

inspection report

FOSTERING SERVICE

Futures for Children

**62 London Road
Southend on Sea
Essex
SS1 1PG**

Lead Inspector
**Patricia
Stanton**

Announced Inspection 25 July - 4 August 2005
Time 9:00am

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	Futures for Children
Address	62 London Road, Southend on Sea, Essex SS1 1PG
Telephone number	01702 335932
Fax number	01702 434266
Email address	wendypeatling@futures-for-children.org
Name of registered provider(s)/company (if applicable)	Futures for Children
Name of registered manager (if applicable)	Wendy Elizabeth Peatling
Type of registration	IFA
No. of places registered (if applicable)	N/A
Category(ies) of registration, with number of places	N/A

SERVICE INFORMATION

Conditions of registration:

None

Date of last inspection N/A

Brief Description of the Service:

Futures for Children fostering agency is based in central Southend close to two mainline rail stations, bus services, high street shops, restaurants and only ten minutes walk to Southend seafront and pier. The agency has other offices in neighbouring counties. It is the agency's intention to develop small groups of carers, from a wide range of geographical locations, to provide a child centred foster care service and to give children and young people the opportunity to become valued members of society. The agency seeks to provide a variety of placements, based upon presenting needs. These include; short and long term, emergencies, bridging, enhanced, eg. disability / illness, sibling groups and parent and child placements. All Social Workers employed by the agency are qualified and experienced and other employees include a qualified Director of Therapy and sessional workers. For young people not in mainstream school, the agency funds a minimum of 10 hours educational support. Out of hours support is provided to carers and children by a stable staff team via an on-call system and carers receive three weeks holiday pay annually.

SUMMARY

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

Futures for children fostering agency was inspected from 25/7/05 – 4/8/05. Prior to the inspection, questionnaires were sent to all foster carers, foster children registered with the agency, child protection teams and all placing social workers. A good response was received from children, foster carers and placing social workers. All responses including drawing from younger children were very complimentary and specific responses are recorded in the body of the report.

The inspector spoke to three foster children, four foster carers, two social workers, four agency administration staff, a therapist, the panel chair, the registered manager and the registered provider.

Foster placements were placed at various locations away from the agency premises. Foster children spoken to during inspection all appeared happy, healthy and safe.

The registered manager had made a great effort to meet the national minimum standards and had prepared foster children and foster carers for inspection, making the inspection open and inclusive.

The inspector would like to thank the registered manager, the registered person, agency staff, foster carers and all young people and children for their hospitality, assistance and contributions during inspection including drawings received from one young child to demonstrate his positive experience in foster care.

What the service does well:

Provides experienced caring foster carers.
Excellent link workers supporting foster carers and children.
A child centred service.
Twenty-four hour personal support to carers and children.
Good matching of children to carers.
Effective, accessible and approachable management
Additional sessional workers to help assist carers provide a good outreach service for children and their families.
Excellent therapeutic care for children and their families.
Inclusive assessment and decisions regarding suitability of children placed in care.
Days out for foster children, their carers and birth children.
Efficient and professional foster panel.
Care to children and young people, which reflect decisions made by placing local authorities.
Good supervision for staff.
Good communication with placing social workers.
The agency offers assistance with family contact and educational needs by way of transport with supervision if required.
Good matching and placements through the F form.

It was evident that "Futures for Children fostering agency" was managed well and that appropriate support systems were in place for staff, carers and foster children. All young people and carers spoken to were positive about the agency and carers said they were treated in a professional way by the agency.

What has improved since the last inspection?

This is the first inspection for Futures for Children fostering agency in Southend on Sea, Essex.

What they could do better:

Provide a more comprehensive training programme to carers and agency staff.
Provide more thorough confidentiality, health and safety guidelines for carers regarding children in the home.

Recruit a wider range of members to the fostering panel to reflect the local community and the people it serves.

Provide guidelines for carers to assist help young people become independent.
Find ways of monitoring and improving the service.

Ensure social workers completing the F form observe foster carers' training as part of the assessment.

Provide training at times to suit carers and their partners at a venue nearer to the carer's home.

Ensure local authority placing social workers provide the agency with a comprehensive history and care plan for all children placed with the agency.

Ensure annual unannounced visits are carried out by the agency to carers' homes.

Ensure all staff and visitors sign in and out of the premises in line with health and safety regulations.

