



*Making Social Care
Better for People*

inspection report

Fostering Services

Child Focus Fostering Agency

2-4 Balmoral Road

Leyton

London

E10 5ND

25th 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

Child Focus Fostering Agency

Tel No

020 8518 7896

Address

2-4 Balmoral Road, Leyton, London, E10 5ND

Fax No

Email Address

Registered Number of IFA

G050000382

Name of Registered Provider

Child Focus Fostering Agency

Name of Registered Manager (if applicable)

Mr Reyaz Hasmat-Ali

Date of first registration

14th August 2003

Date of latest registration certificate

21st October 2003

Registration Conditions Apply ?

NO

Date of last inspection

4/3/03

Date of Inspection Visit		25th February 2004	ID Code
Time of Inspection Visit		11:00 am	
Name of Inspector	1	Mrs Denyse Lillington	073824
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		Mr Reyaz Hasmat-Ali	

Introduction to Report and Inspection

Inspection visits

Description of Fostering Service

Part A: Summary of Inspection Findings

Reports and Notifications to the Local Authority and Secretary of State

Implementation of Statutory Requirements from last Inspection

Statutory Requirements from this Inspection

Good Practice Recommendations from this Inspection

Part B: Inspection Methods & Findings

(National Minimum Standards For Fostering Services)

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

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

Part D: Provider's Response

D.1. Provider's comments

D.2. Action Plan

D.3. Provider's agreement

INTRODUCTION TO REPORT AND INSPECTION

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

This document summarises the inspection findings of the NCSC in respect of Child Focus Fostering Agency. 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.

Child Focus Fostering Agency is an independent agency providing foster care for children and young people up to the age of eighteen.

The Agency is registered and the manager is Reyaz Ali. Since the last inspection the agency has grown in so much that there are 30 carers on the books, the agency has a manager, a number of assessors and administration support. There is one support worker and one vacant support worker post.

The agency has an agreement with local authorities and has an established fostering panel for approving foster carers.

The placements were diverse and wide ranging, from babies to young adults.

The office had small rooms for administration purposes and large rooms which were used for support groups, training, interviews and foster panel meetings.

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 and registration system for this agency took a number of days to complete and included meeting foster carers the young people being fostered, staff and others, checking policies, procedures and records and other processes explained in the methodology. The inspector joined the fostering panel for their meeting and met separately with the chair of the fostering panel.

Throughout the entire process the inspector considered the manager to be fully co-operative and helpful in a professional and proficient manner.

There were nine requirements and one recommendation made in the first report last year. There has been one requirement repeated in this report that children must not have unlimited access to the internet. All other requirements had been met at this inspection and all recommendations except one had been met, that was to have procedures for situations of financial crisis which has been repeated.

There are four requirements made in this report and three recommendations which will be discussed in the summary and main report.

The relationship the agency had with child protection social workers and link social workers was positive.

The inspector also noted the good relationship the agency had with the foster carers. A few placing authorities responded to the inspectors questionnaires and have been frank in their response. One questionnaire returned to the inspector showed that if a situation arises within the foster home, the placement officer commented that the agency address the situation and make the appropriate changes where necessary to the satisfaction of the placing authority. All other comments received from placing authorities have been positive.

Statement of Purpose (Standard 1)

This standard was tested and judged to be mostly met.

A comprehensive Statement of Purpose has been developed by the Fostering Service. The children's guide is called 'young persons handbook', this contained all relevant information including the address of the commission.

The handbook is translated into Albanian.

Fitness to Carry On or Manage a Fostering Service (Standards 2-3)

Two standards were tested; one was judged to be mostly met; one was judged to be not met.

The agency recruit independent assessors, all of whom are qualified social workers known to the manager, and these files were also checked. These files were incomplete (see schedule 1) and will need the information and proof of identity set out in that schedule and a requirement will be made in this report.

Management of the Fostering Service (Standards 4-5)

Two standards were tested and both met minimum standards.

The manager has a clear job description setting out duties and responsibilities and does not hold a similar position in another organisation.

The Level of delegation and responsibility of the manager and the lines of accountability are clearly defined.

The arrangements to identify the person in charge when the manager is absent is written in the foster parent's handbook.

There was evidence of out of hours support for foster carers.

