



Making Social Care  
Better for People

# inspection report

Fostering Services

## **Kingston Fostering Services**

The Guildhall

Kingston upon Thames

Surrey

KT1 1EU

6th to the 17th of December 2004

## **Commission for Social Care Inspection**

Launched in April 2004, the Commission for Social Care Inspection (CSCI) is the single inspectorate for social care in England.

The Commission combines the work formerly done by the Social Services Inspectorate (SSI), the SSI/Audit Commission Joint Review Team and the National Care Standards Commission.

### **The role of CSCI is to:**

- Promote improvement in social care
- Inspect all social care - for adults and children - in the public, private and voluntary sectors
- Publish annual reports to Parliament on the performance of social care and on the state of the social care market
- Inspect and assess 'Value for Money' of council social services
- Hold performance statistics on social care
- Publish the 'star ratings' for council social services
- Register and inspect services against national standards
- Host the Children's Rights Director role.

## **Inspection Methods & Findings**

SECTION B of this report summarises key findings and evidence from this inspection. The following 4-point scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

### **The 4-point scale ranges from:**

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

'O' or blank in the 'Standard met?' box denotes standard not assessed on this occasion.

'9' in the 'Standard met?' box denotes standard not applicable.

'X' is used where a percentage value or numerical value is not applicable.

**FOSTERING SERVICE INFORMATION**

**Local Authority Fostering Service?**

YES

**Name of Authority**

Kingston Fostering Services

**Address**

The Guildhall, Kingston upon Thames, Surrey, KT1 1EU

**Local Authority Manager**

Jenny Rigby

**Tel No:**

020 8547 6088

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The Guildhall, Kingston upon Thames, Surrey, KT1 1EU

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020 8547 5846

**Email Address**

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**Registered Fostering Agency (IFA)**

NO

**Name of Agency**

**Tel No**

**Address**

**Fax No**

**Email Address**

**Registered Number of IFA**

**Name of Registered Provider**

**Name of Registered Manager (if applicable)**

**Date of first registration**

**Date of latest registration certificate**

**Registration Conditions Apply ?**

NO

**Date of last inspection**

9/2/04

<b>Date of Inspection Visit</b>		6th December 2004	<b>ID Code</b>
<b>Time of Inspection Visit</b>		09:30 am	
<b>Name of Inspector</b>	<b>1</b>	Barry Khabbazi	
<b>Name of Inspector</b>	<b>2</b>	David town	
<b>Name of Inspector</b>	<b>3</b>		
<b>Name of Inspector</b>	<b>4</b>		
<b>Name of Lay Assessor (if applicable)</b> Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process.			
<b>Name of Specialist (e.g. Interpreter/Signer) (if applicable)</b>			
<b>Name of Establishment Representative at the time of inspection</b>		Jenny Rigby	

**Introduction to Report and Inspection**

**Inspection visits**

**Description of Fostering Service**

**Part A: Summary of Inspection Findings**

**Reports and Notifications to the Local Authority and Secretary of State**

**Implementation of Statutory Requirements from last Inspection**

**Statutory Requirements from this Inspection**

**Good Practice Recommendations from this Inspection**

**Part B: Inspection Methods & Findings**

**(National Minimum Standards For Fostering Services)**

- 1. Statement of purpose**
- 2. Fitness to carry on or manage a fostering service**
- 3. Management of the fostering service**
- 4. Securing and promoting welfare**
- 5. Recruiting, checking, managing, supporting and training staff and foster carers**
- 6. Records**
- 7. Fitness of premises**
- 8. Financial requirements**
- 9. Fostering panels**
- 10. Short-term breaks**
- 11. Family and friend carers**

**Part C: Lay Assessor's Summary (where applicable)**

**Part D: Provider's Response**

**D.1. Provider's comments**

**D.2. Action Plan**

**D.3. Provider's agreement**

## INTRODUCTION TO REPORT AND INSPECTION

Independent and local authority fostering services which fall within the jurisdiction of the Commission for Social Care Inspection (CSCI) are subject to inspection, to establish if the service is meeting the National Minimum Standards for Fostering Services and the requirements of the Care Standards Act 2000, the Fostering Services Regulations 2002 and the Children Act 1989 as amended.

This document summarises the inspection findings of the CSCI in respect of Kingston Fostering Services. The inspection findings relate to the National Minimum Standards for Fostering Services published by the Secretary of State under sections 23 and 49 of the Care Standards Act 2000, for independent and local authority fostering services respectively.

The Fostering Services Regulations 2002 are secondary legislation, with which a service provider must comply. Service providers are expected to comply fully with the National Minimum Standards. The National Minimum standards will form the basis for judgements by the CSCI in relation to independent fostering agencies regarding registration, the imposition and variation of registration conditions and any enforcement action, and in relation to local authority fostering services regarding notices to the local authority and reports to the Secretary of State under section 47 of the Care Standards Act 2000. The report follows the format of the National Minimum Standards and the numbering shown in the report corresponds to that of the standards.

The report will show the following:

- Inspection methods used
- Key findings and evidence
- Overall ratings in relation to the standards
- Compliance with the Regulations
- Notifications to the Local Authority and Reports to the Secretary of State
- Required actions on the part of the provider
- Recommended good practice
- Summary of the findings
- Report of the Lay Assessor (where relevant)
- Providers response and proposed action plan to address findings

This report is a public document.

## INSPECTION VISITS

Inspections will be undertaken in line with the agreed regulatory framework with additional visits as required. This is in accordance with the provisions of the Care Standards Act 2000. The following inspection methods have been used in the production of this report. The report represents the inspector's findings from the evidence found at the specified inspection dates.

**BRIEF DESCRIPTION OF THE SERVICES PROVIDED.**

Royal Borough of Kingston Upon Thames is a Local Authority service that provides temporary and permanent foster carers for children and young people.

The service is based in Guildhall 1, High Street, Kingston upon Thames, KT1 1EU.

The day-to-day management of the service is left to the Team Manager (Family Placements Services).

The types of services offered are: (a) Emergency (b) Short Term Foster Care, (c) Permanent Foster Care, and (d) Short Breaks Scheme.

## **PART A SUMMARY OF INSPECTION FINDINGS**

### **Inspector's Summary**

(This is an overview of the inspector's findings, which includes good practice, quality issues, areas to be addressed or developed and any other concerns.)



