



*Making Social Care  
Better for People*

# inspection report

## FOSTERING SERVICE

### **Torbay Local Authority Fostering Agency**

**1st Floor,  
Commerce House,  
Abbey Road,  
Torquay  
Devon  
TQ2 5PJ**

*Lead Inspector*  
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*Announced Inspection*  
16 - 24 October 2006      09:30

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

<b>Reader Information</b>	
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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>Name of registered manager (if applicable)</b>	Georgina Dunk
<b>Type of registration</b>	Local Auth Fostering Service

# SERVICE INFORMATION

## Conditions of registration:

**Date of last inspection**      1 February – 13 March 2006

## Brief Description of the Service:

Torbay Council is a small unitary authority in South Devon. Its fostering service is part of the authority's accommodation services for children and young people and is responsible for providing a range of services which include:

- Short break care for children with disabilities
- Emergency care
- Time limited care
- Long term care
- Specialist fostering
- Parent and baby care
- Remand care
- Family and Friends care
- Private foster care

The fostering service is divided into three sections – the mainstream fostering team, the specialist placement team, and the Family 2 Family short breaks scheme for children with disabilities. There is a service manager for each section reporting to the operations manager, who is responsible for overseeing all of the authority's accommodation services for children and young people. These consist of a children's home, the authority's adoption service, a specialist assessment and therapy service for children and young people (SATS), and the fostering service.

At the end of March 2006, the service had 66 approved fostering households, providing care for 99 children and young people. In addition, 10 carers in the Family 2 Family short breaks scheme were currently providing a respite care service to 12 children and young people.

The mainstream and specialist placement teams share an office base with the authority's adoption service, in the centre of Torquay, close to the authority's children and families social work service office at Union House. The Family 2 Family short break service is based with the authority's service for children with disabilities at Parkfield House, in Paignton.

There are five social workers, a private fostering officer, and a placement coordinator in the mainstream fostering team, and three social workers, an

education support worker, and four adolescent support workers in the specialist placement team, working on a full or part-time basis. The Family 2 Family short breaks scheme employs a social worker half time. The administration team consists of four part-time administrators and the personal assistant to the operations manager.

# SUMMARY

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

This was an announced proportionate key inspection to assess the fostering service's progress with matters arising from the previous inspection visit and ascertain a baseline quality rating. The forthcoming transfer of responsibility for the regulation and inspection of children's residential services, from CSCI to Ofsted, in April 2007, has meant that time available for the scheduling of inspections, in this inspection year, has been shorter, so that all required inspections are completed within a timeframe which will allow the inspection report to be published by 31 March 2007. This inspection was, therefore, undertaken in the relatively short frame of seven months after the previous inspection was completed.

During the course of the inspection, the inspectors visited the fostering service's office in Torquay, and the Family 2 Family short breaks service's office in Paignton, where the inspectors checked three foster carer files and individually interviewed the following fostering service staff:

- The operations manager who is the nominated manager of the fostering service
- The service managers for each part of the service
- Three of the fostering service social workers
- The chair of the foster panel
- Some of the fostering service administration team.

The inspectors also observed the one each of the following meetings:

- The fostering management group
- A foster carer support group
- The fostering service staff meeting
- The specialist placement team meeting
- The foster panel

and spoke with some of the staff and foster carers who attended.

The inspectors also inspected the case files of three young people currently being provided with care by the service, and spoke with their social workers (or social work team manager), at the authority's community social work teams' offices, in Torquay and Paignton. One of the inspectors interviewed the senior practitioner and the child and adolescent psychotherapist who co-lead a support group for foster carers and also provide individual advice and support to foster carers and a two-day training course for foster carers entitled "Attachment and emotional well-being – implications for children and their carers".

Three foster homes were visited, where an inspector spoke individually with foster carers and the young people placed there. One of the inspectors also conducted a telephone interview with a relative of one of the young people visited.

One inspector met with a senior human resources advisor at Torquay Town Hall and inspected a sample of fostering service staff files.

Survey questionnaires were sent to a sample of 48 young people currently in placement, and to 27 foster carers. 17 young people's questionnaires and 12 foster carer questionnaires were returned. Information gathered from these was taken into consideration while making the judgements in this inspection report.

