



*Making Social Care
Better for People*

inspection report

FOSTERING SERVICE

Cambridgeshire County Council Fostering

**Cambridgeshire County Council Fostering
18-20 Signet Court
Swanns Road
Cambridge
CB3 0AP**

Lead Inspector
Jacqui Barry

Announced Inspection
20th February 2006 09:00

The Commission for Social Care Inspection aims to:

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

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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Fostering Services*. They can be found at www.dh.gov.uk 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	Cambridgeshire County Council Fostering
Address	Cambridgeshire County Council Fostering 18-20 Signet Court Swanns Road Cambridge CB3 0AP
Telephone number	01223 718182
Fax number	01223 717307
Email address	
Provider Web address	
Name of registered provider(s)/company (if applicable)	Cambridgeshire County Council Fostering
Name of registered manager (if applicable)	Mary Milton
Type of registration	Local Auth Fostering Service
Category(ies) of registration, with number of places	

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 21st February 2005

Brief Description of the Service:

Cambridge County Council Fostering Service assesses, approves and provides on-going support to foster carers. The service's primary aim is to provide an adequate supply of high quality family placements for children who are looked after by the local authority.

The Cambridgeshire County Council Link Service is a separately line managed service providing short-term/respite family placements for disabled children who are not the child's primary carer. This service has a separate system for the approval and support of carers and a separate specialist team.

SUMMARY

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

This inspection was conducted over five days by three regulation inspectors. Each inspector looked at the arrangements for two children, randomly selected within three discreet areas of the service: 'kinship', also known as 'family and friends', time-limited and link, the service provided to children with disabilities.

The 'case tracking' for these children involved interviewing placing social workers, fostering social workers, foster carers and children. Carers' and children's' files were inspected and interviews were also conducted with key members working for the service and professionals linked to fostering.

The Commission for Social Care Inspection (CSCI) issued questionnaires to children, carers, fostering staff and social workers before the inspection to gain views about these people's experiences of the service. The response rate was high and some comments feature within this report.

Specific practice issues raised by child-care social workers in relation to foster carers were discussed directly with the fostering service manager to address in the appropriate way.

The last inspection, conducted in 2005 led to fourteen statutory requirements and so this was a particularly important inspection for Cambridgeshire Fostering Service. The head of the service left just prior to the inspection and a new interim manager had just taken up her post.

What the service does well:

This inspection revealed that some of the shortfalls noted during the last inspection had been addressed and work had begun on meeting those outstanding. However, due to size of the service and the nature and extent of the work required, several of the statutory requirements remain outstanding.

Changes in the management of the service had happened at a transient time, which was not ideal, although could not be helped. It was however pleasing to note that the service had committed to improving standards through raising awareness of what is required under Fostering Services Regulations 2002.

The Link service continued to offer appropriate placements to children with disabilities and good support to carers. The team was well managed, and committed to improving the service offered. The overall impression was that this aspect of the service was highly valued by parents and children's social workers.

What has improved since the last inspection?

Due to the size and complexity of the service, the report should be read in full to understand what has improved since the last inspection.

What they could do better:

As above, due to the size and complexity of the service, the report should be read in full for details of the areas on which the service could improve on.

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 or by contacting your local CSCI office.

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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 at least once during a 12 month period.

JUDGEMENT – we looked at the outcome for Standard:

12

Children were encouraged to maintain a healthy lifestyle.

EVIDENCE:

Evidence available from case file inspection indicated that children's health needs were being met. Children had access to health services and were linked to specialists in accordance with their needs.

The County Council had ensured that equipment for children with disabilities was available in carer's homes and had funded the adaptation of one carer's accommodation to make it suitable for a wheel-chair user.

Community nurses had been involved in training carers in the Link scheme to carry out delegated nursing tasks as required, and provide training sessions on topics such as autism and epilepsy.