The last inspection report contained **4** requirements and **3** recommendations. By the time of this inspection all of the previous requirements and recommendations had been met.

There is **1** new requirement and **2** new recommendations in this report.

**The views of the younger people placed, raised during this inspection:**

12 of the Commission's young people questionnaires were returned by the time of writing this report. One question asked if the younger people and children placed wanted anything to go in the inspection report. These comments are recorded below:

**Q. Is there anything you'd like the inspector to put in the report ?**

A. Six responses to this section were recorded as follows:

- 1, Children should be involved in negotiating rules and regulations,
- 2, It's the loveliest foster house I have ever been to,
- 3, More foster carers for people like me,
- 4 They are good foster carers and the most wonderful people in the world,
- 5, Stop checking every person I go to the cinema with.
- 6, Don't take me away from here or I will hate you forever and you don't want that on your conscience.

**The following standards are currently exceeded:**

The inspectors identified a high level of professionalism in the fostering service. Many areas of good practice within Standards have been identified. It is therefore expected that the service, and inspectors will be able to evidence where whole Standards are exceeded at the next inspection, when the service will be more familiar with not only evidencing how Standards are met but also where and how they are exceeded.

**The following evidence of good practice was presented and acknowledged:**

**Standard 1:** The service has developed, in addition to the written children's guides, an interactive CD Rom for Looked After Children. This is also being further developed. The "Young Livin' " project is also available as a source of information on the internet.

**Standard 15:** 1, Staff qualifications are greater than the minimum standard. The service does not have a bar on the number of senior workers and therefore is in a position to potentially have a team where all staff are senior practitioners.

**Standard 15:** 2, The organisation uses its resources effectively with the skills of foster carers put to effective and valued use where welcomed by the carer. For example, one foster carers I.T skills are put to effective use.

**Standard 18:** All foster carers interviewed said that they felt that the support offered by the agency was an area of good practice. This was also confirmed in the Commission's foster carers questionnaires. This has been a consistent area of recognised good practice raised by the foster carers over the last two inspections and is to be commended.

**Standard 18:** While it is expected for a fostering service to provide support groups for foster carers this fostering service also provides a support group for the children of foster carers.

**Standard 23:** The fostering service provides incentives for foster cares that take up training. There is a £25 to £30 allowance for each course attended. There is a £500 allowance for undertaking the NVQ. Core essential training is identified and once this is completed and a period of initial fostering has occurred a second enhanced rate of payment is offered.

**Standard 30:** The panel work within the National Minimum Standards and these are reviewed against in foster carers reviews. This facilitates a good understanding of the Standards for all staff and foster carers.

**Good practice suggestions:** See the identified Standards for details.

**Standard 3:** Although there was some limited evidence of checking gaps in employment, the new regulations place specific emphasis on evidencing these checks.

As these requirements are new, it is suggested only at this stage that the organisation evidence more clearly how gaps in employment are explored, for future inspections.

**Standard 30: 1,** A new deputy chair is due to be appointed. It is suggested that including opportunities for this person to lead the panel to gain experience as part of their training process, may facilitate good practice.

**Standard 30: 2,** Some foster carers are approved for large numbers of foster children and also have a significant number of their own children at home. The inspectors were concerned that in these instances, if the needs of all of the placements were very high, this may impact on the other children placed, the foster carers, and their own children. It is suggested that it may facilitate good practice for the panel to specify more clearly, not only the number of places approved for, but also the limits on overall need in these instances. For example, approved for three but only two of which with high levels of need.

**Areas to be assessed on an ongoing basis between inspections:**

**Matching (Standard 8)** Although robust procedures exist regarding matching, some limited evidence of this process not occurring within the panel's defined parameters was found. Some lack of clarity regarding whether a foster carer had been approved for both respite and emergencies, or an emergency placement or a respite placement occurred. This area will be monitored to fully assess if this was a one off or whether it represents a need for tighter procedures.

**Fostering Panels (Standard 30)** Although robust procedures exist for panel approvals, some limited evidence of this process not occurring within the panel's defined parameters was found in one example. This foster carer worked for the authority in a different capacity at the time of approval, contrary to policy. This could appear as approval 'through the back door.' One other potential similar example was also discussed with the panel chair. This area will be monitored to fully assess if this was a one off borderline issue or whether it represents a need for tighter procedures.

**Monitoring (Standard 4)** The last inspection report contained a recommendation for notifications of significant events to be sent to the Commission. One notification was sent in the month of this inspection. This recommendation will be seen as currently met, but notifications will be monitored to evidence consistent compliance.

**Minor Shortfalls in meeting the National minimum standards:**

**Statement of Purpose (Standard 1).** This Standard contained a very minor shortfall. The statement of purpose should contain the number of complaints and a break down of their outcomes. {See Standard 1.4.}

**Suitability to work with children (Standard 15)** This Standard contained a minor shortfall. Staff files were maintained to a high standard. All the appropriate references were in place, except for one social worker's file that contained only one reference. The following requirement is therefore set: Two references must be kept on file for all staff.

**Fostering Panels (Standard 30)** This Standard contained a very minor shortfall. A written procedure to cover decision-making where all the members of the panel are not in agreement should be implemented.

**There were no major shortfalls or areas of concern identified at this inspection.**

## **Reports and Notifications to the Local Authority and Secretary of State**

**(Local Authority Fostering Services Only)**

The following statutory Reports or Notifications are to be made under the Care Standards Act as a result of the findings of this inspection:

Report to the Secretary of State under section 47(3) of the Care Standards Act 2000 that the Commission considers the Local Authority's fostering service satisfies the regulatory requirements:

NO

Notice to the Local Authority under section 47(5) of the Care Standards Act 2000 of failure(s) to satisfy regulatory requirements in their fostering service which are not substantial, and specifying the action the Commission considers the Authority should take to remedy the failure(s), informing the Secretary of State of that Notice:

YES

Report to the Secretary of State under section 47(4)(a) of the Care Standards Act of a failure by a Local Authority fostering service to satisfy regulatory requirements which is not considered substantial:

NO

Report to the Secretary of State under section 47(1) of the Care Standards Act 2000 of substantial failure to satisfy regulatory requirements by a Local Authority fostering service:

NO

**The grounds for the above Report or Notice are:**

Regulation 20 and Schedule 1, Fostering Standard 15 - Two references must be kept on file for all staff.

## Implementation of Statutory Requirements from Last Inspection

Requirements from last Inspection visit fully actioned?