Other documentation examined and used to inform the judgements in this report include the Annual Quality Assurance Assessment (AQAA), data sheets and the appendix to PQA: policy and systems update form completed by the manager of the fostering service prior to the inspection, newsletters produced by the fostering service and Care to Community Team (community social work service for young people aged 16 years and above), the response from the authority's safeguarding manager, and other information supplied as requested.

As this was a proportionate key inspection, the arrangements for private fostering were not inspected at this inspection visit. These will be inspected when a full key inspection is undertaken, which should coincide with the inspection of the authority's adoption service.

The inspectors thank the fostering service staff, foster carers, young people, and others the inspectors met with, for their cooperation and assistance with this inspection, particularly, the foster carers and young people who welcomed us into their homes.

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

The previous inspection report highlighted a number of areas where the service was performing well and this inspection confirmed these:

- The evident enthusiasm and dedication of all staff, particularly in their commitment to providing high quality care and support to children and young people, and to improving skills and practice, is commendable.
- There is good, cohesive leadership of the service, particularly now that the operations manager is responsible for overseeing all aspects of the fostering service as well other accommodation and therapeutic support services for children and young people.
- Staff spoken with reported that they are well supported in their work and that the service is well managed.
- The individual support provided to young people, by the adolescent support workers, at transition points in the young person's life, or at times of stress or difficulty, is valued by both young people and foster



carers, and is a major factor in maintaining placement stability and providing continuity of support for young people.

- The Foster Force group for the support of foster carers' own children is an excellent development and model of good practice.
- Foster carers feel very well supported by the service, particularly by their fostering supervisory social workers and other foster carers. They report that they feel an "equal part of the service" and that they are respected by, and have respect for, the fostering service staff. Some foster carers also reported that they receive very good support from the child's social worker, although this was a variable experience.
- The fostering management group is an effective forum for foster carers to raise general issues about the operation of the service and its development.
- The monthly core group meeting for contract care (specialist fostering) placements, involving health, education, social work staff and foster carers, is an effective tool for ensuring that children's and young people's needs are identified and met, and that good links, and effective communication, are established and maintained between those involved in caring for and supporting a young person while they are looked after by the authority.
- Foster carers also commented very positively on the training provided for them and felt that this was very relevant and useful.
- Children and young people feel well cared for and safe in their foster homes. They also feel that foster carers listen to them, give them good support with their education and planning for their future, and encourage them to lead a healthy lifestyle.
- There is excellent financial and other provision to encourage and support children and young people looked after to participate in leisure and sporting activities.
- There are some excellent initiatives for consulting with and involving children and young people looked after by the authority.
- The fostering service and the Care To Community team are producing good quality, interesting newsletters about their services and young people's experiences and achievements.

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

There were three statutory requirements and 13 good practice recommendations made in the previous inspection report. The service has made very good progress in these areas, in a relatively short timescale of

seven months. The three statutory requirements have been judged as met and significant progress has been made with all but one of the good practice recommendations.

- Inspection of a sample of the fostering service staff files showed that the authority is now checking, and recording, social workers' registrations with the General Social Care Council and that records of telephone reference follow up calls are now held in staff personnel files. Fostering service managers assured inspectors that they would not allow a new member of staff who has direct contact with children looked after, to start work for the service, until they had confirmation that a new enhanced CRB check had been satisfactorily completed. Managers can access the authority's "recruitment toolkit" guidance for managers on the authority's intranet. This clarifies roles and responsibilities, and processes to be followed by appointing officers.
- Inspection of foster care files and discussions with staff and foster carers showed that health and safety assessment of foster homes are being undertaken and then reviewed at the annual foster carer review. Foster carers also produce a "safe care" plan for their household.
- Foster carers and young people reported to the inspectors that access to NHS dental care within the authority has improved. Work is being undertaken how to develop a written, transferable health record for each child looked after. The authority has developed an integrated computer record system, which was being implemented at the time of the inspection. This should assist with ensuring that important information about a child's needs, including health needs, is collated and updated as necessary. Foster carers inform the fostering service of any medical appointments or health checks and changes to prescribed medication for children in their care and the fostering service ensures that this information is recorded in the young person's case file. Young people's case records checked were well organised and well documented. Foster carers have now been issued with a secure cabinet in which to store confidential information.
- Foster carers have now been issued with a training portfolio to record any training they undertake. Training undertaken since that last review is recorded on foster carer review forms but it was not always clearly recorded if this related to one or both carers. Discussions with foster carers and inspection of foster carers files showed that where foster carers are jointly approved, both had undertake the required training. Foster carers spoken to confirmed that they had received training in child protection and were very aware of their responsibilities in this respect and what they should do if a child made a disclosure of abuse to them or they had any concerns about a child's welfare. Discussions with supervisory social workers and foster carers confirmed that quality assurance monitoring of foster carers' recording is being undertaken during the regular supervisory visits to foster carers. Foster carers

registered with the authority who live in another authority are visited for support and supervision by their supervisory social worker and given practical assistance to attend training sessions.

