



*Making Social Care  
Better for People*

# inspection report

## FOSTERING SERVICE

### **Foster Care Associates (North West)**

**South Court  
Sharston Road  
Sharston  
Manchester  
M22 4BB**

*Lead Inspector*  
**Sharon Lloyd**

*Announced Inspection*  
**16th October 2006      10:30**

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

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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

<b>Name of service</b>	Foster Care Associates (North West)
<b>Address</b>	South Court Sharston Road Sharston Manchester M22 4BB
<b>Telephone number</b>	0161 998 1127
<b>Fax number</b>	
<b>Email address</b>	
<b>Provider Web address</b>	
<b>Name of registered provider(s)/company (if applicable)</b>	Foster Care Associates Limited
<b>Name of registered manager (if applicable)</b>	
<b>Type of registration</b>	Fostering Agencies

# SERVICE INFORMATION

## Conditions of registration:

1. FCA (North West) operates a range of fostering services in the North West of England including:  
  
Short-term, long-term, emergency, bridging and assessment placements as well as parent and child placements for `looked after` children/young people.
2. The agency's key activities are carried out from the regional branch office.  
Area offices do not operate independently and only carry out ancillary activities.
3. The organisation must at all times employ a suitably qualified and experienced manager who is registered with the Commission for Social Care Inspection.

**Date of last inspection**      23rd January 2006

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

Foster Care Associates (FCA) is a national independent organisation providing family placement to children/young people who are looked after by local authorities.

The FCA North West head office is located in Sharston, South Manchester. The fostering agency manager is the North West Director of FCA. She is assisted by a Deputy Director for Education, a Deputy Director, Assistant Director and five Area Team Managers. There is a large staff team including supervising social workers, therapists, educational liaison officers, resource (support) workers, a panel manager, recruitment and marketing officer, Business manager and administrators. FCA employs a reviewing officer to chair foster carer reviews and contracts with an independent panel chair. It employs independent form F assessors whose work is overseen and managed by the panel manager.

The area offices are based in Manchester, Cumbria, Liverpool, Chorley and Ashton. The head office is in new premises in Sharston, Manchester.

FCA provides short-term, long-term, emergency, bridging placements, assessment placements, and parent and child placements for children and young people. Many of the children have complex needs and each has an individual care package determined by assessed needs and agreed by placing authorities. Additional support is provided by the education liaison staff, therapists and support workers. All foster carers are entitled to 21 days respite per year and this is provided within the service by respite foster carers.

The service continues to grow rapidly and more staff have been employed since the last inspection in line with an increasing number of approved foster carers. At 31<sup>st</sup> March 2006 the service had 164 approved foster cares providing a total of 381 possible places for children. There were 227 children in placement.

# SUMMARY

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

The inspector visited Foster Care Associates (FCA) over 3 days and 3 evenings, which took about 30 hours.

Before this, she had met with the Director of FCA and had told her who she wanted to meet and what she wanted to do during the inspection.

Before the inspection, the Director gave the inspector lots of information about how FCA look after children, what they think they do well and what they are trying to do better. She also gave the inspector the names and addresses of all the foster carers and all the children looked after by FCA in the North West.

The inspector sent questionnaires to randomly chosen children, their birth families, foster carers and social workers to find out how well they thought FCA were looking after children. Twelve children, five social workers, one parent and twenty foster carers sent back completed questionnaires.

During the inspection, the inspector:

- Attended a carer's support group and spoke to four foster carers
- Attended the October panel and interviewed the panel chairperson
- Visited 3 foster homes and spoke to 5 young people who are fostered
- Looked at some files
- Spoke with ten members of staff

The inspector used all the information she gathered as well as some other information that she already knew about FCA to write this report.

If you want to get a full picture of what it is like to be looked after by FCA you might like to read the last report as well. You can ask the inspector for a copy.

