



*Making Social Care
Better for People*

inspection report

FOSTERING SERVICE

Coram Adoption Service

**Coram Adoption and Permanent Families
Service
49 Mecklenburgh Square
London
WC1N 2QA**

Lead Inspector
Ms Jill Marriott

Announced Inspection
13th February 2007 9:30

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	Coram Adoption Service
Address	Coram Adoption and Permanent Families Service 49 Mecklenburgh Square London WC1N 2QA
Telephone number	020 7520 0300
Fax number	020 7520 0375
Email address	adoption@coram.org.uk
Provider Web address	
Name of registered provider(s)/company (if applicable)	Coram Family
Name of registered manager (if applicable)	Ms Gillian Anne Gray Mrs Lorna Hamilton Zumpe
Type of registration	Fostering Agencies

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 24th January 2006

Brief Description of the Service:

Coram Adoption and Permanent Family Service provides two specific fostering services.

Concurrent Planning - Places 0-2 year olds with foster carer's who are also approved adopters. This enables security of placement should attempts to reunite the children with birth families fail.

HIV Project- Places children affected by HIV with ethnically and culturally appropriate foster carers.

Coram, finds families to care for children for planned periods of time, which are agreed with the child's local authority and finalised at the Looked After Children's Planning meeting. Throughout a child's placement contact is maintained between Coram, the placing authority, the carer's and other professionals as necessary and the child's birth family where appropriate.

The concurrent planning project places children who are under the age of two years with foster carers who are also approved as adopters. Every effort is made by the Concurrent Planning Team to enable children to return to their families. If children are not able to return home they remain in placement with the foster carers who will then apply to adopt.

SUMMARY

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

This announced inspection of Coram Fostering Service began on 13/02/07 it took 26 hours to complete and concluded on 22/02/07.

The inspection included the following activity:

1. 13/02/07 -Planning the inspection – meeting with the Responsible Person and the Concurrent Planning Project Manager
2. 13/02/07 - Reading files and examining agency records.
3. 19/02/07 - Home visit to Foster Carer.
4. 19/02/07 - Home visit to children placed with carer.
5. 20/02/07 - Home visit to concurrent planning carer.
6. 21/02/07 - Observation of team meeting.
7. 21/02/07 – File reading.
8. 21/02/07 – Discussion with the Vice Chair of the Foster Panel.
9. 21/02/07 – Observation of foster panel.
10. 22/02/07 - meeting with concurrent planning carer.
11. 22/02/07 - Feedback of the Inspection to the Responsible Person and the Manager of the Concurrent Planning Project Manager.

The inspector would like to thank all children foster carers and staff members for their assistance with this inspection.

What the service does well:

Coram provides a very small but effective fostering service, which at present supports seven children and their carer's. Four of the children placed are placed with the concurrent planning project, which provides children with carer's who have been approved as foster carers and adopters. The placements are made with a view to each carer supporting the return of the child to its birth family through regular contact visits. If following an identified period of time the plan to return the child fails then the child continues to be cared for in the same placement where the carer's apply for adoption.

This process promotes the care of the, child in their own family but also promotes early adoption to avoid drift in placement. Over the past five years 36 children and babies have been adopted through the concurrent planning project.

Carer's, are appropriately supported by Coram. Coram Social Workers visit families at regular intervals and attend education and health review meetings to support foster carers.

Social workers appear knowledgeable about the children placed and carer's reported that they had access to twenty-four hour support.

There have been no allegations and complaints made regarding the Coram fostering service since the last inspection.

What has improved since the last inspection?

Coram offers training courses to Local Authority social worker to enable them to understand the complexity of the Concurrent Planning Project and the benefits for babies placed in this way. All babies and young children placed with the project have a parallel plan should the return to family prove inappropriate.

Coram has an effective child protection policy and procedure in place, which is given to all carer's in their information pack. Ongoing training in safe care and protection is available for carer's during the preparation and assessment process and at intervals throughout the year.

Staff training has been reviewed and a rolling programme of child protection training has been introduced for all Coram Social Worker's.

What they could do better:

Coram provides excellent services to carer's and to children placed by them. No requirements have been made during this inspection.