Management meetings are held monthly, are recorded and evidence that relevant information is shared and discussed.

Financial procedures are in place and are clear.

Securing and Promoting Welfare (Standards 6-14)

Nine standards were tested. Eight standards were met minimum standards and one standard had minor shortfalls.

The inspector was satisfied that foster carers provide a safe, nurturing environment for children/young people. The fostering service carries annual inspections of foster carers homes.

Foster carers are recruited from a range of ethnic backgrounds representative of the local community. Children/young people are appropriately matched with foster carers from the same ethnic background wherever possible. Policies and procedures exist for countering bullying and unauthorised absence of a child in foster care. Foster carers are provided with training and clear information regarding the use of "safe caring skills".

Children/young people are supported to maintain links with families/friends in line with placement agreements.

Feedback information received from young people indicated that foster carers value their opinions.

The inspector checked a file that had a child protection situation that had been resolved and unsubstantiated and a requirement will be made in this report that accurate recording is kept when a foster parent discloses new information to the foster agency such as an adult visiting the home on a fairly regular basis and having access to the children placed there. The agency had taken out a CRB check on the individual but there was little information in the file about the adult or the action taken by the agency. This was discussed with the manager at the time of the inspection.

At the last inspection a requirement was made that children must not have unlimited access to the internet, this had not been addressed at the time of this inspection and will be repeated in this report.

Recruiting, Checking, Managing, Supporting and Training Staff and Foster Carers (Standards 15-23)

Nine standards were tested. Seven of them met minimum standards and two standards had minor shortfalls.

The inspector was satisfied that the people who work for, or in the fostering service are suitable to work with children/young people. Evidence was seen that fostering service ensures all prospective foster carers undertake comprehensive induction training prior to approval. Support and funding is provided to approved foster carers to undertake NVQ training.

The foster carers agreement ensure foster carers have a full understanding of what is expected of them. The inspector checked a sample of the agreements. The agreement will need to include details of the review of approval of a foster parent, that the carers need to comply with the policies and procedures of the agency issued under regulation 12 and 13 of the regulations, and that carers must co-operate with the Commission. These will be a requirement of the report.

Procedures to deal with allegations are available to foster carers in a policy format and in the handbook in an appropriate format for service users to understand.

Records of allegations are kept and monitored.

The foster carers confirmed they received support on a regular basis and hold regular support groups of which the inspector attended. The support group was well attended and the carers confirmed that they valued the groups and gained information and support they needed to be successful foster carers.

Records (Standards 24-25)

Both standards were tested and one standard was fully met, the other was partly met and had minor shortfalls.

Separate records are kept for staff employed, carers, children, complaints and allegations. Confidential records are stored securely and there is a clear policy on access.

Records are in a form which can be easily passed on if a child moves to another placement.

The agency have a policy on storage of records procedure.

Records of checks and references are kept.

There is a system for keeping records of complaints and allegations.

The agency monitored the quality of their records and the manager countersigned work done by the support workers, however there was no records of monitoring. The administrative/support worker said the agency were going to develop a monitoring form. It will be a recommendation in this report that the agency has evidence of monitoring the quality of their records.

Foster carers provide support to children/young people to understand their history and maintain appropriate memorabilia.

Fitness of Premises for use as a Fostering Service (Standard 26)

This standard was tested and judged to be fully met.

The inspector was satisfied that the fostering service premises were appropriate for purpose.

Financial Requirements (Standards 27-29)

All three standards were checked, two were found to have met minimum standards and one had minor shortfalls.

There were no procedures for situations of financial crisis available at the time of the last inspection, and will be recommended in this report, accounts will be available next year.

The inspector was satisfied that foster carers receive fees in line with the Pan London Agreement.

Fostering Panels (Standard 30)

This standard was tested and met minimum standards.

The panel chair stated clearly the procedures the panel would take if not all members were

in agreement. One panel member is a medical doctor and another is a local university lecturer, a medical consultant is available to the panel if needed. All assessments are the same for quality assurance and equality. The placing social workers attend part of the panel meetings for discussion and feedback and any issues that need clarification on the request of the panel.

The agency have been operating for nearly two years and annual reviews take place and go to the foster panel. The chair of the foster panel is a foster carer for a local Authority.