- Staff confirmed to the inspectors that annual appraisals are being undertaken.
- Reports to the fostering management group and discussions with foster carers evidenced that overpayments, and the recovery of these are still an issue for some foster carers. The problem seems to be where a foster carer is to be paid a portion of the weekly allowance. The difficulty appears to be with the authority's payment system. The finance officer who attends the fostering management group is looking into the scale of this problem and what can be done to rectify it, if it is a fault of the finance systems.

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

The service should consider how support for foster carers out of office hours could be improved. Foster carers reported that they have, on occasions, not had a timely response, or received the support they expected, when they have contacted the emergency duty team and, as a consequence, have felt "on their own" with a situation which they felt they should have had more support with. They did report that where the emergency duty team did visit to deal with a situation, the support they provided was excellent. The issue that some foster carers feel needs to be addressed is that as, generally, foster carers will only ask for help and support outside of office hours in situations they feel cannot wait until the office next opens, and that, therefore, the out of office hours support needs to be immediately available when called upon. In contrast, some foster carers said that they have had excellent support from their fostering supervisory social worker, outside of office hours, which they very much valued.

Some foster carers and young people reported having difficulty in contacting the young person's social worker at Union House. Sometimes, this is because they have difficulty in getting through by telephone, but sometimes the problem has been that the social worker has not been available in the office, and they have not known who else to contact in their stead, in order to get a decision made quickly, or where an immediate response was required. Foster carers did report that they have had good assistance from the fostering service where they have reported to the service difficulties in getting through to a child's social worker. Also, some young people have reported experiencing delays in having a new social worker assigned, when their social worker has left. The fostering service is taking steps to improve links and communication with the community social work teams, including joint training sessions, but more strategic measures to highlight gaps in statutory services to children and young people looked after by the authority, that the fostering service becomes aware of, and improve links between professionals involved with a young person, particularly where changes are being made, should be considered.

A more comprehensive system for tracking complaints made about the service and outcomes for these should be developed to ensure that any patterns, or generalised issues, can be swiftly identified and appropriate action taken to deal with these.

There is a system in operation to record when an exemption to a foster carer's registration has been agreed. However, more needs to be done to ensure that situations where exemptions have been granted are not allowed to "drift" and that the timescale agreed at the start of the placement is adhered to. Foster carers should be reassessed, their skills and abilities reviewed, and the application presented to the foster panel for consideration, if any change to the foster carers' registration is required for the placement to continue.

A monitoring system to ensure that all annual reviews of a foster carers' approval are undertaken within twelve months of initial approval, or the previous review, should be established.

The service should ensure that the foster carer handbook is updated with guidelines for foster carers on dealing with a serious self-harming incident involving a young person in their care.

All records should be legibly signed and the author's designation recorded.

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**

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Staying Safe

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Scoring of Outcomes

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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.

There are systems in place to ensure that information about children and young people's health needs is obtained and shared with foster carers and that suitable health care provision is being provided.

### EVIDENCE:

Young people report that their foster carers give them a balanced diet and encourage them to eat healthily and to take regular exercise.

Interviews with fostering service managers and staff, foster carers, young people, and their social workers, and inspection of young people's case records, and foster carer records demonstrated that there are good systems in place to ensure that young people's health needs are identified and provision made to ensure those needs are being met.

A specialist Children Looked After nurse is based in the community children and families social work team office in Torquay and a specialist Children Looked After community psychiatric nurse (CPN) has been appointed. Children and young people are registered with a GP and have access to appropriate dental and optical care. Foster carers and young people reported to the inspectors that access to dental services in the authority had improved.

In discussion, foster carers showed a very good knowledge of the health needs of the children and young people in their care and how these should be being met.

# 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 and 30

Quality in this outcome area is **good**.

