



*Making Social Care  
Better for People*

# inspection report

## FOSTERING SERVICE

### London Borough Bromley Fostering

**Bromley Social Services Civic Centre  
Stockwell Close  
Bromley  
Kent  
BR1 3UH**

*Lead Inspector*  
Cheryl Carter

*Announced Inspection*  
6th February 2006      09:30

The Commission for Social Care Inspection aims to:

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

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

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

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

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

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

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# SERVICE INFORMATION

<b>Name of service</b>	London Borough Bromley Fostering
<b>Address</b>	Bromley Social Services Civic Centre Stockwell Close Bromley Kent BR1 3UH
<b>Telephone number</b>	0208 464 3333
<b>Fax number</b>	
<b>Email address</b>	<a href="mailto:gill.barnard@bromley.gov.uk">gill.barnard@bromley.gov.uk</a>
<b>Provider Web address</b>	
<b>Name of registered provider(s)/company (if applicable)</b>	London Borough Bromley
<b>Name of registered manager (if applicable)</b>	Gill Barnard
<b>Type of registration</b>	Local Auth Fostering Service
<b>Category(ies) of registration, with number of places</b>	

# **SERVICE INFORMATION**

## **Conditions of registration:**

**Date of last inspection**      21st February 2005

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

Bromley Fostering is a Local Authority Fostering Service that provides temporary and permanent foster carers for children and young people.

The service is based in Joseph Lancaster House at the Civic Centre Bromley.

The day-to-day management of the service is the responsibility of the Fostering Manager. The types of services offered are (a) Short term Foster Care (b) Long Term Care (c) Short Breaks Scheme and Kinship Care.

# SUMMARY

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

One Inspector carried out the inspection out over three weeks. A sample survey of foster carers, children, and placing social workers was done. The inspector visited two foster carers in their home, met with one carer at the Fostering Office and one carer came to see the inspector at the Commission's office. Another three foster carers were visited in their homes by another inspector.

Time was spent at the service's premises, interviewing staff, reading files, and attending panel. Time spent off site, visiting foster carers and children placed, reading questionnaires and other documentation relating to the fostering service and attend a support group.

Areas of good practice were identified within the standards but there are still a number of shortfalls some repeated from the last inspection.

The Fostering department at the time of the inspection had approximately 155 children placed with 'in house' carers. There are approximately 160 carers currently registered of whom 135 are active. Comment cards were received from 32 foster carers who were generally open and positive about the service, however there were some concerns raised. There were some concerns raised about the relationships between the supervising social workers in terms of open 'partnership' working. The frequent changes of the children's social workers and in some cases the period of time when children were without an allocated social worker also gave cause for concern.

The inspector also had a good response from the children's questionnaires with 27 children returning their questionnaires. Only 2% of the questionnaires returned were aware of the Commission for Social Care Inspection but 95% said they would raise their concerns with their social workers if they had any. Issues that were highlighted in the questionnaire have been passed on to the Children's rights officer to be followed up. Twenty-two questionnaires were received from Social Workers and they were on the whole positive about the care given by foster carers and were generally satisfied with the service.

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

Foster carers receive a good level of supervision and training from the fostering department. The training programme for foster carers give them the necessary knowledge and skills to provide an efficient and effective service to the children and young people they look after. However there is some inconsistency in how this training is accessed. Some foster carers have had a good level of training while others have had very little training. The fostering service provides incentives for foster carers who take up training. There is a

£300.00 payment to foster carers who undertake and complete the Level 3 NVQ.

There are currently four support groups that are active within the service, they are, Bromley Foster Carers Association (BFCA), which is supported by a grant to committee members for their attendance and by payment for the use of the agreed venue. A Support Group for foster carers meet separately with those fostering children under 11, and this fostering children over 11, facilitated by the fostering team. The Children who Foster Group which meets for a day every school holiday, as a way of recognising and acknowledging children who share their parents with other children in public care. This funded by the borough with events and refreshments. The Black Foster Carers Support Group which is facilitated by a member of a team and commissioning team

The only unqualified social worker in the team has now been seconded and is undertaking a Social Work qualification.

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

The Statement of Purpose has been updated and Bromley has produced a Children's Guide. The fostering manager has produced a breakdown of complaints and their outcomes. A children's brochure has now been published. There are now more training courses for foster carers. The numbers of children currently placed with Independent Fostering Agencies (IFA) have been reduced from 117 placements in 2002 to 30 in 2005.

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

Every foster carer needs to be provided with all the essential information about potential new placements. Where difficulties arise between the Fostering Social worker and a foster carer, attempts must be made to resolve these differences professionally so the service does not lose potentially good foster carers due to misunderstandings. The fostering service should consider appointing a responsible person so that areas requiring attention beyond the manager's control can be addressed. i.e. issues such as improving communication between the fostering service and other children's services. Attendance on training courses for foster carers needs to be monitored.