YES

**If No please list below**

### STATUTORY REQUIREMENTS

Identified below are areas not addressed from the last inspection report which indicate a non-compliance with the Care Standards Act 2000 and Fostering Services Regulations 2002.

No.	Regulation	Standard	Required actions
			All met

**Action is being taken by the Commission for Social Care Inspection to monitor compliance with the above requirements.**

**COMPLIANCE WITH CONDITIONS OF REGISTRATION (IF APPLICABLE)**

**(Registered Independent Fostering Agencies only)**

**Providers and managers of registered independent fostering agencies must comply with statutory conditions of their registration. The conditions applying to this registration are listed below, with the inspector's assessment of compliance from the evidence at the time of this inspection.**

<b>Condition</b>	<b>Compliance</b>	
<b>Comments</b>		

<b>Condition</b>	<b>Compliance</b>	
<b>Comments</b>		

<b>Condition</b>	<b>Compliance</b>	
<b>Comments</b>		

<b>Condition</b>	<b>Compliance</b>	
<b>Comments</b>		

<b>Lead Inspector</b>	<b>Barry Khabbazi</b>	<b>Signature</b>	_____
<b>Second Inspector</b>	<b>David Town</b>	<b>Signature</b>	_____
<b>Regulation Manager</b>	<b>David Town</b>	<b>Signature</b>	_____
<b>Date</b>	<b>06/04/05</b>		_____

## STATUTORY REQUIREMENTS IDENTIFIED DURING THIS INSPECTION

Action Plan: The appropriate Officer of the Local Authority or the Registered Person (as applicable) is requested to provide the Commission with an Action Plan, which indicates how requirements are to be addressed. This action plan will be made available on request to the Area Office.

### STATUTORY REQUIREMENTS

Identified below are areas addressed in the main body of the report which indicate non-compliance with the Care Standards Act 2000, the Children Act 1989, the Fostering Services Regulations 2002, or the National Minimum Standards for Fostering Services. The Authority or Registered Person(s) is/are required to comply within the given time scales in order to comply with the Regulatory Requirements for fostering services.

No.	Regulation	Standard *	Requirement	
1	20 Schedule 1	FS18	Two references must be kept on file for all staff.	01/03/05

### GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

Identified below are areas addressed in the main body of the report which relate to the National Minimum Standards and are seen as good practice issues which should be considered for implementation by the Authority or Registered Person(s).

No.	Refer to Standard *	Recommendation Action
1	FS1	The statement of purpose should contain the number of complaints and a break down of their outcomes. {See Standard 1.4.}
2	FS30	A written procedure to cover decision-making where all the members of the panel are not in agreement should be implemented.

\* Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix e.g FS10 refers to Standard 10.

<b>PART B</b>	<b>INSPECTION METHODS &amp; FINDINGS</b>
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The following inspection methods have been used in the production of this report

Number of Inspector days spent	18
Survey of placing authorities	NA
Foster carer survey	YES
Foster children survey	YES
Checks with other organisations and Individuals	YES
• Directors of Social services	NO
• Child protection officer	NO
• Specialist advisor (s)	YES
• Local Foster Care Association	YES
Tracking Individual welfare arrangements	YES
• Interview with children	YES
• Interview with foster carers	YES
• Interview with agency staff	YES
• Contact with parents	NO
• Contact with supervising social workers	YES
• Examination of files	YES
Individual interview with manager	YES
Information from provider	YES
Individual interviews with key staff	YES
Group discussion with staff	NO
Interview with panel chair	YES
Observation of foster carer training	NO
Observation of foster panel	YES
Inspection of policy/practice documents	YES
Inspection of records	YES
Interview with individual child	NO
Date of Inspection	6/12/04
Time of Inspection	10.30
Duration Of Inspection (hrs)	60

The following pages summarise the key findings and evidence from this inspection, together with the CSCI assessment of the extent to which the National Minimum Standards have been met. The following scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The scale ranges from:

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

"0" in the "Standard met?" box denotes standard not assessed on this occasion.

"9" in the "Standard met?" box denotes standard not applicable.

"X" is used where a percentage value or numerical value is not applicable.



## Statement of Purpose

The intended outcome for the following standard is:

- **There is clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.**

### Standard 1 (1.1 - 1.6)

There is a clear statement of the aims and objectives of the fostering service and of what facilities and services they provide.

#### Key Findings and Evidence

Standard met?

2

A comprehensive Statement of Purpose specifically for the Fostering Care Service is available as a public document.

The Statement of Purpose includes all the elements required under this standard except for one minor omission: the number of complaints and their outcomes were not recorded.

The following recommendation is therefore set:

**The statement of purpose should contain the number of complaints and a break down of their outcomes.** {It would be expected that this information would be updated on an annual basis when the statement of purpose is reviewed.}

The last report contained a requirement for the fostering service to ensure all children have a Children's Guide available to them and that the Guide for younger children must include details of the Commission.

The Commission's questionnaires for the children and younger persons fostered confirmed that they all had copies of the children's guide and details of the Commission were in the guide and the accompanying CD Rom. The previous requirement is therefore met.

The last report contained a recommendation for the Children's Guide to be produced in different formats to meet the needs of different groups of children.

The service has produced two children's guides. One for children over 10 years of age, the other for younger children. These are also available in different languages where required. The previous recommendation is therefore met.

#### **The following evidence of good practice was presented and acknowledged:**

The service has developed, in addition to the written children's guides, an interactive CD Rom for Looked After Children. This is also being further developed.

The "Young Livin' "project is also available as a source of information on the internet.

## Fitness to Carry On or Manage a Fostering Service

The intended outcomes for the following set of standards are:

- The fostering service is provided and managed by those with the appropriate skills and experience to do so efficiently and effectively and by those who are suitable to work with children.

### Standard 2 (2.1 - 2.4)

The people involved in carrying on and managing the fostering service possess the necessary business and management skills and financial expertise to manage the work efficiently and effectively and have the necessary knowledge and experience of childcare and fostering to do so in a professional manner.

Key Findings and Evidence	Standard met?	3
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The current team manager has been in post for three years. The team manager also has management experience as a Senior Practitioner and assistant team leader going back to 1995.

The completed pre-inspection questionnaire indicates that the Team Manager is professionally qualified with a CQSW and a Diploma in Management Studies.

