was met.

Foster carers allowances are reviewed annually and there has been substantial increase in the past year. The fostering service obtains advice and support to foster carers on financial matters.

Fostering Panels [standard 30]

This standard was met.

Foster carers are encouraged to attend the Panel. There are written policies and procedures regarding the function of the Panel. The chair of the panel is changing and the details of the new chair have been sent to the CSCI.

Short term breaks [standard 31]

This standard was met.

Short breaks are provided to parents and carers of children with disabilities. There is a system of co-caring for individual foster carers.

Family and Friends as Carers [standard 32]**This standard was met.**

A project has begun to meet the needs of kinship carers. The manager of the fostering service manages this service. The policies and procedures need to be completed for this service.

The inspector feels confident that the manager with the support of the senior management team will be able to address all the requirements and recommendations in this report.

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:

Regulation 47 is currently being amended and therefore is not incorporated into this report.

Implementation of Statutory Requirements from Last Inspection

Requirements from last Inspection visit fully actioned?

NO

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	
1	34(3)	FS9	The manager must ensure that foster carers receive full information on each child placed with them.	31/3/04

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	
This is a local authority provision and is not registered.		
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Lead Inspector	Jane Ray	Signature	_____
Second Inspector	_____	Signature	_____
Regulation Manager	Mandy Jobling	Signature	_____
Date	10 November 2004		_____

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	34(3)	FS9	The manager must ensure that foster carers receive full information on each child placed with them. This requirement is restated from the previous inspection	31/1/05
2	3(2)	FS1	The manager must send a copy of the amended statement of purpose to the CSCI when it is available.	30/11/04
3	17(1)	FS12	The manager must ensure all foster carers are offered first aid training from a qualified first aid trainer.	28/2/05
4	21(4)(a)	FS16	The manager must ensure that a record is kept for each member of the fostering social work team of the training they have received.	31/12/04
5	29(2)	FS21	The manager must make arrangements for all outstanding annual reviews of foster carers to take place.	31/1/05

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	FS2	The manager should explore undertaking an NVQ level 4 and contact TOPPS to identify if her previous qualifications can be taken into consideration.
2	FS4	The manager should report incidents to the CSCI even if she is unsure if they totally meet the criteria for a notifiable incident.
3	FS12	The manager should review whether the foster team social workers are working with the young peoples social workers to identify and refer young people and foster carers needing therapeutic support to the CAMS service.
4	FS16	The manager should clarify how the administrative support will be provided to the fostering service once the adoption service changes accommodation. This should also include reviewing if there is scope for administrative staff to further assist the social workers with administrative tasks.
5	FS23	The manager should ensure that the fostering service social workers continue to place great emphasis on foster carers attending training in order to ensure they all access the training they need to perform their role.
6	FS26	The manager should arrange for the additional computers provided for the social workers to be installed.
7	FS27	The manager should explore the implementation of a system of direct payment into foster carers accounts for allowances.
8	FS32	The manager should ensure that the policies and procedures for kinship carers are completed.
9	FS32	The manager should ensure that the nine kinship carers who have not had their assessment completed are presented to the fostering panel to have this work completed.
10	FS29	The manager should ensure that the foster team social workers discuss the equipment expenses with foster carers as required.
11	FS29	The manager should ensure that where are foster carers are supporting a young person and this arrangement may become "permanent" that the long term allowances are clarified for the foster carer.

12	FS5	The Head of Service for looked after children must ensure that the evaluation of the job descriptions and person specifications for the manager and deputy posts are completed.
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* Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix e.g FS10 refers to Standard 10.

PART B**INSPECTION METHODS & FINDINGS**

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

Number of Inspector days spent 12

Survey of placing authorities YES

Foster carer survey YES

Foster children survey YES

Checks with other organisations and Individuals YES

- Directors of Social services YES

- Child protection officer NO

- Specialist advisor (s) YES

- 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 YES

Observation of foster carer training NO

Observation of foster panel YES

Inspection of policy/practice documents YES

Inspection of records YES

Interview with individual child YES

Date of Inspection 25/10/04

Time of Inspection 10:00

Duration Of Inspection (hrs) 108

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?

