



*Making Social Care  
Better for People*

# inspection report

## FOSTERING SERVICE

### **Foster Care Associates - East Anglia**

**Sorrell House, Claydon Business Park  
Gipping Road  
Great Blakenham  
Ipswich  
Suffolk  
IP6 0NL**

*Lead Inspector*  
**Joe Staines**

*Announced Inspection*  
**21st December 2006      10:00**

The Commission for Social Care Inspection aims to:

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

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

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

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

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

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

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# SERVICE INFORMATION

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<b>Type of registration</b>	Fostering Agencies

# **SERVICE INFORMATION**

## **Conditions of registration:**

**Date of last inspection**      8th August 2005

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

Foster Care Associates is a nationwide fostering Agency with over 40 offices spanning the United Kingdom. The Agency opened in 1994, with the Anglia branch, covering Norfolk and Suffolk registered in 2004 by the Commission for Social Care Inspection. The main office base is located in premises in Claydon near Ipswich, and this is linked with two smaller 'sub' office bases, in Norfolk and Cambridge. The types of placement provided by the agency are described in the statement of purpose as long term, short term, emergency, respite, bridging and assessment. At the time of the inspection, a total of fifty-three approved Foster Carer households were providing foster care to a total of fifty-five placements. The Anglia region of Foster Care associates provides it's own dedicated education liaison officer, and resource manager who is responsible for arranging a wide range of support services, in the form of activities, direct work with young people and support to foster carers. The region has it's own therapist, who supports carers and children placed by the agency.

# SUMMARY

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

This key inspection took place over 6 days in December 2006 and January 2007. The inspection was undertaken by Joe Staines (Regulation Inspector) and included visits to the main branch office, and one of the two sub-offices managed by the agency, situated in Norfolk. Panel was observed and key interviews were undertaken with senior management staff, social workers, foster carers and children placed with the agency. Along with the interviews, a number of records were examined, including assessments of prospective new carers, review reports, policy documents and the recruitment records held in the main branch office in Great Blakenham, Suffolk.

All of the key standards, identified by The Commission for Social Care Inspection as needing to be assessed in the inspection year were assessed. The agency exceeded the minimum standard in 8 of the assessed standards and fully met 16. Minor shortfalls were identified in respect of 3 of the National Minimum Standards for this type of service.

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

This inspection identified several examples where the agency exceeded the National Minimum Standards for Fostering. As part of a national organisation, it is positive to note that the staff from this region attended more national events than any other regions. Particular areas where the agency does well includes the support it offers to children for whom contact with birth families and/or siblings is needed. Training offered to carers, including a very good education course and a new course in working with The way the agency manages educational support, consultation with children (including the children of carers), the environment provided at the offices of the agency and the tools provided to enable foster carers to help children placed to record and reflect upon their time with the carers and agency. Other areas where the agency performs well include the way in which it monitors its own effectiveness, the effective leadership of the manager, and the way it supports foster carers.

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

The agency has responded positively to the majority of requirements and recommendations made in the report produced after the last inspection. Carers confirmed that they had the health passports needed to record the health status of children placed with them. There was a raft of information available to clearly identify the aims and objectives of the agency, along with the services it provides. Administrative records were accurate in terms of the approval status of carers.

In addition to the responses to the last inspection report a number of positive developments had taken place within the agency. Therapeutic support was available to carers in the form of bi-monthly closed groups for carers, with support from the agency therapist available. As part of a national exercise, the agency has taken part in its own "every carer matters" consultation exercise with carers to evaluate the performance of the agency from the point of view of carers. Team parenting is another new development, providing multi-disciplinary meetings to discuss the best ways of meeting the needs of children placed with carers. The memory books now provided to all children placed with the agency's carers is a positive development, giving good tools for children to record their own history whilst being looked after by the agency's carers, and for carers and staff to record positive experiences and memories for children to look back on later in life if they wish to. Additional bullying information was now included in the information given to all children when placed with the agency. A new resource pack for children with disabilities is in draft form, and will, when published, give carers' useful information and access to resources to enhance the quality of care provided to disabled children who are looked after by the agency's carers.

