



*Making Social Care
Better for People*

inspection report

FOSTERING SERVICE

Integrated Services Programme

**Central Office
Church Street
Sittingbourne
Kent
ME10 3EG**

Lead Inspector
Lucy Ansell

Announced Inspection
21st November 2005 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

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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 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

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

Name of service Integrated Services Programme

Address Central Office
Church Street
Sittingbourne
Kent
ME10 3EG

Telephone number 01795 428097

Fax number

Email address

Provider Web address

Name of registered provider(s)/company (if applicable) Integrated Services Programme

Name of registered manager (if applicable) Ms Jayne Elizabeth Westcott

Type of registration Fostering Agencies

No. of places registered (if applicable) 0

Category(ies) of registration, with number of places

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 7th February 2005

Brief Description of the Service:

Integrated Service Programme (ISP) is an independent fostering agency providing family based childcare services for children referred by local authorities. Services include foster care placements in families that offer a variety of opportunities for that child/young person. Qualified social work support from ISP family centres that are based near the carer, Rainham, Whitstable and a farm setting at Teynham. Therapeutic input is also available in therapy rooms situated at each centre, transport is provided for contact, school and home visits. The agency is also able to offer contact and supervision with in their own facilities. ISP also has its own educational provision, which can offer EBD provision for Key stages 2,3 and 4. This inspection relates only to the services ISP operates in Kent.

SUMMARY

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

The inspection commenced on the 21st November 2005 and was conducted over a four - day period. Time was spent interviewing agency staff, reading policies and procedures and scrutinising other relevant documentation and records.

Carers were randomly selected, in order that their files and those of the Children / Young People placed with them could be inspected. The inspector also conducted home visits.

Other sources of evidence included the observation of a Panel meeting, a training session and perusal of documentation received by the Commission, including the Manager's Self - Assessment, Pre - Inspection questionnaire and questionnaires from children / young people, carers and placing authorities. All of the evidence supported that an experienced management team runs the agency well and the focus is on meeting the needs of the children. Carers are carefully recruited and well - supported, through regular visits and ongoing relevant training.

Throughout the inspection process the social work, administrative and management team were very welcoming, open and receptive to the inspection process.

Four foster homes were visited and the many foster carers spoken to who took part in the inspection are thanked for taking the time to speak to me and for the contribution that they made.

Sixteen children, seven foster carers and eight placing social workers completed pre inspection questionnaires. The outcome of these on the whole was very positive and expressed that a very good service is being provided and the children are satisfied with the care given.

What the service does well:

The agency exceeded the standards for effective consultation, contact, and promotion of education and promoting development and health, Also for providing staff and carers with the right skills and experience, supervision packages for staff and carers and sound employment practices.

The inspector also commends the inclusive atmosphere engendered by the organisation, which is apparent from all the centres, staff and carers. The organisation is also truly focused on being child centred and meeting the needs of not only the foster children but also the needs of children who foster with their parents.

The facilities and environment offered are excellent with many different forms of therapy and styles of education being offered. One staff member stated "It is lovely to work somewhere so child centred were there is never a battle for resources."

What has improved since the last inspection?

The annual home reviews are all up to date and the agency now has three qualified staff completing these. The recording and sending in of all significant events is constantly being improved and the monitoring of all events is now consistent.

The foster care agreement has been updated and now contains all the required information and is reviewed yearly. The staff files were found to be of a very high standard and contained all required documents. The agency has improved their children's guide and produced two new versions, which are excellent.

What they could do better:

A good practice recommendation is made to address specific reference to elements of matching taken into consideration in agreeing the match, as this was not clearly stated regarding the placement decision. A good practice recommendation is also made to ensure safe caring guidelines are child specific.

During observation of a panel meeting it was felt that professional reports from centre managers should all be typed, and if any changes are written on a child's questionnaire the professional should acknowledge this and sign and date it. It was found on two occasions that a child had been placed outside of the foster carers current approval and systems need to be in place to ensure this does not happen.

One member of staff who is a self employed consultant to the referrals team, managed by a qualified social worker is also a foster carer, working in an admin position which is felt to be a conflict of interest. Also several foster carers are self employed to be advisory carers which although the outcomes are recognised as supportive and good practice does breach regulations on foster carers not working for their agency. This potential breach of regulation 20(7) has been referred to the quality performance managers for their judgement.

It was discussed that the statement of purpose did not contain all the required information however these were added immediately, and policies and procedures need regularly reviewing and updating. On the paperwork side they need to ensure signatures and dates are clear on all paperwork. The case files were very detailed and comprehensive but sometimes to the detriment that it was hard to find things or track events. They are advised to look at this to see if it could be made clearer.