2

This standard was inspected, by reading the statement of purpose and the Children's Guide to the fostering service. The statement of purpose contains all the necessary information identified as necessary in this standard. The document does however need to be updated to reflect the new working arrangements in the fostering service. The inspector was informed by the fostering service manager, that this work was underway and the new statement of purpose of document will be printed in November 2004. **It is required that a copy of the amended statement of purpose document is sent to the CSCI as soon as it is completed.**

The Children's Guide is user friendly and the fostering service manager explained that this has been sent to all children and young people currently in foster care as part of the young persons introductory pack. The Children's Guide can be made available in different languages. The guide includes details of how to complain and makes suggestions on how to obtain an independent visitor or advocacy support if required.

Fitness to Carry On or Manage a Fostering Service

The intended outcomes for the following set of standards are:

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

Standard 2 (2.1 - 2.4)

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

Key Findings and Evidence

Standard met?

3

The London Borough of Enfield Fostering service falls within the Education, Children's Services and Leisure directorate. The manager of the fostering service is line managed by a Head of Service for Looked After Children. This manager is accountable to an Assistant Director of Children's Services who works to the Director of Education, Children's Services and Leisure.

The manager of the fostering service has a number of professional social work qualifications and many years of appropriate experience in children's services both at a practitioner and management level.

The manager has not yet undertaken the NVQ level 4 although has another management qualification. **It is recommended that the manager explores undertaking an NVQ level 4 and contacts TOPPS to identify if her previous qualifications can be taken into consideration.**

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

The staff records were inspected for five members of staff working in the fostering service. These all contained the necessary CRB checks and two written references that included identification stamps from the employer of the person who wrote the reference.

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

This standard was inspected, by viewing the staffing structure, the budgets and documented information about allowances paid to foster carers.

The staffing structure shows clear lines of management and communication from the foster service manager through the deputy manager to the social workers in the fostering service. The social workers all have identified caseloads and the foster carers all know which of the fostering service social workers is responsible for supporting them. Regular supervision visits take place between the foster carers and the social workers.

The financial budgets for the fostering service were inspected. These provide clear information on expenditure and are available to the foster service manager on a monthly basis.

The information on allowances for foster carers is clearly recorded and made available for all the foster carers. The social service placement panel also knows the costs of the in-house foster placements.

The manager of the fostering service had a discussion with the inspector about whether certain incidents needed to be notified to the CSCI such as when there is a suspicion that a young person may be involved prostitution or has been diagnosed as having tuberculosis. **It is recommended that the manager reports incidents to the CSCI even if the circumstances of these incidents suggest that it is not clear if a notification is necessary.**

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

2

Death of a child placed with foster parents.

1

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.

1

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

0

Number of the above complaints which were substantiated:

0

Standard 5 (5.1 - 5.4)**The fostering service is managed effectively and efficiently.****Key Findings and Evidence****Standard met?****3**

The manager of the fostering service explained that at the time of the inspection the job descriptions and person specifications for the manager and deputy manager had been amended to reflect the change in the team structure and the development of the overall service. These amended documents were inspected and were satisfactory. These revised documents now need to be evaluated. **It is recommended that evaluation process for the revised job descriptions and person specifications for the manager and deputy posts is completed.**

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

This standard was inspected by visiting three foster carer and one kinship carer placements, reading the case records, interviewing the manager and attending a foster panel.

The three foster carer homes that were visited were all maintained to a good standard, clean and adequately furnished. Each of the young people had their own bedroom and the foster carers understood the importance of this for young people who had been abused in the past. The foster service manager also explained that the only young people who share a bedroom are babies up to the age of 15 months who can go into the foster carers bedroom and siblings or related young people of the same gender.

Four assessments of foster carer records were inspected. These all included a health and safety assessment of the foster carers accommodation and identified any action that needed to take place to make the premises totally safe. These were completed in a satisfactory manner.

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

This standard was inspected by attending the foster panel and placement panel, interviewing staff working in the foster service and foster carers and young people and looking at the information in the foster carer and young persons questionnaires.

The inspector was able to observe the foster panel where new foster carers were approved and this demonstrated that the assessment and approval of foster carers takes place in an equal opportunities framework and the record of approved foster carers indicates that they reflect a diverse range of people in terms of religion, culture and language.

The observation of the placement panel showed that the young persons ethnic, religious and cultural needs are always included in the issues discussed as part of the placement process.

The social workers and foster carers who were spoken to all explained that where a young person has a different religion or culture from their foster carer then links are made with local community groups to seek advice or support as required. The young persons questionnaires all stated that where required the young person was supported to practice their religion or follow their culture.