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

The agency needs to devise and implement better systems for ensuring placements match the terms of the approval of foster carers. The foster carers agreement is still inadequate and needs to include more detail about the support the agency provides to carers, and the agency needs to ensure that appropriate training is provided to carers who fail to attend training, before children with needs associated with that training are placed.

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

The report of this inspection is available from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office. The summary of this inspection report can be made available in other formats on request.



# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

Being Healthy

Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

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# Being Healthy

## **The intended outcome for this Standard is:**

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

## **The Commission considers Standard 12 the key standard to be inspected.**

## **JUDGEMENT – we looked at the outcome for Standard:**

12.

Quality in this outcome area is good.

This judgement has been made using available evidence including a visit to this service.

Prospective users of the service can be confident that the agency has sufficient measures in place to ensure that the health needs of children placed with the agency will be met.

## **EVIDENCE:**

Records of pre admission placement information and reviews confirmed that children placed with the agency had recorded medical histories, along with information about any specific health needs. Feedback from foster carers and children placed with the agency confirmed that routine health/dental/optician checks were arranged and carried out. The foster carers handbook provided clear advice and guidance for carers in relation to health care, promoting good health and development, and in ensuring that children receive appropriate medical health care. First Aid training was included in the training programme for 2007. The agency has produced an information pack for children with disabilities, providing useful information about fostering a child with a disability and where to get further information

# Staying Safe

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

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

## **The Commission considers Standards 3, 6, 8, 9, 15 and 30 the key standards to be inspected.**

### **JUDGEMENT – we looked at outcomes for the following Standard(s):**

3, 6, 8, 9, 15 & 30.

Quality in this outcome area is good.

This judgement has been made using available evidence including a visit to this service.

Prospective users of the service can expect the agency to be well managed, and provide suitable carers, whose assessments and applications are scrutinised by a fostering panel that is well organised and effective. However, the occasional inability to ensure the carer's terms of approval match the needs of children and young people means total confidence in this area is not guaranteed. Prospective users can be confident that the agency protects children and young people from abuse and neglect, and thoroughly vets all its staff.

### **EVIDENCE:**

The examination of staff recruitment files confirmed that the references and pre employment checks that are required to be carried out were all in place. The examination of foster carers assessments confirmed that suitable checks had been undertaken, and records produced, that ensured that foster homes were safe, healthy, and nurturing

The training which prospective Foster Carers had to undertake as part of their initial assessment process, included child protection, and safe caring, and the Agency had produced policies and procedures in the Foster Carers Handbook in respect of missing children, bullying, and managing behaviour. As part of the initial assessment a health and safety audit was carried out at the Foster Carers home, which included identifying any risks and actions to be taken in that regard. When there were pets in the household, a questionnaire was completed in that regard. These assessments were revisited as part of the annual review.

After approval, there were monthly visits by supervising social workers, to the foster carers home.

Risk assessments were also undertaken in respect of Activities arranged by the Agency, to support children during holiday periods.

The training records maintained by the agency confirmed that carers received training in, amongst other things, safe caring, understanding behaviour and the impact of attachment. The carer's handbook included clear guidance on the vulnerability of looked after children, missing persons procedures, bullying and the vulnerability of the children of foster carers. All children were given bullying information as part of their welcome pack.

Foster Care Associates have a placement matching checklist, seen in carers files, which identifies the suitability of foster carers to meet the identified needs of children placed with them in relation to ethnicity, culture, language, religion, locality, education, health, disability, contact, siblings being together, child protection or safety issues, challenging/offending behaviour, composition of the household, plan for the child, views of the child, individual interests, aptitudes and abilities, concerns around being placed in household with domestic pets, practicalities such as transport, and any other safety needs.