On staff files their needs to be kept a record of interview notes, and induction paperwork needs to be on staff files to evidence good practice.

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

The report of this inspection is available from enquiries@csi.gsi.gov.uk or by contacting your local CSCI office.

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Being Healthy

The intended outcomes these Standards are:

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

The Commission considers Standard 12 the key standard to be inspected at least once during a 12 month period.

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

12

The children placed with the agency can be confident that the foster carers positively promote their health and development, and that the agency maintains detailed and accurate health care notes which can be transferred with the child.

EVIDENCE:

Individual children's files were inspected and carers were interviewed. Evidence was seen children were registered with health care services and were being supported to attend appointments. It was noted that foster carers were completing the health sheets that the agency supplied with all visits to any agency, any illnesses, treatment or immunisation and these are brought into the office six monthly. In some cases, carers held more information than was on file at the agency. A separate sheet was seen detailing consent for first aid or any required emergency treatment in foster carers files. In one case two children's very specific needs were matched with a carers medical expertise, confirming that children's health requirements are taken into consideration when placements are made.

The agency has employed a principle advisor for health and leaving care her role is to provide support, information and training around these two areas. Appropriate referrals are made to external agencies where specific health concerns are raised. Carers receive training and guidance at their centres in respect of maintaining optimum health for their young people and the healthy care program a two-day course will be starting soon. The LAC Nurses have attended foster carers meetings and there are plans for them to run an adolescences group. The Agencies health care notes are portable to enable these records to move with the child.

The agency demonstrated close links with health agencies and has developed its own therapeutic services to a high degree. Discussions with therapists and

foster carers indicated that therapy is an integral part of the package provided by the agency and that the emotional and social development of children is given a very high priority. 14 therapists are employed by the agency and offer a wide range of therapies, for example art and play therapy, cognitive behavioural therapy, psychotherapy. The agency has the resources to match the therapeutic input to the individual needs of children. The service provided was considered by the inspectors to be an example of excellent practise.

Staying Safe

The intended outcomes 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, and 15 the key standards to be inspected at least once during a 12 month period.

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

3,6,8,9,15,30

The children placed with the agency can be assured that the persons running and managing it are suitably qualified and experienced and will protect their best interests.

Children are protected by robust recruitment procedures for agency staff and carers.

Children can be confident that their needs will be well matched to the experience and skills of foster carers with whom they are placed.

Children are protected by the agency's robust child protection systems and procedures.

The Panel works to clear and effective protocols, and ensures that the interests of children are protected with regard to the recruitment and monitoring of foster carers.

EVIDENCE:

Personnel records of agency staff were randomly selected and scrutinised. Records were of a very good standard. In the personnel records, evidence of relevant professional qualifications was seen and CRB certificates were in place. Written references are followed up by telephone enquiries and enhanced CRB's are obtained and renewed. A good practice recommendation is made to ensure on follow up phone calls the name of the person spoken to and the date is recorded. The agency has a system in place to ensure checks are renewed three yearly. In interviews with staff it was evident that robust recruitment procedures were in place and the agency was safeguarding the children and

young people. On one file it was noted that headed paper was not used on a reference however follow up checks were made.

Carers were visited in their own homes and all appeared clean, well – maintained and free from any obvious hazards. Detailed health and safety checks are conducted during the initial assessment and annually thereafter. A clear health and safety policy is in place and carers are provided with ongoing training. The agency also checks foster carers cars and documentation when providing any transport.

The agency and changes to the way L/A now place young people, means emergency placements now account for less than half of all placements. This now ensures good information sharing with all relevant professionals is happening and suitable vacancies are being used. The agency sends out to the LA a foster carers profile, which is updated yearly but contains all the relevant information they would need to know. Written evidence was seen in all of the children's files to demonstrate that some matching considerations had been made prior to a placement being secured. The written evidence regarding 'matching' showed examples of good practice, particularly the Multidisciplinary Admission Panel (MAP) made up of all the relevant disciplines who meet together weekly and consider issues such as racial, religious, cultural and linguistic needs, other children in placement, proximity to schools etc. Evidence was seen that any gaps or identified concerns can start to be actioned and looked at in the MAP pre planning stages. However specific reference to elements of matching taken into consideration in agreeing the match were not found regarding the placement decision. A good practice recommendation is made to address this issue. All introductory placements are co-ordinated from the centre designated to the family after LA approval. There was also evidence found of two foster carers who had children/young people outside of their approval. A recommendation is made to ensure systems are in place so that children are placed with carers approved for that age range.