## What the service does well:

These are some of the things children and young people told us about FCA

- They arrange really good activities
- FCA keep you safe
- If I was at home I wouldn't have done all the things I can do now – like driving lessons and college
- FCA have helped my education improve and I've had good experiences like going to the House of Commons
- You get told what's going on
- I feel part of one big family

These are some of the things the foster carers said about FCA

- Training is excellent and covers everything you need to know
- FCA provide total support 24 hours a day. They don't close at 5pm on a Friday
- FCA are committed to each child and have their interests at the top
- They provide respite care, an educational specialist, counselling for carers and children, support workers and many other things
- I feel valued. They meet my needs so I can meet the needs of the children
- We have found FCA to be nothing less than excellent

These are some other good things the inspector found

- 98% of looked after children attend school or college
- 85% children got 1 or more GCSEs over the last two years
- FCA treat children and carers with respect and try to meet any cultural, ethnic and linguistic needs
- FCA choose carers for children carefully
- FCA listen to children
- FCA help young people to learn to look after themselves

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

FCA have written to social workers of children whose the local authorities had not given permission for children to be given medical treatment and have asked them to do this.

They have employed another educational liaison officer to support children with their education.

They have updated the children's guides: one for younger children and one for older children; both are easy to use and give lots of information.

They have begun to put foster carer welcome packs onto DVDs and computer programmes so that they can be emailed to children before they move to a FCA foster carer.

FCA has opened a new North West head office for senior managers and business support staff. This has created more office space in the Manchester care office and has thereby improved the working environment for staff.

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

Because they have taken on a lot more carers in the last year, the reviewing officer has not always been able to carry out annual reviews of foster carers on time. FCA hope to employ another reviewing officer to make sure overdue reviews can be held soon and they can carry out future reviews on time. They know they need to do this quickly.



They should make sure that children whose first language is not English are given all the information that's in the children's guide either in their own language (if they can read it) or on a CD rom or audiotape. They should make sure that the children have the chance to talk to someone outside the foster family in their own language or else use an interpreter when the link worker visits.

They should try to get someone who's a health expert and someone who's either been in foster care or who's had a child in foster care to join the fostering panel.

They should make sure that panel members see written reports about carers' health to help them make their recommendations. These may be brief reports by the panel medical advisor who has had a good look at any reports from GPs or other medical professionals.

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

Scoring of Outcomes

Statutory Requirements Identified During the Inspection

# 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 **excellent**. This judgement has been made using available evidence including a visit to this service. Children and young people placed with FCA lead healthy lives.

## EVIDENCE:

A selection of young people's files was viewed and they contained detailed health care information from the placing authorities. One file viewed did not have medical consent, however there was evidence that the agency had requested this information and the manager stated that all files had been trawled and a letter sent out to those local authorities that had not provided all the required information. FCA have systems in place to gather as much information as possible from placing authorities but acknowledge that this can be an ongoing problem for them.

Carers who took part in the inspection unanimously agreed that FCA encourage them to meet the health needs of the children and young people and they were fully aware of the health care needs of children placed with them. Health matters are regularly discussed with the supervising social workers and written records maintained.

Carers also said that they were provided with updated and ongoing training on health issues. The training schedule showed that training in both physical and mental health matters is offered as well as first aid and food hygiene.

Children and young people are encouraged to participate in physical activity.

Each child has a “health passport” containing all important health information. This is kept by the foster carer until the child moves and is then passed on to the new carer or to the young person.

FCA have established contact with the Looked After Children (LAC) nurse in most areas and have worked with her to secure details of children’s health backgrounds and immunisations.

**Children’s comments:**

*My carers look after me well*

*I have healthy food*

# 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. Children are kept safe by the good procedures in place; however, more robust panel procedures could enhance the measures used to keep children safe.

## EVIDENCE:

The director is new in post but has previously worked as a senior manager with FCA and has worked in the field of fostering for many years. She has the appropriate experience and qualifications to manage the agency. She is awaiting the return of her CRB check so that she can apply to the CSCI to be the registered manager. She is child- focused and children's safety needs are paramount in her decision-making.

Children are kept safe by robust recruitment and selection procedures for all staff and panel members. A selection of personnel files were viewed and found to contain all appropriate information including Criminal Record Bureau enhanced disclosure details.

Children and young people benefit from the services they receive from the social work, educational and support staff, all of whom presented as competent and familiar with the needs of the carers and children/young people placed.

FCA plan to raise the awareness of children and foster carers about bullying through a training course and discussion groups that are planned to take place within the next six months.

There was evidence that foster carers homes are safe places for children to live and records showed that annual health and safety checks are carried out prior to the foster carer review. Specialist reports are provided in relation to specific safety matters.