The Registered Manager demonstrated that she exercises good leadership of the staff and this has led to a cohesive, relatively stable group that work well together and demonstrate a high level of professionalism.

Observation of the service throughout the inspection and feedback from foster carers and supervising social workers indicate that the service continues to be organised and managed effectively and efficiently.

### Standard 3 (3.1 - 3.4)

Any persons carrying on or managing the fostering service are suitable people to run a business concerned with safeguarding and promoting the welfare of children.

Key Findings and Evidence	Standard met?	3
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Foster carer files were sampled and contained all the documentation required including up to date Criminal Record Bureau checks.

Appropriate vetting was also confirmed during the inspector's attendance of the panel meeting.

Four staff files were examined during the course of the inspection. Staff files were seen to be well organised. Files contained application forms together with full employment history, relevant qualifications, references and Criminal Records Bureau checks (CRB). See Standard 15 for further details and a very minor shortfall.

#### **Good practice suggestions:**

Although there was some limited evidence of checking gaps in employment, the new regulations place specific emphasis on evidencing these checks.

As these requirements are new, it is suggested only at this stage that the organisation evidence more clearly how gaps in employment are explored for future inspections.

## Management of the Fostering Service

The intended outcomes for the following set of standards are:

- The fostering service is managed ethically and efficiently, delivering a good quality foster care service and avoiding confusion and conflicts of role.

Standard 4 (4.1 – 4.5)

There are clear procedures for monitoring and controlling the activities of the fostering service and ensuring quality performance.

**Key Findings and Evidence**

**Standard met?**

3

The Team Leader and her staff are aware of their roles and responsibilities. Staff reported that they are able to access support through well-established lines of communication and regular group team meetings and supervision.

This is a Local Authority run service and the Audit section monitors the finances. The pre- inspection information records that the Team Leader holds a budget and this is reviewed regularly to ensure that she remains within the allocated resources. Budgets are audited annually. Following requests by foster carers the service is exploring paying carers directly into their bank accounts.

**Areas to be assessed on an ongoing basis between inspections:**

The last inspection report contained the following recommendation: The management team were reminded of the need to follow good practice, and notify the NCSC of any events listed under Regulation 43(1) Schedule 8.

One notification was sent in the month of the inspection. The previous recommendation will be seen as currently met but notifications to the Commission will be monitored between now and the next inspection to evidence consistent compliance.

**Number of statutory notifications made to CSCI in last 12 months:**

1

**Death of a child placed with foster parents.**

0

**Referral to Secretary of State of a person working for the service as unsuitable to work with children.**

0

**Serious illness or accident of a child.**

0

**Outbreak of serious infectious disease at a foster home.**

0

**Actual or suspected involvement of a child in prostitution.**

0

**Serious incident relating to a foster child involving calling the police to a foster home.**

0

**Serious complaint about a foster parent.**

0

**Initiation of child protection enquiry involving a child.**

0

**Number of complaints made to CSCI about the agency in the past 12 months:**

0

**Number of the above complaints which were substantiated:**

0

**Standard 5 (5.1 - 5.4)**

**The fostering service is managed effectively and efficiently.**

**Key Findings and Evidence**

**Standard met?**

**3**

The Team Manager is employed on a full time basis and has the responsibilities of the day-to-day function of the Fostering and Adoption Services.  
The Team Manager has a clear job description outlining the duties and responsibilities of the position.

Following discussions with the staff group, the Team Leader, and feedback received from foster carers', children's and purchasers' questionnaires, the Inspectors concluded that this service is being managed to a high standard.

## Securing and Promoting Welfare

The intended outcome for the following set of standards is:

- The fostering service promotes and safeguards the child/young person's physical, mental and emotional welfare.

### Standard 6 (6.1 - 6.9)

The fostering service makes available foster carers who provide a safe, healthy and nurturing environment.

#### Key Findings and Evidence

Standard met?

3

The foster homes that were visited as a part of this inspection all comfortably accommodated children / young people who are placed and were adequately furnished and maintained to high standards of cleanliness and hygiene.

The foster homes that were visited were free of hazards and foster carers confirmed that they had been provided with Health and Safety training. Foster carers' files demonstrated that foster carers' homes had undergone health and safety assessments.

Foster Carers had been informed that they might be interviewed as a part of the inspection process. It is noted that those who were interviewed positively received the inspectors and expressed confidence in the way in which the service both supports and trains them. This is a consistent theme that has emerged both at previous inspections and at this inspection.

### Standard 7 (7.1 - 7.7)

The fostering service ensures that children and young people, and their families, are provided with foster care services which value diversity and promote equality.

#### Key Findings and Evidence

Standard met?

3

Foster carers receive guidance through the foster carers handbook {which is comprehensive and regularly updated}, through regular supervision sessions with the supporting social worker and through a comprehensive training programme.

The above guidance includes issues of diversity and promoting equality and encouraging each child to develop their skills as required under this Standard.

There are foster carers on the register who provide specialist services e.g. to children who have disabilities. These carers receive extra financial support and are linked into additional community support services to ensure that these children's needs are met.

Evidence from the children's questionnaires indicated that the children felt they were supported in their education and were given opportunities and encouraged to take part in activities and interests.

**Standard 8 (8.1 - 8.7)**

Local authority fostering services, and voluntary agencies placing children in their own right, ensure that each child or young person placed in foster care is carefully matched with a carer capable of meeting her/his assessed needs. For agencies providing foster carers to local authorities, those agencies ensure that they offer carers only if they represent appropriate matches for a child for whom a local authority is seeking a carer.

**Key Findings and Evidence****Standard met?**

3

The fostering service is setting up a scheme called the 'Fresh Start Project'. This project is being set up to specifically recruit and train foster carers for teenagers who have been previously difficult to place satisfactorily. This is seen as a positive development.

Evidence from the files and from the minutes of the fostering panel indicated that there remain very few instances of children being placed with foster carers outside the foster carers agreed category.

**Areas to be assessed on an ongoing basis between inspections:**

1, Although robust procedures exist regarding matching, some limited evidence of this process not occurring within the panels defined parameters was found for emergency and respite placements. Some lack of clarity occurred regarding whether a foster carer had been approved for both respite and emergencies, or for an emergency placement **or** a respite placement.

This area will be monitored to fully assess if this was a one off or whether it represents a need for tighter procedures. See also 'areas to be assessed on an ongoing basis between inspections' under Standard 30.