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.

# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

Being Healthy

Staying Safe

Enjoying and Achieving

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Achieving Economic Wellbeing

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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**

The fostering service makes clear to the foster carer their roles in terms of helping to promote every child and young person's health by ensuring they receive appropriate care and medical attention.

## **EVIDENCE:**

From discussions with foster carers and from reading policies and procedures there is evidence that the fostering service provides information and training on health and hygiene issues to foster carers which enables children and young people to receive the health care they need to meet their physical and social development. Discussion also focused on the every day care of the child or young people, including diet, personal hygiene and health promotion issues, enabling young people to make informed choices about their health.

The inspector spoke to foster carers who were clear about their responsibilities regarding health care issues. Each child or young person is registered with a GP and dentist and children are supported to attend any health appointments. Foster carers expressed concern about the lack of information regarding the health of children placed with them and the delay in receiving this information. Not all children had health care plans on file. The provider must ensure that each child has individual health care plans on file. **(Req.1)**

# 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**

The managers are suitably qualified and experienced to manage a fostering service

Not all staff working in the team was carefully vetted.

Foster Carers are carefully vetted, assessed and receive training to ensure that they are suitable persons for providing a home for children in need.

There are endeavours to ensure that a child's race and cultural needs are identified and met.

Children are able to live in an environment, which protects them from abuse and neglect

The fostering service employ staff that is suitable to work with children and young people

Fostering panels are efficiently and effectively organised.

## **EVIDENCE:**

The Fostering Manager, and the Assistant Team Manager are appropriately qualified and experienced to manage the service. All but one of the social workers in the team is qualified and that one social worker is currently doing her social work training. From files inspected the inspector found that not all staff with direct contact with children had met the requirements set out in Schedule 1 of the Fostering Services Regulations 2002. Not all references of staff working in the fostering team were followed up appropriately. There were two files where the references did not come from the last employer but from

colleagues. The Local Authority must address these anomalies in order that they ensure that children are protected at all times. The Local Authority should also consider CRB checks for all staff with access to information about children. All staff working in the fostering service must have a Criminal Record Bureau check. **(Req. 2)**

There are management structures in place with clear lines of accountability and communication within the team. The inspector is satisfied that those responsible for managing the fostering service have the necessary experience, skills and knowledge of child care to manage the service effectively.

From discussions with staff and foster carers and from the inspection of files there is evidence that each foster carer has a foster carers handbook that takes them through the process of registering as a foster carer. The selection and assessment of foster carers is in line with the British Agencies for Adoption and Fostering (BAAF) guidance and their competency framework is followed for the assessment of foster carers qualities and competencies. The inspector was informed that the latest recruitment drive for foster carer attracted more prospective foster carers from ethnic minority groups.

The service aims to achieve a good match between a foster carer and the child or young person requiring placement. However the situation is often dictated by the need for urgent placements and the lack of information from placing social workers. From discussions with foster carers this lack of information has been the cause of situations that may have been avoided. It is therefore important that risk assessments are produced, regarding the impact of a new placement on children already placed and their own children. **(Req. 3)**

The appropriate person must ensure that foster carers are provided with all the essential information required about potential new placements so that they can protect other children placed and any of their own children. **(Req.4)**

There is a limited supply of foster carers from ethnic minority communities; hence not all children from different ethnic backgrounds requiring placements are always ethnically matched. Discussions with the Fostering Manager and social workers indicated that for placements that are not ethnically matched the carers are given some support to have contact with carers and families from the child's ethnic group. However the responsible individual must ensure that where there are trans-cultural or trans-racial placements the service must provide the foster carer with specific additional training, support and information that facilitate developing skills and an understanding of the child's heritage to enable them to better meet all the child's needs **(Req. 5)**

Not all the training programmes provided the evidence that foster carers have received training in the recognition of abuse including safe caring skills, managing behaviour and caring for a child who has been abused. Some foster carers have received this training and some had not. The inspector recommends that all foster carers receive training in the recognition of abuse,

managing behaviour and caring for a child who has been abused.

**(Recommendation 2)**

The inspector observed the fostering panel and interviewed the panel chairperson. The Fostering Panel has clear written policies and procedures that are implemented. The policy for recruiting to the panel has recently been reviewed to ensure that all the guidelines are followed. From observing the fostering panel it is clear that the fostering panel operates in accordance with the Fostering Service Regulations.

The inspector is satisfied that the panel has a quality assurance function in relation to the assessment process, in particular to monitor and review the work of the assessors to ensure there is consistency in the assessment process. The inspector recommends that refusal to attend training should be monitored and the panel's role in monitoring quality, need to consider this when it occurs. **(Recommendation 3)**

# 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**

The fostering service promotes diversity and educational achievement by providing a support to children, young people and their carers. The service provides respite care for looked after children with disabilities.