The inspector has made three recommendations as follows:

The space used to house the concurrent planning project is not sound proofed. The managers must be able to ensure confidentiality when a meeting is held in this area of the project.

The inspector recommends that as vacancies arise in the fostering team every effort be made to employ staff from under represented ethnic backgrounds.

The inspector recommends that the supervision contract, supervision notes, appraisal and training information maintained for fostering social workers are kept in separately in files with an index detailing the whereabouts of specific information.

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. The summary of this inspection report can be made available in other formats on request.

DETAILS OF INSPECTOR FINDINGS

CONTENTS

Being Healthy

Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Statutory Requirements Identified During the Inspection

Being Healthy

The intended outcome for this Standard is:

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

The Commission considers Standard 12 the key standard to be inspected.

JUDGEMENT – we looked at the outcome for Standard:

Standard 12 was assessed at this inspection
Quality in this outcome area is **excellent**.

Foster Carer's provide a healthy environment and meet the health needs of children placed with them.

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

EVIDENCE:

Coram works with each child's placing authority to ensure appropriate health support is provided for the children placed by them. Files seen include a summary of children's health needs. From discussion with the fostering team and carer's it was evident that full medical information is available to all carers prior to a placement being made. All children have an initial Looked after Child medical, which is repeated each year or more regularly if necessary.

Carer's who spoke with the inspector were clear about their role as a foster carer and ensure children placed with them are registered with a local GP and have regular health, dental and visual checks within appropriate time scales.

Where necessary children are referred through Coram to specialist services. These include the local primary Care Trust, CAMHS (Children and Adolescent Health Service) and the Community Paediatric Service. Coram also has a contract with the children and family department at the Tavistock Clinic to access assessment and treatment for children and carers.

The, health of children is further monitored by Coram at regular placement visits and at childcare reviews.

Staying Safe

The intended outcomes for these Standards are:

- Any persons carrying on or managing the service are suitable. (NMS 3)
- The fostering service provides suitable foster carers.(NMS 6)
- The service matches children to carers appropriately.(NMS 8)
- The fostering service protects each child or young person from abuse and neglect.(NMS 9)
- The people who work in or for the fostering service are suitable to work with children and young people.(NMS 15)
- Fostering panels are organised efficiently and effectively.(NMS 30)

The Commission considers Standards 3, 6, 8, 9, 15 and 30 the key standards to be inspected.

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

Standards 3, 6, 8, 9, 15 and 30 were assessed at this inspection.
Quality in this outcome area is **good**.

Children placed by Coram are kept safe by the implementation of the agencies policies and procedures and by the recruitment, assessment and preparation of carer's, which includes safe care training.

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

EVIDENCE:

The managers of the fostering service are registered with the Commission for Social Care Inspection and have the relevant qualifications and experience to run the service.

Staff recruitment files seen by the inspector showed that all staff in the fostering team are recruited appropriately with the relevant checks carried out prior to a post being offered.

The homes of prospective foster carers are visited as part of the recruitment process to ensure they are warm and comfortable with enough communal and private space available to carry out the fostering task. All homes are checked for health and safety at least annually.

During placement planning meetings all issues regarding the child's health, education and life history are considered and plans are implemented to ensure that carers are clear about the needs of the child.

Matching reports and fostering placement agreements were seen on the four files tracked. These documents showed evidence that need assessments including ethnicity, culture, language and religion had been taken into account when matching the children.

The ethnicity of one child placed was not clear from the information available. The placement agreement showed that this issue has been considered and will be addressed with the child at the appropriate stage of development.

Prior to each placement being made an introduction plan is developed. The introduction process varies for each child but most take between seven to ten days of visits and outings with the prospective carer. The introduction of one sibling group included a photo book about the carer and her home, it was very clear that a lot of thought had gone into the book which gave the children relevant age appropriate information about the carer prior to meeting her. From discussion with social workers, carers and children and from the information on files seen, it is evident that all relevant information regarding the children and their situation is shared to ensure the safety and stability of placements made.

