

inspection report

Fostering Services

SWIIS Foster Care Limited

3rd Floor Royal Buildings
2 Mosley Street
Piccadilly
Manchester
M2 3AN

21st February 2005

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?

NO

Name of Authority

Address

Local Authority Manager

Tel No:

Address

Fax No:

Email Address

Registered Fostering Agency (IFA)

YES

Name of Agency

SWIIS Foster Care Limited

Tel No

0161 228 7442

Address

3rd Floor Royal Buildings, 2 Mosley Street, Piccadilly,
Manchester, M2 3AN

Fax No

0161 236 3606

Email Address

Registered Number of IFA

F550002059

Name of Registered Provider

SWIIS Foster Care Ltd

Name of Registered Manager (if applicable)

Cynara Frances Ogden Smith

Date of latest registration certificate

19th July 2004

Date of first registration

19th July 2004

Registration Conditions Apply ?

YES

Date of last inspection

2/2/04

Date of Inspection Visit		21st February 2005	ID Code
Time of Inspection Visit		09:00 am	
Name of Inspector	1	Lynn Paterson	149891
Name of Inspector	2		
Name of Inspector	3		
Name of Inspector	4		
Name of Lay Assessor (if applicable) 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.			
Name of Specialist (e.g. Interpreter/Signer) (if applicable)			
Name of Establishment Representative at the time of inspection		Cynara Ogden- Smith	

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Part B: Inspection Methods & Findings

(National Minimum Standards For Fostering Services)

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- 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**
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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 SWIIS Foster Care Limited. 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.

Swiis Foster Care Ltd. is a national independent provider of foster care services to local authorities. The company currently has offices in Birmingham, Manchester and Newcastle and accepts referrals for the placement of children and young people from all areas of the United Kingdom. The service offers a full range of short term, long term or respite placement choice for children and young people of all ages from 0 to 21 years.

Each placement is managed by qualified and experienced professionals from the multi-disciplinary team who include supervising link social workers, education caseworker's, health advisors and placement support workers.

The service is responsible for the recruitment, assessment, approval, training and support of foster carers.

The Manchester Office of Swiis Foster Care is situated in the Piccadilly area of Manchester in a town centre location. The team are accommodated on the third floor of the Royal Building with mostly open plan working area.

The team comprise of Regional Director who manages the service, Operations Manager, Principal Social Worker (1), Senior Social Workers (5), Education Case Workers (4), Education Support Workers (2), Health Advisor/Training Co-ordinator (1), Office Manager (1) and Administrative Assistants (2).

Swiis Foster Care Ltd is registered with the Commission for Social Care as a fostering agency.

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 inspection of Swiis Fostering Service commenced on 21st February and the process included meeting with the service manager, deputy manager, social work staff, link workers, education and health workers and administrative staff. The inspector was able to meet with foster carers and young people attend foster carers training groups, utilise observational practices and read policies, procedures and documentation pertaining to the service.

The inspector also carried out a case tracking process, which is a method in which a small group of foster carers were chosen at random and all records pertaining to these people were inspected along with the records of the children/young people in placement. The inspector also visited the carers and young people within the placement setting.

Feedback from foster carers and young people was positive and the inspector noted that all of the 15 requirements identified at the previous inspection had been addressed.

23 standards were assessed during the inspection with 20 standards achieving full compliance with 4 standards being assessed as exceeding the requirements of the standard

A summary of the inspection findings are recorded below:-

STATEMENT OF PURPOSE. (Standard1)

This standard was assessed

The statement of purpose was clear, concise and held full information pertaining to the agency service provision. Staff advised that this document was reviewed and updated on a regular basis to ensure that it held accurate details of the service. The Children's Guide appeared to contain full information about the service from a child's perspective and young people interviewed advised that it gave them better understanding of their placement.

FITNESS TO PROVIDE OR MANAGE A FOSTERING SERVICE.(Standards 2-3)

Both standards were assessed

The manager and her deputy evidenced that they were professionally qualified and had many years experience of working in a child-care arena. Staff feedback and observation of practice indicated that the service was well managed.

MANAGEMENT OF THE FOSTERING SERVICE. .(Standards 4-5)

Both standards were assessed.