Children who completed the questionnaire issued by the CSCI reported without exception on the various ways they were encouraged to maintain a healthy diet and take regular exercise.

The lead Looked After Children's (LAC) Nurse had retired since the last inspection, although the increase of additional hours from the existing LAC Nurse and good management of the service meant that children and carers were receiving the support they needed.

The clinical psychologist had provided training for carers on a range of issues including mental health and attachment theory. Good one-to-one work had also been undertaken with carers on behaviour management.

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 at least once during a 12 month period.

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

3, 6, 8, 9, 15 & 30

Children had been matched to their carers. Some of the systems in place to ensure children's safety needed strengthening, for example, child protection training for carers.

EVIDENCE:

The fostering manager left the service in January 2006, and a new interim head of service had taken up post just before the inspection. The new manager had many years experience of working in children's social care at senior manager level and had experience of fostering and adoption services.

The manager of the Link scheme had been in post for several years and developed a stable team, committed to strive to improve the care offered to children with disabilities.

Carer's homes that were visited as part of the inspection provided comfortable accommodation, safe from obvious hazards. Children had their own beds/bedrooms and safety assessments had been carried out where carers had pets. Transport was managed either by carers or drivers.

One child who completed the CSCI questionnaire reported the following: "I love...my carers,...I feel like the happiest person alive. I am very lucky that I've got a set of parents and I love them ever so much. They are the best ever and

I could live with them forever. I might not be perfect, but they love me too...and ...it will break my heart to split up with them. They look after me very well...and...I couldn't ask for more. I am just happy to live with them".

A social worker who completed the questionnaire issued by the CSCI felt that some children were travelling long distances between their placement, school and contact venue, although the service tried to place children near to their schools and families where this was appropriate.

Children in kinship and time-limited placements had been appropriately placed. There was an improvement to the detail contained in foster placement agreement documentation since the last inspection. There were a few areas detailed under schedule 6 of the Fostering Services Regulations (FSR) 2002 that were not addressed in the placement agreement and these must be covered in all placement agreements.

It was widely acknowledged by the fostering service that the shortage of placements reduced matching options, especially in some areas of the county. However, independent fostering agencies were accessed following approval from senior managers if a child's needs could not be met using in-house provision.

Children's social workers, carers and parents all felt that the Link scheme was very successful at selecting appropriate placements for the children. There was clear evidence of matching considerations in the initial assessments of carers.

New guidance on the subjects to be discussed during carer's supervision meant that behaviour management techniques featured on each visit and this was an improvement since the last inspection. It was particularly positive to note that the clinical psychologist had undertaken some intensive work with one set of carers regarding behaviour management.

Neither of the kinship carers tracked had received training on child protection. Mainstream carers had undertaken a range of training including training on behaviour management and child protection. Safe caring policies were not in place or always fully completed on files. There was also an issue that this and other documents were not signed or dated and social workers had not seen them.

Carers in the Link scheme had received training in the protection of children and those spoken to were clear about procedures to follow. Safe caring policies were on files seen, and copies were in the carers' homes.

Inspection of recruitment records showed that a number of verbal references had been obtained. One record did not detail the name of the person from whom the reference was taken. There was no evidence that gaps in employment had been explored and photographic identification was missing.

The inspection team did not attend the fostering panel due to illness. At the last inspection, a shortfall was noted in respect of the panel not having a social worker with an expertise in fostering represented. This issue had been addressed.

The Link scheme panel was made up of the appropriate members, other than a councillor who is waiting for a Criminal Records Bureau check to be returned, and operated lawfully and effectively. Link social workers and Link panel members had received joint training on their respective roles.

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 at least once during a 12 month period.

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

7, 13 & 31

In the main, children's educational achievement was being promoted. Work was needed to support carers looking after children whose first language was not English.

EVIDENCE:

The service had placed asylum seeking children and children from minority ethnic backgrounds. Although ethnic matches were not always achieved, evidence gathered during the inspection indicated that carers had worked to meet children's cultural needs.