Provide carers with a universal guide of how much money should be allocated from carers' allowance to foster children i.e. pocket money, clothing, toiletries and activities.

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.

DETAILS OF INSPECTOR FINDINGS

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Being Healthy

The intended outcomes these Standards are:

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

The Commission considers Standard 12 the key standard to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 12

The foster agency ensures that it provides services to help children receive health care, which meets their needs in respect of physical, emotional and social development.

EVIDENCE:

Children and young people stated, "I have the best foster carers, they give me advise on diet, sex and help with looking for work".

Another young person in foster care stated, " I have had help in staying healthy, eating well, hygiene and sex education".

Foster carers evidenced they are provided with necessary equipment to assist in caring for children from the agency. During one visit, a walking frame, stair gate, special high chair and buggy were seen, which were supplied by the agency. The carer stated these were all provided at the beginning of the placement with the help of her link worker who is fantastic.

The agency provides therapeutic input for children and their families from qualified therapists without restriction. This is good practice.

Children confirmed they had visited the dentist, doctors, optician, audiologist and hospital for medical appointments and children visited appeared to be healthy and happy. Carers are supported to ensure children attend medical appointments and act as advocates if required.

The fostering service has good links to health agencies and supports carers to keep records of children's health needs for future planning and reviews. Carers were seen to promote personal care but are not given training or information on how to deliver health education or sexual health to young people in care.

Staying Safe

The intended outcomes 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, and 15 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 3,6,8,9,15,30.

The person managing the service is suitably qualified and experienced to run the agency.

The agency provides suitable foster carers that match children appropriately. The agency promotes protection for children from abuse and takes appropriate action when required.

Agency staff are suitable to work with children.

The fostering panel was organised and effective ensuring only suitable foster carers are approved.

EVIDENCE:

The registered manager appeared able to competently carry out and manage the fostering service well during inspection, while safeguarding and promoting the welfare of foster children placed with the agency. The registered manager appeared child focused and sensitive regarding decisions made, always putting the needs of the foster child first. The registered manager has experience working with young people and has a diploma in social work.

The registered manager is completing an NVQ Level 4 in management and was able to discharge responsibilities to staff effectively.

From evidence in files and conversations with children and carers, it appeared the agency select only suitable carers who can provide a safe, healthy and nurturing environment for foster children.

The agency ensure that each child or young person placed by the agency is carefully matched with a carer who is capable of meeting his/her needs, although it was identified some carers could have benefited from further training in specialist areas. One carer who had a child with a learning disability had not received any specialised training in this condition.

The agency handles procedures for referral of child protection appropriately. However, at inspection the register for child protection did not include details of person referring, including the time of day the report was received, whom the allegation was reported to, the action taken at the time of receiving the allegation, and the printed name of the person completing the report. This was discussed at inspection with the registered manager who prepared a new register, to include the above details immediately. It was observed at inspection that the registered manager acted appropriately to protect children referred.

The fostering panel comprised of appropriate numbers of persons and appeared to provide an excellent service. The panel included the required chairperson, vice chairperson, staff and independent members. None of the panel was from an ethnic background or had been in the foster care system themselves, although the agency had recently received notice from one panel member who was from an ethnic background. The agency was currently advertising for new members.

The inspector attended a panel meeting and noted the thorough preparation completed by the panel members, regarding the prospective foster carers brought to panel. The panel discussion covered all possible scenarios regarding suitability and made the foster carers, feel at ease during the meeting, carefully asking appropriate, selective open questions to seek clarification of issues raised at panel. The panel was objective professional and non-discriminatory.

Enjoying and Achieving

The intended outcomes these Standards are:

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

The Commission considers Standards 7, 13, and 31 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 7,13.

The foster agency ensures that children, young people and their families are provided with foster care services which value diversity and promote equality. The agency does not provide carers with guidelines on promoting education, although the agency is pro-active in supporting carers to access appropriate education for foster children.

Foster carers encourage children and young people to participate in a variety of activities and interests to suit their needs.

EVIDENCE:

The agency provides carers with guidelines regarding equal opportunities and policies in relation to the agency.

One placing social worker gave instructions to the carer to provide the child with food from her own culture. The inspector found the foster carer carried these instructions out during a home visit. The carer stated she was not advised how to care for the foster child's hair and would have liked training from the agency regarding this plus, disability and family life stories. Training on the latter was arranged but later cancelled by the agency.