The inspector visited one carer where the young person being supported had a disability and the carer explained how the young person and the carer had been supported to access a range of health care input including physiotherapy and speech therapy and this was proving to be very beneficial for the young person. The young person was also attending a holiday play scheme provided by Cheviot's Children's Resource Centre.

The meetings with young people and reading the young persons questionnaires showed that the young people are being offered opportunities to access a wide range of hobbies and leisure activities and to enjoy holidays.

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

This standard was inspected by attending the placement panel, meeting foster carers and young people and reading questionnaires completed by foster carers, young people and placing authorities.

At the placement panel the young persons social worker is able to present the young person and provide information on their individual needs. The decision about where to place a young person considers the culture, religion, language and ethnic background of the young person and foster carer. There are however also a number of other factors that are considered including the preferred location to maintain links with family and schooling and the skills and experience of the foster carer to enable them to meet the needs of the young person. The inspector gained the impression that every effort was made to achieve a careful match between the carer and the young person within the available resources.

The foster team social workers and foster carers stated that where a match is not achieved then the carers and young person are supported to link into appropriate community support groups.

The Head of the Looked After Children's Service explained that a number of boroughs are exploring how they can work together to share information on available foster placements to help improve the chances of successful matching taking place.

The interviews with foster carers and young people showed that where possible the young people are offered a chance to meet foster carers prior to the placement happening. If the placement occurs as an emergency, visits do not take place. At the placement panel a placement was being sought for one young person who had already met a foster carer but felt that they did not wish to live with this person and this indicated that the young people are allowed to express a view about the proposed placement.

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?****1**

This standard was inspected by looking at records of training and of investigations into allegations of abuse. Policies and procedures including the foster care agreement were inspected. Foster carers were interviewed and foster carer questionnaires were analyzed.

The initial training to potential foster carers talks in detail about supporting young people who have a history of being abused. For foster carers who have completed the assessment process a four-day training course was offered on caring for children who have been sexually abused. Other training including men in foster care and managing anger and challenging behaviour also link into the issue of abuse.

Four young people's case records were inspected. One of the young people had a history of abuse and the care plan identified the support that was required including individual therapeutic input.

The foster care agreement states that corporal punishment is not acceptable. The foster carers questionnaires all indicate that the foster carers understand this to be the case. The young persons questionnaires indicate that corporal punishment has never been used.

A record is kept by the fostering service of all allegations of abuse of young people in foster care and the results of the investigations. There have been no substantiated allegations of abuse by foster carers in the previous 12 months. All allegations are investigated following the London Child Protection Procedures.

The foster service has a policy on how to identify and support young people who are being bullied and this is given to all foster carers. A bullying leaflet is also included in the children's welcome pack. The young people questionnaires showed that out of 20 responses 14 said they were never bullied, two said hardly ever and three said they were sometimes bullied.

There is a local authority protocol for children missing from home.

There are still concerns being raised by foster carers about whether they receive full information about the foster child. Thirty-nine foster carers returned the questionnaire. Seventeen carers said they always had received full information about the young person, eleven said they did not receive accurate information and seven said that sometimes they did not receive accurate information. Some said they did not receive a full history of the young person, others wanted more healthcare information and others wanted information of specific behaviours such as a history of stealing. Foster carers said they usually only received information verbally prior to the placement but then had written information at the review meeting that usually took place within one week of the placement commencing.

It is required that the manager must ensure that foster carers receive full information about the child and the child's family to enable the carer to offer protection to the child and their own family. This requirement is restated from the previous inspection.

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

80**%**

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**

This standard was inspected, by looking at the foster carer agreement, inspecting foster carer and young peoples case notes and from the questionnaires completed by the young people, placing authorities and foster carers.

The foster carers agreement identifies that foster carers must support the young people to maintain contact with their relatives. The young peoples case notes that were inspected all contained information about contact arrangements and there was evidence that these were reviewed depending on individual circumstances such as parents not attending the contact sessions at the LAC review meeting.

The foster carers questionnaires all indicated that they understood and facilitated contact arrangements. In one case the foster carer was concerned about her personal safety in contact arrangements and this had been addressed by the fostering service and the young persons social worker.

There were 42 questionnaires completed by the young peoples social workers. Out of these twenty-five said they were very satisfied or satisfied with how foster carers work with families and three said they were disappointed with the work of the foster carers with the families.

The record of allowances for foster carers showed that they did receive an allowance for costs associated with contact arrangements.

