



Champions for
Social Care
Improvement

inspection report

Fostering Services

Catholic Caring Services

218 Tulketh Road

Ashton

Preston

Lancashire

PR2 1ES

9th February 2004

Commission for Social Care Inspection

Launched in April 2004, the Commission for Social Care Inspection (CSCI) is the single inspectorate for social care in England.

The Commission combines the work formerly done by the Social Services Inspectorate (SSI), the SSI/Audit Commission Joint Review Team and the National Care Standards Commission.

The role of CSCI is to:

- Promote improvement in social care
- Inspect all social care - for adults and children - in the public, private and voluntary sectors
- Publish annual reports to Parliament on the performance of social care and on the state of the social care market
- Inspect and assess 'Value for Money' of council social services
- Hold performance statistics on social care
- Publish the 'star ratings' for council social services
- Register and inspect services against national standards
- Host the Children's Rights Director role.

Inspection Methods & Findings

SECTION B of this report summarises key findings and evidence from this inspection. The following 4-point scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The 4-point scale ranges from:

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

'O' or blank in the 'Standard met?' box denotes standard not assessed on this occasion.

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

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

FOSTERING SERVICE INFORMATION

Local Authority Fostering Service?

NO

Name of Authority

Address

Local Authority Manager

Tel No:

Address

Fax No:

Email Address

Registered Fostering Agency (IFA)

YES

Name of Agency

Catholic Caring Services

Tel No

01772 732313

Address

218 Tulketh Road, Ashton, Preston, Lancashire, PR2 1ES

Fax No

Email Address

Registered Number of IFA

F090000599

Name of Registered Provider

Catholic Caring Services

Name of Registered Manager (if applicable)

Mrs Susan Bernadette Swarbrick

Date of first registration

13th November 2003

Date of latest registration certificate

13th November 2003

Registration Conditions Apply ?

YES

Date of last inspection

03-03-03

Date of Inspection Visit		9th February 2004	ID Code
Time of Inspection Visit		09:00 am	
Name of Inspector	1	Maureen Moore	104187
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 NCSC. They accompany inspectors on some inspections and bring a different perspective to the inspection process.			
Name of Specialist (e.g. Interpreter/Signer) (if applicable)			
Name of Establishment Representative at the time of inspection			

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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 Catholic Caring Services. 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>Catholic Caring Services fostering agency is a well established voluntary agency that provides a range of social care facilities for children and adults. It is based in Preston and has positive associations with various agencies in the region.</p> <p>The Board of Management oversees the agency and is responsible defining policies and agreeing annual budgets. The director is the responsible individual for the fostering services. The assistant director (children), and the team leader (fostering) complete the management team. There are two senior social work practitioners; 3 qualified social workers and one foster care development worker, who is a foster carer for another agency. The fostering service provides long term, task centred, short term and pre adoption placements on behalf of local authorities.</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 is the second inspection of this service against the Fostering Services regulations and the National Minimum Standards. The first report produced a number of statutory requirements and good practice recommendations for the agency to address. It is commendable that all of these issues were acted upon by the time of this inspection.

This inspection found the fostering service to be functioning at a highly professional level with sound practice backed up by appropriate policies and procedures.

Statement of Purpose: Standard met.

Catholic Caring Services' fostering agency has a clearly written statement of purpose that includes all relevant information. The information in this document is presented within a sound legal and theoretical framework as well as being underpinned by the principles embraced by the United Nations Convention on the Rights of the Child.

Fitness to Provide or Manage a Fostering Service: All Standards met.

All managers and social work staff have relevant professional qualifications and experience.

The staff team continued to express absolute confidence in the leadership skills of the team leader and of the child care practices of the agency on the whole. The inspector found the service to be organised, managed and staffed in a manner that delivers the best possible child care.

The staff personnel files had all been reorganised since the previous inspection and all hold the information required by the regulations. The agency has a dedicated administrative team to deal with Criminal Records Bureau (CRB) checks. This team has set up a system to ensure that clearance is obtained every three years.

Management of the Fostering Service: All Standards met.

The agency had developed appropriate policies and procedures for monitoring and controlling the activities of the service for the purpose of quality assurance since the previous inspection.

There are clear roles for managers and staff and well established lines of communication and accountability between managers, staff and carers. Foster carers reported that they felt remarkably supported by their social workers and by the foster care development worker. There was a clear impression of good teamwork between the carers and the agency staff - each being confident in their respective roles.

The agency still needs to provide information for purchasers of their services, and others, in

relation to those items listed under 4.4 of the National Minimum Standards.

There was evidence throughout the inspection that the fostering service is managed effectively and efficiently.

Securing and Promoting Welfare: All Standards met.