The manager confirmed that the agency paid for training for the foster panel through 'Fostering Network' and showed the inspector the relevant policies and procedures. The inspector examined the foster panel members' files and all relevant information contained in the files.

The inspector observed a foster panel, who approved three foster carers, one couple with recommendations of further training. All duties required were carried out in a professional way and the inspector was satisfied that this standard was met.

Short-Term Breaks (Standard 31)

This standard was met.

The fostering agency has a policy and procedure for short term breaks for children but at the time of inspection did not have any children placed for a short break.

Family and Friends as Carers (Standard 32)

The statement of purpose discusses staff and foster carers conflict of interest.

The agency had a policy on procedural guidelines on family and friends as carers.

The agency did not have any staff, family or friends as carers at the time of inspection.

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?

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	12	FS9	The children must be protected against unlimited access to the internet.	25/4/04

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 _____
Second Inspector _____
Locality Manager _____
Date _____

Signature _____
Signature _____
Signature _____

STATUTORY REQUIREMENTS IDENTIFIED DURING THIS INSPECTION

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

STATUTORY REQUIREMENTS

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

No.	Regulation	Standard *	Requirement	
1	5,7,20 schedule 1	FS3	The independent assessors, all of whom are qualified social workers must have adequate checks and proof of identity and evidence of this in their files, (see schedule 1).	25/4/04
2	27, schedule 3	FS9	Accurate recording must be kept when a foster parent discloses new information to the foster agency such as an adult visiting the home on a fairly regular basis and having access to the children placed there.	29/2/04
3	20 (3)(b) 21 (4)(a)(b)	FS19	Training certificates must only be issued to those people who have attended the training and that the certificate only has the name of the person who has attended on them.	29/2/04
4	12,13	FS22	The foster carers agreement must include details of the review of approval of a foster parent, that the carers need to comply with the policies and procedures of the agency issued under regulation 12 and 13 of the regulations, and that carers must co-operate with the Commission.	25/4/04

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	FS25	It is recommended that the agency has evidence of monitoring the quality of their records.
2	FS19	It is recommended that external training occurs periodically throughout the year for staff and foster carers.
3		Procedures for situations of financial crisis should available at the time agency.

* 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	3
Survey of placing authorities	YES
Foster carer survey	YES
Foster children survey	YES
Checks with other organisations and Individuals	YES
• Directors of Social services	NO
• Child protection officer	YES
• Specialist advisor (s)	NO
• Local Foster Care Association	NO
Tracking Individual welfare arrangements	YES
• Interview with children	YES
• Interview with foster carers	YES
• Interview with agency staff	YES
• Contact with parents	NO
• Contact with supervising social workers	YES
• Examination of files	YES
Individual interview with manager	YES
Information from provider	YES
Individual interviews with key staff	YES
Group discussion with staff	NO
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	25/2/04
Time of Inspection	11AM
Duration Of Inspection (hrs)	19

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

The provider had a comprehensive statement of purpose with all relevant information including details of complaints they had received which was discussed at the time of inspection.

The childrens guide is called 'young persons handbook', this contained all relevant information including the address of the commission.

The handbook is translated into Albanian.

The Statement of Purpose included the status and constitution, management structure, services provided, aims and objectives, principles and standards of care, numbers, relevant qualifications and experience of staff, numbers of foster carers, numbers of children placed, numbers of complaints and their outcomes and the procedures and processes for recruiting, approving, training, supporting and reviewing carers.

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 manager at the time of this inspection was the proprietor at the agency at the time of the last inspection, he has a B.A Diploma in social work, Supervisory in management qualification, Quality Assurance Auditor and Advanced Management in Care. The manager had five/six years experience of supporting care managers in childrens homes for Sherico Care Homes, prior to managing the agency.

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?

2

The manager of the fostering agency was suitable to run a business, in that the file for the manager was checked and the following details were found, proof of identity with a recent photograph, CRB check, documentary evidence of qualifications, a full employment history, details of criminal offences and application form. All other staff files were checked.

The agency recruit independent assessors, all of whom are qualified social workers known to the manager, and these files were also checked. These files were incomplete (see schedule 1) and will need the information and proof of identity set out in that schedule and a requirement will be made in this report.