With regard to ensuring that foster carers received placements only within the terms of their approval, the evidence obtained from carers files and panel meeting reports and minutes confirmed that there had been occasions where children had been placed out of the approval categories of foster carers. There were some instances where children had become to be outside the carers terms of approval through age, and one example of a parent and child placement made when the carers were not approved for this type of placement.

The Foster Carers Handbook outlined Core Competencies for Foster Carers. These included *"the promotion of healthy emotional, physical and sexual development, as well as health and emotional achievement"*.

Each foster carer was provided with a detailed Child Protection policy and procedures, as part of the Foster Carers Handbook. Each foster carer was

provided with a detailed Child Protection policy and procedures, as part of the Foster Carers Handbook. Training on child protection was provided to every potential foster carer, and is mandatory as part of the preparation work during the assessment process, and also in subsequent years, as part of the Agency's annual training programme. There was a clear expectation that all approved foster carers would continue to attend child protection training after approval, to ensure they were updated on policy, practice and developments. Interviews with foster carers during this inspection confirmed they were knowledgeable about child protection, and they were clear about whom they needed to report to, in the event of a concern or a disclosure about or from a child in their care.

Carers were also expected to draw up their own Safe Caring Policy within their household, to demonstrate that issues associated with privacy, sexuality, confidentiality, were thought through, and that any ground rules made in that respect would be consistently applied.

The Foster Carers Handbook made specific reference to bullying, and to managing behaviour. There was also a section on use of the Sanctions, including sanctions which were not permissible as they would restrict personal liberty - for example corporal punishment, deprivation of food or drink, wearing of inappropriate clothing, or restriction or refusal of visits or communication (unless this was part of an agreed plan).

The inspection included the observation of one panel meeting and the examination of minutes of the three meetings prior to the inspection. The observations of panel confirmed that assessments of prospective carers were thoroughly scrutinised, and issues were identified around the checks undertaken on carers, employment gaps, motivation, matching considerations, issues around family relationships and any identified gaps in the assessments. Disagreements were discussed during panel deliberations with reservations noted.

The panel was able to consider medical reports, produced by the agency's health expert. Panel members included an education expert, an independent foster carer, not working for the agency, and a person who was, at one time, placed in foster care. The chair of the panel confirmed that panel members and those undertaking the assessments of prospective foster carers had undertaken training together.

# Enjoying and Achieving

## The intended outcomes for these Standards are:

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

## The Commission considers Standards 7, 13 and 31 the key standards to be inspected.

### JUDGEMENT – we looked at outcomes for the following standard(s):

7, 13 (31 does not apply to this service as it does not provide respite placements apart from for its own carers).

Quality in this outcome area is good.

This judgement has been made using available evidence including a visit to this service.

### EVIDENCE:

Foster Care Associates had produced a number of policy documents that reflected the commitment to providing appropriate placements for children, taking into account issues of race, culture, religion, language, disability, gender and sexuality. The Foster Carers Handbook contained a section dealing with placement policy in relation to meeting the racial, cultural, religious and linguistic needs of children and young people. This included a Statement "FCA believes that the assessed needs of a child/young person should be paramount in all placement decisions. The needs of a child/young person in relation to racial origin, culture, religion and language will be thoroughly detailed and fully taken into account by FCA when receiving placement requests from local authorities. FCA's response will always be to try and identify a suitable match in terms of a foster family whose racial and cultural origin, religion and language is the same as that of the child/young person or where as many of these placement considerations as possible can be met". The matching forms seen during this inspection, which included sections on ethnic origin, culture, language and religion, evidenced this. On a national level, the agency had

arranged for a black history month, accessible by children nationally at a variety of events. The composition of the local foster panel included representatives from different ethnic backgrounds.