The foster homes visited could comfortably accommodate all who lived in them. All of the children placed with the carers who were interviewed, had many and complex needs. Without exception the carers showed commitment to looking after the children that went beyond the minimum expectation.

The service specification document declares a “complete acceptance” of the importance of diversity, as well as a commitment to anti-discriminatory practice and equality of opportunity. Foster carers and social workers confirmed that they work collaboratively to promote all aspects of the child’s well being. Carers confirmed that support and advice was available 24 hours a day.

Catholic Caring Services’ fostering agency has an explicit policy and procedure dedicated to ensuring that a child or young person placed by them is carefully matched with a carer capable of meeting their assessed needs.

The agency has a comprehensive child protection policy which is set within the parameters of the local authority’s child protection procedures.

Arrangements for children and young people to have contact with their families are carefully negotiated with all concerned and recorded on the placement agreement and are appraised during a child’s statutory review.

Staff and carers confirmed that initial training and the assessment process stresses the importance of listening to children and how to respond to their views. Children and young people indicated that they felt listened to by their carers and the agency. The fostering service ensures young people’s links with the local Children’s Rights organisation

The fostering service has produced a written policy on health matters and there was evidence that children and young people are given guidance and advice on health, personal care and health promotion issues.

All children and young people placed by the agency were receiving full time education at the time of the inspection. There was evidence throughout the inspection that education is viewed as a high priority by the agency.

The fostering agency’s social workers, through supervision, monitor and support carers to ensure that carers develop the skills and knowledge necessary to help prepare young people for independent living.

Recruiting, Checking, Managing, Supporting and training Staff and Foster Carers: 2 Standards Exceeded 7 Standards met.

Catholic Caring Services has in place apparently sound staff recruitment processes. These include appropriate shortlisting and interviewing methods that are underpinned by the agency’s Equal Opportunities Policy.

There are clear administrative procedures laid down in relation to dealing promptly with enquiries from prospective carers and new requests for services. The agency has access to

a range of appropriate services and advice.

Staffing policies and practice seem to encourage the retention of staff. The team appears to be very loyal to the service and workers spoke of feeling “very highly valued” by the agency.

The agency has set up an appropriate management system which incorporates the supervision, appraisal and support of carers. Staff and carers welcomed this more formal approach; being able to appreciate the mutual benefits.

Social workers prepare annual review reports, which include consultation with young people and their families, on all carers. These are all considered by the foster care panel.

Catholic Caring Services has a complaints and representations policy and attendant procedures. The assistant director’s acts as the designated complaints officer.

All foster carers and their families (as appropriate) are trained in safe care. At the time of the inspection each family was in the process of developing their own safe-caring policy with the foster care development officer.

Records: All Standards met.

The fostering agency keeps good records in relation to the children and young people cared for, there was evidence that staff understand the rights of young people to access this information which is explained in the children’s guide.

All records are kept securely in the offices of the agency. The agency now has appropriate written policy and procedural guidance in relation to all aspects of record keeping.

Fitness of Premises for Use as a Fostering Service: Standard met.

The premises are fit for purpose.

Financial Requirements: All Standards met.

Catholic Caring Services has clearly documented financial arrangements for control and supervision of its financial affairs and powers. Each foster carer is paid an allowance and agreed expenses in line with the Fostering Network recommendations. Evidence indicates that the allowances are paid at the agreed time.

Fostering Panels: Standard met.

The agency has an appropriate written policy in relation to the functions of its panel. The panel provides a quality assurance function in relation to the assessment process as laid down in the policy.

The standard of assessment of potential foster carers was of a high quality. The reports showed clear analysis; and discussion of them was focused and relevant. The chair is independent to the agency and is highly experienced in matters of child care. The foster care panel is organised and operates efficiently and effectively and ensures that the welfare of children is central to its business.

Reports and Notifications to the Local Authority and Secretary of State

(Local Authority Fostering Services Only)

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

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

NO

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

NO

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

NO

Report to the Secretary of State under section 47(1) of the Care Standards Act 2000 of substantial failure to satisfy regulatory requirements by a Local Authority fostering service:

NO

The grounds for the above Report or Notice are:

Implementation of Statutory Requirements from Last Inspection

Requirements from last Inspection visit fully actioned?

