



*Making Social Care
Better for People*

inspection report

FOSTERING SERVICE

Portsmouth City Council Fostering

**Merefield House
Nutfield Place
Portsmouth
Hampshire
PO1 4JE**

Lead Inspector
Lynda Mosling

Announced Inspection
27th November 2006 10:00

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	Portsmouth City Council Fostering
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Telephone number	023 92839111
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Email address	
Provider Web address	www.portsmouthcc.gov.uk
Name of registered provider(s)/company (if applicable)	Portsmouth City Council
Name of registered manager (if applicable)	Vanessa Courtney
Type of registration	Local Auth Fostering Service

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 25th January 2006

Brief Description of the Service:

The fostering provision of Portsmouth City Council is located within three separate teams, each providing different types of foster care. The largest of these is based at Chaucer House and provides Level 1 and 2 foster carers who offer care to the majority of the young people assessed as requiring foster care. Skye Close Project provides approximately 25 carers at Level 3 - providing care for young people with complex needs. Beechside Family Link service provides short-term care for disabled young people. The total number of young people fostered by the service was 220 in April 2006. The allowances paid to foster carers range from £114.87 per week for Level 1 carers to £387.81 per week for Level 3 carers.

SUMMARY

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

This inspection visit was undertaken by two inspectors over 3 days. The previous inspection had been undertaken in January 2006 and much of the evidence remained the same.

The service provided useful information prior to the inspection, and were clear about their strengths and weaknesses. Any identified gaps in the service within this report had already been acknowledged by the managers.

The service has been responsive to previous recommendations and has become more pro-active at providing evidence to support their self-assessment.

The views of a range of carers were taken into account. 11 were seen, 4 of these in their homes and a further 6 were interviewed on the telephone. Questionnaires were received from carers and young people.

Managers and staff were interviewed during the inspection visit and a range of records were looked at.

All evidence pointed towards this service providing a range of safe placements for Looked After young people. The main short-fall is having enough available carers to allow a real choice of placement for young people.

What the service does well:

- Good assessment of young people's health needs
- Provision of dedicated Camhs workers providing individual work with carers and young people
- Provides training for staff and carers to promote awareness of health needs
- The fostering teams are well managed by suitably qualified managers
- There are safe recruitment processes to ensure suitability of staff
- Foster carer assessments are thorough and cover competence to care for young people
- There is a large range of carers providing different experiences to young people
- Clear child protection processes are in place
- Carers have individual safe care plans and house rules

- The fostering panel is effective in considering the suitability of carers, matching etc
- Diversity is valued and the service provides a range of materials in different languages
- The service promotes educational achievement and has a LAC education link person within the team
- The Family Link scheme for young people with disabilities is highly valued by parents
- Contact with family and friends is actively promoted by carers and staff
- Consultation arrangements for young people are continuing to develop
- Advocacy for LAC is provided by the service
- Staff are organised to make use of individual skills and experiences
- Good support systems are in place for carers, including independent advocacy
- Records are clear and kept securely

What has improved since the last inspection?

- The recruitment strategy has led to more targeted advertisements and quicker response times to enquiries
- Assessment of long term carers is based on adult attachment theory
- Successful strategies have been put in place to improve placement stability and agree permanence plans
- There is less reliance on agency placements as more carers have come forward
- Annual appraisals of carers, including training needs, have been introduced
- The attainment of GCSE's has increased and there are now 4 LAC young people in university
- The respite arrangements for carers have been reviewed to ensure they meet the needs of the young people as well as the carers
- The finance for the out-of-hours support posts has been agreed
- Relationships with children's SW's, carers and young people have improved
- Independent advocacy for carers in conflict with the service has been arranged
- The assessments of family and friends as carers now meet the time requirements of the regulations

What they could do better:

- Routinely collect information about the cultural/religious needs of young people requiring a service
- Recruit more carers to improve choice for young people
- Raise school attendance figures for LAC
- Present to foster carers the findings of consultation with fostered young people
- Negotiate new contracts with Level 3 carers to ensure expectations are clear

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:

12.

Quality in this outcome area is **excellent**.

The fostering service promotes the health and development of young people with the assistance of a range of specialist services.