With regard to education, since January 2005, the agency has employed an Education Liaison Officer (E.L.O.), with a background of over 23 years in mainstream education, and 5 years in specialist education for children with emotional and behavioural difficulties, who is responsible for overseeing educational support to children placed with the agency. The feedback from foster carers when interviewed by the inspector was consistently positive about the impact the E.L.O had with children placed with them. It was positive to note that at the time of the inspection, none of the children looked after by the agency were excluded from school, either permanently or for a fixed term. The number, in percentage terms, of young people leaving care whose last placement was with the fostering service who were over 16 with at least 1 GCSE at grade A\*-G or a GNVQ in the last twelve months was 75%. The E.L.O. confirmed that a recent development was the work undertaken with all of the year 11's, to try and secure ongoing education. The E.L.O. had provided additional tuition to those who were on the borderline of getting the required grades.

The E.L.O has provided a certified, 2-day training course for foster carers around the issues associated with supporting the educational achievement of young people who are looked after. In addition to this, the E.L.O. attends yearly training with a view to ensuring they are up to date with legislation and best practice. Data was available, produced each month, to show the current status of young people placed with the agency in terms of absences and availability of personal education plans.

Examples of the work undertaken by the E.L.O included applying for school places, teaching children whilst waiting for school places, setting up a rewards system for children requiring support, and attending a variety of meetings where children were experiencing problems in school. The FCA handbook included a 42-page handbook specifically on education, providing information and guidance on supporting children with their education and identifying the resources available to carers with this task. In addition to this, the E.L.O. writes to all carers twice a year, updating them, following up on initiatives, and informing them of a range of education materials available to help them support young people with their educational needs. A number of educational tools, such as textbooks and educational games were seen by the inspector at the agency's office in Great Blakenham.

# **Making a Positive Contribution**

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

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

## **The Commission considers Standards 10 and 11 the key standards to be inspected.**

## **JUDGEMENT – we looked at outcomes for the following standard(s):**

Quality in this outcome area is excellent.

This judgement has been made using available evidence including a visit to this service.

Prospective users of the service can expect the agency to provide high quality contact services, and for consultation to take place at several different levels.

## **EVIDENCE:**

Contact arrangements were discussed fully during the assessment of new Foster Carers process, albeit in general terms. The Foster Carers Handbook contained comprehensive guidance about Contact with Family and Friends, and contact was addressed in regular supervision sessions between the foster carer and supervising social worker. The Long Stratton, Cambridge and Claydon offices had a suitable space where contact with families could be facilitated. At the new office in Claydon there was a ground floor with comfortable soft furnishings and a relaxed and calming atmosphere, where contact could take place, supported by staff from the agency if necessary.

Foster carers who were interviewed understood the complexities and importance of contact, and their role in supporting and facilitating this. Children who spoke with the Inspectors also confirmed the contact arrangements with members of their family.

Files examined during the course of the inspection contained clear guidance about contact, and the arrangements that existed which were laid down by the Placing Authority. Whilst foster carers might not always agree with the contact arrangements, it was clear from discussion that they understood it's purpose and context, and did everything required of them to ensure it was facilitated.



Foster carers were mindful of the need to ensure that fostered children were fully supported following their return to the foster home, as contact visits could raise anxieties for the children, and a period of adjustment following their return to the foster home.

Consultation forums included regular support groups for carers, children placed in foster care, and children of foster carers. In addition, as part of a national exercise, the agency has taken part in it's own "every carer matters" consultation exercise with carers to evaluate the performance of the agency from the point of view of carers.

# Achieving Economic Wellbeing

## The intended outcomes for these Standards are:

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

## JUDGEMENT – we looked at outcomes for the following standard(s):

Quality in this outcome area is good.

This judgement has been made using available evidence including a visit to this service.

Prospective foster carers could be confident that the agency has a good payment and expenses structure.

## EVIDENCE:

Foster carers were paid fortnightly, directly into bank accounts. If there were additional expenses to be reimbursed, these could be claimed every two weeks. The Foster Carers Handbook provided very explicit details about payments. The information stipulated what the foster carers allowance did and did not cover. Foster carers spoken with during the inspection were clear about how the money was made up, and what it was to be used for. None of the foster carers or the children placed with them raised any issues with the Inspectors about allowances or monies requested. Payments were made on time, and were accurate. An enhanced rate was available if identified as required, and agreed with the placing authority. Carer's records contained evidence of bonuses paid to carers for participating in events arranged by the agency, such as training and recruitment initiatives.