YES

If No please list below

STATUTORY REQUIREMENTS

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

No.	Regulation	Standard	Required actions	

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

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

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

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Lead Inspector	Maureen Moore	Signature	_____
Second Inspector	_____	Signature	_____
Regulation Manager	Julia Denham	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	

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

* 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	10
Survey of placing authorities	YES
Foster carer survey	YES
Foster children survey	YES
Checks with other organisations and Individuals	NO
• Directors of Social services	NO
• Child protection officer	NO
• Specialist advisor (s)	NO
• Local Foster Care Association	YES
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	YES
Observation of foster panel	YES
Inspection of policy/practice documents	YES
Inspection of records	YES
Interview with individual child	YES
Date of Inspection	09/02/04
Time of Inspection	09:00
Duration Of Inspection (hrs)	75

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

The scale ranges from:

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

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

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

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

Statement of Purpose

The intended outcome for the following standard is:

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

Standard 1 (1.1 - 1.6)

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

Key Findings and Evidence

Standard met?

3

Catholic Caring Services' fostering agency has a clearly written statement of purpose that includes all relevant information. The social workers and the foster care development worker all confirmed that they had been involved in its production. It was evidently seen as being reflective of the work of the agency; and it is commendable that the information in this document is presented within a sound legal and theoretical framework as well as being underpinned by the principles embraced by the United Nations Convention on the Rights of the Child.

The manager confirmed that this document will be reviewed on an annual basis and that carers will be consulted as a part of the process.

The children's guide was produced in conjunction with five children who were with carers provided by the agency. Discussion with these children found that it had been a pleasurable and rewarding experience. At the time of the inspection children and young people were in the process of developing a CD-rom for the aid of those children who have communication and or learning difficulties.

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 Director of Catholic Caring Services meets all of the criteria under standard 2.2. The recently appointed assistant director for children's services is expected to become the responsible individual once she has successfully completed an appropriate management qualification.

The team leader (registered manager) of the fostering service is expected to have achieved her management qualification by the 2005 deadline. All managers and social work staff have relevant professional qualifications and experience.

It is evident from interviews with various staff members that there is a wealth of knowledge and experience of the family placement task within the team. It is commendable that there is a foster care development worker employed by the agency. This person has fostered for another agency for many years and makes all initial visits to prospective carers as well as being on call to all carers to offer advice and support.

The staff team continued to express absolute confidence in the leadership skills of the team leader and of the child care practices of the agency on the whole. The inspector found the service to be organised, managed and staffed in a manner that delivers the best possible child care.

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

Catholic Caring Services' fostering agency asserts that safeguarding and promoting the welfare of children underpins its core business.

The staff personnel files had all been reorganised since the previous inspection and all hold personal details, written references, employment contracts and details of relevant experience as well as a recent photograph of each employee. There were original notes from interviews alongside the original application forms. All the files of permanent staff contained completed annual appraisal sheets that form part of the professional development system.

There is checklist at the front of each file which had been amended to incorporate the

recording of telephone enquiries to follow up references; the sighting of qualification certificates and proof of identity.

Catholic Caring Services has a dedicated administrative team to deal with Criminal Records Bureau (CRB) checks. This team has set up a system to ensure that clearance is obtained every three years.

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

Catholic Caring Services' fostering agency had developed appropriate policies and procedures for monitoring and controlling the activities of the service for the purpose of quality assurance since the previous inspection.

Performance of staff is monitored through regular, recorded supervision. All employees who were spoken continued to express appreciation of the frequency and content of supervision. The agency has a comprehensive annual appraisal system in place, with which all staff said they were satisfied.

There was evidence that team leader and the assistant director audits the files and sign and date to say that they have been checked. The inspector gave advice on establishing an action required and undertaken sheet at the front of each file.

Each member of staff has a job description. There are clear roles for managers and staff and well established lines of communication and accountability between managers, staff and carers. The agency impressed as being open and transparent in its interactions. Foster carers expressed the view that they felt informed by and listened to by their social workers. Staff confirmed that they were "totally and absolutely supported" by their manager and the agency.

The director of the agency reported that the foster care workers were "...a close, supportive team [who] get on well and enable each other". On the evidence found; the inspector would support this view.

Foster carers reported that they felt remarkably supported by their social workers and by the foster care development worker. There was a clear impression of good teamwork between the carers and the agency staff - each being confident in their respective roles.

Frustration was expressed on both sides at the apparent lack of co-operation from some of the social work employees of various local authorities.

The new assistant director is responsible for the supervision of the team leader; who confirmed that she was satisfied by the frequency and quality of the supervision afforded her.

Catholic Caring Services has proper financial procedures that are reviewed regularly.

The agency still needs to provide information for purchasers of their services, and others, in relation to those items listed under 4.4 of the National Minimum Standards.

The service had developed policy statement with regard to the declaration of any possible conflict of interest needs for staff and foster carers since the last inspection.

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

3

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.

3

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

0

Number of the above complaints which were substantiated:

0

Standard 5 (5.1 - 5.4)

The fostering service is managed effectively and efficiently.