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

EVIDENCE:

The council has a specialist 'Looked After Nurse' in post to monitor and develop health care, advice and support to young people who are looked after, carers and staff. Figures provided by the manager show that 90% of young people in foster care have received an annual health check in the last twelve months.

Additionally there are two specialist CAMHS nurses for looked after young people. Their role is to prioritise referrals of looked after young people. One of the nurses was seen during the inspection visit and explained the type of work undertaken with young people and their carers. This can include preparation for changes of placement, permanence etc. Understanding of young people's attachment needs is often the core of the work.

The carers spoken to mentioned this service as 'a life saver' and were very positive about the help they receive personally, and as a family, from the nurses. Other comments included, 'they are so down to earth but very clever', 'I couldn't have gone on without her help', and 'it is good to meet professionals with a sense of humour'. Young people were equally positive.

This access to the Camhs service is a major advantage to the health, development and understanding of the needs of young people. It appears that

the service not only provides good assessments but follow this up with valuable individual work with young people and carers. They are also involved in talking to staff and sharing their skills and knowledge with colleagues.

Foster carers said they had been given information about the health needs of young people placed with them. They had ensured the young people were registered with a local GP and felt they could access specialist health care when necessary.

Training is provided to carers and staff about meeting the health needs of young people and health is a standing item on the supervision agenda for all carers.

Information was provided, prior to the inspection visit, setting out the services action to meet young people's health needs and all the evidence seen suggest that the service exceeds the standards in this area.

Staying Safe

The intended outcomes for these Standards are:

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

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

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

3, 6, 8, 9, 15 and 30.

Quality in this outcome area is **good**.

The managers involved in the fostering services have been recruited through appropriate means and are suitable to manage the services. Foster carers assessments are thorough and a range of suitable carers are provided. Matching is limited by the scarcity of carers, but recent recruitment efforts have been successful. The service protects children and young people from abuse by a range of processes, and training to staff and carers. The suitability of those working for the service is tested by safe recruitment procedures. The fostering panel is set up according to regulation and works efficiently.

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

EVIDENCE:

The recruitment records for the manager's of the service were seen at a previous visit to the service and met the standards. Appropriate qualifications are held by the managers.

The managers of the three fostering services were all seen by the staff as supportive, knowledgeable and child focused. Teams are well managed and feel valued by the service.

The service provides a range of foster carers with different skills and experience. The carers visited were committed to the young people placed and, in a number of cases there were permanent plans in place.

The service has three levels of carers and a separate respite service for young people with disabilities. Carers spoken to explained that they had attended preparation to foster training and said that although the assessment process was lengthy they felt well prepared for the task by the time they took a placement. One new carer was particularly positive about the way the family was involved in the assessment process and said 'it really made us excited about being part of the service'.

The foster carer assessments seen were thorough and of good quality. They include a competency based assessment tool. Annual appraisals of carers have been introduced since the last inspection, and this has been welcomed by most carers. They feel that the process takes their 'approval and continuing suitability' seriously.

In common with other local authorities, the service does not have enough carers to make choice a reality for some young people. Matching principles are well understood and the managers get together to discuss the needs of the young people requiring a placement, to ensure all options are looked at.

All of the staff are very aware of the principles of matching and try to ensure any gaps in matching are covered by additional resources. For those intending to offer permanent placements, an assessment based on adult attachment theory is used to ensure the needs of the young people can be met by the carers. Evidence seen showed that this has had a marked positive effect on permanence planning within the city.

Matching has improved with better availability of information about young people through access to the Swift system and successful recruitment of carers across the service. The view was expressed that vacancies within the fostering resource, when they arise, are well considered and provided to the most appropriate young person.

When there is no appropriate placement for a young person needing a foster placement the service will seek a placement with an independent agency. However, this has happened less frequently in the last 12 months.

There are clear child protection policies and procedures in place and the foster carers handbook contains good information about protection issues.

Supervision and training of carers covers child protection, and all carers have individual safe care plans.

Concerns and allegations against carers are recorded, investigated and the outcome agreed. Reviews of suitability of carers are presented to panel if there have been any concerns expressed about their care.

Notified incidents show that the service takes appropriate action when there is any allegation or suspicion of abuse.

Young people, in response to questionnaires, said that they have someone they can talk to if they are worried about their care. They also said they 'felt safe' in their placements.