# Management

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

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

**The Commission considers Standards 1, 16, 17, 21, 24, 25 and 32 the key standards to be inspected.**

## **JUDGEMENT – we looked at outcomes for the following standard(s):**

Quality in this outcome area is good.

This judgement has been made using available evidence including a visit to this service.

## **EVIDENCE:**

The agency had a statement of purpose, including all the information identified by fostering regulations 2002. The inspection confirmed that staff working within the agency offices were appropriately managed and supervised. Team Managers had relevant Social Work Qualifications, as did the supervising social workers employed by the agency to directly support the foster carers and children placed.

The manager of the agency confirmed that the agency had offered National Vocational Qualification (NVQ) level 4 to its managers and two members of the East Anglia management team had already begun working towards this. In addition, FCA had funded external training courses such as the Certificate in Management Studies and Diploma in Management Studies where appropriate, and has funded practice based further learning such as the Advanced Award in Child Care. Feedback from social work staff and carers alike was consistently positive about the role of the regional director within the agency. The regional director attended several focussed sessions each year when they meet nationally, helping them to develop their business skills, as well as keeping them up to date with the latest legislative changes. The regional director was directly involved in many of the activities arranged for carers and children, and was well known by all of the carers and children spoken to as part of the inspection.

In terms of information for fostered children, the agency had developed a CD ROM, which was due to be distributed to all children throughout the agency. The CD ROM was structured to be user friendly towards children of different ages, with separate programmes for over and under 8's. Currently, children receive a "File of Facts" – a colourful guide designed for children aged 8 plus, which welcomed children to the agency, and included information about what they could expect in terms of their rights and responsibilities, health, education, contact, bullying, child protection, as well as giving information about how they would be supported with pocket money and clothing, about how to make a complaint, and information about keeping safe. For younger children, the agency had a separate Guide for children and young people, which included a short story "A teddy bear goes into care", illustrating how a child had to leave the family home to live in a foster home. This Guide included illustrations, and provided answers to simple questions, as well as giving reassurances that children living in foster care would be looked after and supported.

The inspection established that each of the offices based in the East Anglia Region had a Team Manager, responsible for the day-to-day management and support arrangements, with over-arching direction and management support provided by a regional director, who was based at the Claydon site.

The inspection of recruitment files, and interviews with staff employed by the agency, confirmed that the service provided good quality staff, who were suitably qualified, experienced, and committed to support the work of the agency, and the fostering task.

The inspection confirmed that staff working within the agency offices were appropriately managed and supervised. Team Managers had relevant Social Work Qualifications, as did the supervising social workers employed by the agency to directly support the foster carers and children placed.

A national quality assurance team, who undertake regular audits of the service, with records of the findings kept, supports the agency. Children are also enabled to contribute their views at support groups, activity days, and at national events, organised by the agency, for children placed with them. Information provided by the agency confirmed that the agency had arranged 32 events last year, which were attended by 673 children and young people, 420 carers, and 220 members of staff. In addition, 353 children attended the summer activity programme. National events attended last year included a talent competition, sports day, football tournament, black history month and the national children's conference held annually. Staff interviewed during the course of this inspection were clear about lines of management responsibility and accountability. The regional director stated that they attended national meetings where quality assurance matters were discussed,

The examination of children's case records confirmed that all the information required by regulations was present. The information provided to children when placements were made included reference to accessing information held about them.