Key Findings and Evidence

Standard met?

3

There was evidence throughout the inspection that the fostering service is managed effectively and efficiently.

The assistant director and the registered manger have clear job descriptions and work exclusively for Catholic Caring Services. The levels of delegation and responsibilities of the management, and the lines of accountability, are clearly defined.

The staff were clear about who they could seek advice from in the team leader's absence; the said that they felt that the assistant director had "an open door policy"

Securing and Promoting Welfare

The intended outcome for the following set of standards is:

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

Standard 6 (6.1 - 6.9)

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

Key Findings and Evidence

Standard met?

3

The foster homes visited could comfortably accommodate all who lived in them. They were all comfortably furnished; warm, well decorated and were maintained to a good standard of cleanliness and hygiene. Each child had their own bed and had sufficient space for privacy. All foster homes are inspected annually, by the agency, during the foster carer's annual review.

Risk assessments in relation to children who have been abused or who have abused others are normally undertaken and recorded prior to any placement being made as part of the matching process.

A health and safety check is completed as part of the assessment process, and annually thereafter as part of the foster carer review procedure. Initial training covers all health and safety issues and each carer has a copy of the agency's health and safety guidelines. Foster carers' transport is checked as part of this audit. The agency had produced a health and safety policy with attendant guidelines since the previous inspection.

All of the children placed with the carers who were interviewed, had many and complex needs. Without exception the carers showed commitment to looking after the children that went beyond the minimum expectation.

All foster carers were informed of the Commission's inspection process.

Standard 7 (7.1 - 7.7)

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

Key Findings and Evidence

Standard met?

3

The service specification document declares a "complete acceptance" of the importance of diversity, as well as a commitment to anti-discriminatory practice and equality of opportunity. Catholic Caring Services has an equal opportunities policy which is included in the foster carers' manual. The agency will only provide an emergency placement if it is suited to the child's needs, and insists on holding a placement meeting within 24 hours.

Foster carers and social workers confirmed that they work collaboratively to promote all aspects of the child's well being. Carers confirmed that support and advice was available 24 hours a day.

Initial and subsequent training covers issues to do with the child's confidence and self-worth and ensuring respect for preservation of each child's ethnic, religious, cultural and linguistic background. The team leader, staff and carers confirmed that this training was very

challenging but ultimately worthwhile. The inspector spent a day observing part of a preparation group. One of the exercises covered these issues, and was seen to be participative and very sensitively handled.

In the foster carers' manual there is a section that outlines the carer's role in relation to equal opportunity and which includes practical information about various religions.

The fostering agency expects the placing authority to supply appropriate equipment to carers who look after children who have a disability. There was evidence of workers successfully advocating on behalf of the child and carer in relation to this issue.

Evidence from children and young people and foster carers indicate that they are encouraged to pursue their talents, interest and hobbies. This expectation is set out in the children's guide and is discussed during the placement planning meeting. Discussion with carers and young people indicated that existing and new interests are developed during placement.

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

Catholic Caring Services' fostering agency has an explicit policy and procedure dedicated to ensuring that a child or young person placed by them is carefully matched with a carer capable of meeting their assessed needs.

The team leader is responsible for facilitating discussions on potential matches with the placing agencies. The agency uses the British Agencies for Adoption and Fostering's (BAAF) Forms E and F system for linking a child's assessed needs (outlined in Form E) to suitable carers (Form F).

The local authorities send Catholic Caring Services the child's Form E (or their own equivalent); the agency then sends them the anonymised Form F assessment of who they believe would be suitable carers. Once a formal approach is made from the placing agency, the fostering service arranges introductions and then seeks the views of the child and the carers. If a placement is seen to be suitable, then a planning meeting is held with all relevant parties in attendance. This meeting considers the care plan for the child and records why the authority deems this match to be in the best interests of the child. This meeting also agrees the day-to-day arrangements for the placement. Special regard is always paid to the child's primary and particular needs. The consensus reached during this meeting forms the basis of the placement agreement. Social work staff and foster carers confirmed this procedure.

The placement agreement comprehensively sets out the expectations of all those involved in the arrangement and contains specific reference to the elements of matching that were taken into consideration in agreeing the placement. It indicates areas where foster carers might need additional support to compensate for any gaps in the match between the child and the carer.

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**

Catholic Caring Services has a comprehensive child protection policy which is set within the parameters of the local authority's child protection procedures. There is clearly written guidance in relation to all forms of child abuse and neglect and their effects, which supplements the information given during initial and subsequent training. This is all included in the foster carers' manual.