Coram has a child protection policy and procedure in place. All Coram staff receive training in safe care and child protection. The recruitment, preparation and assessment process for carer's also includes safe care training and training to ensure they are able to work with children who may have been through traumatic and disruptive situations at some point in their lives. During the preparation process carers are also introduced to the policies and procedures of the organisation.

Coram policies and procedures include issues such as safe caring, missing from home, bullying and corporal punishment.

Coram has systems in place to collate and monitor information regarding allegations and complaints. Any allegation or complaint made to the fostering service is taken seriously, the relevant professionals are informed and a thorough investigation takes place. There have been no concerns, allegations or complaints made regarding Coram fostering service since the last inspection.

The Coram Foster Panel has clear policies and procedures each person who sits on the panel has a job description, appropriate references and a current CRB disclosure. Files showed that initial training is undertaken and each file tracked by the inspector included a current yearly appraisal.

The panel chair has recently resigned having completed two terms as chair.

The inspector spoke with the vice chair who was taking the lead at the panel observed. A new chair has been identified and will be in post for the April panel.

Enjoying and Achieving

The intended outcomes for these Standards are:

- The fostering service values diversity.(NMS 7)
- The fostering service promotes educational achievement.(NMS 13)
- When foster care is provided as a short-term break for a child, the arrangements recognise that the parents remain the main carers for the child.(NMS 31)

The Commission considers Standards 7, 13 and 31 the key standards to be inspected.

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

Standards 7, 13 and 31 were assessed at this inspection.
Quality in this outcome area is **good**.

Coram values diversity there is an appropriate equal opportunities policy and procedure in place and children are matched as far as possible with same race carer's. Where a child has a disability the appropriate support is available for them.

The education of all children placed is monitored regularly by social workers and support is offered as necessary.

Coram considers all types of placements for children including short breaks, carer's are made fully aware of their role and the role of the family of each child placed.

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

EVIDENCE:

The fostering service as far as possible ensures children are placed with same race carer's. In cases where the child's racial identity is not clear the issues are addressed at age appropriate times in the child's life. As much information as is available is shared with the carer's so they are able to answer any questions the child may raise with them.

Carer's are supported by Coram to help children deal with issues of identity and ensure that their ethnic, religious, cultural and linguistic background is preserved as appropriate.

Evidence seen showed that an older child has returned with his carer to his country of origin for a holiday. The carer's of a young person with significant disabilities are supported to ensure the child has the help needed to maximise her potential.

Foster Carers who spoke with the inspector said they were given full and appropriate information with regard to the child's background and their health and educational needs. Carer's said they have had access to relevant professionals including health advisors prior to placements being made.

Children of school age placed with Coram Carer's are supported to attend education by the carer's and by Coram Social Workers.

Carer's obtain, suitable school places and where necessary are supported through the special education statement process for a child.

Fostering Social Workers attend education meetings with carer's and are involved, in the PEP (Personal Education Plan). Files seen showed that all school age children have a PEP recorded on their file.

Coram has worked closely with one education authority to provide a young person about to leave school the opportunity of a weeklong placement at Oxford University to give him an idea of the further education systems available to him.

Throughout the recruitment and preparation process foster carers are made aware of their responsibilities regarding the education of children. Although a small service 100% of school age children placed by Coram regularly attend education.

Short-term breaks can, be provided by Coram. Specific support packages would be considered on an individual case basis. All carer's recruited by Coram go through the same recruitment process and that would include the recruitment of short-break carer's.

Fostering placement, planning meetings would identify the role and responsibility of the foster carer and that of the child's family in each individual case.

Making a Positive Contribution

The intended outcomes for these Standards are:

- The fostering service promotes contact arrangements for the child or young person. (NMS 10)
- The fostering service promotes consultation.(NMS 11)

The Commission considers Standards 10 and 11 the key standards to be inspected.

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

Standards 10 and 11 were assessed at this inspection.
Quality in this outcome area is **excellent**.

High importance is placed on making the contact between children and their families a positive experience.
All children of an appropriate age are consulted about their placements and their plans.

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

EVIDENCE:

High importance is placed on the contact between children and their families and how this can be made a positive experience for all involved.
Contact arrangements are discussed and planned at the fostering placement planning meetings. The, arrangements are monitored by the contact supervisor and the fostering social worker and these are reviewed as necessary.
Carer's are made aware of their role regarding contact and issues are explored through the preparation groups, assessment and the home study process.