Each carer writes a safe care policy, which is updated with every new placement to take account of any specific safety needs of the child. A copy is maintained on the file within the office and also within the carer's home.

Foster carer training includes non-violent crisis intervention and the new director stated her intention to make this mandatory for all carers. Although FCA does not permit restraint, two foster carers who participated in the inspection said there had been occasions when they had had to restrain children for their own safety. One example was of a drunken adolescent running in front of a car.

The agency ensures that the matching of the children/young people is carefully monitored to ensure that children are placed with carers who are able to meet their assessed needs, including ethnic, cultural and linguistic needs. One young person interviewed, who had had over 20 previous placements, said that this was one of the most important things that FCA did right.

Carers who are new to fostering are approved to take children on a respite basis at first so that they can develop their skills and confidence. All carers are well supported and placements are carefully monitored to ensure they are meeting the child's needs. Carers said that the matching process was very thorough and in the best interests of the child. Children with complex needs receive support either from the in- house therapy team or from specialist health or therapeutic resources in the area.

FCA have begun to work with foster cares to provide "welcome packs" containing some details and photographs of each foster family and their home. It is planned to make these available electronically so they can forwarded to social workers to share with prospective children so that they and their families have some knowledge of the foster family before the placement begins.

The fostering panel is efficiently and effectively organised by the panel manager who also supervises the independent Form F assessors. The panel chair has expertise in education and other panel members have expertise in

social work and social care. One panel member has used respite foster care for his own child in the past. No panel member has a child health background. The panel has access to a medical advisor but he does not attend the panel.

At the panel observed as part of this inspection, no written medical report was available to the panel. The panel manager explained that a satisfactory report had been provided by the GP but had been returned to him because of a minor omission. The panel proceeded to recommend approval of the carers. Health information supported by a medical report must be made available to the panel so it can assure itself that the prospective carers have no outstanding health matters that would impact upon their ability to care for a child.

The quality assurance function of the panel is carried out in an informal way through regular discussions between the whole panel and the panel manager. FCA may wish to consider making this a more formal arrangement so that their views about the quality of the Form F assessments, reviews and other matters are recorded.

### **Comments from children:**

*I feel safe.*

*It's great here .FCA keep you safe.*

*Boundaries helped me to settle. FCA has impacted on my life because of the carer's it's picked...it's been a good experience*

# 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

Quality in this outcome area is **excellent**. This judgement has been made using available evidence including a visit to this service. FCA aim to enable all children to reach their potential and help children to develop self-esteem and confidence by celebrating every child's achievements.

## EVIDENCE:

FCA is trying to recruit carers from diverse backgrounds to meet the diverse needs of the children needing placements. Recruitment campaigns have included a stall at Manchester Gay Pride Festival and a radio interview on radio Merseyside, in which a black carer talked about fostering black children with FCA. Further recruitment is to be targeted at ethnic minorities in the North Manchester region.

Recent FCA events have included a celebration of Black History through an open day at the Liverpool office. An article and competition were included in the children and young people's newsletter aimed at raising awareness of black history.

Asylum seeking children with no English have been placed within their own culture in a multicultural area where they can communicate in their own language and uphold their customs. They have received extra support with their education and support from the resource team to enhance their learning



experiences. Translators have been used to help the children to communicate their views at reviews and planning meetings and in the first few months of placement to communicate with supervising social workers.

Education is a high priority and children are supported to attend school and to achieve the best they can. One young person said "They push you to make the best of yourself".

Extra tuition is provided where necessary. Many of the children who took part in the inspection commented on the good support they got to help them achieve educationally.

98% of the children and young people looked after by FCA attend school. Over the last two years, 85% of year 11 students have achieved one GCSE grade A-G or above and approximately 14% of children achieved more than 5 GCSEs grade A-C. This compares favourably to the national average of 11% for looked after children

48 children have Statements of Special Educational Needs. Others have had a great many changes of school and have never had a Statement. FCA arrange for a Team Parenting Assessment where appropriate once a child has settled in placement so that their education needs can be identified and addressed.

In one school, FCA provided training to dinner ladies and school support staff on the education of Looked After Children, attachment disorder and the particular needs of one child, giving guidance on behaviour management. This enabled the child to sustain their placement in school which, until then had been breaking down.