### **EVIDENCE:**

The foster carers handbook gives support to foster carers. This includes guidance on diversity and promoting equality. Foster carers also benefit from regular supervision sessions with their link social workers and there is also support via a comprehensive training programme for foster carers.

From discussions with foster carers and social workers the inspector found that foster carers and social workers could benefit from training that addresses issues of diversity and the management of change. This should include training that looks at discrimination against children who do not live with their parents and developing a positive identity.

The fostering service continues to increase recruitment of carers from ethnic minority groups. There is evidence of some good practice where LAC social workers have put in a considerable amount of work to have children that have been trans-rationally placed moved to placements that match their racial and cultural needs. In two cases that were tracked by the inspector, care plans were challenged by the children's guardian and plans were changed because of this. However the inspector was informed that all trans-racial placements are monitored monthly at the placement panel.

Young people consulted during the inspection said that they attended school regularly and they enjoyed school. Case records contain evidence that young peoples personal education plans had been completed. Children are encouraged to take up a hobby or some out of school activities however some foster carers and some children have expressed concern about who is financially responsible for these activities where there is a substantial fee involved. Although the authority will consider paying for hobbies, clarification for foster carers is required, where there is a substantial fee involved.

**(Recommendation 4)**

The Local Authority education service provides young people in foster care with laptops/computers to assist with schoolwork. Not all foster carers are computer literate. The fostering service should encourage foster carers to attend computer literacy courses to enable them to help children and young people.

**(Recommendation 5)**

The fostering service has a respite service for children and young people with disabilities. Specialised equipment and adaptations are provided as required.

## **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 are encouraged to maintain family contact where appropriate.

The fostering service ensures that children and young people's opinions and those of families are sought over issues that affect their lives.

### **EVIDENCE:**

From inspection of files and discussion with staff and foster carers there is evidence that young people in foster care are able to maintain and develop contact with friends and families in accordance with their care plans and foster placement agreements. There are clear procedures supporting contact arrangements.

Feedback from the Commission's children and younger persons' questionnaires revealed that children opinions are sought by foster carers and listened to. Examples of how things had changed were provided. There were also examples where a young person felt that he was not listened to and this has been passed to the Children's Right Officer.

Most of the children and young people who returned their questionnaire up to 85% said that they knew how to raise concerns and complaints. 85% said that they would complain to their social worker however only 2% were aware of the CSCI or how to contact the inspector.

Children and young people are encouraged to attend their statutory reviews and provide a written contribution.

# 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**

Foster carers help young people to develop skills and knowledge in preparation for adult living

The fostering service pays foster carers an allowance and agreed expenses as specified to ensure that sufficient money is available to meet the financial needs of the children placed.

## **EVIDENCE:**

The supervising social worker addresses issues pertaining to independence throughout the fostering period. Pathway plans are provided by the placing social worker and a recommendation to start Pathway planning at 15 plus have not been fully implemented. The inspector did not have the opportunity to explore this aspect of foster care as the person responsible was away at the time of the inspection.

From discussions with foster carers and from viewing relevant documentation, the inspector was satisfied that foster carers receive an allowance and agreed expenses that cover the cost of caring for each child or young person. Foster carers confirmed that payments are made promptly and at the agreed 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 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, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26**

The service has a clear Statement of Purpose.

A children's guide provides information to the children in placement has been developed.

An experienced and qualified manager manages the fostering service.

The service is proactive in recruiting foster carers and provides them with a good level of support.

The service has strategies for working with and supporting foster carers. Social workers must ensure that the relevant parties sign LAC forms.

Training for foster carers are available however, attendance at training must be monitored and not all training was recorded.

## **EVIDENCE:**

The statement of purpose has been revised to reflect changes in the service. A colourful booklet that is the children's guide has been developed, however, the requirement from the previous inspection recommended that the children's guide should be developed in other forms such as cassette, or CD Rom for Looked After Children. This was a requirement from the previous inspection and has only been partly complied with. **(Req. 6)** From the Commission's children questionnaire, children confirmed that they have received a copy of the children's guide.

The manager is qualified for the post with a social work and management qualification. The inspector attended a staff meeting where issues relevant to service delivery and information was shared. Staff members consulted during the inspection said that their workload was allocated fairly and was manageable. There are clear lines of responsibility and accountability and social workers and foster carers demonstrated a good understanding of their roles and responsibilities.