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**

This standard was inspected by interviewing young people living with foster carers and from the questionnaires completed by the young people and foster carers.

Foster carers receive training on the importance of listening to the young people as part of their initial training while they are deciding whether to proceed with the application process. The foster carers spoken to all seemed clear on the importance of the review meetings and supporting the young person with this process and on when they needed to contact the young persons social worker.

Twenty young people completed the questionnaires and 11 said their opinions are always listened to and 7 said their opinions are sometimes listened to. None of the young people said their opinions are not listened to.

All the foster carers and all the young people apart from one who completed the questionnaire said they knew the complaints process and who to contact.

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**

Enfield has a health and education access and resource team (HEART) for looked after children. This is a multi-agency team and includes a nurse with responsibility for looked after children and links in with the child and adolescent mental health service (CAMS). The professionals from these team can provide support to individual young people and their carers and also provide training to social workers and foster carers.

The psychotherapist from the CAMS team explained that they had only received 10 referrals from the fostering service since the start of the year. This seemed very low considering the complex emotional needs of the young people receiving foster care. **It is recommended that the foster team with the young persons social worker reviews whether there are other young people or foster carers who could benefit from this service.**

Four young peoples case notes were inspected. These all contained details of their individual physical and emotional healthcare needs. These showed that all the young people were registered with a GP and were having dental and optical checks.

The training record showed that there is a training course taking place in November 2004 for foster carers and social workers on immunisations and hepatitis B and the management of enuresis.

The foster carer agreement states the foster carers responsibilities in terms of supporting the young person to access healthcare appointments as required and the foster carers who were interviewed stated that they recorded in the diary the outcome of these appointments.

The foster carers have not been offered basic first aid training other than as part of an NVQ. **It is required that foster carers are all offered basic first aid training.**

Standard 13 (13.1 - 13.8)

The fostering service gives a high priority to meeting the educational needs of each child or young person in foster care and ensures that she/he is encouraged to attain her/his full potential.

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

The inspector met with the educational psychologist from the HEART team. This team includes a small education team incorporating an educational welfare officer, special needs educational support and an educational psychologist. This team receives referrals from the social workers from the looked after children and fostering teams as well as teachers in schools. The team can also help to "fast track" young people who need a new school as a result of the fostering process.

A grant from the DFES helped to provide a number of foster carers with computers to support the young people with their studies. A grant from a voluntary organisation has funded the "Right to Read Project" and has given all young people in foster placements book bags to encourage them to make use of the libraries.

Twenty responses were received from young people living with foster carers. These all described how foster carers supported them with their studies through encouragement, use of the computer, obtaining books and in two cases arranging a tutor.

The manager of the fostering service explained that she received information on the examination results for the looked after children and these showed that the young people placed with foster carers were obtaining the best academic results out of all the young people who were in a care setting in Enfield.

Standard 14 (14.1 - 14.5)

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

Key Findings and Evidence

Standard met?

3

The inspector met a manager from the Adolescent and Leaving Care Team. She explained the process by which young people transfer to the Leaving Care Team. She explained that there are close working links between the fostering service and the Leaving Care Team and social workers from both teams work together to address the needs of young people in foster care. The Leaving Care Team have also provided training courses for foster carers on the transition to independence.

The inspector met one young person who was being supported by the Leaving Care Team. She explained that her Pathway Plan had been developed and she was being well supported by the Leaving Care Team and her foster care in moving gradually towards greater independence and the development of the necessary living skills.

There were 39 foster carers questionnaires returned and two of these did specifically mention the difficulties of receiving support from the Leaving Care Team.

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 local authority has recruitment and selection procedures. All staff have completed an application and interview process. The inspector viewed four staff files. All staff had current CRB checks and this information was on their files. References had been checked and there was proof of qualifications on the files. The files showed that these staff were suitably qualified and had undertaken post-qualifying training. All the social workers have a record of experience in working with looked after children.

At the time of the inspection there were 17 staff working for the fostering service. This included a full-time manager and deputy manager, five full-time social workers, five part-time social workers, three full-time agency social workers and two part-time independent social workers. An additional full-time social worker has been appointed and is due to start shortly. The recruitment of a second deputy manager is also underway.

Total number of staff of the agency:

17

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?

2

This standard was assessed, by interviewing the manager and three social workers including an agency social worker and attending a staff team meeting. Four staff files were also inspected.