Records indicated that the agency held regular multi -disciplinary team meetings and the inspector attended 2 of these meetings and noted excellent interaction between all the staff. Foster carers advised that they attended regular foster carer support groups, joint training sessions and received a high level of support from their agency workers. Other support systems included The Caring Crew, which provides support for children of foster

carers, newsletters, which were sent on a regular basis to carers and young people.

SECURING AND standards were assessed (Standards 6-14)

8 of the 9 standards were assessed.

The agency identified that it had a robust policy for the recruitment and selection of foster carers and advertising methods viewed showed that people from all sections of the community were targeted. Records held information of the service utilising the multi-disciplinary team members varying skills to ensure that relevant support mechanism were in place to meet individual need. Foster carers training programmes evidenced that Child Protection training was in place and was an ongoing process. Pre-approval systems viewed, ensured that Criminal Records Bureau (CRB) checks were in place and that safe care policies were written as part of the assessment process. Case files examined showed that risk assessments were in place and behaviour management plans were provided as appropriate. Children and young people interviewed stated that they understood the complaints policy and “knew what they would do if necessary”. Foster carers and young people advised that they thought that the agency worked hard to support them and to promote and safeguard the welfare of young people looked after. The agency evidenced that it had systematic policies and practices in place which ensured viable ways of getting feedback from children, birth families, foster carers and social workers and protocols in place to respond and act on concerns.

RECRUITING, CHECKING, MANAGING, SUPPORTING AND TRAINING STAFF AND CARERS. (Standards 15-23)

5 of the 9 standards were assessed.

The inspector noted that the agency had addressed the requirements of the previous inspection and had reviewed and revised the system of storing CRB clearance certificates. The inspector viewed the agency policy pertaining to the recruitment and training of new carers and files examined indicated that these policies were strictly adhered to. Files viewed included details of pre approval training, induction training, ongoing training and full details of ongoing supervision sessions. Foster carers interviewed advised that they felt very well supported by not only their link workers but by all the agency staff.

RECORDS. (Standards 24-25)

1 of the 2 standards was assessed.

Files viewed were stored and recorded as appropriate. All records examined held signatures of the author of the records and were comprehensive in their content. The inspector observed a foster carers training session that addressed the importance of clear recording. Files viewed highlighted that looked after children information was missing from some files but the agency evidenced that they had a system in place to address this with the placing social workers.

FITNESS OF PREMISES FOR USE AS A FOSTERING AGENCY. (Standard 26)

The agency premises appeared well equipped and secure. However, the team expansion has created an accommodation problem with space being limited within the office area.

FINANCIAL REQUIREMENTS. (Standard 27-29)

2 of the 3 standards were assessed.

Foster carers interviewed advised that they were paid on time with payments as agreed at the time of the placement although not all carers interviewed were clear about the system of payment, and questioned issues including retainers, national insurance stamps and tax payments. However the inspector was able to gain information, which was provided for all foster carers and noted that it gave clear explanation of all the financial aspects pertaining

to foster care. In discussion agency staff evidenced that all information about financial issues was discussed with carers prior to approval.

FOSTERING PANELS. (Standard 30)

This standard was assessed

The inspector noted that the agency had addressed the requirement from the previous inspection and had amended their policies and procedures in respect of the process for presenting reports to ensure conflict of interests were reduced. Agency staff and foster carers interviewed advised that the panel was well organised and comprised of a range of people with diverse backgrounds. Records showed that all panel members had received training in their remit and plans were in place to instigate further training on the revised BAAF form F and fostering network revised documentation.

CONCLUSION.

For the purpose of this report the inspector gained evidence by interviews, observations and consultations with people who were associated with Swiis foster care. The inspector was also provided with documentation and received information from external professionals who utilised the service.

The inspection process identified that Swiis Foster Care Agency had addressed the requirements of the previous inspection and had revised policies, procedures and practices accordingly. The agency multi-disciplinary team members evidenced that they were knowledgeable and most competent in their remit. Foster carers interviewed evidenced that they had received good quality training and were afforded robust support mechanisms and encouraged to develop their skills to ensure that good quality placements were provided for children looked after. Young peoples comments were positive about the matching process and ongoing support systems to include health education and social care.

Comments received about the agency from foster carers and young people included "Swiis go out of their way to make placements successful", "they are constantly reviewing their practices and improving it where they can", "we are constantly being asked to provide ideas and offer constructive criticism", "we are well supported", "They provide 24-hour support", "all the staff are helpful", "no matter who you speak with you always receive a top class service" "we enjoy being part of".