**Standard 9 (9.1 - 9.8)**

The fostering service protects each child or young person from all forms of abuse, neglect, exploitation and deprivation.

**Key Findings and Evidence****Standard met?**

3

The Foster Carers' Handbook clearly sets out guidelines to protect children from abuse and what to do in case there was abuse.

There is a policy in place in respect of corporal punishment.

There is also a policy and protocol on children who go missing from their placement.

The Handbook and the Children's Guides explain how each child has access to their Social Workers and the Child Participation Officer to discuss any concerns they have.

The documentation seen by the Inspector shows that children are encouraged to attend their statutory reviews and provide a confidential written contribution.

Social Worker staff are appropriately trained to promote and safeguard the welfare of children, which is monitored at each supervisory visit.

**Percentage of foster children placed who report never or hardly ever being bullied:**

X

%

**Standard 10 (10.1 - 10.9)**

The fostering service makes sure that each child or young person in foster care is encouraged to maintain and develop family contacts and friendships as set out in her/his care plan and/or foster placement agreement.

**Key Findings and Evidence****Standard met?****3**

Depending on circumstances of each child, contacts are maintained with their birth parents and supervised visits are arranged. There is guidance in the Foster Carers' Handbook about how to work with birth parents. Agreements on contact are arranged in conjunction with the placing social worker and form part of the placement agreement.

It is the fostering services policy that contact at the foster carer's home does not occur until assessed as appropriate at the first review.

The foster carers are aware that maintaining contacts is crucial to the social welfare of the child in the future. The files show that each contact is recorded in detail.

Evidence from foster carers and questionnaires indicated that children / young people continue to be supported to maintain regular contact with their birth families where this is appropriate. Although as is to be expected, some children wanted more contact.

**Standard 11 (11.1 - 11.5)**

The fostering service ensures that children's opinions, and those of their families and others significant to the child, are sought over all issues that are likely to affect their daily life and their future.

**Key Findings and Evidence****Standard met?****3**

The last inspection report contained a requirement for the fostering service to take further steps to ensure all children have adequate knowledge about how to make a complaint. In addition to existing complaints information, the service has since set up a younger children's group and interactive CD Rom for Looked After Children. Both cover complaints. This previous requirement is therefore currently met.

All of the Commission's children and younger persons' questionnaires returned recorded that the children and younger people were aware of how to make a complaint.

Feedback from the Commission's children and younger persons' questionnaires revealed that children's opinions are sought and listened to. Examples were provided regarding things that had changed as a result of being listened to. One questionnaire stated that the children should be more involved in making rules and regulations.

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

**Standard 12 (12.1 - 12.8)**

The fostering service ensures that it provides foster care services which help each child or young person in foster care to receive health care which meets her/his needs for physical, emotional and social development, together with information and training appropriate to her/his age and understanding to enable informed participation in decisions about her/his health needs.

**Key Findings and Evidence****Standard met?**

3

The Looked After Children health adviser is currently in the process of revising current protocols to ensure greater consistency between social workers, foster carers and health professionals in respect of ensuring that looked after children's health needs are addressed and statutory reviews take place which fully conform to guidance. Foster carers, social workers and young people now have direct access to the health adviser.

The foster carers have comprehensive guidance in respect of their responsibilities regarding the health of the children in their care. Training is provided to foster carers covering health issues.

Each of the children in the fostering service's lists undergoes medical checks on an annual basis and this is recorded in their review form.

Responses from the children's questionnaire confirm that they are involved in regular activities. All foster carers continue to receive training in First Aid.

**Standard 13 (13.1 - 13.8)**

The fostering service gives a high priority to meeting the educational needs of each child or young person in foster care and ensures that she/he is encouraged to attain her/his full potential.

**Key Findings and Evidence****Standard met?**

3

Education support is closely linked into schools. The inspectors noted good links and support from schools and the community.

The foster carers have the responsibilities to ensure that children do attend school. Any child away from school or absent is entered in their logbooks and social workers are notified. Interviews with foster carers confirmed their attendance at school meetings.

Support and advice is available from the Looked After Children Education Adviser who all Looked After Children and foster carers have access to. Meetings are also planned with the fostering service social workers, Education Liaison Officers and children to discuss progress etc. This is discussed at children's reviews.

Comments from the children / young people, foster carers and placing officers questionnaires also confirmed that educational support is occurring.



**Standard 14 (14.1 - 14.5)**

**The fostering service ensures that their foster care services help to develop skills, competence and knowledge necessary for adult living.**

**Key Findings and Evidence**

**Standard met?**

**3**

The supervising social worker addresses issues pertaining to independence throughout the fostering period with increasing emphasis as preparation for independence becomes more imminent.

When preparing for independent living, pathway plans are used with young people who are encouraged to be actively involved in decision-making processes.

Social workers also ensure that each young person preparing to move to independent or semi-independent living is consulted about his/her future.

There is training available to foster carers regarding preparing those fostered for independent living.

From 16 years of age young people fostered have a bank account set up where all allowances are paid in.

## Recruiting, Checking, Managing, Supporting and Training Staff and Foster Carers

The intended outcome for the following set of standards is:

- The people who work in or for the fostering service are suitable to work with children and young people and they are managed, trained and supported in such a way as to ensure the best possible outcomes for children in foster care. The number of staff and carers and their range of qualifications and experience are sufficient to achieve the purposes and functions of the organisation.

### Standard 15 (15.1 - 15.8)

Any people working in or for the fostering service are suitable people to work with children and young people and to safeguard and promote their welfare.

#### Key Findings and Evidence

Standard met?

2

Staff are all qualified and procedures exist for supervising the work of any unqualified staff.

The social work staff files and the foster carer files were seen again and it remains evident that the recruitment process for both are clear and appropriate records are retained from the interviews.

Criminal Record Bureau checks are in place. All the staff files had recent photos on them. See also Standard 3 regarding changes in checking gaps in employment.

Copies of qualifications are taken and verified. The fostering service staff have appropriate qualifications and experience.

Staff files were maintained to a high standard. All the appropriate references and documentation are in place for all staff, except for one social worker's file that contained only one reference.

The following requirement is therefore set:

**Two references must be kept on file for all staff.**

#### The following evidence of good practice was presented and acknowledged:

1, Staff qualifications are greater than the minimum standard. The service does not have a bar on the number of senior workers and therefore is in a position to potentially have a team where all staff are senior practitioners.