All carers and agency staff confirmed that the care given to children and young people is rooted in the principles of safe caring, which are introduced during initial training. The service has purchase copies The Fostering Network's publication: Safer Caring, for each of its carers. Each foster home was in the process of having individual safe caring policies drawn up with the help of the foster care development worker, at the time of the inspection. The manager confirmed that these policies would be cleared by each child's social worker; as required by 9.3 of the National Minimum Standards.

The fostering agency has a form that sets out the policy banning any form of corporal punishment, which every carer is expected to sign.

There is a sheet at the front of every carer's file on which a recording is made of any allegations (and their outcomes) against foster carers. When these files are audited; the manager signs and dates each entry. Any emerging trends would be noted and action taken if necessary. It is important that this area of file management is never overlooked.

The agency had produced an appropriate written policy and attendant procedures on bullying since the previous inspection. It was evident from talking to staff and carers that the fostering agency ensures through training and supervision that carers are aware of looked after children's vulnerability to bullying, and its after effects.

Catholic Caring Services expects the placing authorities to supply full information on the child so that the individual needs and those of other children placed can be properly considered. The placing authority is asked, as part of the placement agreement, to sign an undertaking to present information to the agency.

The foster carers' manual sets out that carers must contact the local authority should a child go missing from home. The agency has also developed and implemented a written policy and attendant procedures, to be followed if a child is absent from a foster carers' home without permission.

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

X

%

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**

Catholic Caring Services fostering agency is seen to take the issue of contact with family and friends very seriously. The subject is introduced early during the assessment process and initial training. It is also covered in the foster carers' manual.

Arrangements for contact are carefully negotiated with all concerned and recorded on the placement agreement and are appraised during a child's statutory review. There was evidence of the agency supporting carers to facilitate contact when a child is placed outside of their local area.

Carers keep a diary of significant events that includes records of outcomes of contact arrangements and their perceived impact on the child. This information is fed back to the child's social worker.

Standard 11 (11.1 - 11.5)

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

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

The fostering service expects the placing authority to ensure that the views of the children and young people and their families are sought in relation to all aspects of their care plan.

The agency ensures that views are sought and listened to before a placement is ratified. Children and their families, as appropriate, are included in the drawing up of the placement agreement.

Staff and carers confirmed that initial training and the assessment process stresses the importance of listening to children and how to respond to their views. Children and young people indicated that they felt listened to by their carers and the agency. The fostering service ensures young people's links with the local Children's Rights organisation

The service holds regular get-togethers for children; it was at one of these that young people were able to confirm that they were involved in developing the children's guide and a CD-rom for children who have communication difficulties.

The service has also produced a questionnaire for young people and their families as part of the foster care review process.

The agency should provide the Commission with a copy of the CD-rom meant for children who have communication difficulties; when it is completed.

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**

The foster carers' manual sets out the agency's policy on promoting the physical, social and emotional health and development of all children, and the practical expectations of the carers. The policy reflects the legislation that acknowledges a young person's rights in relation to treatment. The children's guide states that young people are entitled to access the health records kept by the fostering agency.

Individual health matters are addressed at the placement agreement meeting and areas of particular responsibility are identified. Staff and the team leader confirmed that no child would be placed if their continuing health needs could not be met within the locality of the placement. All children and young people have a medical examination on placement.

All children placed by the agency are registered with a GP.

Training on health and hygiene issues and first aid is given pre and post approval. Basic first aid information is included in the foster carers' manual. There is evidence that carers supply information about the child's health needs for the planning and review process from their own records, and also via the Looked After Children (LAC) documentation.

The fostering service has produced a written policy on health matters and there was evidence that children and young people are given guidance and advice on health, personal care and health promotion issues.

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 fostering agency had developed a written policy and attendant procedures in relation to promotion of educational achievement.

The foster carers' manual has a section dedicated to working with schools, and one that explains what support is available to carers if a child does not have a place in school. Schooling issues are addressed at the placement agreement meeting, including such issues as to who attends parents' evenings, sports days etc.

All children and young people placed by the agency were receiving full time education at the time of the inspection.

Through supervision, social workers monitor the foster carers' contribution to the assessment of the child's educational needs and progress for the planning and review process. Foster carers attend personal education planning meetings as appropriate.

There was evidence throughout the inspection that education is viewed as a high priority by the agency.

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 agency had developed appropriate policies and attendant procedures that comply with this standard and 16(5) of the Regulations.

The fostering agency's social workers, through supervision, monitor and support carers to ensure that carers develop the skills and knowledge necessary to help prepare young people for independent living.

The foster carers' manual includes a section on skills for independence. This outlines the agency's expectations of carers in relation to preparing young people for independent living. The team leader confirmed that supplementary training was available as needed, and that young people are consulted and encouraged to be involved actively in the decision-making process and implementation of the pathway plan.