External professionals who utilised the service were positive in their comments about the staff and service provision of Swiis foster care agency.

The agency evidenced that it provided accurate information for carers and service users and utilised a coherent approach, with all staff operating on the same principles.

The inspector can advise that the inspection outcome was most satisfactory.

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:

NO

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:

This does not apply to foster care as they are not a local authority fostering service.

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	

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.

Condition	Compliance	YES
As detailed in the Service's Statement of Purpose dated January 2004, Swiis Fostering Service will provide placements to children and young people that meet their personal, social, health, development and education needs including: a) Planned short term, task centred placements for children/young people towards specific goals, for example, assessment placements, bridging, preparation for adoption, permanency or return home or placements which meet other care plan objectives b) Planned longer term placements for individual children/young people and sibling groups who cannot be rehabilitated home c) Parent and Child Placements d) Sibling placements e) Placements for Children with Disabilities f) Short break and Respite Placements g) Unplanned, Short Notice or Emergency Placements.		
Comments		

Condition	Compliance	YES
The service is managed at all times in accordance with the guidance and regulations issued in respect of fostering services by the Secretary of State for Health under Sections 22 and 23(1) of the Care Standards Act 2000.		
Comments		

Condition	Compliance	YES
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The staff and carers receive relevant and updated training to assist them in their work with children/young people, in particular the management of child protection allegations and safe caring.

Comments

Condition

Compliance

YES

The organisation must at all times employ a suitably qualified and experienced manager who is registered with the Commission for Social Care Inspection.

Comments

Lead Inspector

Lynn Paterson

Signature

Second Inspector

Signature

Regulation Manager

Lolly Warren

Signature

Date

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	
			No requirements have been made as a result of this inspection.	

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	21	It is recommended that the foster carer support group's memberships become more interchangeable with wider agendas.
2	24	It is recommended that the agency provide more detailed training in recording methods for all foster carers prior to first placement.
3	26	It is recommended that the agency identify new office accommodation to meet expanding need.

* 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.

PART B**INSPECTION METHODS & FINDINGS**

The following inspection methods have been used in the production of this report

Number of Inspector days spent

9

Survey of placing authorities

YES

Foster carer survey

YES

Foster children survey

YES

Checks with other organisations and Individuals

YES

- Directors of Social services

NO

- Child protection officer

YES

- Specialist advisor (s)

YES

- Local Foster Care Association

NO

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

YES

Interview with panel chair

NO

Observation of foster carer training

YES

Observation of foster panel

NO

Inspection of policy/practice documents

YES

Inspection of records

YES

Interview with individual child

YES

Date of Inspection

21/02/05

Time of Inspection

10:00

Duration Of Inspection (hrs)

72

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?

3

The inspector noted that the Statement of Purpose held all the required information and was presented as a clear and concise document that had been updated in January 2005 to reflect changes to the service. Foster carers interviewed advised that they had been provided with a Statement of Purpose from the agency and as a consequence had awareness of the aims, objectives and full service provision of Foster Care.

The inspector viewed the Children's Guide to the service and noted that the document had been produced in consultation with children and young people. Young people interviewed advised that the content was useful as it assisted them to understand the looked after system. Young people further advised that they were provided with the Children's Guide at the commencement of their placement. The inspector noted during the inspection that the agency team were in the process of producing further documentation, which would provide additional information for birth parents.

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?

4

Records indicated that the manager had vast experience in the childcare arena and held professional qualifications in this field. The pre inspection questionnaire held information that showed the agency manager had developed and managed children's services to include fostering and adoption provision and had served on both national and local bodies committed to improving fostering services for both children and carers.

Documentation viewed also evidenced that the deputy manager held professional qualifications in social work and had worked in a variety of social work setting to include child protection, hospital social work and family assessment. Records showed that he also had vast management and training experience.

The inspector noted that the management team had responded positively to the recommendations and requirements of the previous inspection and had been proactive in their pursuits to constantly monitor, evaluate and develop the service.

Staff interviewed was most complimentary about the management team who they stated were supportive and made them feel valued. The inspector joined the agency team meetings on 2 separate occasions and can advise that the atmosphere was relaxed, the team enjoyed good interaction, exhibited quality listening skills, exchanged ideas and participation was encouraged. All staff members interviewed was clear about their remit and of their levels of responsibility.