All staff are recruited using the city's safe recruitment practices. Staff spoken to confirmed that they had completed application forms, undergone interviews, and references were taken up. This was evidenced at a visit to the central human resources section prior to the inspection.

Induction was said by the staff to be 'very thorough' and records of training and induction processes were available.

Although the fostering panel was not observed as part of the inspection process, minutes of the panel were seen and showed that the panel has been set up according to the regulations. The records also demonstrated that all applications presented to the panel are appropriately considered and clear records are kept of the discussions and decisions.

Foster carers who have attended the panel said that although they found the process 'quite daunting' they were pleased to have been able to be part of the process. They felt they were treated with respect and questions were sensitively handled.

Enjoying and Achieving

The intended outcomes for these Standards are:

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

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

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

7, 13 and 31.

Quality in this outcome area is **good**.

The fostering service promotes equality and encourages carers to value diversity. The educational achievement of young people is promoted with young people being helped to make the most of their educational potential. Short term care in the form of respite care and Family Link, for young people with disabilities, recognise the main carer's central role in young people's lives.

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

EVIDENCE:

The council has a anti-discrimination and equal opportunities policy that all staff are aware of.

Carers are encouraged to value young people's differences and issues about diversity form part of all training provided. Discussion with foster carers showed that they were aware of the expectations on them regarding meeting young people's cultural, sexual and religious needs.

Discussion with staff suggests that information about the cultural and religious background of the young person is not routinely collected in all cases. This makes the possibility of matching even more difficult. It is recommended that this is seen as a priority in order to ensure accurate information is used when planning services for young people.

The recruitment material for foster carers now includes images representing a multi-cultural community and targeted advertising has increased the range of carers assessed. All of the recruitment materials have translations available. The service has recently had an information and recruitment stand at Portsmouth's multi-cultural festival.

The service commissions interpreters where necessary and issue phrase books to carers who care for asylum seeking young people.

The family link scheme is specifically for young people with disabilities and provides carers with adaptations, equipment and training to meet the special needs of the young people cared for.

Specialist training is also provided to those caring for young people with disabilities.

The fostering service actively encourages young people to make the most of their educational potential. The specialist link worker from the Looked After Children education team was spoken to during the inspection and provided information and figures to evidence the progress that is being made in this area.

There is a Looked After Children link teacher in every school to raise awareness of the needs of this group of young people and there is a general feeling that the corporate parenting approach is beginning to work.

The number of Looked After Children with GCSE's has increased and there are currently 4 young people who have gone on to university.

One of the major targets has been improving the school attendance of Looked After Children. This now has reached 86% (non LAC figure is 93%) and there are plans to further improve this figure.

It was acknowledged by everyone during the inspection that foster carers have an enormous impact on the educational achievement of young people. Most of the carers spoken to felt that they were the appropriate people to get involved with the schools, support young people in school when they experienced difficulties and advocate on the young people's behalf. Training for carers with regard to education has been set up and will continue to build on these strengths.

The service provides short-term breaks through the fostering teams to support parents and other carers. There is also a Family Link scheme, provided by Beechside respite service, for young people with disabilities.

The Family Link scheme was inspected at the last inspection (in January '06)** and was seen to provide a valuable service to young people with disabilities and their families. Some Family Link carers were contacted by questionnaire prior to this inspection and indicated that they are still very positive about the way the service is managed and the support they receive. There have been no issues of concern raised since the last inspection. The clear records, contact with parents and matching arrangements were seen to exceed the standards. These systems have been shared with the managers of the other fostering services so that all respite services benefit from these arrangements.

The respite arrangements for Level 3 carers are currently being reviewed in an attempt to ensure respite is arranged according to the needs of the young people. This has caused some disquiet amongst some of the carers who feel they have less opportunity to 'recharge their batteries'. However, there was evidence that these views were known and were being taken into consideration in agreeing the new arrangements.

The new arrangements for out-of-hours support includes a plan to ensure that short-term and respite placements, which mostly happen at weekends, evenings etc, will be monitored by visiting staff to ensure the welfare of the young people is being considered.

In all cases of respite/Family Link seen there was evidence that the parents and/or usual carers of the young people were seen as the main carers of the young people.

Making a Positive Contribution

The intended outcomes for these Standards are:

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

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

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

10 and 11.

Quality in this outcome area is **good**.