The agency's training and policies and procedures on child protection were very good with clear flow charts on whom to inform and good depth of information. The agency renews and reviews yearly these policies and due to changes in legislation is updating them now. Evidence was found to demonstrate that allegations of neglect and / or abuse are investigated by the agency, systems whereby this information is collated and regularly scrutinised are held in a file by the agency. There are also clear procedures on unauthorised absences with whom to notify and what action to take. In the foster carers handbook is policies on bullying and training is given on the vulnerability of looked after children. A good practice recommendation is made to ensure safe caring guidelines are child specific. Evidence was seen of the agencies policy on corporal punishment, and what forms of sanctions can be used that are permitted.

There are robust written procedures in place for recruitment and selection of staff. Overall the practices are sound and the responsible personnel member is aware of the procedures and does a good job of managing the files. A requirement is made to ensure induction paperwork is kept on file.

The Panel that was observed scrutinised and questioned the information presented to them for the annual reviews. The manager stated that all reviews are seen by panel for the first review and then every three years. The panel was in agreement for all the reviews and recommendation was made to continue with approval of terms of placement. The panel members spoke with warmth and caring about the foster carers and discussions were always around how best to support and enable the carers. The only complaint was that there were too many people in the room and it felt overpowering when they first came in. The foster carers agreed that they were made to feel relaxed and secure quite quickly but the initial feeling was hard to shift.

Records of previous Panel meetings indicated that the group has been quorum and the members within this group come from a wide range of relevant backgrounds. All Panel members have been subject to CRB clearance and are on the staff register; there is a clear procedure in place to cover decision – making, when all members are not in agreement. The Panel has access to medical expertise. Form F's and reviews had been completed to a high standard and the panel continues to monitor the quality of these assessments against its own criteria and ensures a consistent approach. A good practice recommendation is made to ensure all professional reports for panel are typed rather than hand written and photocopied which can reduce the clarity and make them hard to read.

Enjoying and Achieving

The intended outcomes 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 at least once during a 12 month period.

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

7,13, 31 is not applicable

The children are confident that the agency clearly values diversity among its carers and children and actively promotes their educational achievement.

EVIDENCE:

The agency continues to retain and recruit carers from a very wide range of ethnic, religious and cultural backgrounds. This results in children and young people being placed in culturally sensitive and appropriate placements. Carers were visited and it was evident that care was taken during the matching process of those children placed with them. Young people spoken with confirmed the importance of this aspect. The agency provides training for carers, which covers diversity, equal opportunity and dealing with discrimination.

There is clear guidance within the Foster Carer Agreement, detailing the responsibility of carers to promote and support educational achievement and the agency supports them with this. They are able to demonstrate the lengths they had gone to in finding appropriate school / college placements for those in their care. The agency centres and schools regularly holds ceremonies of achievement to recognise small goals and achievements made in behaviour, education and social activities.

School uniform grants are provided by the agency, in order that those attending mainstream placements can immediately purchase the required clothing.

The agency has two school sites a large secondary school at Sittingbourne and a school at Teynham which is situated in a farm setting and works with young people from key stage two through to four. The school at Teynham was viewed by the inspector and was seen to reflect the holistic approach of the agency. The buildings were of a very high standard, and offered an environment, which the inspector considered to be particularly conducive to learning. These schools are looking at going for approval from the DFEs next year. Only a small percent of ISP foster children attend these schools, the remaining ISP foster children are attending mainstream schools. One example of good practice was the Speech and Language therapists run communication groups in the school environments for both ISP and mainstream school children.

Carers work hard to ensure there is excellent communication between themselves and the schools their child attends. Communication between everyone involved with the child is prioritised and meetings are held to plan strategies in response to incidents at school or at home. The agency is also able to help with any transport and has a transport centre based at the school in Sittingbourne. The schools work towards GCSEs as well as more vocationally based ASDANs.

Making a Positive Contribution

The intended outcomes 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 at least once during a 12 month period.

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

10,11

The children can be confident that the agency will provide excellent support and facilities for contact arrangements.

Children and their families can be assured that the agency will promote consultation with them at all times.

EVIDENCE:

The agency has clear and specific written agreements with placing authorities, for the instances when it is requested to support individual contact arrangements. The agency has rooms, which can be used for contact visits, which are furnished and equipped appropriately, however the setting at Teynham allows for more relaxed contact with a walk around the farm or the grounds, using the swimming pool or farm building.