Placing social workers were most positive about the management of Foster Care and all foster carers interviewed advised that they were impressed with the effective management of the service. The inspector therefore considered that the agency had exceeded the requirements of this standard.

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**

The evidence presented in the previous standard highlighted that the management team had vast experience of children's services to include child protection. The management team demonstrated that they had full understanding of the requirements to safeguard and promote the welfare of children and at all times concentrated on placement stability, safety, developmental outcomes, especially in the areas of education and mental health and obtaining children's views.

The inspector read information pertaining to child protection issues and noted that the records reflected that the service had a robust system to deal with complaints and investigations and to safeguard and promote the welfare of children.

Staff files indicated that Criminal Record Bureau (CRB) clearance had been obtained for all staff of the agency.

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 inspector attended 2 agency team meetings for observational purpose and noted that the multi- disciplinary team enjoyed effective communication acknowledging and respecting the different professional needs of each discipline. All staff interviewed confirmed that they received regular supervision, which was pre -arranged and time limited.

Foster carers advised that regular foster carer support groups were held and various training events were arranged to ensure that all needs were met. The inspector observed a foster carers training session in which an agency social worker and a foster carer delivered the training.

Foster carers children advised that they were supported in their own right by way of a children's group named the Caring Crew. They advised that this group enabled them to obtain advice and support and also to enjoy activities and interests. Young people made comments to include "we feel supported" "I love attending the group", "we can ask anything we want and are not made to feel stupid".

Foster carers and young people advised also that they were provided with a newsletter, which kept them up to date with agency business.

The inspector interviewed the administrative manager who displayed robust knowledge and understanding of the administrative systems utilised by the agency. Files and documentation examined during the inspection appeared well managed.

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

X

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.

1

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.

2

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

X

Number of the above complaints which were substantiated:

X

Standard 5 (5.1 - 5.4)**The fostering service is managed effectively and efficiently.****Key Findings and Evidence****Standard met?****3**

The inspector noted no change to this standard from the previous inspection in respect of job descriptions or role awareness for the management team. However, it was noted that the agency had introduced a Principal Social Worker post, the duties of which were to manage support workers and sessional assessors and to contribute to the overall management of the team.

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?

4

The inspector interviewed staff and foster carers and examined case files and policies and procedures to gain evidence for this standard.

The agency foster carer recruitment and selection policy identified that a thorough pre approval assessment was undertaken for all new applicants to include interviews with referees, enhanced Criminal Records Bureau (CRB) checks, health and safety checklists and Safe Care Policy. Staff and foster carers advised that the pre approval assessment was carried out by an agency link worker with a further assessment being undertaken by a second worker as the final stage prior to the application being presented to panel. Agency staff advised that they carried out health and safety checks on foster carers' homes and gardens prior to approval/placements and also completed checks on the foster carers vehicles to ensure they were insured, roadworthy and were equipped with the age appropriate safeguards.

The Foster Carers Handbook contained health and safety policies and carers advised that they were responsible for the compilation of their own safe care policy, which related to the home environment and the child/young person in placement. The inspector noted that all files case tracked held full information appertaining to safe care and detailed the link workers visits.

Foster carers interviewed were high in their praise of the link workers support and made comments to include "they never let you down", "they are very supportive", "they visit on a regular basis and will just pop in if they are passing", "they have enabled me to have confidence in myself" "they encourage you and ensure that you are getting it right". All carers interviewed also evidenced awareness of the role and responsibility of the Commission for Social Care Inspection. The inspector gained sufficient evidence to record that the agency had exceeded the requirement of this standard.

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**

Documentation provided by the agency showed that Swiis Foster Care had in consultation with placing social workers, accommodated young people trans-racially. Records indicated that full support had been provided and carers were encouraged to network with other carers and birth families to ensure that young people had the opportunity to be with and relate to others from their own ethnic, cultural and religious background. The agency also provided information to evidence that they currently had put in place special arrangements to meet individual children's religious and cultural needs.

Records viewed and staff feedback identified that Swiis Foster Care staff attended a workshop on self esteem which was presented by the education support service with a view to develop the service to carers and children/young people. Staff also advised that they and foster carers had been involved in valuing diversity training.