Independent visitors had been secured for two children. Foster carers and fostering social worker's training should cover working with children from different ethnic backgrounds, and in particular supporting carers to communicate with children who's first language is not English, i.e. accessing 'CINTRA' and 'Language Line' services.

There was good evidence of the way the Educational Support for Looked After Children (ESLAC) service had supported one child to successfully move schools. One carer had experienced tensions in her relationship with a child's school, although this issue appeared to have been addressed by the child's social worker.

Foster carers had participated in children's educational reviews and were reported to engage to support children's education at varying levels. Training to all carers on this matter should be given a higher priority.

The Link scheme was managed as part of the Children's Disability Team, and at the time of the inspection, offered a service to around 90 children with disabilities. Appropriate placements were being provided to children.

Written comments on the CSCI questionnaires were very positive about the service, and without exception, all of those spoken to, including children, parents, carers, children's social workers and other professionals, commented on how valued the service is.

The Link social workers offer excellent support not only to the carers but also to children and their families and had developed good lines of communication between the involved parties. Carer training was very good and structured to meet the needs of carers who usually have other employment.

The team held a waiting list of children assessed as needing a service and was looking at new ways of recruiting suitable carers. One Link Plus carer was awarded an MBE in the New Year Honours for her services to disabled children.

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 at least once during a 12 month period.

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

10 & 11

Children and professionals had contributed to carer's reviews.

EVIDENCE:

Contact arrangements were clearly recorded and known to all of the involved parties. One kinship carer did not always adhere to contact arrangements. Independent Visitors had been appointed to children who could not or were not permitted to see their families. Carers had not been asked to record the outcome of contact visits and this was a recommendation of good practice made during the last inspection.

There was a new children's participation officer in post since the last inspection. The 'Just Us' (participation and consultation group for Looked After Children) group continued to offer regular opportunities to young people to comment on aspects of the service.

The fostering service had not engaged with the children's participation officer despite attempts and this was a missed opportunity. Children's interview panels, set up to be involved in the recruitment and selection of staff had not been utilised by the fostering service.

There was good evidence that children had been consulted as part carer's annual reviews and this was a positive development. Children spoken to knew how to go about making a complaint. It is a recommendation of good practice that carers receive training on listening to children.

One of the children in the Link scheme spoken to said that both her own social worker, and the Link social worker talk to her often about the care she receives. She had attended her reviews where she had been encouraged to speak up.

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)

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

The vast majority of carers were satisfied with the payment system.

EVIDENCE:

None of the cases sampled related specifically to children preparing to leave care and it was therefore not possible to fully assess whether the statutory requirement made at the last inspection, for the service assisted children "*in securing appropriate education, training or employment*", had been fully met. This requirement will therefore be carried forward to the next inspection.

A worker from the '16 plus' team spoken to during the inspection reported that the service had been able to meet the needs of children preparing for into adulthood. It was positive to note that liaison was occurring between the fostering service and the 16 plus team to ensure the early resolution of issues. One carer reported feeling "unimpressed" with the 16 plus team, although this comment was difficult to quantify in the absence of specific examples.

One young person who completed the questionnaire issued by the CSCI raised concerns about leaving care and was worried that they would be placed in unsafe and unsuitable accommodation with no support. This was discussed with the fostering service manager.

Link scheme carers had received training to support children's independence. The scheme was continuing to develop links with the Adult Placement service so that children could move into the adult service, or Link carers can join the Adult Placement scheme and continue to offer a service to the young person.

Three of the many carers who responded to the questionnaire issued by the CSCI raised concerns over payment arrangement, which were raised directly with the head of service. The vast majority of carers were satisfied with payment arrangements.

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 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, 28 & 32

Carers had not been provided with adequate training opportunities and some records needed improving. Further and significant work was planned and required for the kinship aspect of the service.