Details of carers' responsibilities are clearly recorded. Outcomes and observations made during contact visits are clearly written up by the contact supervisor and passed to the child / young person's responsible social worker. The carers interviewed stated that agency staff provide them with very positive support with contact arrangements, which can be a difficult / sensitive role. The agency exceeded the requirements for this standard due to the high levels of support provided, the environment and facilities and that the agency provides all transport and an escort if needed, be it for local contact or some distance away.

Written records evidenced that the agency implements clear consultation processes. Placing agencies are always asked for feedback, following the

ending of a placement and evidence was seen to support that all Social Services Teams using the agency had been written to, asking for feedback.

Carers and young people are asked for written views, prior to review meetings and the agency also sends out periodic questionnaires to carers and children, in an attempt to obtain their views about the service. Children and young people spoken to confirmed that agency staff routinely speaks with them privately, during support visits, as they are the ones that have the ISP social worker. The centres also run consultation meetings for the children and at the last one their views were asked regarding the Childrens' Guide. Children are empowered by this group and have also been enabled to voice their views about their care in parliament.

On all the children's questionnaires received back and the young people spoken too, were clear they knew how to raise any concerns or complaints.

Achieving Economic Wellbeing

The intended outcomes 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)

The Commission considers Standards 29 the key standard to be inspected at least once during a 12 month period.

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

14, 29

Whilst the foster carers do prepare and support their young people in preparation for adult independent living, the agency takes its role as corporate parent very seriously. Carers can be confident that they will regularly receive their agreed payments and expenses on time.

EVIDENCE:

The agencies social workers work closely with the foster carers to assist in the move towards independence. One young person has been assisted with learning the skills to use public transport independently to travel to college by train.

ISP has recently employed a principle advisor for health and leaving care to help them exceed at this standard. She is working at building strong links with all the schools and attending reviews for older foster children. She is also visiting all the centres to discuss/consult with the carers how they feel about working with moving towards independence. Her idea is that all carers take the lead in providing skills and knowledge and then specialist help/training is supplemented as required. Independent skills training courses will start next year, guidance for what is expected of foster carers is still to be written. All the centres have resource folders with advice for staff and foster carers.

ISP also has a childrens foundation and in the last 12 months has awarded grants to help finance driving lessons, furnish their accommodation and provide necessary equipment. The agency has also built up strong links and engages a connexions advisor. 100% of the young people over the age of 16 are attending school, college or are in employment.

Information about allowances and expenses was clear and explicit. Such fees are reviewed annually. No adverse comments were received from carers about payments. They are made on time and are accurate.

Management

The intended outcomes 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 17, 21, and 24 the key standards to be inspected at least once during a 12 month period.

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

1,2,4,5,17,18,19,20,21,22,23,24,25,26,27.

32-not applicable

Whilst the managers of the service are suitably qualified and experienced to provide a fostering service, the registered manager needs a management qualification.

The inspection evidence indicated that the management of the agency is effective and efficient, with good monitoring systems.

Children can be confident that the agency provides a sufficient number of qualified staff, who receives good quality training.

Carers receive frequent support visits and clear written guidance however there is some question of the legality of this.

The care of the children is promoted by the agencies good case and administrative records, which are comprehensive and maintained as, required. The service is financially viable and the premises are all well fitted out and fit for their stated purpose.

EVIDENCE:

There is a clear statement of the aims and objectives of this agency, however the content of facilities and services provided does not do justice to the agency. There was also a requirement made to ensure the numbers of foster carers, children placed and complaints and outcomes is clearly included. The young people have been involved in and contributed to the review of the new children's guides.

ISP is a limited company and the board of directors carry ultimate responsibility for the company. No one takes profits from the company and any made are ploughed back into the company for the benefit of the children. The four levels of the management structure appear to work effectively providing an effective service. The registered manager will be taking a management course; it is a pilot scheme with the social care institute for excellence and so has been waiting for this course to start as the most appropriate to her role. Centre managers it has also been identified need management training to further enhance their skills.

Senior managers within the organisation were interviewed. Each possessed the qualifications and experience needed to effectively run the Agency. Lines of communication, accountability and responsibility were clear and monitoring and quality assurance systems were robust and effective. The agency is also committed to carrying out research, attending conferences and publishing articles. They were recently involved with BAAF and the Fostering Network for consultation on new panel guidance and to trial the new format for the form F.