An annual achievements award is an important event in the FCA calendar and young people involved in the inspection spoke with excitement about the event and pride in their achievements.

All FCA foster carers are entitled to 21 days holiday a year and children are matched with respite carers who look after them during this time. Carers said that every effort is made to ensure that children go to the same carer if possible.

### **Quotes from foster carers:**

*If I need any help with problems arising at school there is someone there to help.*

*Awards have been made to the children for success in education and for persevering with extra lessons.*

### **Children's comments**

*FCA arrange really good activities*

*You can meet other people who are in care on the days out and they all look dead happy. You don't feel like you're the only one in care*

*They push you to make the best of yourself.*

*I've had good experiences like going to the House of Commons*

*I've achieved, got friends...girlfriends...I've developed social skills*

# 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):

10,11

Quality in this outcome area is **excellent**. This judgement has been made using available evidence including a visit to this service. Children have the opportunity to influence their own lives, to contribute to decision making within the agency and they know that their views are important.

## EVIDENCE:

Foster carers receive training on the importance of contact for children and contact arrangements are clearly stated in placement agreements and review documents.

Children said they are listened to and one said “you get told what’s going on”. There is a quarterly FCA newsletter focusing on news from each area and each one has a competition for children. Children’s art work is celebrated and valued and is on display in area offices.

All children and young people are invited to attend the young people’s forum and to contribute their ideas to planning future events. One young person has agreed to attend pre-approval training groups to give prospective foster carers a young person’s view of what it’s like to be fostered. Another young person has recently met with the Education secretary at the Houses of Parliament when representing children fostered by FCA and proudly told the inspector that some of the things they discussed are in the recent government green paper “Care Matters”.

Supervising social workers meet with each child in foster care once a month and give them the opportunity to comment on the care and support they are receiving. A written record is maintained. Children are also encouraged to develop a trusting relationship with their support worker and other members of the FCA team to maximise the opportunities for a child to discuss any worries they may have.

Feedback on the service is gathered from children at the many events hosted over school holidays.

Children said they know how to complain.

The children's guide is available in two forms, for younger and older children. However, it is not available in any language other than English, nor is it available as a spoken document. This prohibits some of the children looked after by FCA from having full access to the information therein.

### **Foster carers comments:**

*FCA is very child centred. They continually write to children asking for their views and ideas.*

*Children are encouraged to voice their opinions at social worker visits or when on activities.*

### **Comments from children**

*My carers always listen to my problems and advise me.*

*You get told what's going on*

# 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):

14,29

Quality in this outcome area is **good**. This judgement has been made using available evidence including a visit to this service. Young people getting ready to leave care are supported to develop the skills necessary for independent living.

## EVIDENCE:

Although not all children over the age of 14 have a pathway plan, foster carers and FCA staff showed an awareness of the need to help young people to develop their independence skills in preparation for the future. For young people approaching the age of 18, pathway plans were clear and included saving for and purchasing essential household items.

Plans are in place for the delivery of further training to foster carers on preparing children for leaving care. This will be delivered by the new FCA national Leaving Care co-ordinator and will be available in the New Year.

Young people are encouraged to attend college to gain some qualifications and improve their future prospects.

Foster carers receive a professional fee to enable them to deliver a good standard of economic and material care to the children. They receive extra allowances towards the cost of holidays, children's private tuition or other non-routine costs. Most foster carers said the allowance was sufficient but pointed out that other agencies pay higher and some foster carers have left because of this. Most said that whilst the fee was important, they valued the all round support provided by FCA. Some were not familiar with the FCA policy to pay

enhanced fees to carers of children who have been assessed as having particular and complex needs.

FCA publicise the allowances they pay and make it clear what percentage of the fees charged to local authorities is used directly to pay carers.

Foster carers said they receive payments on time.

**Foster carers comments:**

*The young person placed with me is about to move on soon: the help and support X is receiving is first class*

*The payments are good enough – they always come on time.*

# 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):**

1,16,17,19,20,21,22,23,24,25,26

Quality in this outcome area is **excellent**. This judgement has been made using available evidence including a visit to this service. Children are well looked after by foster carers who receive good supervision, training and support from a well-managed team of professionals.

## **EVIDENCE:**

The Statement of Purpose accurately reflects the service provided. There are two children's guides, which are written and presented in a chilled friendly way. Young people confirmed that they had received a copy of the children's guide. The children's guide is only available in English.