Staff, panel and foster carers records identified that the agency reflected a multi-cultural community.

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**

Staff of the agency advised that they would not take any placements if they could not meet the assessed need of the child/young person. They advised also that the agency was currently undertaking a recruitment campaign to target foster carers to meet assessed need for young people 8-16 year old/respite and carers for children with disabilities. The agency records identified that they had recruited and retained a broad range of carers and that they utilised this information as part of the matching process. Link workers advised that they were aware of the varying abilities, strengths and weakness of the carers and obtained as much information as possible pertaining to the child/young person referred from the initial point of reference. The agency operated a duty system in which the link social work staff members were rostered on a daily basis to take referrals and give general information and support as necessary and all staff interviewed exhibited a strong knowledge base relating to carers and young people in placement. Staff advised that because of this knowledge they were able to make informed decisions about placement requests taking into account the matching process.

Case tracking methods further evidenced that the agency obtained full information pertaining to the child looked after prior to making a full decision about the placement.

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
<p>The training programme for foster carers showed that pre approval training for potential carers was provided to include Child Protection and Safe Care elements and post approval training was provided annually in respect of child protection. Foster carers interviewed were able to advise that they had knowledge and understanding of the Child Protection Policies and Procedures, Safe Care, Whistle Blowing, Unauthorised Absence and Anti-Bullying Policies.</p> <p>All files viewed as part of the case tracking exercise had safe care policies in place and held details of the aforementioned policies and procedures.</p> <p>The Children's Guide held information to advise of contact names, addresses and telephone numbers if they wished to report concerns and feedback from young people indicated that they had been provided with sufficient details to enable them to be clear about the process involved with complaints and disclosures.</p>		
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?	4
<p>The inspector was able to read the agency promotion of family contact policy that stated family contact was vital to each child/young person's wellbeing and sense of identity. The agency identified that it worked in partnership with the placing authority via the care plan to ensure contact arrangements were maintained. Foster carers stated that they received induction training in respect of developing a clear understanding and positive attitude to contact, which was followed by updated ongoing training and support to develop skills and further understanding.</p> <p>Link workers advised that placing social workers held responsibility for the contact arrangements although this sometimes impacted unfavourably upon the foster carers, especially if they had agreed to facilitate contact visits. It was noted, however, that Swiis fostering agency had engaged support workers to facilitate contact via transport arrangements, supervision and contact in carers homes, where appropriate. Feedback, from foster carers and service users, indicated that the additional support impacted most</p> <p>Case tracking methods enabled the inspector to evidence that the agency had exceeded the requirements of this standard.</p>		

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 inspector met with young people, read completed questionnaires and agency documentation, spoke with foster carers and agency staff and utilised case tracking methods to gain evidence for this standard. The comments received from young people about foster carers and Swiis agency link workers included "they always ask me what I think", "they ask me to make comments about my foster home"" they ask me what I want for my future ", "they give us forms to fill in".

Young people stated that they were visited by the placing social worker but in general the comments received indicated that these visits were inconsistent.

The inspector was provided with documentation from the agency that gave examples of how a child's opinions had influenced a change of circumstances to enhance their daily life and future plans and of review forms which asked the views of both the foster children and birth children.

Swiis core training included a preparation group for children of the foster care applicants and continues after approval. This group was named, The Caring Crew with the group meeting 5 times each year to share views and concerns. Comments received about this group were most positive.

Foster carers and young people advised that the agency link worker always spoke with the children/young person in placement and ascertained their views. Foster carers comments included "we are constantly being asked our opinions and are encouraged to offer constructive criticism ", Swiis go out of their way to ensure the placements are successful for all involved"." overall we feel supported, appreciated and listened to ".

Returned questionnaires held information that young people knew how to complain and had been provided with a copy of the Children's Guide.

Link workers advised that the agency had developed good working relationships with a number of birth families through parents' involvement with care planning meetings and reviews. The inspector noted that the agency had been proactive in their pursuits to develop an information pack for birth parents to enable them to be part of the planning process for their children looked after. The inspector felt that this action was commendable.

The agency had addressed the requirements of the previous inspection in respect of complaints and documentation viewed evidenced that all records pertaining to complaints was well managed with clear and accurate information being recorded that showed the sequence of throughput.