Regarding support to carers, during discussion with the inspector, foster carers consistently commented on being well supported, day and night, and stated that there was always someone available to talk to, or, if necessary, to visit them at their home. A small number of carers did state they felt they could be better supported on an emotional level, particularly after difficult placement breakdowns, or when they were not being used. These thoughts were discussed with the regional director, who agreed to investigate and act on any consistent messages of the kind expressed to the inspector. The agency's support structure was supported by the information provided to carers, in the carers handbook, which emphasised the commitment made by the agency to support carers through the provision of an out of hours service, regular visits to carers, and attendance at important meetings. However, the foster care agreement, which forms the basis of a formal agreement between the agency and carers, only stipulates that the agency will provide "frequent" visits from the FCA social worker, and not a clear commitment to a minimum level of contact.

Nationally, the agency has established an out of hours service which covers the hours of 5pm – 9am the following morning, and every Saturday, Sunday, and all public holidays when FCA offices are closed. The out of hour's team has access to the FCA database. All of the staff on the on call team have social work experience, and experience of fostering support work.

Currently the region produces its own training programme and database of courses attended. The records provided showed that, in addition to the preparation to foster course carers were provided with training in safe caring, attachment, managing behaviour, non violent crisis intervention, safeguarding children, equality diversity and rights, and life story work. There was one instance where a young person with some recorded history of aggressive behaviour was placed with a carer that had not undertaken the non-violent crisis intervention training, as they had not been able to attend when they were booked to do the course. It is the agencies responsibility to take alternative actions in situations of this kind. The Foster Carer Agreement stipulated that "*For some specific post-approval training e.g. child protection, both partners will be expected to attend, even if this means attending the relevant courses separately. With other post-approval training it is accepted that, because of child care and/or work commitments, it may not always be possible for both partners to attend, although joint attendance will always be encouraged*".

The inspector examined a number of files during the course of the inspection, including the personnel files of employed agency staff, foster carer files, and files of children being fostered.

In respect of foster carers and children fostered, the files were held in a lever arch format, and sub divided into sections, which enabled easier retrieval of information. Recording that had been done by supervising social workers was seen to be factual and relevant, and included dates and signatures, and follow up where required.

The agency had a number of useful tools for helping children and carers produce and maintain an ongoing record of the child's life events, both prior to, and during the placement. These including the memory box, camera, photo album, health passport and a CD Rom. A new development was the addition of memory books to children, with sections on health; education; and significant events such as dates, events, trips, and funny stories. There was also a section for staff to record positive memories of the child and their wished for that child's future when the time came for them to move on to a new placement or leave the agency altogether.

# SCORING OF OUTCOMES

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

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

"X" in the standard met box denotes standard not assessed on this occasion

"N/A" in the standard met box denotes standard not applicable

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

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

ENJOYING AND ACHIEVING	
<i>Standard No</i>	<i>Score</i>
<b>7</b>	3
<b>13</b>	4
<b>31</b>	N/A

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
<b>10</b>	4
<b>11</b>	4

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

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
<b>1</b>	3
<b>2</b>	4
<b>4</b>	4
<b>5</b>	3
<b>16</b>	3
<b>17</b>	3
<b>18</b>	X
<b>19</b>	4
<b>20</b>	3
<b>21</b>	2
<b>22</b>	4
<b>23</b>	3
<b>24</b>	3
<b>25</b>	3
<b>26</b>	4
<b>27</b>	X
<b>28</b>	X
<b>32</b>	N/A



Are there any outstanding requirements from the last inspection?

## STATUTORY REQUIREMENTS

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Fostering Services Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action
1.	FS8	26	The Agency must ensure that in every situation where a proposed placement with Foster Carers would be outside of those Foster Carers existing terms and conditions of approval, this is firstly referred to the Fostering Panel and a record of that decision is maintained.	24/04/07
2.	FS21	28	The agency must ensure that it's foster care agreement contains all the information listed in schedule 5 of the fostering regulations 2002	24/04/07

## RECOMMENDATIONS

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

No.	Refer to Standard	Good Practice Recommendations
1	FS23	The agency should ensure that, where carers miss pre planned training, alternative means of obtaining the required knowledge or skills are provided before children with needs associated with that training are placed.

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