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

The agency have six monthly management meetings which support the proprietor, this meeting discusses finance, NCSC, complaints, foster carers and more. The minutes of these meetings were checked by the inspector and it was noted that out of hours telephone calls supported foster carers by the agency.

The agency had clear financial procedures available these included charges for each of its services, statements of the amounts paid to foster carers and itemised amounts for wider services such as education.

The declaration of any staff, carers or managers conflict of interest is written in the statement of purpose. The manager of the agency does was not a support worker for any of the families, there are staff employed to carry out this role.

The information is provided to purchasers of services and others which includes charges of its services and the amounts paid to foster carers.

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

0

Death of a child placed with foster parents.

0

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

0

Serious illness or accident of a child.

0

Outbreak of serious infectious disease at a foster home.

0

Actual or suspected involvement of a child in prostitution.

0

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

2

Serious complaint about a foster parent.

2

Initiation of child protection enquiry involving a child.

4

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**

The manager has a clear job description setting out duties and responsibilities and does not hold a similar position in another organisation.

The Level of delegation and responsibility of the manager and the lines of accountability are clearly defined.

The arrangements to identify the person in charge when the manager is absent is written in the foster parent's handbook.

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 statement of purpose state that an annual review at the foster carers home and an annual health and safety check is carried out by the agency at their home also. The homes visited by the inspector were warm, homely and adequately furnished and decorated. All placed children have their own bedroom unless siblings prefer to be in the same room due to trauma or getting used to their environment. The agency have written to the foster carers about avoidable hazards and risk in the home. The inspector spoke with the foster carers who stated they did not consider the young people were at risk and were sensible. The foster carers confirmed that they had preparation and training to cover health and safety issues and had written guidelines. The foster carers stated that the young people used public transport. There were no children placed who had specific disabilities. None of the children placed had abused other children, and any child who has been abused has their own bedroom in the foster home.

The agency check the foster carers annual M.O.T and car insurance and any babies or young children travelling in foster carers cars have appropriate car seats and seatbelts. The agency has a transport policy.

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 agency have a policy on valuing diversity and the foster carers told the inspector that religion, language, culture etc were addressed in the home. The foster carers spoken with said they received support from the social workers. The placing social workers liase with the foster carers. The foster carers said they have received training on diversity and discrimination in induction training, and the proprietor has plans to develop this in more depth and will discuss this in supervision. The inspector saw evidence of training for diversity, self/race and anti discriminatory training in the young persons' files. The agency do not take on children with disabilities.

The foster carers and young people spoken with, confirmed that they were encouraged to pursue their hobbies and interests.

Foster carers files showed evidence of foster carers discussing discrimination issues.

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**

The agency had a matching policy available which outlined information sharing and consideration involving all relevant professionals, the child and his/her family and potential carers and their families. The young people placed are transracial and transcommunity placements. The proprietor of the agency and foster carers agreed to the matching and the foster carers confirmed they had support and training and provided with information to enable the child to be provided with the best possible care. The agency and local authority try to match wherever possible, however this is not always possible to do and the main criteria is matching the needs of the child with the skills of the foster carers.

The foster carers told the inspector that if the placements were not made on an emergency basis there would have been the opportunity for a period of introduction. Most placements are emergency placements but the agency does have a planning placements policy and on occasions young people being placed have the opportunity to gradually integrate with their new foster home. The young people told the inspector they had been learning the English language from the foster families since living in the UK.

The placing authorities were in partnership with the matching placement and if transracial placements were made it was with the understanding that the young person had access to learning facilities i.e to college to learn the English language.

The cultural needs are assessed via translation services of the placing authorities.

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?****2**

The agency had the following policies available, sexuality guidelines, whistle blowing, self harm, self caring, principles of good child care, safety in foster homes policy, discipline and sanctions, anti-bullying, child protection and care and control. The foster carers are provided with all the policies and procedural guidelines, and confirmed that they understood corporal punishment, which is not used under any circumstances. The agency training pack included in depth training on child protection. The foster carers also had missing person procedures. The agency had four situations of child protection since the last inspection, three had been unsubstantiated, one was on-going and another issue had occurred the day prior to the inspection which involved the foster child of a foster family registered with the agency, the agency, the foster carers and young person were aware of the procedure to be undertaken by the Local Authority. The Care manager and police were dealing with the allegation the young person made.