EVIDENCE:

The Statement of Purpose for the mainstream service was last revised and updated in January 2006. This document contained all required elements, as did the statement of purpose for the link service. There is recommendation of good practice that the Statement of Purpose includes the numbers and outcomes of complaints. Children spoken to during the inspection reported receiving a copy of the Children's Guide to the service.

As stated elsewhere in this report, a new interim head of service was in post. The change of management could not be helped, although it had taken place at a crucial time in the development of the service and it would naturally take the new head of service time to establish in her role.

One new team manager had taken up post since the last inspection and another was due to retire after long service. Two new team managers had been appointed and were due to take up their respective posts following the inspection to develop discreet, specialist kinship and family finding teams.

As these changes had not yet been implemented, it was difficult to assess the progress of the service in relation to the efficiency and effectiveness of the way staff are managed. It will take a considerable time to see more outcomes in relation to this area of work. The developments were however positive and it will be interesting to see how they impact the service over the next 12 months.

Evidence gathered during the inspection indicated that all parties involved in fostering service and the fostering task were clear about lines of accountability. Roles and responsibilities were usually well defined and this created appropriate and efficient contact with the service. All staff spoken to in both fostering services reported receiving regular formal supervision.

Several training days had been held following the last CSCI Inspection report in 2005, in which all members of the fostering service participated with the intention of raising awareness of the requirements of the FSR 2002 and the National Minimum Standards for Fostering Services. This indicated a commitment on County Council and management of the service to improve the efficiency of the service.

The fostering service was adequately staffed. The success of the 'Invest to Save' bid meant that funding was secured to develop and expand the service to meet demand. There was evidence of active recruitment of new carers.

There was no evidence on one Form F that an employment gap had been explored and both Form Fs for kinship carers were brief. One file indicated that a fuller assessment would be undertaken to secure the long term needs of the child, although this had not happened.

The evidence available during the inspection suggested that the County Council was a fair and competent employer. All staff employed by the fostering service reported that they received regular formal supervision and had access to a manager for guidance and support.

Fostering staff spoken to reported having attended a range of internal and external relevant training in the last 12 months. Training had been provided to the fostering panel and some fostering staff on kinship care, a gap noted at the last inspection. This will need developing further with the introduction of a kinship team to enable the service to deal with the common issues arising from supervising kinship placements.

Training was routinely discussed during carer's supervision. Due to the departure of the services' trainers, there had been a distinct lack of training available and although this was circumstantial, it was also unacceptable. One training officer had been recruited and a second post was being advertised. This was a significant issue and one which carers naturally complained about.

As stated elsewhere in this report, two sets of carers had not received child protection training and some had not attended first aid first training. The service had used the clinical psychologist and LAC Nurse attached to the service to provide some training for carers on subjects including attachment theory, mental health, and HIV and AIDS.

A staff handbook for the Link scheme was nearing completion, based on the National Minimum Standards. The Link scheme manager expected that this would bring increased clarity regarding expectations of the staff and their responsibilities, and regarding policies, procedures and processes, which in turn would lead to greater consistency within the team.

All staff spoken to reported receiving regular, formal supervision and annual appraisals. They also stated that they had access to a manager at all times and felt that there were good levels of informal support available. There was evidence of tighter management systems in relation to file audits. As noted during the last inspection, there remained an issue with some foster carer's training and lack of recording, which will need further attention.

The service had developed a strategy over the last 12 months in relation to kinship placements. Area teams were clearer over their responsibilities to notify the service when a child became looked after by a relative, ensuring that assessments were carried out much earlier into a child's placements that had been happening historically.

One team manager planned to set up carer support groups in all areas of the county to meet 4 times a year. The foster carer support group observed was well attended and very much carer-led. Fostering staff appropriately challenged the views of some carers in relation to looked after children and advised the inspection team that practice concerns were routinely raised with fostering social workers to address during supervision.