The inspector examined the staff files of those working in the fostering team. Most of these had all the relevant documents. All social workers have contracts and job descriptions and conditions of service and there is an induction programme. Team meetings take place weekly. It was clear from speaking to the manager that social workers workloads are monitored and they receive regular supervision. The inspector was informed that Performance Appraisals and Development Schemes (PADS) are replacing the current appraisals. The inspector did not see a sample of this new system.

The service has a record of concerns and complaints. There were concerns expressed by some foster carers about their relationships with supervising social workers in the fostering team. Concerns were also expressed about how complaints about social workers are handled and how foster carers are viewed if they challenge any decisions of social workers. As this is a partnership, there should be systems in place to empower foster carers that advocate on behalf of the child/children in their care. The Registered Manager should develop a policy to address the handling of complaints about foster carers and how foster carers are supported when complaints are made against them.

**(Recommendation 6)** The policies and procedures pertaining to the suspension of foster carers should be clarified. All foster cares must be aware

of policies relating to financial implications for them in cases where a foster carer is suspended from caring.

LAC forms on some files were not updated and some of the relevant forms remain unsigned. The provider must ensure that each child's file has all the relevant information and those are regularly audited to ensure that all relevant information is on file and signed by the relevant parties.

**(Recommendation 7)**

This is a Local Authority run service and the Finance department audits the finances.

Foster carers visits, files and social worker interviews provided evidence that poor communication exists at times between the children's team and the fostering team. The Registered Manager must ensure that strategies are in place to improve communication between the different teams. **(Req. 7)** There are already designated workers linked to the district offices and the children with disabilities service and they attend meetings regularly. However the issues that arise would be better served by one individual coordinating the information gathered.

The placing social worker must provide all essential information about new placements so that foster carers can know what needs are to be met, and can protect other children in the foster home when required. The inspector recommends that risk assessments should be produced to identify and reduce the potential impact of any new placement on foster children already placed, or the children of the family.

There was evidence that child protection investigations had been handled according to the Authority's Child Protection procedures.

From observations, the inspection was satisfied that the premises used as offices by the fostering service are suitable for the service. There are appropriate facilities for the secure retention of records. Currently there are sufficient computers and desks. However from feedback received from the staff team, concern was expressed that there is no room for expansion within this building where additional staff will be needed as there is only limited office space.

Bromley Fostering needs to facilitate the development of the support groups that have been set up within the service, providing appropriate meeting places for the groups and educating carers about the need for these groups. This will go a long way to allay fears and suspicion regarding the objectives of the various groups. The inspector feels that foster carers and social workers could also benefit from joint training to encourage working in partnership, and the respective contribution made to the work of the fostering team.

# SCORING OF OUTCOMES

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

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

"X" in the standard met box denotes standard not assessed on this occasion  
 "N/A" in the standard met box denotes standard not applicable

<b>BEING HEALTHY</b>	
<i>Standard No</i>	<i>Score</i>
<b>12</b>	2

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

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

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

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

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

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	FS12	15	The provider must ensure that each child has individual health care plans on file.	30/04/06
2	FS15	20 Schedule 1	All staff working in the fostering service must have a Criminal Record Bureau check.	30/04/06
3	FS8	33	Risk assessments must be produced, regarding the impact of a new placement on children already placed and their own children	30/04/06
4	FS9	34(30) Schedule 6	The responsible person must ensure that foster carers are provided with all the essential information required about potential new placements so that they can protect other children placed and any of their own children.	30/04/06
5	FS8	17(1) 11(b) 2	The responsible individual must ensure that where there are trans-cultural or trans-racial placements the service must provide the foster carer with specific additional training, support and information and facilitate developing skills and an understanding of their heritage	15/05/06

			to enable them to better meet all the child's needs	
6	FS1	3	The Fostering service must produce a children's guide as set out in Regulation 3 in different formats to meet the needs of different groups of children.	15/05/06
7	FS4	42	The responsible individual must ensure that strategies are in place to improve communication between the different sections of children's services	30/04/06

## 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	FS15	The Local Authority should also consider CRB checks for all staff with direct contact with children or with access to information about children.
2	FS9	The fostering manager should ensure that all foster carers receive training in the recognition of abuse, managing behaviour and caring for a child who has been abused.
3	FS30	The inspector recommends that refusal to attend training should be monitored and the panel's role in monitoring quality, need to take this on board.
4	FS13	The fostering service need to clarify who is responsible for funding out of school learning activities where there is a substantial fee involved.
5	FS13	The fostering service should encourage foster carers to attend computer literacy courses to enable them to help children and young people.
6	FS21	The Responsible person should find ways to address the feelings of dissatisfaction and the lack of trust expressed by some foster carers in terms of how complaints about social workers are handled and how foster carers are supported when complaints are made against them.
7	FS24	The inspector recommends that the provider ensures that the children's files contain all the necessary documentation as detailed in the standard and that all the relevant parties sign these.

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