The fostering team has a management structure and the staff all had an understanding of their roles and responsibilities in the team. The deputy manager, in consultation with the manager monitors the workload of team members and the assignment of new work. The social workers who were interviewed explained that their case load is determined by their hours of work and their future roles as they are moving towards dividing into the assessment and support teams.

The three agency social workers have all been working with the team for over a year and are

very familiar with the operation of the team.

The supervision records show that all the staff are receiving individual supervision and this includes agency staff.

The individual staff files show that all the staff have individual written contracts and conditions of service.

The fostering service social workers when interviewed all showed an understanding of the roles of the young persons social worker and how to work effectively together.

The staff team have access to local authority policies and procedures including equal opportunity and health and safety policies.

The looked after children's services and fostering service provide an ongoing programme of training for social workers often in partnership with foster carers. The staff training records were inspected in the social worker files. These records had not been fully completed so it was not possible to get an accurate list of what training each member of staff had attended. **It is required that an accurate and up to date record of training attended by the social work staff is maintained in each staff members record.**

The manager explained that the administrative support is provided jointly with the adoption team by five administrative staff. The administrative staff all have defined roles. The social workers who were interviewed stated that they would appreciate some additional administrative support as they spent considerable time doing photocopying and other tasks that could be done by administrative staff. The manager said she was not sure what would happen to the organisation of the administrative staff as the adoption team are shortly moving to new offices. **It is recommended that future administrative support is clarified and as part of that process there is a review of whether administrative tasks carried out by social workers could be undertaken by 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

The manager explained that since the inspection last year a number of the social workers have returned from maternity leave. In addition one new full-time social worker has been appointed. Another full-time social worker has also been appointed and is due to start shortly. The process of appointing a second deputy manager is also underway. One part-time agency social work has decided to transfer to be a permanent member of the team. This means that progress is being made to ensure there is a team of staff available to provide ongoing consistency. The manager also said there are adequate staff available to undertake the necessary work.

The manager showed the inspector the document describing the recruitment strategy for foster carers. This process is co-ordinated by a local authority campaign organiser and

includes an ongoing programme of articles in local newspapers and advertisements. They have also recently sent postcards to all the parents of school age children in the borough. They have been using existing foster carers and young people to assist with the recruitment process.

The assessment of foster carers is based on the competencies set out in the BAAF Form F and the new annual review form for foster carers is also competency based.

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?

3

The fostering service is part of the local authority. It has sound employment practices.

There is an out of hours support service providing advice to foster carers in the evening and weekend. Supervising social workers take turns in providing out of hours support to foster carers, although at the time of the inspection the manager and deputy manager were providing this service whilst funding issues are addressed.

The inspector saw copies of supervision notes between the foster carer and the supervising social worker on the foster carer's files. The foster carers spoken to during the inspection all said they received regular supervision at least every six weeks.

The local authority has a public liability policy covering foster carers and the Fostering Service takes out a group policy for all its foster carers with the Fostering Network.

There is a whistle blowing policy, which covers all the local authority services.

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

This standard was inspected by, viewing the training programme, inspecting staff records and attending a staff team meeting.

The induction-training programme was inspected for the most recently recruited member of staff. This provided a comprehensive introduction to the fostering service.

The staff team meeting was observed and provided an opportunity for all the staff to be kept up to date on changes in legislation and guidance relevant to their jobs.

The training programme is provided jointly with foster carers and reflects issues relating to the fostering service.

Standard 20 (20.1 - 20.5) All staff are properly accountable and supported.		
Key Findings and Evidence	Standard met?	3
<p>The staff have job descriptions reflecting the work of the foster service. The supervision records were inspected for four staff and these are taking place on a regular basis and usually every month. The appraisal records were inspected for four staff and they had received an appraisal or had one booked.</p> <p>The staff attend weekly staff team meetings.</p>		

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?	2
<p>The arrangements for fostering service social workers, to support foster carers is documented in the statement of purpose and foster care agreement. Since the last inspection the foster care agreement has been reviewed and this document is now comprehensive. The evidence from meeting four foster carers, inspecting four case notes and from the foster carer questionnaires are that foster carers are having regular contact with the fostering social worker and are feeling well supported.</p> <p>The manager showed the inspector the list of outstanding annual reviews. This indicated that there are a significant number of foster carers who have not had an annual review for over a year. It is required that arrangements are made to complete all outstanding annual reviews of foster carers.</p>		

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 evidence from meeting four foster carers, inspecting four case notes and from the foster carer questionnaires are that foster carers are having regular contact with the fostering social worker and are feeling well supported. The pack of information that is given to all foster carers was inspected and contains useful information to support them with their role including the foster care agreement, information about allowances, information on what they need to record and a diary and forms to use for review meetings.