The service promotes contact with families and friends and provides training and support to carers with regard to contact. The service has developed a range of methods of consulting with young people, carers and families about the services provided.

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

EVIDENCE:

At the point of placement the arrangements for contact with family and friends is agreed with the carers. This is reconsidered at each Looked After Children review.

Foster carers confirmed that they were made aware of the importance of contact during the assessment process and came into fostering understanding the expectations on them to support contact.

Carers are actively involved in contact arrangements, often providing support to the parents and family as well as to the young person. Mileage and travel expenses incurred by carers is met by the service. Carers can also be used to supervise contact in appropriate circumstances.

All of the young people spoken to (and those who responded to the questionnaires) said that they had contact with their family.

There was evidence that some carers had promoted the re-starting of contact with family and friends and were ensuring siblings who were separately fostered could get together.

Consultation with young people has continued to develop within the children's services. There is to be a re-launch of the IT consultation package for young people prior to their LAC reviews.

Feedback from complaints has been used to improve the service and ensure the experiences of young people are considered.

During the inspection the worker from Motiv8 was spoken to. Motiv8 provide independent consultation with young people with regard to their 'Looked After' experience. The information gained from this consultation is used to plan services and make changes to improve young people's experiences. Where there are urgent, individual issues raised, these are passed on to a senior manager to pick up.

Young people have a range of experiences in foster care and their views are often presented to managers, councillors etc. However, there did not appear to be a clear route to use young people's experiences to inform foster carers about how their practice affects the young person. It is recommended that the collected views and experiences of young people are used when planning carer training and other foster care groups. Issues that have arisen for young people include: understanding house rules, being locked out of the house when the carers are out, being treated differently to other family members. The positive experiences would also be useful to feedback too.

The children's services commissioned some research about young people's experiences of being Looked After. This involved exit interviews for young people leaving the service. Although the full report has not yet been published some of the learning from this process has been used within the services.

The Family link service ran a fun day to engage young people in consultation in an informal setting and recognises the need to consult with all young people including those with disability and communication difficulties.

Young people responded in questionnaires that they are listened to and said that they can talk to their carers and their social workers. All Looked After Children have an allocated social worker and the view of carers and young people was that the relationships with social workers has improved since the re-organisation of children's services.

The city council provides advocacy for young people through NYAS, who attend meetings and can help young people through the complaint process if required. They provide a 24hr helpline for young people and this information is provided to all young people in foster care.

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):

29.

Quality in this outcome area is **good**.

The service publishes its list of allowances/fees etc and payments are made regularly and on time.

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

EVIDENCE:

The service has three main rates of allowance depending on the level of care provided. Carers are able to move up the levels following assessment if they feel able to provide the care required for that level.

The payment arrangements appeared to be well understood by the carers and they confirmed that the allowances came regularly and on time.

Interestingly the carers receiving the higher payments were the ones who had most to say about the way the allowances are worked out, and one or two felt they were not paid 'what they were worth'. However, it was not a major issue for the majority of carers and there was more evidence that carers were content with the arrangements.

The service is currently reviewing the information provided about allowances, pocket money etc to ensure everyone is aware of the up-to-date arrangements.

The allowances are due to be completely computerised in the near future and it is hoped that this will provide quicker response to paying expenses, particularly in newly arranged placements.

Management

The intended outcomes for these Standards are:

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

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

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

1, 16, 17, 21, 24, 25 and 32.

Quality in this outcome area is **good**.

There is a clear statement of purpose and systems in place to ensure the aims of the service are met. Staff are well organised to use each individuals skills and experiences. There are sufficient staff to provide a good service although everyone is busy and under some pressure. Support to carers is generally good and the planned introduction of an out-of-hours service is anticipated positively. Children's case records are comprehensive and easy to access. Administrative records are maintained and more routinely used to inform planning of the service. The service promotes the consideration of family and friends as the carers of choice for young people.

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

EVIDENCE:

There is a clear statement of purpose that sets out what is offered by the service. The business plan is incorporated into this document and details the objectives for the year.

Other useful information was provided prior to the inspection that demonstrated a strategic approach to the development of the service.

The service is currently looking at how they can improve the information available to young people with regard to fostering generally and specific foster carers.