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

There are good systems in place for the assessment, approval, and support of foster carers. However, more recruitment of foster carers is needed to ensure that adequate choice in matching is available.

Recruitment procedures meet the requirements to ensure that only people who are suitable to work with children and young people are recruited to the service.

## EVIDENCE:

The foster homes visited were warm, homely, comfortable, suitably furnished, and maintained to a very good standard. Young people's bedrooms were personalised, comfortable, and suitably furnished.

Foster carers were very positive about working for the service and their role, knowledgeable about the needs of the children and young people they provide care for, and keen to provide a safe, caring, high quality service to children and young people. Young people spoken with and who responded to the questionnaire survey were very positive about their foster carers and the care and support they receive from them.

Discussions with foster carers, young people, fostering service managers and staff and young people's social workers evidenced the careful matching and placement planning processes undertaken.

Checks on foster files showed that written foster placements agreements were in place. Discussion with staff and foster carers and responses in the foster carer questionnaire survey confirmed that foster carers undertake training in child protection issues and procedures. Foster carers and staff confirmed that they are able to access necessary training.

The fostering panel observed was quorate, well organised, and conducted in a business like way. The operations manager, in her capacity as vice chair of the foster panel, very ably chaired the panel meeting. Material was sent out to panel members in advance and the panel members were well prepared and focussed on relevant issues.

Inspection of a sample of fostering service staff files, and interviews with fostering service managers and staff and a senior human resources advisor, confirmed the recruitment procedure and that the required checks are being undertaken.



# 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 and 31

Quality in this outcome area is **excellent**.

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

The fostering service ensures that children and young people are given encouragement and support to access opportunities to develop and pursue enjoyable and rewarding leisure and sporting activities. A high priority is given to meeting the educational needs of children and young people looked after by the authority.

### EVIDENCE:

Discussions with foster carers, young people, fostering service managers and staff and responses in the foster carer and young person sample survey showed that children and young people are well supported in accessing leisure activities and to help them achieve educationally. Young people are encouraged and supported to pursue sporting and leisure activities that they have an interest in, such as football, swimming, music, dance, and drama. Foster carers are supported by the service in the provision of a range of reduced price entrance offers to local attractions, particularly useful in the school holidays. Support for education has particularly improved with closer links and better communication between schools, social work and fostering service staff, the foster carers and other professionals involved with a child looked after by the local authority, particularly where regular core group meetings are held. Achievements are noted and celebrated.

The provision of the education transitions support worker is an excellent resource to provide individual support to a child or young person when they are changing from primary to secondary education.

## **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):**

10 and 11

Quality in this outcome area is **good**.

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

In conjunction with the community social work service, the fostering service provides support and assistance to promote and maintain consistent and meaningful contact between children and young people and their families. Foster carers are good advocates for the children and young people in their care and keen to ensure that the child's voice is heard. The authority is actively developing good systems to consult with children and young people looked after about services provided for them.

### **EVIDENCE:**

Discussion with foster carers and young people, and responses in the foster carer questionnaire survey showed that foster carers have very good understanding of how vital it is for a child to be encouraged and assisted to maintain contact with their family, and that they have a key role in this. Foster carers were open to promoting contact in a variety of ways (in accordance with the care plan), including hosting contact visits and review meetings in their home, encouraging and supporting telephone and written contact, and maintaining open communication with parents and other people of importance to the child.

Consultation with young people is undertaken in a variety of ways - through the independent reviewing system, via the Children's Rights Advocacy Service, foster home review process, care leavers co – facilitating the mandatory "Total Respect" training for the authority's staff and elected councillors, and

discussions with their social worker, adolescent support worker, or foster carer supervisory social worker when they visit the foster home.

14 of the 17 young people who responded to the questionnaire survey said that their foster carers always listen to them and take notice of their opinions and the remaining three said that their foster carer usually listened to them and took notice of their opinion. 10 of these young people said that their social worker always listened to them and took note of their opinions; three said this usually happened, and four said this sometimes happened.

# 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):

14 and 29

Quality in this outcome area is **good**.

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

There are systems in place to help young people prepare for adulthood but additional support for young people wishing to remain with their foster family while completing further and higher education is needed. Generally, the system of payments to foster carers works adequately, but there are still some problems arising with overpayments due to the authority's system of finance payments, which need to be addressed.