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**

Perusal of the job description for the health advisor employed by the agency indicated that Swiis were committed to ensuring that a child/young person in their care received that health care to meet the physical, social and emotional development. Discussion with the health advisor showed she saw her role as pivotal to promote the development and health of children looked after. She advised that she contacted the appropriate health visitor/school nurse as soon as possible after the commencement of a child's placement via the agency and facilitated the transfer of records to include the young persons personal health records from birth parents.

Foster carers stated that the health advisor had input to both the initial and ongoing training and was also involved in the carer's annual review. Foster carers advised also that the health advisor visited them in their homes at least twice a year, more if required, ensured that all children looked after were registered with a GP and dentist and gave general support to foster carers. One foster carer commented that the health advisor had been of great help in dealing with an issue related to head lice and had "the problem sorted in no time at all".

Files examined held individual health section, which summarised all aspects of children/young person's health and contained contact details for all health professionals involved.

It was noted however that agency staff needed to chase up health assessments from the child/young persons placing social worker. The agency had a robust system in place to deal with this issue, however, this was not always followed through by the local authority placing social worker. The inspector addressed this with 2 placing social workers during the inspection and was advised that mechanisms were now in place to ensure that all relevant information was provided as a matter of urgency.

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?****4**

Foster carers stated that they received pre approval training to ensure that they had understanding of their roles and responsibilities pertaining to the education of young people. They also told the inspector that the agency had in-house support for children and young people, a system of which they advised they had high regard.

The inspector met with the education support workers and also the head of the education service and held discussion to gain insight into their remit. The head of service evidenced strong commitment to the development of the educational services and advised that she held responsibility for the supervising and support of the educational case workers.

Case workers interviewed and case records tracked showed that the service was pro active in their pursuits of obtaining appropriate education for each individual looked after child.

Record indicated that the case workers linked in with agency link workers, placing social workers, school staff and devised education plans in partnership with the young person.

Support workers advised that they provided practical support for foster carers and young people in placement and offered assistance and additional resources as appropriate with the aim of establishing and maintaining stability of school placements and to promote good communication between all parties involved.

Foster carers were high in praise of the input of the multi-disciplinary team members who they stated gave high priority to meeting the needs of the children in placement and to the foster carers themselves. The inspector gained sufficient information to advise that the agency had exceeded the expectations of this standard.

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?

0

This standard was not assessed on this occasion.

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?

3

The inspector examined a random sample of staff files and spoke with the manager during the inspection and noted that the agency had addressed all the requirements of the previous inspection pertaining to this standard. Files viewed held proof of identity, two references and details of Criminal Records Bureau (CRB) checks. Detailed interview notes were also available on file.

Policies, procedures and documentation viewed identified that the agency had systems in place to ensure that all recruitment checks were carried out in accordance with regulations. The inspector observed staff meetings and held discussions with staff and noted that the agency employed a holistic, multi-disciplinary team who were qualified across all disciplines. All staff exhibited strong professionalism and a true commitment to the provision of safe and secure placements and the best possible outcomes for children in foster care.

Total number of staff of the agency:

X

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

X

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?

0

This standard was not assessed on this occasion.

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**

Discussion with agency managers and staff and perusal of documentation evidenced that the agency had a clear policy for recruiting and training new carers. Files viewed indicated that the assessment process included the completion of BAAF form F and a robust approval methodology was in place in which referees were interviewed enhanced Criminal Records Bureau (CRB) checks were provided and health and safety and safe care was thoroughly addressed. Documentation also showed that the agency had systems in place to throughout the recruitment of foster carers to include monitoring the status of the initial enquiry and follow up to include telephone interview, open evenings and preparation training.

The inspector looked at advertising campaign processes and noted that the agency targeted all sections of the community and placed advertisements in local papers according to patterns of referral and known demand for placements as well as the more general regional adverts.

Foster carers feedback gained from questionnaires and interviews was most positive. Comments included "Swiis foster care are getting it right and we feel well supported and appreciated". "they are constantly reviewing their practices", "Swiis go out of their way to provide help to make placements successful", "staff are always accessible and supportive".

Record showed that the agency team had increased in numbers since the last inspection and observation of team meetings and general discussion with staff evidenced that the agency utilised a multi-disciplinary team who were well qualified across all disciplines to include social work, health and education. Foster carers reported that the multi disciplinary approach worked very well as appropriate service provision could be targeted in the area of need and that staff could work together on a holistic package of care.