The inspector checked a file that had a child protection situation that had been resolved and unsubstantiated and a requirement will be made in this report that accurate recording is kept when a foster parent discloses new information to the foster agency such as an adult visiting the home on a fairly regular basis and having access to the children placed there. The agency had taken out a CRB check on the individual but there was little information in the file about the adult or the action taken by the agency. This was discussed with the manager at the time of the inspection.

At the last inspection a requirement was made that children must not have unlimited access

to the internet, this had not been addressed at the time of this inspection and will be repeated in this report. This was discussed with the manager and staff of the agency who said they would arrange training for foster carers.

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

99

%

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

In the existing care plans there is a section for contact which would include family or friends. The proprietor had developed this and has included in the placement plan for future use, child's views on contact, how contact will be monitored, maintained and reviewed. The agency have a policy on contact arrangements. The foster carers confirmed they had a procedure.

The placement plan includes a section on 'obstacles' which deals with any contact which needs supervision. If a child or young person needs supervision, the foster parent takes the child to a contact centre by arrangement. The inspector checked a placement plan for a child who has supervised contact with their family, the details of contact and arrangements were written into the plan. Financial implications are agreed in the placement plan.

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 foster carers keep diaries which they enter any information of day to day matters. The foster carers handbook has details of 'language line' to access if they need to in terms of communication.

The complaints procedure is written in the foster carers handbook and the children's handbook.

The agency had a policy on consultation and the foster carers have training on listening to service users views.

Young people spoken to by the inspector confirmed that they had regular contact with their social worker and support worker from the agency, and contact details were recorded in the files checked at the time of inspection.

There was also evidence of a young person reporting an incident to their foster parents, which the foster parents reported to the agency and the correct procedures were followed. This standard was met.

Standard 12 (12.1 - 12.8)

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

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

There is a section in the placement plan for health and other specialist services. The agency had various procedural guidelines on health services such as infectious diseases policy, illness/accident policy, alcohol and solvent abuse policy, drugs policy, health/medical care policy, health/smoking policy, and healthy eating policy. The agency have additional information about health care services in the local authority the foster placement is located which aids the matching process.

One complaint made to the agency involved an allegation that the foster parent had not kept a health appointment for a young person. The complaint was in the process of being investigated by the agency and the relevant professionals such as the social work team. The Commission had been informed appropriately and all relevant records had been kept. This standard was met.

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**

One young person the inspector met had recently been accepted at a local senior school. The young person told the inspector they enjoyed going to the school and were settling in and had met new friends. The foster parents said they had a battle to find the young person a place in a local school but they kept pestering until they secured a place. Another young person told the inspector about enrolling at a college to pursue their chosen career, and being successful.

The agency has young unaccompanied minors who are fostered and have had their names put on the Local Education Authority list to match with schools in the area they are living. Finding places of education is the responsibility of the social worker but the manager of the agency stated that the agency are pro-active in getting children placed into schools etc and that the foster carers are pro-active in finding places in local schools. There are young people who had not been in education at the time of inspection but all Local Authorities had been advised. The manager stated that the foster carers attend the schools with vacancies as advised by the schools to visit with the young person. All young people and children placed by the agency who are not seeking asylum are attending a place of education, i.e school or college.

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 agency had a leaving care policy and in the statement of purpose there are sections for independent living and semi-independence training which includes a programme for independence. The foster carers handbook included a section on leaving care. The agency policy states that the pathway plan should be looked at in conjunction with the social worker when planning to leave care. One young person being fostered with the agency has been transferred to the leaving care team and the agency are waiting to receive a pathway plan. The inspector visited a foster placement where the young person who was waiting to hear from the home office about their application to remain in the U.K. The young person had prepared a meal for the family and was eating at the time of the visit. The young person also kept their bedroom clean and tidy and their clothes were well laundered and neatly hanging in the wardrobe. The young person was pleased to show the inspector their belongings and their bedroom. The foster carers were active in independence training within the home.

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

At the time of the last inspection there was a manager registered at the agency but no other staff. The agency had grown since last year and employed support/administration staff and independent assessors.