All the foster carer questionnaires indicate that they know and understand how to make a complaint if required. A record is kept of complaints and the outcomes and this was made available for the inspection.

All the foster carers are given a booklet prepared by the Fostering Network about the procedures and support available if an allegation is made against them. The foster service also offers a “buddy” system where a foster carer can be supported by another foster carer.

Foster carers are offered a range of practical support including respite care, out of hours support and insurance cover. Four foster carers when interviewed all described minor problems they had experienced with the payment system for items such as retainer fees and small items of equipment. These had all been resolved but were frustrating. The manager of the fostering service explained that a new part-time finance officer was available and this will hopefully resolve these issues.

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 fostering and looked after children’s service offers an ongoing programme of training. The fostering service starts with a two-day training programme on “preparing to foster” for all prospective foster carers. There is also a programme of ongoing training. These offer childcare for the pre-school age children to support foster carers to attend. The training is aimed at addressing issues that are relevant to the fostering role. There is a training course specifically for men in foster care looking at the issues of safe caring.

The foster carers agreement stipulates that foster carers must attend four days of training each year. The foster carer questionnaires showed that some foster carers attend most of the training whilst others attend no training. **It is recommended that the fostering service social workers continue to place great emphasis on foster carers attending training in order to ensure they all access the training they need to perform their role.**

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

Four sets of case notes were inspected for young people cared for by the fostering service and four files were inspected for the corresponding foster carer. The young persons records are held by the looked after children's team or leaving care team. The foster carer records are held by the fostering service. The local authority has guidelines available about access to these records. The young peoples files that were inspected all contained basic information such as the young persons family details, legal status and a chronology giving details of the young persons history. They also included details of their healthcare needs and education. One young person who had been transferred to the Leaving Care Team had a Pathway Plan.

The foster carer files follow a standard format and include the LAC care plans, placement plans and records of all review meetings.

The files indicate that there is ongoing dialogue between the young persons social worker and the fostering service social worker.

Approximately half the questionnaires received from foster carers raised some misgivings about the young persons social worker including comments about the staff turnover of social workers, difficulties in getting hold of the social worker and the social worker not visiting the young person on a regular basis. This clearly has an impact on the overall success of the fostering service.

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**

Four foster carer records were inspected. The records are stored securely within the department. The recording is in line with the departments recording policy. The fostering files all have a set format so that the information is stored in an organised manner. The written entries in the file were legible and appropriately expressed. Records were kept of the checks and references that had been obtained. The files contain a confidential section where records about allegations and complaints can be stored.

Four young peoples files were also inspected. These are kept with the Looked After Children's Teams. These were also stored securely and were organised and legible.

Foster carers and young people are informed of how they can see their personal records through the use of a leaflet called "Your records – your rights".

The fostering service keeps a separate log of complaints and allegations of abuse and these records were seen as part of the inspection.

The placements described below include respite and emergency placements.

Number of current foster placements supported by the agency:			106
Number of placements made by the agency in the last 12 months:			364
Number of placements made by the agency which ended in the past 12 months:			304
Number of new foster carers approved during the last 12 months:			12
Number of foster carers who left the agency during the last 12 months:			1
Current weekly payments to foster parents: Minimum £	303	Maximum £	420

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
<p>The fostering team are based in offices in Southgate Town Hall in Palmers Green. This is a very old building and the services located here are gradually moving to new modern accommodation. The plan is for the fostering service to eventually move to new accommodation. The team is currently spread through several rooms and some of the social workers are located in a room, which is situated separately from the rest of the team. There are plans later in the year to relocate these staff in a room next to the team.</p> <p>It was observed that the IT systems still need some work. There is not yet a computer available for all the social workers to work on. The manager explained that additional computers have been obtained but not yet installed. It is recommended that the computers are installed as soon as possible so that social workers do not have to share this equipment.</p>		

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 written policy on fostering allowances, which is reviewed every year. The fostering service is subject to monthly financial monitoring and is adequately resourced. Since the previous inspection additional funding has been provided to the fostering service to increase the monitoring and support of foster carers. The foster carers spoken to during the inspection all said that they would like payments to be made directly into their bank accounts using the BACS system. **It is recommended that the use of this payment system is explored.**

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 local authority is responsible for the financial systems used by the fostering service. Regular monitoring of the service takes place and foster carers are advised of the annual changes in charges.