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

Catholic Caring Services has in place apparently sound staff recruitment processes. These include the external advertising of vacancies in appropriate publications and appropriate shortlisting and interviewing methods that are underpinned by the agency's Equal Opportunities Policy. The agency had drawn up an appropriate policy and attendant procedures that comply with this standard, since the previous inspection.

Written references are followed up by telephone enquiries and are recorded on the checklist at the front of the individual's file. Catholic Caring Services has a dedicated administrative team to deal with CRB checks. This team has set up a system to ensure that clearance is obtained every three years.

All social work staff have an appropriate professional qualification, and have demonstrated a sound understanding of the fostering task, as well as the appropriate knowledge, skills and abilities as outlined under 15.5 of the National Minimum Standards.

Social workers who are involved in the assessment and approval of carers are appropriately experienced. Students on placement are supervised by qualified social workers. The foster care development worker, although very much experienced in looking after children and young people, does not hold a professional qualification and so works under the supervision of the social work staff.

Total number of staff of the agency:

12

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**

There is a clear management structure within Catholic Caring Services and clear lines of accountability. Staff are managed and monitored by people who have appropriate skills and qualifications. The supervision and appraisal systems in place oversee priorities and workloads. Staff expressed satisfaction with the systems and said that although they each had their own caseload, they felt that they worked very much as a team together.

The social workers' handbook sets out clearly the procedures involving assessments, approvals and reviews. There was evidence from talking to carers and staff, inspecting files and observing the foster care panel that these procedures are managed and implemented effectively. There was evidence of some exemplary work undertaken by the foster care workers; particularly in the area of assessment.

All fostering agency social workers understand the role of the placing social workers and there is a clear understanding of how the two disciplines should work together effectively. These issues are also addressed at the placement agreement meeting. Placing social workers all agree that they had very good working relationships with the Catholic Caring Services' staff.

Staff and carers participate in training and undergo professional and skills development. The appraisal system monitors the training on behalf of the staff. The agency has a training plan for carers from which individual training needs are identified and met. Supervising social workers will use this information to build up individual training and development portfolios for carers.

A new senior administrator took up position as the inspection was drawing to a close. She had previously been employed by a local authority in a child care business support; so is suitably qualified and experienced.

There are clear administrative procedures laid down in relation to dealing promptly with enquiries from prospective carers and new requests for services. The agency has access to a range of appropriate services and advice. Catholic Caring Services is a corporate member of BAAF and pays for all their foster carers to become individual members of the Fostering Network.

All employees' personnel files contained written contracts, job descriptions and conditions of service. The director confirmed that all employees have copies of the documents listed under item 16.16 of the National Minimum Standards.

Standard 17 (17.1 - 17.7)

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

Key Findings and Evidence**Standard met?****4**

The fostering had a full complement of staff at the time of the inspection. From the evidence it would appear that it is adequate to meet the needs of the service.

Staffing policies and practice seem to encourage the retention of staff. The team appears to be very loyal to the service and workers spoke of feeling “very highly valued” by the agency. One member of staff told of being appointed despite being newly pregnant, and another spoke of having full local government terms and conditions put in place in spite of her having broken her service. One worker who had recently returned from maternity leave reported that the in-built flexibility since her return had helped retain a good work-life balance. Staff recounted fondly their experiences of their first day with the service when they received welcome cards and little gifts such as flowers or chocolates. The service is to be commended for its approach to staffing issues.

The team leader was enthusiastically praised as being clear thinking and effective in her leadership role; and the assistant director welcomed as a recognition of the continued development of the service.

Carers spoken to, said that they felt very well supported by their social workers and felt that they could approach anyone at the agency. The group of carers met during the inspection confirmed that they would not consider fostering for any other agency regardless of the remuneration offered (some had fostered for other agencies).

The agency uses the BAAF Form F assessment format is used in all approvals, which incorporates all of the points under items 17.6 and 17.7 of the National Minimum Standards. The general standard of these assessments was excellent.

Standard 18 (18.1 - 18.7)

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

Key Findings and Evidence**Standard met?****4**

Testimony from staff and carers suggest that Catholic Caring Services fostering agency is a fair and competent employer, with sound employment practices and excellent support for its staff and carers.

There is 24 hours support available to all carers. This is supplied on two levels as the agency recognises that carers do not always want to speak with a social worker when seeking different types of advice. The foster care development worker has a mobile phone whose number is issued to all carers and is contactable day or night. The foster care development worker lets it be known if a social worker needs to be involved. This person was adamant that the system is never abused and believed that the significance for carers was in the knowing it was there. The development worker records all contact on the foster carers' files. One carer spoke very warmly of the support offered, unsolicited, from the development worker during one particular difficult weekend. The social work team, who each take turns of being on call for the carers, supplies the other more formal service of out of hours support. Again, all such contact is recorded appropriately. This level of support exceeds the minimum standard.