The role of the carer with regard to concurrent planning placements is a vital link between the child and their family and often includes three or four contacts a week at Coram. Although a difficult process carer's are kept focussed about their concurrent planning role and are aware that the plan is reunification with parents where appropriate.

All children and young people of an appropriate age receive consultation documents related to their childcare reviews and the review of the foster carer's approval.

Evidence recorded on files seen showed that observation skills are used to consider the wellbeing of younger children, babies and children with communication difficulties.

Older children receive copies of the child's guide to the service, which explains simply the services available and the complaints procedure. The fostering social worker also ensures that the carer's and young people have access to 24-hour support from the Coram Fostering Team.

Achieving Economic Wellbeing

The intended outcomes for these Standards are:

- The fostering service prepares young people for adulthood.(NMS 14)
- The fostering service pays carers an allowance and agreed expenses as specified.(NMS 29)

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

Standards 14 and 29 were assessed at this inspection.
Quality in this outcome area is **good**.

Foster carer's support young people to achieve independence in an individual age appropriate way.
Foster carers receive agreed expenses and allowances to cover the cost of each placement.

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

EVIDENCE:

Foster Carer's support young people to achieve independence according to their age and needs. At present only one young person is working towards independent living and the carer has been fully involved in the process. The young person is consulted about independence skills at each supervision meeting between the Coram social worker, the carer and young person and at six monthly childcare reviews. The care plan and PEP identifies the needs of the young person and helps to ensure a smooth transition to adulthood. File information shows that Coram Social Workers link closely with the Local Authority Social Worker throughout the fostering process to leaving care and independent living.

Foster care allowances are paid via the child's local authority. It is the role of Coram to ensure that carer's receive allowances and agreed expenses relevant to covering the cost of each child's care. Carer's told the inspector that allowances were agreed with them prior to placements and payments to them are made regularly. Allowances and expenses are reviewed at least annually.

Management

The intended outcomes for these Standards are:

- There is a clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.(NMS 1)
- The fostering service is managed by those with the appropriate skills and experience. (NMS 2)
- The fostering service is monitored and controlled as specified. (NMS 4)
- The fostering service is managed effectively and efficiently.(NMS 5)
- Staff are organised and managed effectively.(NMS 16)
- The fostering service has an adequate number of sufficiently experienced and qualified staff.(NMS 17)
- The fostering service is a fair and competent employer.(NMS 18)
- There is a good quality training programme. (NMS 19)
- All staff are properly accountable and supported.(NMS 20)
- The fostering service has a clear strategy for working with and supporting carers.(NMS 21)
- Foster carers are provided with supervision and support.(NMS 22)
- Foster carers are appropriately trained.(NMS 23)
- Case records for children are comprehensive.(NMS 24)
- The administrative records are maintained as required.(NMS 25)
- The premises used as offices by the fostering service are suitable for the purpose.(NMS 26)
- The fostering service is financially viable. (NMS 27)
- The fostering service has robust financial processes. (NMS 28)
- Local Authority fostering services recognise the contribution made by family and friends as carers.(NMS 32)

The Commission considers Standards 1, 16, 17, 21, 24, 25 and 32 the key standards to be inspected.

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

Standards 1, 16, 17,21,24,25, 26 and 32 were assessed at this inspection. Quality in this outcome area is **good**.

Coram has an appropriate statement of purpose and children's guide to the service.

The Coram Fostering Service is managed effectively.

All staff and carers are recruited appropriately. The management team are aware that future recruitment of Social Workers needs to be aimed at under represented ethnic groups.

Supervision and support for carers is of a high standard.

The fostering service has a qualified and experienced staff team.

The fostering records regarding children placed are of a high standard.

The staff team receive regular training recorded supervision and yearly appraisals. Staff supervision, appraisal and training records need to be filed in separate folders for each member of staff.

The premises used by the concurrent planning team has a range of appropriate space available, however some thought needs to be given to the issue of soundproofing. It is difficult not to hear conversations going on in different areas throughout the building.