The agency does not provide guidelines to carers regarding foster childrens educational needs; however foster carers spoken to supported children achieve and develop educationally. Children visited were all in the educational system and one child had made vast improvements since being placed in a special school whilst in foster care. The child appeared very contented and happy with her foster carer who had worked very hard to encourage the young child to achieve and develop emotionally and physically.

Another child was to go to senior school and was proud to show the inspector his uniform. The agency provides excellent support with transportation to enable children to attend school or nursery.

The agency provides up to 10 hours per week one to one education support for children out of school. Files examined contained school reports but no assessments regarding education needs.

One child stated, "The best thing about my foster care is getting an education and making friends".

Activities for children varied between different placements. One family involved young people in various activities i.e. swimming, football, tennis, Playstation, badminton, marbles, Lego, boys brigade, gardening, videos, DVDs and poke Môn. While other carers appeared to have less social activities for children in their care. This may be due to location of the foster carers' homes or the children's' ability to participate.

Making a Positive Contribution

The intended outcomes these Standards are:

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

The Commission considers Standards 10 and 11 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 10,11.

The fostering service makes sure that each child and young person in foster care is encouraged to maintain and develop contacts with family and friends as deemed appropriate by the care plan or placement.

The fostering service ensures children and young people and there families' opinions are sought regarding issues likely to affect their daily life and future. Foster carers are able to contribute towards reviews.

EVIDENCE:

Examined files and contact with children and foster carers confirmed children have regular contact with their birth families, siblings, plus develop friendships as deemed appropriate by the placing social worker.

One carer visited stated she encouraged the birth mother to visit her home to take her daughter out and the agency had been helpful in assisting contact, arranging transportation and staff to supervise visits when required.

One young person confirmed he had friends round to play in his foster home and another carer stated a child in her care was given permission to visit friends overnight. Care plans examined gave birth parents unlimited phone contact and regular days to visit their children and young people.

The inspector did not have the opportunity to speak to any birth parents at inspection but examined files confirmed that the children's' contact with their parents was in conjunction with the care plans. One foster child stated, "My best friend visits".

Foster children, carers and their families are usually involved in reviews and decisions made by the agency and placing social workers, but one child stated "I am not asked by the agency or social worker my opinions and only sometimes by my foster carer." Another child stated "My carers ask my opinion about going out, i.e. we were to go to the zoo but I said I wanted to go to sea world so they took me." Other children and young person confirmed they were asked their opinion regarding food preferences. Another young person of 14 years stated, "If my birth family were given support I may have been able to stay with them. Bye bye."

Another young person stated "the worst thing about being in foster care is settling then being moved".

Another young person stated, " I asked to go to church and the carers let me".

One carer who fostered asylum seeker children confirmed she always asked the children if they wished to attend their own cultural religious services and prepared food for the children from their ethnic background.

Files examined confirmed carers are involved in reviews as files contained post review questionnaires completed by carers, enabling them to feedback their views and opinions. This is good practice.

Achieving Economic Wellbeing

The intended outcomes these Standards are:

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

The Commission considers Standards 29 the key standard to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for standard(s) 14,29.

The fostering agency does not provide carers with guidelines to support young people who are preparing for independent living.

The fostering service provides carers with an agreed allowance and expenses but this is not broken down into how much is for carers and how much is for foster child's expenditure.

EVIDENCE:

The agency does not provide guidelines for foster carers or foster children on how to assist young people into independent living, although files examined confirmed carers, link workers and placing social workers assisted young people in preparing for independence. This included daily living skills, budgeting, housework, using public transport, buying and preparing meals. One link worker and one foster child confirmed young people were offered support in seeking accommodation and work by carers.

Foster carers confirmed their allowance was paid on time on most occasions. One carer stated only three times in the past two years has my allowance been late due to a technical fault at the agency. The allowance is paid directly to the foster carers, which includes monies for foster children's personal use i.e. pocket money, activities, toiletries and clothing but the amount for the child is not specified. Not all foster children have their own bank or building society accounts.