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**

A review of foster carers allowances has taken place and the allowances have significantly increased. Foster carers receive information on the increase in their allowances on an annual basis. Foster carers expressed concern regarding a government policy to tax the foster care allowance. The inspector was told that the fostering service has been very active in obtaining advice and support for foster carers regarding this matter.

The inspector attended a foster carer support group meeting. The foster carers at this meeting raised a couple of issues about allowances. The first was that some of the foster carers who had been fostering for a number of years stated that they did not know what equipment they might now be entitled to such as bedroom furniture and bedding. **It is recommended that the foster team social workers discuss the equipment expenses with foster carers as required.**

The second issue related to the payment for young people who had lived with foster carers for a long time and where it was felt that the placement was "permanent". Some foster carers expressed concerns that this would affect the allowance they receive. **It is recommended that the allowances for young people who may be moving towards a permanent placement are discussed with the foster carers as required.**

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

The inspector attended the panel and interviewed the chair of the panel. There are written policies and procedures regarding the function of the panel. The panel members all have CRB checks.

The inspector saw the minutes from the previous panel meeting. There is also a business meeting twice a year that considers issues arising from panel meetings and how this affects the operation of the panel and thus provides a quality assurance function. The minutes of the panel record all the issues discussed and reflect the views of any members of the panel who are not in agreement with the final decision. The panel receives information on the outcome of foster carers annual reviews, which are not brought to the main panel.

The composition of the panel includes representatives from education, the child psychotherapy service, the Leaving Care Team and the Community Development Team. The panel also includes a councillor and a foster carer from another agency. There is no medical representative on the panel but medical support is available through the Looked After Children's doctor to assess potential foster carers.

The panel makes recommendations about approval. The Chair of the panel has direct contact with the Head of Children's Services. The Assistant Director is the panel's decision maker.

Foster carers are encouraged to attend panel either for their approval or if their review is presented to panel.

The inspector was very impressed by the panel meeting and the depth of discussion about each potential foster carer. The inspector had the impression of the panel being a very professional and thorough body.

At the time of the inspection a decision had been made to change the independent chair of the panel. The details of the new chair person were passed to the CSCI.

Short-Term Breaks

The intended outcome for the following set of standards is:

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

Standard 31 (31.1 - 31.2)

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

Key Findings and Evidence	Standard met?
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Short breaks are provided to parents and carers of children with disabilities through a designated centre where the child's needs are matched with a carer and support is offered to the carer. This is called the Cheviots Shared Care Scheme. The carers are approved in the same way as a mainstream foster carer. There is also a system of co-carers for individual foster carers and the panel approves these carers.	
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Family and Friends as Carers

The intended outcome for the following set of standards is:

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

Standard 32 (32.1 - 32.4)

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

Key Findings and Evidence

Standard met?

3

The fostering service has developed a kinship service to approve and support carers who make a long-term commitment to looking after young people from within their wider family. The kinship carers have the same assessment process as other foster carers. They are also offered financial assistance to cover the costs of looking after the young person.

The inspector visited a kinship carer. She said that she has found the support of the fostering service really helpful. She has received advice on claiming DSS benefits, had improved healthcare access for a young person with disabilities, has received financial assistance with the purchase of equipment and support and encouragement. She was also receiving legal advice on applying to the Courts for a residence order.

The policies for kinship carers are still in a draft form and it is recommended that this work is completed.

There are nine kinship carers who have not had their assessment completed are presented to the fostering panel and it is recommended that this work is completed.

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

NOT APPLICABLE.

Lay Assessor _____ **Signature** _____**Date** _____

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 of London Borough of Enfield Fostering Service conducted week commencing 25 October 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

A COPY OF THE PROVIDER'S RESPONSE IS AVAILABLE FROM THE CSCI AREA OFFICE.

Action taken by the CSCI 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

YES

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 8 December 2004, 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

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

Provider has declined to provide an action plan

Other: <enter details here>

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

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

D.3.1 I Andrew Fraser of London Borough of Enfield for Enfield Fostering Service confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on 25 October 2004 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 Andrew Fraser of London Borough of Enfield for Enfield Fostering Service 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 25 October 2004 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.

Commission for Social Care Inspection

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