The manager and support /administration workers had all relevant checks carried out and evidence of this could be found in their files however, not all of the independent assessors had proof of identity, copies of enhanced CRB checks, two written references or documentary evidence of qualifications. All assessors used were known to the manager of the agency and were employed as qualified social workers.

A requirement has been made in this report to have the relevant checks done for all staff. There are clear written recruitment and selection procedures for appointing staff.

Total number of staff of the agency:

4

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

2

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

The agency has procedural guidelines on management of staff and job descriptions, and guidelines on staffing levels and carers skills and experience.

The placement agreement discusses welfare of the child, reviews and working in partnership with the Local Authority.

The agency have adequate office equipment and training facilities. All advice needed to provide a full service for children is available in the handbooks and statement of purpose and policies and procedures.

The proprietor has produced a staff handbook with details of working practices.

The manager had evidence of on-going staff training which the inspector checked. The training for the coming year included Child Protection, Working together, supervision of carers, care plan implementation, admission of young people, review, planning meetings, monitoring records kept at office, matching young people to carers referrals, complaints/how to deal with, out of hours/supporting carers, educational/health needs importance/ working with parents.

Some of the training is carried out by the manager and consultant deputy manager, both of

whom are qualified social workers.
 There is an appropriate level of administrative support at the agency.
 External training will be recommended.
 Staff are supervised by the manager.

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
<p>The agency has a recruitment and selection procedure for foster carers. In assessing qualities competences and aptitudes for fostering the agency use British Association of Adoption and Fostering (BAAF) forms which includes assessing the qualities, competences and aptitudes for fostering. These forms were checked at the fostering panel and they included the information required by this standard.</p> <p>There was one vacancy for a support worker at the time of inspection which was actively being recruited into. Not all foster parents had children placed with them at the time of inspection, so the number of workers at the agency was adequate. The manager was assisting with the support role until a new member of staff was recruited. The agency has a recruitment policy and job descriptions.</p> <p>There is a clearly defined assessment process for carers and competences and aptitudes for fostering were taken in consideration when assessing the qualities of foster carers.</p>		

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
<p>The agency have policies for supervision of staff and carers and all supervision notes were available on the files held at the agency as seen by the inspector. The agency had annual review forms at the time of the last inspection which were to be used at the end of the first year of business. The inspector checked the first reviews that had been carried out and found them to be comprehensive and appropriate. The carers also completed an annual review form themselves as a self evaluation and this was kept on file at the agency. There was also a foster care review policy. The manager keeps a reminder of when all annual reviews are due which the inspector checked.</p> <p>The foster carers confirmed they received support on a regular basis and hold regular support groups of which the inspector attended. The support group was well attended and the carers confirmed that they valued the groups and gained information and support they needed to be successful foster carers.</p> <p>The agency had indemnity insurance and public liability insurance which was in date as checked by the inspector. The agency has a whistle blowing procedure.</p>		

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?****2**

The agency have induction training and regular planned training sessions once a month. The agency have a training policy for staff and carers. Foster carers are expected to train at least 75% of planned sessions and have been informed of this expectation. The proprietor carries out six monthly appraisal for staff from appointment and then annually, and annual appraisals for foster carers.

Regular training is provided to staff and foster carers on supervision, child protection, safe caring, care and control, principles of good care and whistle blowing. Staff have induction training which is on-going and is reinforced with supervision and support.

The training programmes reflected the policies and procedures of the agency.

The inspector checked training certificates in foster carers files and noted that certificates were issued after attendance of induction training. One file checked showed that two foster carers had joint certificates as they were partners but one partner did not attend all the sessions. A requirement will be made in this report that training certificates are issued only to those people who have attended the training and that the certificate only has the name of the person who has attended on them.

Joint training between foster carers and staff has occurred where appropriate and the manager stated that he will arrange more joint training in the future, this will be a recommendation.

There will also be a recommendation that external training occurs periodically throughout the year for staff and foster carers.

Standard 20 (20.1 - 20.5)

All staff are properly accountable and supported.

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

The agency had a service performance policy. All policies and procedures were readily available. Job descriptions were clear.

The agency had a policy on accountability and support which outlined the commitment to staff around the support that they will receive from the agency.