2, The organisation uses its resources effectively with the skills of foster carers put to effective and valued use where welcomed by the carer. For example, one foster carers I.T skills are put to effective use.

Total number of staff of the agency:

X

Number of staff who have left the agency in the past 12 months:

2

**Standard 16 (16.1 - 16.16)**

**Staff are organised and managed in a way that delivers an efficient and effective foster care service.**

**Key Findings and Evidence****Standard met?****3**

This is a Local Authority run service with a management structure, with lines of accountability.

Supervising social workers receive regular supervision, training and monitoring of their casework is also carried out.

Supervising social workers have allocated caseloads and are supervised by their line managers on a four to six weekly basis.

Three administrative staff, the equivalent of two full-time posts, supports the fostering service.

There is a duty system in operation during office hours to answer any queries and an out of hours support line for foster carers from 5pm –1.00am.

The Emergency Duty Team also operates out of office hours.

**Standard 17 (17.1 - 17.7)**

**The fostering service has an adequate number of sufficiently experienced and qualified staff and recruits a range of carers to meet the needs of children and young people for whom it aims to provide a service.**

**Key Findings and Evidence****Standard met?****3**

The last inspection report contained a recommendation for the fostering service to take further steps to ensure the feedback is thought following training.

Much evidence of this was found during the inspection and a cyclic process of training by the trainer, and then feedback through the supporting social worker leading to specific training where required was evidenced.

This previous recommendation is therefore now met.

The fostering service provides a comprehensive package of training for foster carers, which is being continually developed.

Core foster carers are expected to be completed essential training.

The fostering service provides incentives for foster carers that take up training.

See Standard 23 for details.

The fostering service is setting up a scheme called the 'Fresh Start Project'. This project is being set up to specifically recruit and train foster carers for teenagers who have been previously difficult to place satisfactorily. See also Standard 8 'matching'.

**Standard 18 (18.1 - 18.7)**

**The fostering service is a fair and competent employer, with sound employment practices and good support for its staff and carers.**

**Key Findings and Evidence****Standard met?****3**

The fostering service as a Local Authority organisation has a comprehensive health and safety policy for carers, children in their care and staff.

The recruitment and employment practices are sound in respect of both staff and carers. There is a 24-hour support service.

A recent appointment of a specialist worker from the Child and Adolescent Mental Health Service to the looked after and leaving care team provides foster carers with specialist advice and support.

**The following evidence of good practice was presented and acknowledged:**

1, All foster carers interviewed said that they felt that the support offered by the agency was an area of good practice. This was also confirmed in the Commission's foster carers questionnaires. Foster carers have said that they can always contact the agency for support at any time and that there is good out of hours access to support.

This has been a consistent area of recognised good practice raised by the foster carers over the last two inspections and is to be commended.

2, While it is expected for a fostering service to provide support groups for foster carers this fostering service also provides a support group for the children of foster carers.

**Standard 19 (19.1 - 19.7)**

**There is a good quality training programme to enhance individual skills and to keep staff up-to-date with professional and legal developments.**

**Key Findings and Evidence****Standard met?****3**

A full-time training officer is in post in the Children and Families Division to look at training of all staff, which includes staff and foster carers of the fostering service.

Regular training courses are organised. Some are general courses i.e. health and safety, child abuse and while others are specifics i.e. Post Qualification, detachment, challenging behaviours etc.

In interviews, staff informed the Inspectors that all new staff follow an induction programme.

Foster carer training occurs at times to suit carers, for example in the evenings and weekends. Some open learning and other formats for learning are also available.

The Team Leader attends the Association of London Government meeting for lead officers in fostering and adoption and the BAFF London Regional Fostering and Adoption Group. Both focus on fostering matters both nationally and in London.

<b>Standard 20 (20.1 - 20.5)</b>		
<b>All staff are properly accountable and supported.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>The last inspection report contained a requirement for the fostering service to ensure that all staff receive a yearly appraisals and a copy is kept in their personnel files. Current appraisals were available in all files sampled. This previous requirement is therefore now met.</p> <p>Evidence from the staff files and interviews showed that all staff have defined job descriptions and are aware of their duties and responsibilities. There was evidence to show that staff who work directly with children and foster carers are supervised at regularly and records of these sessions are maintained.</p> <p>Staff meetings are held on a regular basis and a team meeting and a monitoring meeting was observed during this inspection. The team meeting was chaired appropriately and matters of direct significance and relevance to the operation and management of the service were discussed.</p>		

<b>Standard 21 (21.1 - 21.6)</b>		
<b>The fostering service has a clear strategy for working with and supporting carers.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>All foster carers are reviewed annually and the first and then every other review is presented to the fostering panel, which then decides on whether to continue to approve the carer in question. Foster carers receive regular visits and supervision.</p> <p>Carers who spoke with the Inspection team during visits and supporting social worker interviews confirmed that both groups had a clear understanding of their own and others' roles and responsibilities.</p> <p>All foster carers visited said that they felt that the support offered by the agency was an area of good practice. This was also confirmed in the Commission's foster carers questionnaires. See Standard 18 for more details of support to foster carers.</p> <p>The foster carers' files that were examined by the Inspectors were found to be satisfactory. Entries are made of meetings, supervision, training and group discussions in the foster carers' files.</p>		

**Standard 22 (22.1 - 22.10)**

The fostering service is a managed one that provides supervision for foster carers and helps them to develop their skills.

**Key Findings and Evidence****Standard met?****3**

Foster carer agreements and the fostering handbook and associated further documented guidance, ensure that foster carers have a full understanding of what is expected of them. One example of a lack of clarity regarding the policy about trans-racial placements did occur but the fostering service addressed this effectively and written guidance is now available regarding these issues.

Each approved foster carer is supervised by a named, qualified social worker.

All foster carers signed an agreement that they accept, understand and will operate within all standards, policies and guidance of the fostering service.

Information on how to make a complaint includes the address and telephone number of the local Commission for Social Care Inspection office.

Foster carers reported prompt payments in all but one case. A system to pay foster carers directly into their bank accounts is currently being explored.

**Standard 23 (23.1 - 23.9)**

The fostering service ensures that foster carers are trained in the skills required to provide high quality care and meet the needs of each child/young person placed in their care.

**Key Findings and Evidence****Standard met?****3**

Foster carer training is subject to consistent development.