Management

The intended outcomes 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 cares are provided with supervision and support.(NMS 22)
- Foster carers are appropriately trained.(NMS 23)
- Case records for children are comprehensive.(NMS 24)
- The administrative records are maintained as required.(NMS 25)
- The premises used as offices by the fostering service are suitable for the purpose.(NMS 26)
- The fostering service is financially viable. (NMS 27)
- The fostering service has robust financial processes. (NMS 28)
- Local Authority fostering services recognise the contribution made by family and friends as carers.(NMS 32)

The Commission considers Standards 17, 21, and 24 the key standards to be inspected at least once during a 12 month period.

**JUDGEMENT – we looked at outcomes for standard(s)
1,4,5,16,17,18,19,20,21,22,23,24,25,26,27,32.**

There is a clear statement of purpose and children's guide for both young people and younger children, but they need to include all details as specified by this standard.

Those with appropriate skills and experience manage the agency effectively. The fostering service did not have a quality assurance system to monitor the service.

Agency staff were sufficiently experienced and qualified in sufficient numbers to meet the needs of the service and are organised, supported and managed effectively.

The fostering service is fair, competent and staff were supported. However, training programmes for staff could be improved with regard to health and safety.

Agency staff are properly accountable and supported.

Link workers provide foster carers with excellent support and supervision.

Case records for children were comprehensive.

The premises used by the fostering service are suitable for its purpose and the service appeared financially viable.

EVIDENCE:

The statement of purpose is clear in its aims and objectives of the service but does not include how to make a complaint or the timescales for responses and outcomes of complaints.

The children's guide for under 10 year olds is very good, brief and to the point. The guide advises children that carers will take them out and help them stay in contact with family and friends and should include the details of local agencies. It is recommended the agency include a child format complaint form in the guides.

The management of the foster agency appeared to be open, inclusive and very professional. The registered manager was very efficient and appeared to be very approachable to her staff and foster carers.

The registered provider is very proactive in the running of the service and ensuring the service is personalised for children and their carers.

The registered provider supports the registered manager who receives regular appraisals and supervision. Staff spoken to stated the management was excellent, approachable and very supportive.

Examined files confirmed agency staff receive annual appraisals and supervision from the registered manager and staff appeared organised and managed effectively.

Minutes from staff meetings confirmed staff give their views and opinions regarding the service, although one staff member stated management are slow to introduce good practices.

Staff numbers appeared adequate to meet the needs of carers and children registered with the agency.

Examined files confirmed qualified staff had good training and appropriate skills; experience, qualifications and checks to ensure young people are safeguarded. Staff records confirmed social workers attended training including, assessing foster carers, performing suction to foster children, first aid, child protection, placing black and ethnic minority children, practice teachers award, physical care of foster children and completing Form F.

Not all staff had received fire or health and safety training and administrative staff had not completed child protection training.

The fostering service has a clear strategy for working with and supporting carers but training for carers varied. Some carers were not happy with the amount of training whilst other stated the agency funded all training you need but you had to be vocal in your requirements. The registered manager was trying to introduce a rolling programme for carers and a "carer's forum" to seek carers views and opinions.

Not all carers had received training to assist them in the care and understanding of individual children placed in their care.

The agency is currently introducing the four-day fostering skills training recommended by fostering network. One social worker and carer had attended the training and stated this was excellent.

The agency recruits foster families at various locations away from the agency and some carers and various social workers stated times of training were not always convenient to carers who lived far away. One social worker stated some carers have to travel for up to three hours to get to the agency for training.

Other carers stated, "Times are not always convenient for partners who work full time". However one carer stated the agency did provide training for her husband on a Saturday.

It is recommended the agency consult with carers regarding suitable training needs, times and locations.

Foster carers receive a information pack which includes guidelines and policies regarding regulations, young people who go missing or abscond, bullying, safer caring, health and safety information, discipline and control, HIV and AIDS, complaints procedure and child protection. However, the policies do not include requirements for carers to ensure families store dangerous chemicals out of reach of children or requirements for storage of children's confidential files. Homes visited during inspection confirmed some families did not store young peoples' records securely and dangerous chemicals were seen accessible to young people. All families visited had some first aid items but these were not complete. One family had a window without restrictors in a young person bedroom, which opened out onto a flat roof. This may be dangerous. It is recommended details of the above requirements are included in the carers' information pack and the agency link workers check risk assessments and compliance when making annual unannounced visits to carers' homes.