## EVIDENCE:

The inspectors met with some young people in their mid to late teens who were in the process of planning and preparing for leaving foster care. The foster carers spoken with were understanding of transitional issues for young people preparing for adulthood and independent living and were helping to support the young people in making educational and career decisions.

Responses in the young person's survey indicated that young people are receiving advice and support to help them develop independence skills in preparation for adulthood. Discussion with young people, foster carers and fostering service staff, showed that young people's transition from foster care to independent living is not a neat, linear process and the service needs to respond creatively to the meet young people's individual needs. Some need to "return to the nest" after trying independent living for a while, as many young people do with their own family. Many foster carers feel that a more flexible approach is needed with most young people and that fostering support should not be cut off arbitrarily at the age of 16 or 18. The fostering service has recently put together some more flexible packages of care for individual young

people with particular needs and should consider how this approach could become more generalised in planning for young people leaving care.

Foster carers continue to report that there are still sometimes issues with over payment, particularly for "part week" payments. It appears that this may be related to the authority's finance system and an investigation in the scale of the problem and how this can best be addressed is being undertaken.

# 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):**

1, 2, 4, 5, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26 and 32

Quality in this outcome area is **good**.

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

The management systems for the service are sound and well implemented. Staff and foster carers are well managed and supported and records are generally appropriately maintained.

## **EVIDENCE:**

Discussions with foster carers, and responses to the foster carer questionnaire survey showed that foster carers feel well supported by the service, listened to, involved, and their opinions respected. Discussions with staff and foster carers, and inspection of foster carer files, confirmed that supervising social workers are undertaking unannounced visits to foster homes as well as planned visits to support and supervise foster carers. Generally, foster carer assessments seen were detailed and comprehensive.

Out of hours support for foster carers is managed by the emergency duty service – some carers feel that the response out of hours has not been good – that it has taken too long for the EDT to ring them back, or that a request for a social worker to visit to help deal with a crisis has been ignored. However, foster carers said that where the EDT social worker has provided support, this has been excellent.

All staff spoken to said that they received regular and effective supervision and access to professional development training. Team meetings are held regularly and are well attended.

Foster carers all said that the training provided was of a high standard, interesting and informative, and that they were encouraged to take up the training on offer to develop their skills. All foster carers spoken with had received training in child protection. 28 foster carers have completed NVQ Level 3 in Caring for Children and Young People and eight are currently undertaking this qualification. Seven foster carers have other relevant qualifications, such as nursing, teaching, social work, youth work or NNEB. Some of the training foster carers said they had undertaken included safe care, attachment theory, managing behaviour, recording skills and others.

The children's case files seen in community social work teams' offices were extensive and well organised.

The mainstream fostering and specialist placement team have moved to new office premises in Torquay, which they share with the authority's adoption service. While the move from Parkfield House in Paignton, which has its own car parking area, is seen as a retrograde step by some of the foster carers, who find parking at the new premises more difficult, the new office premises provide a more adequate working environment for the expanded fostering service staff teams and are closer to the main community children and families social work team office base which has helped to improve links between this service and the fostering service. Parkfield House is still used by the fostering service for foster carer support group and foster panel meetings. Files were seen to be securely kept within the premises.



# 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

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

<b>STAYING SAFE</b>	
<i>Standard No</i>	<i>Score</i>
<b>3</b>	3
<b>6</b>	3
<b>8</b>	3
<b>9</b>	3
<b>15</b>	1
<b>30</b>	3

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

<b>MAKING A POSITIVE CONTRIBUTION</b>	
<i>Standard No</i>	<i>Score</i>
<b>10</b>	3
<b>11</b>	4

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

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

Are there any outstanding requirements from the last inspection? NO

**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.	FS15	20	The fostering service provider must ensure that CRB certificates issued for persons carrying on, managing, or working for the purposes of the fostering service are retained for inspection by CSCI.	31/03/07
2.	FS16	29	The fostering service provider must ensure that a review of the approval of each foster carer is undertaken not more than a year after approval, and thereafter, at intervals of not more than a year.	31/03/07

**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.	FS17	The fostering service provider should ensure that the use of exemption certificates is closely monitored, and that an end date, or review date, is specified on the certificate and that information about exemptions granted is made

		available to the foster panel.
2.	FS25	The fostering service provider should ensure that written entries in records (particularly, signatures) are legible.

## **Commission for Social Care Inspection**

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