The agency has set up an appropriate management system which incorporates the supervision, appraisal and support of carers. Staff and carers welcomed this more formal approach; being able to appreciate the mutual benefits.

The agency has developed appropriate policies and procedures in relation to health and safety and whistleblowing.

Catholic Caring Services fostering agency has appropriate public liability and 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

Staff and carers confirmed that training needs were identified through the supervision process and that there were opportunities to access good quality training.

The agency had developed a comprehensive training plan, that incorporates induction training for new employees, since the previous inspection. The staff appraisal and carers' review systems link the evaluation and learning outcomes of training to the foster carer reviews and staff appraisals.

Employees are kept informed of relevant legislative changes through staff meetings and agency briefings. The fostering agency is a member of BAAF and their practice documents and other publications are distributed among the team. Staff and carers do sometimes attend training events jointly.

Standard 20 (20.1 - 20.5)

All staff are properly accountable and supported.

Key Findings and Evidence

Standard met?

3

All members of staff have a job description and are aware of their responsibilities. They have all had sight of existing policies and procedures. All workers who have contact with foster carers have regular, planned and recorded supervision with the team leader.

There is an annual appraisal system in place, upon which staff commented favourably. All staff have the opportunity to attend regular team meetings.

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 foster care procedures and the carers' manual contain a clear strategy for working with and supporting carers. Both documents had been adapted, since the previous inspection, to include all items which are listed under item 21.2 of the National Minimum Standards.

Carers and staff demonstrated a clear understanding of the role of the supervising social worker. Social workers prepare annual review reports, which include consultation with young people and their families, on all carers and these are presented to the foster care panel for consideration.

Communication between the fostering agency's social workers and the children's social workers is evident through joint attendance at planning and review meetings. Other communication occurs via telephone and email contact. The agency social workers have experienced difficulty in maintaining contact with some local authority social workers post-placement, and are now addressed at management level as and when they arise.

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 agency's fostering agreement clearly sets out the expectations of all parties involved in the placement and had been updated since the previous inspection to take account of Schedule 5 of the Regulations.

All carers are supervised by a named, professionally qualified social worker and carers have access to appropriate support, information and advice. The agency has developed a formal model of supervision, which meets the criteria set out under items 22.3 and 22.6 of the National Minimum Standards. Social workers make the required unannounced visits to carers.

The Foster Carers' Manual provides carers with wide-ranging information and it has been updated to include all relevant agency policies.

Foster carers have access to 24 hours support and advice from the foster care development worker and from the qualified social worker on out-of-hours duty. One carer said that this support was "brilliant. [I] can ring them at any time [they are] all brilliant". Other comments include: "they are there for me all the time"; "When I was desperate for respite, they sorted it before the following week-end"; "always paid on time" and "...[Catholic Caring] always have the children at heart".

The fostering agency facilitates regular meetings for carers and young people and organises days out for carers, their children and the children who are looked after.

There is appropriate insurance cover for carers via the Fostering Network organisation.

Catholic Caring Services has a complaints and representations policy and attendant procedures, a copy of which is included within the foster carers' manual. Part of the assistant director's remit is to monitor complaints and evaluate their outcomes. Carers and some young people confirmed that they were aware of how to make a complaint or a serious

allegation; and the procedures to deal with investigations into allegations made is set out in the children's guide.

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 foster care development worker (who is a foster carer for another agency) is the first point of contact for all potential carers. She is also involved in the preparation training. All new carers undergo a basic training programme.

All training courses are designed and delivered within the agency's equal opportunities policy and encompass the tenet of anti-discriminatory practice. Some foster carers believed that that some training was organised at convenient times for them, for example, on Saturday mornings; others did not agree, preferring evenings or weekends. There was evidence that the service tries to accommodate all preferences by holding training at different times. All foster carers and their families (as appropriate) are trained in safe care. At the time of the inspection each family was in the process of developing their own safe-caring policy with the foster care development officer.

The team leader and social workers confirmed that training was reviewed regularly and adapted to meet needs as they arise. The agency had produced a foster carer training plan that includes a wide range of courses. The fostering agency holds regular meetings and outings for the children of families who foster. Each carer is reviewed at least annually and the process and subject headings are set out in the foster carers' manual. The foster care panel considers all review reports and a recommendation is made to the agency decision maker.

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
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The fostering agency keeps good records in relation to the children and young people cared for, there was evidence that staff understand the rights of young people to access this information which is explained in the children's guide.