The service is well organised with a clear management structure. Each sub-office has its own manager who oversees the day-to-day running of the office. Staff know to whom they are accountable and staff supervision takes place regularly, as does foster carer supervision. Recent staff shortages have arisen as a result of the development of the service, but all social work posts have now been filled.

Good monitoring systems are in place and the registered manager knows what is going on in the service and is able to guide the team and put in resources to meet individual children's needs.

Foster carers commented on the high levels of support provided 24 hours a day. They said they received regular support from their link workers and this coupled with the excellent training gives them the skills and the confidence to look after children well and manage their complex needs and challenging behaviour.

Social work staff are all qualified social workers and trained to deliver an effective service.

Foster carer assessments are carried out by contract staff so that an independent assessment is brought to panel. The panel manager supervises these workers to ensure consistency in the quality of assessments. Form F assessments viewed during the inspection were found to be thorough and to include all relevant details.

FCA has a clear and effective strategy for working with foster carers, including a rolling programme of induction, foundation and advanced training in matters relevant to caring for children. These include training in attachment, health issues relevant to particular children, cultural awareness and diversity. Foster carers' support groups are held locally and are led by the sub-office manager and/or link workers who keeps carers up to date with FCA news, events and training opportunities.

Children and foster carers said they know how to complain but have no complaints.

Recording throughout the service is good and shows evidence of good practice in supporting foster carers to meet children's needs.



Foster carer's annual reviews are chaired by a reviewing officer. Comments are sought from fostered and birth children and placing social workers as well as the foster carers themselves. A report is prepared by the supervising social worker. The review follows a set procedure covering all relevant matters.

The number of carers recruited over the past 12 months has increased the number of foster households to 164 and it has proved impossible for the reviewing officer to ensure that all reviews are held within the required timescales, although most are. A sample file inspected showed an 18-month gap between reviews of one carer. The manager said that FCA plan to employ another reviewing officer and have already applied to their national head office for permission to advertise this post.

The premises are well maintained and suitable for purpose. The Manchester office is currently being refurbished. Children's work is displayed and appropriately furnished play rooms are available for therapy and contact. All confidential information is stored safely in locked metal cabinets. Foster carers said they feel welcome and relaxed at the office. Many foster carers, social workers and even some children said that being part of FCA is like belonging to a big family. They feel cared for and valued.

#### **Foster carers' comments:**

*"FCA are absolutely outstanding! Both birth children and looked after children have their needs met fully. All the staff are friendly and provide a relaxed and welcoming atmosphere. I feel 100% supported and valued as one of their carer".*

*"we have found FCA to be nothing less than excellent. Comprehensive support, clear guidelines, a willingness to solicit and listen to feedback...appropriate training..."*

*"the support and training is fantastic... I feel valued...they are so good with the children"*

*They meet my needs so I can meet the needs of the children.*

#### **Placing social workers' comments:**

*I have worked in partnership with FCA and they have shown commitment and have been consistent in their working practice to a very high level.*

*FCA offers high levels of support and specialist service provision...X has received a good service from FCA*

*Excellent communication...children are consulted...regular visits and support to carers ensures quality of care*

### **Children's comments**

*All the FCA team are great. There isn't anything bad at all.*

*FCA always follow the book and make sure everything is done properly.*

# 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>	3
<b>9</b>	3
<b>15</b>	3
<b>30</b>	2

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

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
<b>10</b>	3
<b>11</b>	2

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

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

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

## 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	FS30	A written health report must be made available to the panel.
2	FS30	The registered person should seek to appoint to the panel an independent person with expertise in child health and one who has been or has had a child in foster care
3	FS30	The registered person should consider formalising the way in which feedback on quality assurance issues is given to the panel manager and their recommendations should be recorded.
4	FS11	The registered person should use translators more often to ensure that children who are not fluent in English have the opportunity to make their views known to the link worker.
5	FS1	The registered person should ensure that all children have access to the information provided in the children's guide and should ensure that children and young people not skilled in reading English are encouraged to access this

		information via the interactive CD rom.
6	FS9	The registered person should ensure that all foster carers are confident to manage crisis situations. This should include situations where the child or another person is in danger and management of such situations should be explored as part of the safe care policy drawn up for each child.

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