The foster carers' files examined by the inspectors identified that before foster carers are approved, each carer has an opportunity to talk to existing foster carers about their experience and knowledge.

Carers reported that they attend required training and receive induction training.

Foster carers also spoke of an on-going programme of training and self-development for foster carers to develop their skills and tackle any development need.

**The following evidence of good practice was presented and acknowledged:**

The agency provides incentives for foster carers that take up training.

There is a £25 to £30 allowance for each course attended.

There is a £500 allowance for undertaking the NVQ.

Core essential training is identified and once this is completed and a period of initial fostering has occurred a second enhanced rate of payment is offered.

{The relative high level of training and retention of foster carers could be a positive outcome of these additional strategies, and these outcomes will be assessed at the next inspection to explore whether the whole standard is exceeded.}

## Records

The intended outcome for the following set of standards is:

- All appropriate records are kept and are accessible in relation to the fostering services and the individual foster carers and foster children.

### Standard 24 (24.1 - 24.8)

The fostering service ensures that an up-to-date, comprehensive case record is maintained for each child or young person in foster care which details the nature and quality of care provided and contributes to an understanding of her/his life events. Relevant information from the case records is made available to the child and to anyone involved in her/his care.

Key Findings and Evidence	Standard met?	3
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Foster carers visited were aware of the importance of record keeping and the need to keep records in a confidential manner.

The foster carers handbook and pack contains a separate booklet regarding the foster carers' responsibilities for record keeping.

The foster care service maintains a case record for each foster child or young person in their foster care and also for the foster carers. These records were available for inspection.

The foster carer files demonstrated that entries were made of supervision visits by supporting social workers. A record of training and all panel minutes and reviews were present. These files contained all the relevant information and documentation and were organised and contained no obvious omissions.

The children's files examined at the time of the inspection were well organised and contained no obvious omissions.

Training and guidance are available for foster carers to support children to come to terms with previous life events. Training and support also covers the foster carer's role in the production of 'life story books'.

This appeared to be working well except for one example where it seemed that the foster carer had over-stepped their boundaries in this sensitive area.

This is however addressed through monitoring under Standard 30 and will not be addressed under this Standard.

**Standard 25 (25.1 - 25.13)**

The fostering service's administrative records contain all significant information relevant to the running of the foster care service and as required by regulations.

**Key Findings and Evidence****Standard met?****3**

The records examined during the course of this inspection were found to be good order. Confidential records are kept securely and safely in locked cupboards and are accessible to authorised staff only. Written entries on the files made by staff in the unit were legible and professional.

The fostering agency is subject to the local authority's Access to Files policy.

Separate records are kept for staff, foster carers and children.

Management information is kept regarding complaints.

There is policy and guidance regarding confidentiality.

The figures below refer to a snapshot on the 1/11/2004.

Rates of pay recorded below can be enhanced significantly, for example, if disruption elements etc are included.

<b>Number of current foster placements supported by the agency:</b>		52
<b>Number of placements made by the agency in the last 12 months:</b>		26
<b>Number of placements made by the agency which ended in the past 12 months:</b>		56
<b>Number of new foster carers approved during the last 12 months:</b>		15
<b>Number of foster carers who left the agency during the last 12 months:</b>		7
<b>Current weekly payments to foster parents: Minimum £</b>	190.98	<b>Maximum £</b> 224.98 +



## Fitness of Premises for use as Fostering Service

The intended outcome for the following standard is:

- The premises used as offices by the fostering service are suitable for the purpose.

Standard 26 (26.1 - 26.5)

Premises used as offices by the fostering service are appropriate for the purpose.

**Key Findings and Evidence**

**Standard met?**

3

The last inspection report contained a requirement for the fostering service to ensure that a lock/keypad is on the outside door of the team room to ensure that unauthorised personnel do not have access to confidential records, should the door be left open and all cupboards not locked.

This had occurred by the time of this inspection and this requirement is therefore now met.

The office was found to be fit for the purpose. They are easily accessible to the fostering service staff to work from, is fully furnished with all necessary equipments including IT and communication systems. Staff had indicated in previous inspections, that when there is no one in the office during office hours they have to lock all cabinets even when visiting the toilet.

There is also adequate space to have private meetings and there is a meeting room adequate for the panel meetings to take place.

## Financial Requirements

The intended outcome for the following set of standards is:

- The agency fostering services are financially viable and appropriate and timely payments are made to foster carers.

### Standard 27 (27.1 - 27.3)

The agency ensures it is financially viable at all times and has sufficient financial resources to fulfil its obligations.

#### Key Findings and Evidence

Standard met?

9

This is a Local Authority run service and the finance is audited on regular basis by the finance department of the council.

Resources observed during the course of the inspection appeared sufficient for the purpose.

As this is a Local Authority run service and not a private agency, it does not need to make a profit or balance income with expenditure.

This Standard has therefore been graded with a '9' to indicate that it is not applicable at this time.

However this Standard may be invoked if the Commission believe at any time that insufficient resources are being allocated.

### Standard 28 (28.1 - 28.7)

The financial processes/systems of the agency are properly operated and maintained in accordance with sound and appropriate accounting standards and practice.

#### Key Findings and Evidence

Standard met?

9

This is a Local Authority run service and the finance department of the council maintains the finances. The service is subject to external and internal audits.

As this is a Local Authority run service and not a private agency, this Standard does not fully apply.

This Standard has therefore been graded with a '9' to indicate that it is not applicable at this time.

However this Standard may be invoked if the Commission believe at any time that sound and appropriate accounting standards and practice are not being applied.

**Standard 29 (29.1 - 29.2)**

Each foster carer receives an allowance and agreed expenses, which cover the full cost of caring for each child or young person placed with him or her. Payments are made promptly and at the agreed time. Allowances and fees are reviewed annually.

**Key Findings and Evidence**

**Standard met?**

3

The Foster Carer Handbook gives details about the charges and allowances paid by the fostering service. This includes additional payments and allowances.

The charges are agreed at the beginning of each placement and reviewed annually or sooner if there is a need for it.

Foster carers are paid every two weeks with an additional payment round at Christmas. If necessary payments can be made in advance.

Payments to foster carers are reviewed on an annual basis and new rates paid on the 1<sup>st</sup> of Apriln each year.

The fostering service is currently considering making payments directly into foster carers' bank accounts.