Foster carers have expressed verbally and in writing that they are well supported by the agency and training is excellent in both introductory courses and for furthering skills. The strategy used for supporting carers is innovative; it recognises and utilises the experience, knowledge and capabilities of experienced foster carers. A small group of the agencies most experienced foster carers are employed as advisory foster carers to provide day-to-day guidance and support to other carers on fostering issues. Advisory carers spoken to during this inspection were supporting up to sixteen families and working to a well-defined service description outlining their principal responsibilities. They are supervised and managed in this role and have access

to professional support, consultation and advice. They work in close partnership with social workers also employed by the agency. These social workers primary role is to work with the looked after child / young person(s) placed, liaise with the placing authority and ensure the placement plan is complied with and that the needs of the child / young person are being met.

One member of staff who is a foster carer is working in an administration position, which is felt is a breach of regulation 20(7) and is a conflict of interest. The inspectors felt the conflict of interest was around a foster carer having access to information on all the other foster carers. The agency's practice is very good and they are providing excellent outcomes for the foster carers and children placed with the high levels of support that are available and this is reflected in the scoring. However the inspector is of the view that the agency is again in breach of Regulation 20(7), by using foster carers who are employed to be advisory carers. Following the inspection appropriate legal advice has been sought and it has gone to a national level for the quality and performance managers to make a decision.

All qualified agency staff are appropriately qualified and receives regular supervision from the social workers manager monthly. Annual appraisals also take place. Team meetings are held two weekly. Such records were inspected and demonstrated these were happening regularly.

There is a clear written strategy in place for working with carers. Placing Officers, through their returned questionnaires reported good communication with the agency and carers and written evidence supported that all carers receive regular, recorded supervision from their agency. 'Out of Hours' support was described as "excellent" and very accessible. The carers also all receive twenty nights of respite with the foster children going to the same respite carer or a family member this helps to relieve the risk of placement breakdown. All carers had up to date written Foster Carer Agreements in place and were conversant with the agency's complaint's procedure.

Placing authorities have been complimentary about the service provided and of the quality of staff and foster carers of the agency. Young people and children placed with foster carers have commented positively about the foster carers looking after them. There are good overall levels of staff retention. Staff has expressed ownership and pride in the service and that they valued the opportunity they had to work within the agency. They complimented the opportunities for undertaking training both internally and externally. Foster carers have been recruited, assessed and approved in line with the standards and regulations. Form F's had been completed to a high standard and the agency continues to monitor the quality of these assessments against its own criteria.

All carers confirmed that they had received an unannounced visit from the agency last year and evidence was seen to confirm this. Case records for

children were inspected, and contained most of the information required and in all instances, a file note was there asking for the information and on what date it was requested this was normally to L/A. The case files were very detailed and comprehensive but sometimes to the detriment that it was hard to find things or track events. They are advised to look at this to see if it could be made clearer.

Administrative records were inspected and found to be in good order, generally. Evidence was seen of some policies and procedures not being regularly reviewed, although the agency has a policies committee. A requirement is made to ensure induction paperwork is kept on file. The offices whilst exceeding the standard can only meet these as the Commission for Social Care Inspection was notified that they had moved their head office clearly breaching regulations of notification.

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>
12	4

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

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

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

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

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

Yes

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	FS1	3.1	There is a clear statement of the aims and objectives of the fostering service and of what facilities and services they provide.	30/03/06
2	FS2	2(b)(1)	The manager possess the necessary business and management skills and financial expertise to manage the work efficiently and effectively and have the necessary knowledge and experience of childcare and fostering to do so in a professional manner.	30/03/06
3	FS4	20(7)	To ensure the conflict of interest within the staffing of the agency is resolved.	30/03/06
4	FS15	S 7	A requirement is made to ensure induction paperwork is kept on file.	30/03/06
5	FS26	46(1)	Premises used as offices by the fostering service are appropriate for the purpose. To notify Commission for Social Care Inspection of any changes to premises	30/03/06

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	FS8	A good practice recommendation is made to address specific reference to elements of matching taken into consideration regarding the placement decision.
2	FS15	A good practice recommendation is made to ensure on follow up phone calls the name of the person spoken to and the date is recorded.
3	FS23	A good practice recommendation is made to ensure safe caring guidelines are child specific.
4	FS30	A good practice recommendation is made to ensure all professional reports for panel are typed rather than hand written.
5	FS8	It was found on two occasions that a child had been placed outside of the foster carers current approval and systems need to be in place to ensure this does not happen.
6	FS25	A good practice recommendation is made to ensure all policies and procedures are reviewed and updated yearly.

Commission for Social Care Inspection

Maidstone Local Office

The Oast

Hermitage Court

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