Staff receive regular supervision, evidence of which can be found on the files. The staff spoken with stated to the inspector that they had good support from the agency. The inspector observed teamwork at the agency and support to each other throughout the days of inspection.

The agency hold staff team meetings every month and minutes are taken, these are then typed and held in a file which the inspector checked.

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 carers told the inspector at the support group that they were clear about lines of communication at the agency and who to contact out of hours, this was evidenced in the carers handbook as seen by the inspector. The support staff spoken with also confirmed that the agency did receive out of hours calls and they were able to deal with them appropriately. The support staff said the calls were usually for support and to check procedures were being followed properly. The foster carers were also positive about the training they received.

All information for clear strategy for working with and supporting carers was available as confirmed to the inspector at the support group. The foster carers told the inspector that they received regular supervision and contact with their support worker at the agency and with social workers. The foster carers also said they used the training and support groups to support one another. The foster carers were clear about the role of the supervising social worker.

All foster carers were given a copy of policies and procedures.

Communication with social workers was regular and the agency provided the Commission with details of all social workers involved with the children and child protection teams.

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?****2**

The foster carers agreement ensure foster carers have a full understanding of what is expected of them. The inspector checked a sample of the agreements. The agreement will need to include details of the review of approval of a foster parent, that the carers need to comply with the policies and procedures of the agency issued under regulation 12 and 13 of the regulations, and that carers must co-operate with the Commission. Regulation 12 is the arrangements for the protection of children and regulation 13 is behaviour management and absence from foster parent's home. These will be a requirement of the report.

Procedures to deal with allegations are available to foster carers in a policy format and in the handbook.

Records of allegations are kept and monitored. They are dealt with appropriately and evidence of this is recorded on file.

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 training is held at the agency monthly on a Wednesday at 11 am and 5 pm, during the day to suit the group of foster carers as agreed by the group. The day and time of the meetings and training are flexible.

The supervision form includes safe caring guidelines for the foster family, the proprietor also includes training called 'fostering and your family' which includes child protection.

The inspector attended the support group on a Wednesday morning and the foster carers confirmed that they had attended preparatory training before becoming foster carers, which they found useful and prepared them for fostering. They said it gave them an idea of what to expect from fostering and that support continued throughout the time they had a child placed with them. The foster carers at the support group were a diverse group of people, they told the inspector that they considered the agency worked within an equal opportunity framework and culture, religion and matching were all taken into consideration.

Male carers are given specific child protection training and preparatory training prior to fostering. Male image training is given as many of the young people coming into care have been raised by a female carer.

The manager sends carers an evaluation form to complete which includes feedback on training, as seen by the inspector. The training being given on the second day of the inspection was 'feedback' i.e foster carers feedback to the agency of the progress of the foster placement.

Records

The intended outcome for the following set of standards is:

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

Standard 24 (24.1 - 24.8)

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

Key Findings and Evidence

Standard met?

3

The agency have a written policy on case recording which establishes the purpose, format and contents of files and clarifies what information is kept on the foster carers files and the child's diary. The agency have a separate foster carer diary policy.

The agency passes on all information to the foster carer about the child. When the inspector visited the young people in foster homes, information and records kept by the foster carers were checked. These were held in secure containers.

The files and records at the agency were held securely. If a child's file gets sent back to the social services they are sent recorded delivery and records of this were shown to the inspector.

The agency has started training for life story work so that the foster carers can keep a record of the relevant things in that child's life.

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?

2

Separate records are kept for staff employed, carers, children, complaints and allegations. Confidential records are stored securely and there is a clear policy on access.

Records are in a form which can be easily passed on if a child moves to another placement.

The agency have a policy on storage of records procedure.

Records of checks and references are kept.

There is a system for keeping records of complaints and allegations.

The agency monitored the quality of their records and the manager countersigned work done by the support workers, however there was no evidence of monitoring. The administrative/support worker said the agency were going to develop a monitoring form. It will be a recommendation in this report that the agency has evidence of monitoring the quality of their records.

Number of current foster placements supported by the agency:			30
Number of placements made by the agency in the last 12 months:			58
Number of placements made by the agency which ended in the past 12 months:			28
Number of new foster carers approved during the last 12 months:(families)			22
Number of foster carers who left the agency during the last 12 months:			1
Current weekly payments to foster parents: Minimum £	320	Maximum £	470

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

There are identifiable office premises to which staff and others with a legitimate interest have access during normal office hours.