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

EVIDENCE:

Coram has a statement of purpose and a children's guide to the service, which meets the requirements defined in the National Minimum Standards and the Fostering Service Regulations 2002. The statement of purpose and children's guide to services is provided as part of the information pack available to all Coram carer's.

Coram has a clear management structure and appropriate recruitment procedures designed to safeguard the children they work with.

All members of staff and carer's undergo relevant checks prior to employment being offered.

Evidence on files included contracts of employment, records of references and CRB disclosures. CRB disclosures are renewed every three years.

Social workers are registered with the General Social Care Council and have at least five years relevant social work experience.

Job descriptions seen clearly described the role of each social worker and file evidence showed that social workers are adequately supported, trained and supervised by a competent management team.

Coram fostering service has a full compliment of staff at present, however the managers are aware that future recruitment drives need to focus on attracting Social Workers from under represented ethnic groups.

Social workers confirmed that they have access to the organisations policies and procedures related to employment issues.

Training is also available to Local Authority Social workers to give them the opportunity of understanding the concurrent planning project and how it works between the Local Authority and Coram.

The fostering service has adequate administrative back up and appropriate technical support. The service also has access to independent medical and legal advice and to external consultants as necessary.

The fostering service has an ongoing campaign to recruit new carer's and adverts are placed in the local and national press and in a range of relevant publications to attract carer's from ethnically appropriate backgrounds. Coram also approaches the local community and places of worship to encourage applications from underrepresented groups.

The service offers a good standard of training assessment and preparation for carers, which includes group work and individual home assessment. For concurrent planning carer's two days specialist training is also arranged to ensure carer's are aware of the special needs of some of the very young children placed and of the parallel planning process and what that might mean if the child is returned to its family.

Throughout the preparation process the importance of contact and identity issues are relayed to prospective carers. Information regarding the effects of pre natal exposure to drugs and alcohol, genetic conditions, disability and prematurity are also discussed.

All carers who spoke with the inspector were also aware of the need to work closely with Coram and the child's Placing Authority.

Carer's confirmed that they have a good working relationship with their fostering social worker and with the child's social worker.

Carer's support groups run at intervals throughout the year. Each carer who spoke with the inspector confirmed that they receive regular recorded supervision. Records showed that regular contact takes place between the Coram Fostering Team Social Worker and the Local Authority Looked after Children's Team Social Worker.

Information recorded on children's files seen confirms that there is a clear and comprehensive record maintained for each child placed by Coram. Children's records included a fostering placement plan, records of contacts made, records of home visits and looked after children's information including childcare review minutes. The policies and procedures of Coram ensure that the children's files are returned to the appropriate authorities at the end of a placement.

Separate records are kept for staff, carer's, children complaints and allegations. File are monitored quarterly by the manager of the fostering team.

The organisation has a system in place for keeping and monitoring records of complaints and allegations. All complaints and allegations are dealt with appropriately involving the relevant professionals. Actions taken and outcomes of complaint and allegations are recorded with a copy kept on the appropriate file.

All records and files are kept securely in locked filing cabinets.

No complaints or allegations have been made regarding the fostering service since the last inspection.

Coram places high importance on placing children with friends and family where possible. The concurrent planning placements are always made with a parallel plan for the child to return home if appropriate.

A number of mainstream placements have also been made within the child's family network. Recruitment of all Coram carers is undertaken in the same way and all carer's have access to the same support and training.

Adequate space is available to run a fostering service on the Coram site. However the space available is not soundproofed and this needs to be considered when meetings are arranged on the same site as a contact is arranged to avoid any issues related to confidentiality.

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	3

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

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
14	4
29	3

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

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

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	FS26	The space used to house the concurrent planning project is not sound proofed. The managers must be able to ensure confidentiality when a meeting is held in this area of the project.
2	FS7	The inspector recommends that as vacancies arise in the fostering team every effort be made to employ staff from under represented ethnic backgrounds.
3	FS25	The inspector recommends that the supervision contract, supervision notes, appraisal and training information maintained for fostering social workers are kept in separately in files with an index detailing the whereabouts of specific information.

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