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**

Pre-inspection documentation provided by the agency held information pertaining to employment policies and procedures, which evidenced good practice. Staff advised that they were provided with all the relevant information about their employment to include clear contracts of employment, Job Descriptions, Equal Opportunity, Whistle Blowing and Health and Safety policies. Staff files viewed also indicated full compliance with the above.

Foster carers interviewed stated that they were afforded clear information about their role and records viewed contained documentation that confirmed this. Foster carers handbook held copies of policies and procedures to include Equal Opportunity, Whistle Blowing, Child Protection and Health and Safety.

Carers also advised that they had access to 24 -hour support, which included management cover in addition to their general support from link workers and multi-disciplinary support workers. Carers comments included " nothing is too much trouble for our link/support workers", "we are offered support at all times", "they are very helpful and available at all times", "they provide 24 hour support if we need it about child's health ,education and

welfare”.

Staff advised that they felt very much supported by their colleagues and the management team and the student in placement advised that the team was supportive, approachable, and professional and that the atmosphere of the agency in general was most pleasant.

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

The inspector viewed the training programme, held discussion with the training officer, agency staff and foster carers and utilised observation practices to gain evidence for this standard. It was noted that the organisation had appointed a training officer since the last inspection and records indicated that this had facilitated the development of the carers' training profiles.

Staff interviewed advised that they had been provided with ongoing training, which enhanced their knowledge base to keep them informed about practice and legal developments. Staff also advised that they were encouraged with their own continuous personal development. Foster carers advised that the training on offer from the agency was varied and interesting with comments “training is offered on a regular basis and the subjects are always relevant”, “we have found training to be beneficial and rewarding”, “trainers make you feel comfortable”. The inspector read the training programme for year 2004//05 and noted that the course contents included valuing diversity, attachment, recording, behaviour management, educational need and child protection.

All staff and carers interviewed were able to advise that they were afforded good quality training commencing with the pre approval/induction training and continuing on an ongoing basis.

Standard 20 (20.1 - 20.5)

All staff are properly accountable and supported.

Key Findings and Evidence

Standard met?

0

This standard was not assessed on this occasion.

Standard 21 (21.1 - 21.6)**The fostering service has a clear strategy for working with and supporting carers.****Key Findings and Evidence****Standard met?****3**

The inspector met with foster carers and read information from questionnaire, interviewed agency staff, viewed files, policies and procedures to gain evidence for this standard.

Foster carers stated that they felt valued and supported by the agency and that they had been actively encouraged to develop their skills. One carer advised that she felt empowered by the support of her link worker and the input of Swiis agency staff and as a consequence felt better equipped to provide quality placements for looked after children. Other comments included "they provide twenty four hour support if we need it" "ongoing support is available about health education and welfare" "we get help and support at any time we have a difficulty", "there is always an immediate response for any request of assistance".

Documentation viewed indicated that the Foster Care Agreement contained sufficient information to comply with the Fostering Service Regulations 200. Consultation meetings and support groups were facilitated to ensure that carers had full awareness of service development. Foster carers advised that the support groups were held on a regular basis. However, because of the large areas covered by the agency support groups had become patch based and had been split into smaller groups located within easier access.

Some carers felt that smaller groups were not always the best way of providing holistic support as it could be argued that the focus could be determined by the member's who could sometimes "take over" smaller groups. It was suggested therefore that the groups become more interchangeable with wider agendas.

Foster carers advised also that respite breaks were arranged as appropriate, however it was stated that the agency /foster carers would benefit if more respite carers were recruited in the future.

Staff advised that carers had access to 24- hour support, which included management cover. It was stated that crèche facilities were available to support carers attend training and the training strategy for 2005 had been organised in consultation with carers.

Files viewed evidenced that carers were provided with a post approval handbook and annual reviews were carried out for all carers with information recorded and maintained on file. Foster carers and their birth children advised that the agency supported the birth children with a support group named The Caring Crew and comments about this support network were most positive.

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**

0

This standard was not assessed at this time.

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?**

0

This standard was not assessed on this occasion.

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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The inspector met with agency staff, foster carers, young people, perused documentation to include files, records and policies and procedures to gain evidence for this standard.