Visits to foster carers' homes and questionnaires received confirmed link workers were excellent, supportive and visited whenever required. Normally link workers visit monthly or fortnightly. One carer stated her link worker took her out to buy items for her foster children and even gave her money when her allowance was late. The link social workers spoken to at inspection appeared supported by the agency, enabling them to give a first class service to carers and children. This is good practice.

The agency had eleven children's case files without placing social workers' Local Authority Plans despite several reminders from Futures for Children management to the relevant placing social workers in writing. The agency gave permission for the CSCI to pass this information on to the local authority.

Administrative records in the agency were appropriately stored as required under the Data Protection Act 1998.

The agency premises were suitable for its purpose being bright, modern, clean and very spacious including a therapy room, large contact area for both families and their children with disabled facilities and equipment required for young children and their family.

The agency appeared financially viable at inspection and appeared to meet the outcomes for children and young people in respect of staying healthy, staying safe, enjoying and achieving.

Following feedback of the inspection on 4/8/05 the registered manager informed the inspector that the following action was to be taken by the agency:

- Introduction of a forum for children and young people who are fostered. First meeting is taking place on the 24.08.05 for those aged 11 and over to review the information provided in their welcome pack
- Introduction of a forum for carers to explore service delivery issues in a structured way and enable workers to gather foster carer's views more effectively. To be implemented by the end of September 05.
- To deliver compulsory training at weekends and evenings to ensure working / secondary carers receive it
- To implement the Skills to Foster Training as the course has now been successfully completed by a staff member and foster carer
- To explore whether or not it would be appropriate to introduce a forum for birth children or some other form of support group
- Record Keeping Policy has been written by Director of Policy and is to be distributed shortly
- A Panel member is to be recruited via advertisement in local paper.

The registered provider responded to the report on the 19th September 2005 with an appropriate action plan.

NOTICE: The scoring ten plate on this report has been inaccurately printed. The score for standard 30 is seen as standard 28. The score 3 for 28 should therefore read : a 3 score for 32.

SCORING OF OUTCOMES

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

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

"X" in the standard met box denotes standard not assessed on this occasion

"N/A" in the standard met box denotes standard not applicable

BEING HEALTHY	
<i>Standard No</i>	<i>Score</i>
12	3

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

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

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

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

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

no

Are there any outstanding requirements from the last inspection?

STATUTORY REQUIREMENTS

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Fostering Services Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action
1.	FS4	42	The registered person shall establish and maintain a system for monitoring and improving the quality of foster care provided by the agency and supply the CSCI with a report.	1/12/05
2.	FS4	12	The agency should make unannounced visits to carers to monitor compliance and care to foster children.	1/9/05
3.	FS24	17	Carers should undertake specialised training to ensure they have the appropriate skills to care for foster children.	1/10/05
4.				
5.	FS21	23 (b)	Carers must store records in a secure place and ensure children do not have access to dangerous household products. Carers must keep appropriate first aid items for emergency use in the home.	1/10/05
6.	FS19	20 3 (b)	All agency staff must have appropriate fire and health and safety training.	1/9/05
7.	FS9	15	Risk assessments should be carried out by the agency for young people's windows in bedrooms above ground level.	1/10/05

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.	FS13 14	Foster carers should be provided with guidelines on the agencies expectations in relation to the carers role in assisting children and young people in education and transition into independant living from the age of 14 years. The agency should develop a reviewing process with regards to measuring childrens education outcomes.
2.	FS11	A carers/childrens forum should be introduced to seek the views and opinions of foster carers and foster children.
3.	FS1	The statement of purpose and childrens guide should include local agency contact details and timescales for responses to complaints made to the agency. The childrens guide should include a sample child format complaints form.
4.	FS12	Carers should receive training on giving foster children sexual health advice, learning disabilities and foster childrens life stories.
5.	FS19	Agency administrative staff should receive basic child protection training.
6.	FS24	The agency should arrange training for carers at times suitable to carers and their partners working full time.
7.	FS29	Foster carers should be given guidelines on how much of the carers allowance should be used for foster childrens personal use.
8.	FS30	The fostering panel should reflect the cultural needs of those it provides a service to including a panel member who has been fostered.

Commission for Social Care Inspection

Kingswood House
Baxter Avenue
Southend on Sea
Essex SS2 6BG

National Enquiry Line: 0845 015 0120

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

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