The agency had produced appropriate written policies and procedures, which comply with 24.2 of the National Minimum Standards, since the previous inspection.

There was evidence in the children's files and from speaking to fostering social workers that the fostering agency works well and co-operates with placing authorities to ensure appropriate sharing of information; and that that information is passed on the relevant local authority when a placement ends.

The placement meeting and placement agreement ensures that foster carers are aware fully of the issues surrounding any placement. Looked After Children (LAC) documentation is required by the service before a placement is agreed.

It was clear from talking to agency staff and foster carers that preparation and subsequent training and support enable the carers to help children and young people to reflect on and understand their history. The service seeks agreement on issues such as life-story work at the planning meeting.

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**

Separate and appropriate records are kept in relation to all staff, carers and children.

As stated elsewhere in this report; allegations against carers are now recorded at the front of each carer's file and regularly audited by the managers.

The team leader regularly audits files and signs each of them as evidence. It is recommended that in future the signature be dated. Legibility and content of records are monitored through supervision and file checks.

All panel members have signed a statement of confidentiality.

All records are kept securely in the offices of the agency. The agency now has appropriate written policy and procedural guidance in relation to all aspects of record keeping.

Number of current foster placements supported by the agency:

20

Number of placements made by the agency in the last 12 months:

X

Number of placements made by the agency which ended in the past 12 months:

X

Number of new foster carers approved during the last 12 months:

X

Number of foster carers who left the agency during the last 12 months:

1

Current weekly payments to foster parents: Minimum £

X

Maximum £

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

The premises used by the fostering agency are fit for purpose. There are efficient and robust administrative systems in place. Records are kept within a lockable room and IT systems are safeguarded with passwords. The building is protected by appropriate security systems and the premises and its contents are adequately insured.

The inspector was informed that the agency intends to move its child care services to others premises in the next twelve months in order to accommodate the expansion of its child care and other services.

Financial Requirements

The intended outcome for the following set of standards is:

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

Standard 27 (27.1 - 27.3)

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

Key Findings and Evidence

Standard met?

3

The financial statement confirms that Catholic Caring Services has sufficient financial resources to fulfil its obligations. The procedures that are in place to deal with situations of financial crisis reflect the need to safeguard the welfare of children.

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

Catholic Caring Services has clearly documented financial arrangements for control and supervision of its financial affairs and powers.

The financial processes and systems of the agency are properly operated and maintained in accordance with sound appropriate accounting standards and practice.

The director confirmed that the agency's accounts are maintained and properly audited by a registered accountant, and that he receives regular information on the financial state of the agency.

The fostering agency makes available in writing its fees and expenses for any additional services for the benefit of purchasers and others with a legitimate interest.

Standard 29 (29.1 - 29.2)

Each foster carer receives an allowance and agreed expenses, which cover the full cost of caring for each child or young person placed with him or her. Payments are made promptly and at the agreed time. Allowances and fees are reviewed annually.

Key Findings and Evidence

Standard met?

3

Each foster carer is paid an allowance and agreed expenses in line with the Fostering Network recommendations. Evidence from carers suggested that the allowances are paid promptly and at the agreed time.

Allowances and fees are reviewed annually and made known to all carers.

Foster carers receive clear information about the allowances and expenses payable and how to access them, before a child is placed.

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 agency has a written policy in relation to its panel, which covers decision-making when all members of the panel are not in agreement. The chair confirmed that this was carried out. Observation of the panel and discussion with the chair indicated that the panel provides a quality assurance function in relation to the assessment process as laid down in the policy.

The panel considers all annual reviews of foster carers, the outcomes of which are recorded.

At the time of the inspection all panel members had received clearance from the Criminal Records Bureau. All panel members had relevant experience and the membership included a medical advisor, head teacher and a foster carer from another agency. There was one new member observing the panel during the inspection; this person had been in direct receipt of the agency's services.

The standard of assessment within the Forms F was of a high quality. They showed clear analysis and discussion of them was focused and relevant. The chair is independent to the agency and is highly experienced in matters of child care. Each agenda item was time limited prior to the panel, and the chair demonstrated deftness in keeping to time without diminishing the quality of debate.

The foster care panel is organised and operates efficiently and effectively and ensures that the welfare of children is central to its business.

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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	0
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The fostering agency does not 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?	0
The fostering agency does not approve family and friends as carers.		

PART C

LAY ASSESSOR'S SUMMARY

(where 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 conducted on 9th February 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Providers comments area available at the Area Office.

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

Amendments to the report were necessary

NO

Comments were received from the provider

YES

Provider comments/factual amendments were incorporated into the final inspection report

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

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

Action plan covers all the statutory requirements in a timely fashion

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 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.