## Fostering Panels

The intended outcome for the following set of standards is:

- **Fostering panels are organised efficiently and effectively so as to ensure that good quality decisions are made about the approval of foster carers, in line with the overriding objective to promote and safeguard the welfare of children in foster care.**

### Standard 30 (30.1 - 30.9)

Fostering panels have clear written policies and procedures, which are implemented in practice, about the handling of their functions.

#### Key Findings and Evidence

Standard met?

2

Standard 30.2 requires the service to have a written procedure to cover decision-making where all the members of the panel are not in agreement.

Although an unrecorded procedure is present, as this situation has not yet arisen a written procedure has not yet been implemented.

The following recommendation is therefore set to address this very minor shortfall:

**A written procedure to cover decision-making where all the members of the panel are not in agreement should be implemented.**

The inspectors noted that the panel was well balanced, performed to a high professional standard, and contained key people.

#### **The following evidence of good practice was presented and acknowledged:**

The panel work within the National Minimum Standards and these are reviewed against in foster carers reviews. This facilitates a good understanding of the Standards for all staff and foster carers.

#### **Good practice suggestions:**

1, A new deputy chair is due to be appointed. It is suggested that including opportunities for this person to lead the panel to gain experience as part of their training process, may facilitate good practice.

2, Some foster carers are approved for large numbers of foster children and also have a significant number of their own children at home. The inspectors were concerned that in these instances, if the needs of all of the placements were very high, that this may impact on the other children placed, the foster carers, and their own children. It is suggested that it may facilitate good practice for the panel to specify more clearly, not only the number of places approved for, but also the limits on overall need in these instances. For example, approved for three but only two of which with high levels of need.

#### **Areas to be assessed on an ongoing basis between inspections:**

Although robust procedures exist for panel approvals, some limited evidence of this process not occurring within the panel's defined parameters was found in one example.

This foster carer worked for the authority in a different capacity at the time of approval, contrary to policy. This could appear as approval 'through the back door.' One other potential similar example was also discussed with the panel chair.

This area will be monitored to fully assess if this was a one off borderline issue or whether it represents a need for tighter procedures.

## Short-Term Breaks

The intended outcome for the following set of standards is:

- When foster care is provided as a short-term break for a child, the arrangement recognises that the parents remain the main carers for the child.

### Standard 31 (31.1 - 31.2)

Where a fostering service provides short-term breaks for children in foster care, they have policies and procedures, implemented in practice, to meet the particular needs of children receiving short-term breaks.

Key Findings and Evidence	Standard met?
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The fostering service operates a regular short breaks scheme.

The fostering service has a policy and procedure in place for referral and decision-making process in respect of the placement of children for short-term breaks.

There is a half-time post in the fostering service for short-term breaks.

The inspectors inspected policies and procedures in place to meet the needs of this service.

A specific recruitment drive had previously occurred for short-term break foster carers.

A specific extra module has been introduced into the training programme for short-term break foster carers, for foster carers with children with disabilities.

## Family and Friends as Carers

The intended outcome for the following set of standards is:

- Local authority fostering services' policies and procedures for assessing, approving, supporting and training foster carers recognise the particular contribution that can be made by and the particular needs of family and friends as carers.

### Standard 32 (32.1 - 32.4)

These standards are all relevant to carers who are family and friends of the child, but there is recognition of the particular relationship and position of family and friend carers.

Key Findings and Evidence	Standard met?
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Key Findings and Evidence	Standard met?
---------------------------	---------------

Key Findings and Evidence	Standard met?
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<p>This fostering service has number of family and friends as foster carers who care for specific children.</p> <p>The Team Leader informed the inspectors that the staff respond quickly and positively to any potential assessment of family members or friends as foster carers.</p> <p>Support and training for these types of carers are the same as the other foster carers except, although they are welcome to attend the Skills to foster training, this is not an expectation.</p> <p>This group of foster carers are invited to all training.</p>	
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The family and friends as foster carers that the inspectors selected to be visited, were not available during this inspection period.

Due to this, this area should be inspected in more detail at the next inspection.

**PART C**

**LAY ASSESSOR'S SUMMARY**

**(where applicable)**

**Lay Assessor** \_\_\_\_\_ **Signature** \_\_\_\_\_  
**Date** \_\_\_\_\_

**D.1 Registered Person's or Responsible Local Authority Manager's comments/confirmation relating to the content and accuracy of the report for the above inspection.**

We would welcome comments on the content of this report relating to the Inspection commenced on 6 December 2005 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

**We are currently working on the best way to include provider responses in the published report. In the meantime responses received are available on request.**



**Action taken by the CSCI in response to the provider's comments:**

Amendments to the report were necessary

YES

Comments were received from the provider

YES

Provider comments/factual amendments were incorporated into the final inspection report

YES

Provider comments are available on file at the Area Office but have not been incorporated into the final inspection report. The inspector believes the report to be factually accurate

**Note:**

In instances where there is a major difference of view between the Inspector and the Registered Provider responsible Local Authority fostering service Manager both views will be made available on request to the Area Office.

**D.2 Please provide the Commission with a written Action Plan by which indicates how statutory requirements and recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.**

**Status of the Provider's Action Plan at time of publication of the final inspection report:**

Action plan was required

YES

Action plan was received at the point of publication

YES

Action plan covers all the statutory requirements in a timely fashion

YES

Action plan did not cover all the statutory requirements and required further discussion

Provider has declined to provide an action plan

Other: <enter details here>

NO

**Public reports**

It should be noted that all CSCI inspection reports are public documents. Reports on children's homes are only obtainable on personal application to CSCI offices.

**D.3 PROVIDER'S AGREEMENT**

**Registered Person's or responsible Local Authority Manager's statement of agreement/comments: Please complete the relevant section that applies.**

**D.3.1 I \_\_\_\_\_ of \_\_\_\_\_ confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) and that I agree with the statutory requirements made and will seek to comply with these.**

**Print Name** \_\_\_\_\_  
**Signature** \_\_\_\_\_  
**Designation** \_\_\_\_\_  
**Date** \_\_\_\_\_

**Or**

**D.3.2 I \_\_\_\_\_ of \_\_\_\_\_ am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons:**

**Print Name** \_\_\_\_\_  
**Signature** \_\_\_\_\_  
**Designation** \_\_\_\_\_  
**Date** \_\_\_\_\_

Note: In instance where there is a profound difference of view between the Inspector and the Registered Provider both views will be reported. Please attach any extra pages, as applicable.

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