The carer's mentoring system was developing and progress had been made in relation to carers achieving a National Vocational Qualification. All carers spoken to described a supportive service and reported receiving regular supervision.

Training offered to Link carers took place over two evenings and a Saturday to cater for carers who usually have other employment and who were not able to travel. The training was thorough and carers were not able to start offering a service until all training sessions have been attended.

New paperwork introduced since the last inspection in relation to carer's supervision was a significant improvement on the form previously used. Fostering social workers were not discussing all of the specified issues during each carer's supervision and some felt that this was because of the time it would take.

The majority of records were available but the manager of the Link scheme was aware that some records were not filed to give easy access. Some records were not signed or dated. The Link service regularly reviewed forms that were used and revised them to meet the need of the service.

Foster carer agreements in place set out clear expectations of carers, although the frequency of carer's supervision was not always recorded. There were no expectations of two males being involved in supervision although one team manager felt that this would/should happen in the future.

There were improvements to the quality of information on children's case records. Full and detailed records of all complaints, their investigation and outcome must be maintained and it is recommended that the service notify the CSCI of all child protection allegations relating to carers.

The fostering premises were largely unchanged since the last inspection. Asbestos removal from the Huntingdon site had been successfully completed. With the proposed expansion of the service, the Cambridge and Huntingdon sites would not support the numbers of staff and this would need to be addressed in the future.

As local authority provision, both services continued to be financially viable. The financial processes and systems in place were largely unchanged since the last inspection.

As stated elsewhere in this report, some kinship training had been provided to members of the fostering team. The overall impression with regard to the management of kinship placements was that improvements had occurred and the service was working better with area children's fieldwork teams, although this aspect of the service continues to require a good deal of work.

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	3

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

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

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

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

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

NO

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	FS7FS9FS11FS13FS23	17	The Registered Person must ensure that the development of a new training programme for carers is given priority. Training should include in particular child protection, supporting children's education, listening to children, working with children from minority ethnic groups and first aid.	30/06/06
2	FS8	34 & Schedule 6	The Registered Person must ensure that Foster Placement Agreements cover all of the elements detailed under Schedule 6, FSR 2002.	30/09/06
3	FS14	17	The Registered Person must ensure that children are assisted in securing appropriate education, training or employment. THIS STANDARD COULD NOT BE FULLY ASSESSED AND HAD THEREFORE BEEN	20/02/06

			CARRIED FORWARD TO THE NEXT INSPECTION.	
4	FS15	20	The Registered Provider must ensure that personnel records include all of the information detailed under Schedule 1, FSR 2002.	30/09/06
5	FS17	27	The Registered Person must ensure that employment gaps are explored during carers' assessments.	20/02/06
6	FS22	28	The Registered Person must ensure that the amount of support offered to foster carers is detailed in foster carer agreements.	30/06/06
7	FS25	42	The Registered Person must ensure that there is a full record of all complaints, their investigation and outcome.	20/02/06

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	FS1	It is recommended that the Statement of Purpose details the numbers and outcome of complaints made to the service.
2	FS9	It is recommended that safe caring policies in place for all children are full and complete and are routinely shared with children's social workers.
3	FS9	It is recommended that all documents are signed and dated.
4	FS10	It is recommended that all carers record the outcome of children's contact with their significant others.

5	FS11	It is recommended that the service actively engages with the children's participation worker.
6	FS20	It is recommended that carers keep records.
7	FS21	It is recommended that more carer support groups be established.
8	FS22	It is recommended that foster carer's supervision covers the topics highlighted in the fostering service's new guidance on carer supervision.
9	FS25	It is recommended that the fostering service notifies the CSCI of all allegations made against carers.

Commission for Social Care Inspection

Cambridgeshire & Peterborough

Area Office

CPC1

Capital Park

Fulbourn

Cambridge CB1 5XE

National Enquiry Line: 0845 015 0120

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

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