Documentation showed that comprehensive records were maintained by the supervising link worker and the foster carers. Carers advised that they were generally provided with essential information pertaining to the child in placement and were also furnished with details by their link workers. Carers also advised that they received training in recording and carers interviewed showed full awareness of the importance of keeping good records and life story material for children.

The inspector observed a training session dedicated to recording and noted the session to be excellent in content and presentation. However it appeared that one carer in attendance had been providing a placement for a young person looked after for a number of months prior to the training session and in discussion she advised that she had not been fully aware of the good practice recording methods, although she stated that she had received some training prior to approval. It is recommended therefore that full training in recording is provided prior to placement, wherever possible.

The inspector noted that the agency had clear written policies pertaining to recording and access to files and had recently revised systems to ensure that all Looked After Children (LAC) documentation was requested from the placing authority and followed up as appropriate.

Files examined held all the necessary paperwork and signatures as appropriate, however staff advised that the placing authority social workers did not always forward the relevant LAC documents and reminders had to be sent to ensure compliance.

The inspector was able to observe record storage systems in the homes of the foster carers visited and noted that they had been provided with safe secure storage which held well managed records, documentation and memorabilia. Carers advised that they received monthly supervision, additional multi-disciplinary support visits and were invited to attend support groups and training.

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?	0
This standard was not assessed at this time.			
Number of current foster placements supported by the agency:			X
Number of placements made by the agency in the last 12 months:			X
Number of placements made by the agency which ended in the past 12 months:			X
Number of new foster carers approved during the last 12 months:			X
Number of foster carers who left the agency during the last 12 months:			X
Current weekly payments to foster parents: Minimum £	X	Maximum £	X

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
<p>The agency office was situated in Manchester City Centre and the accommodation was provided on the third floor location of a town centre building, which was accessible via lift or stairway.</p> <p>The office appeared well equipped and resourced with good security systems in place. All staff interviewed advised that they were aware of the security systems in place to include IT systems passwords, firewall protection and safe storage of documentation.</p> <p>The inspector noted however, that the office area appeared somewhat cramped when all staff were present and the team were having to use imaginative ways to utilise the existing space to ensure that the accommodation met the expanding needs of the service.</p> <p>It is recommended therefore that the agency review's its current accommodation with a view to adding extra space to meet changing needs.</p>		

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?

3

Records examined indicated that Swiis Regional Directors held regular meetings with the Financial Director and all financial procedures and transactions were co-ordinated in London and monthly financial reports provided to Regional Directors. Record showed that accounts were audited annually and at the time of the inspection the agency appeared viable with sufficient resources to fulfil its obligations.

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?

0

This standard was not assessed at this time.

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**

Foster carers interviewed advised that they received weekly fees and allowances, which were agreed prior to placement and reviewed annually. Carers also advised that they were in receipt of retainers, holiday pay and an annual bonus, which could be used for investment in a pension scheme.

Record showed that the agency provided each foster carer with an annual statement of earnings and agency staff advised that an Inland Revenue Workshop had recently been held for carers with a view to aiding them in their completion of self-assessment tax returns.

Most carers interviewed held full awareness of the financial benefits provided by Swiis however, one carer advised that he was not fully aware of the financial aspects of Swiis foster care. As a consequence of this the inspector revisited the Foster Carers Handbook and noted that this held full details of all payments pertinent to foster care.

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?

3

The inspector was unable to observe a panel meeting but was able to examine relevant documentation and interview agency staff and foster carers to gain evidence for this standard. The pre-inspection questionnaire held information that evidenced the agency had addressed the requirements of the previous inspection and had amended policies and procedures accordingly. Records showed that the panel consisted of a range of people from diverse backgrounds with the panel membership being revised in January 2005 to reduce conflict of interest. Information gained from discussion with agency staff and foster carers and perusal of documentation indicated that Swiis fostering agency had established and managed the panel in accordance with The Fostering Service Regulation 2002 and the National Minimum Standards for Fostering Services.

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 agency did not offer specific short term breaks at this time.

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?	9
The agency did not provide this service.		

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 conducted on 21st February 2005 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

We are 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

YES

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 22 February 2005, 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

NO

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

NO

Provider has declined to provide an action plan

NO

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, Gurdev Singh Dadral of SWIIS Foster Care Limited 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, Gurdev Singh Dadral of SWIS Foster Care Limited 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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S0000043551.V203730.R01

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