There is a large range of experience and skills in the team. Staff said they are encouraged to follow interests and are given particular responsibility for areas of work such as kinship care, permanence etc. This appears to keep their enthusiasm going and improve ownership of the development of the service.

All of the staff spoken to said they have regular, recorded supervision and find the one to one sessions helpful and supportive. A sample of staff files were seen and provided evidence of these sessions. There are also regular team meetings where plans are shared and discussion is encouraged.

The staff said they felt valued by the line managers and senior managers. They also said they work together well as a team and are willing to take on additional work during times of sickness and/or leave.

All staff members have job descriptions and were clear about how their role fitted into the wider children's services.

There are sufficient staff to meet the aims of the service, although all staff said they are very busy and have to constantly prioritise their work. This is partly in connection with the new recruitment drive, as timescales in following up enquiries and assessments have been tightened in order to improve retention of those interested in becoming carers.

Discussion with carers led to some views that at the Skye Close project there has been less staff time available for carers due to the expansion of the service. Other carers from the same group had differing views and felt the service was still functioning well. These differing views demonstrate the difficulty some carers have in seeing the project grow and move on. They talked about the loss of individual support and the end of belonging to an 'elite' group. However, the strategy to increase the service, and the obvious benefits for young people of having more carers able to deal with young people with complex needs is convincing and most of the carers spoken to feel it is still a service to be proud of. It is recommended that new contracts are issued to all Level 3 carers to ensure they understand the services expectations on them.

In the mainstream fostering team there are plans to recruit to two part time posts to develop a carers out-of-hours support service. This is seen as a major advantage by the staff and the carers and should help with the retention of carers.

There is a clear strategy for supporting carers. This is made clear during the assessment process. The carers each have an allocated support social worker and the general view expressed was that support was 'very good'.

The feedback from the mainstream fostering carers talked of the manager and staff as 'really helpful', 'very human' and 'easy to talk to'. Carers visited talked positively about the fostering team and gave examples of social workers being proactive in their support and predicting needs for additional support. They said they felt 'held' and 'valued' by the team. There was evidence in records of special arrangements made to help carers with personal crisis.

Carers spoken to included two sets of new level 1 and 2 carers who felt the support they had been promised during assessment and training had been available to them once they had placements. It was clear that the carers appreciated getting to know their support workers well and felt anxious when a change is necessary.

The service has commissioned an independent agency to provide support to carers who are going through the complaint procedure and/or are being investigated following concerns. The service is available 24hrs a day, every day of the year. Carers spoken to feel this is a valuable service. It also takes some of the stress off of staff who are in a difficult position if they need to support carers but who need to give information to the investigation team.

Support to carers who are part of the Skye Close project is covered in the section above.

Carers from the Family Link scheme said, in the returned questionnaires, that the support was 'excellent', 'always someone to talk to' and 'they really listen'. This mirrors the views expressed at the last inspection.

The young people's case records are generally held by the young person's social workers but the Swift computer system allows access to the files. Those seen were comprehensive.

The fostering team have good communication with the team responsible for looked after children and share information to help with matching and supporting placements.

Foster carers reported that the information provided to them about the young people has improved, although there are still gaps. The fostering team chase information in order for carers to understand the needs of the young person but it can still be patchy when the young people are first placed.

The administrative processes have improved and the service is beginning to use the gathered information and data in service planning. The managers of the fostering services meet regularly and share good practice, systems that work etc.

A range of records were looked at during the visit including: staff files, recruitment of carers records, training records and calendar and all met the standards.

The promotion of family and friends as possible carers continues within the service. Assessments of these carers has improved in terms of timescales and now the initial assessment is presented to panel within a time frame to meet the regulations.

There is a dedicated worker in the team dealing with this area of work and support and training requirements forms part of the development of the service. Approved family and friend carers receive the appropriate allowances.

One grand-parent who is an approved carer said of the service, 'without the fostering team I wouldn't have coped so well' and 'they are the best part of social services'. The young person simply said 'Granny and Grand-dad love me'.

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	3
31	4

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	X
29	3

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

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.	FS7	Routinely collect information about young people's cultural, religious and physical needs to ensure the service develops strategies to meet these
2.	FS11	Use the views and experiences of fostered young people to inform foster carer training
3.	FS21	Agree new contracts for Level 3 carers to ensure they are aware of the services expectations on them

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