There are efficient and robust administrative systems, including IT and communication systems. The premises have facilities for the retention of records in a lockable room, appropriate measures to safeguard IT systems and appropriate security systems.

The premises provides an equipped base from which staff work and the contents are adequately insured.

Training, support groups and the fostering panel are held in the offices, for which a large room is available.

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?

2

The proprietor, accountant, managing director of Sherico and deputy director of Sherico meet regularly to discuss finances, minutes of which were available to the inspector.

The financial processes policy discusses daily expenditure, foster carers and other expenditure.

There were no procedures for situations of financial crisis available at the time of the last inspection, and will be recommended in this report, accounts will be available next year.

Regulations and guidelines imposed upon businesses are conformed with.

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 agency ensures it is financially viable at all times and minutes of finances meetings are held and recorded. Accounts will be available next April.

Regulations and guidelines imposed upon businesses are conformed with. This includes Income Tax (PAYE), National Insurance and VAT.

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

There is a written policy on fostering allowances. This and current allowance levels are well publicised and provided annually to each carer. The carer receives clear information about allowances and expenses payable and how to access them, before a child is placed. Foster carers receive a BACCS payment weekly, which covers the agreed expenses and full cost of caring for each child placed with them. Allowances and fees are reviewed annually.

Fostering Panels

The intended outcome for the following set of standards is:

- Fostering panels are organised efficiently and effectively so as to ensure that good quality decisions are made about the approval of foster carers, in line with the overriding objective to promote and safeguard the welfare of children in foster care.

Standard 30 (30.1 - 30.9)

Fostering panels have clear written policies and procedures, which are implemented in practice, about the handling of their functions.

Key Findings and Evidence

Standard met?

3

The panel chair stated clearly the procedures the panel would take if not all members were in agreement. One panel member is a medical doctor and another is a local university lecturer, a medical consultant is available to the panel if needed. All assessments are the same for quality assurance and equality. The placing social workers attend part of the panel meetings for discussion and feedback and any issues that need clarification on the request of the panel.

The agency have been operating for nearly two years and annual reviews take place and go to the foster panel. The chair of the foster panel is a foster carer for a local Authority.

The manager confirmed that the agency paid for training for the foster panel through 'Fostering Network' and showed the inspector the relevant policies and procedures. The inspector examined the foster panel members' files and all relevant information was contained in the files, such as CRB checks and proof of identity.

The inspector observed a foster panel who approved three foster carers one couple with recommendations of further training. All duties required were carried out in a professional way and the inspector was satisfied that this standard was met. All foster carers received feedback from the meeting.

The Foster panel consisted of the Chair, four independent members with one who is a foster parent, a vicar and an independent child protection social worker.

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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The fostering agency has a policy and procedure for short term breaks for children but at the time of inspection did not have any children placed for a short break.	3
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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
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The statement of purpose discusses staff and foster carers conflict of interest.
The agency had a policy on procedural guidelines on family and friends as carers.
The agency did not have any staff, family or friends as carers at the time of inspection.

PART C

LAY ASSESSOR'S SUMMARY

(where applicable)

Lay Assessor _____ **Signature** _____
Date _____

D.1 Registered Person's or Responsible Local Authority Manager's comments/confirmation relating to the content and accuracy of the report for the above inspection.

We would welcome comments on the content of this report relating to the Inspection conducted on 25th February 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

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

Amendments to the report were necessary	<input type="checkbox"/>
Comments were received from the provider	<input type="checkbox"/>
Provider comments/factual amendments were incorporated into the final inspection report	<input type="checkbox"/>
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	<input type="checkbox"/>

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	<input type="checkbox"/>
Action plan was received at the point of publication	<input type="checkbox"/>
Action plan covers all the statutory requirements in a timely fashion	<input type="checkbox"/>
Action plan did not cover all the statutory requirements and required further discussion	<input type="checkbox"/>
Provider has declined to provide an action plan	<input type="checkbox"/>
Other: <enter details here>	<input type="checkbox"/>

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:

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.

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