



*Making Social Care
Better for People*

inspection report

Fostering Services

North East Lincolnshire Council Fostering Service

Fostering Service

2nd Floor

St James House

Grimsby

North East Lincs

DN31 1EF

10th January to 7th 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?

YES

Name of Authority

North East Lincolnshire Council Fostering Service

Address

Fostering Service, 2nd Floor, St James House, Grimsby,
North East Lincs, DN31 1EF

Local Authority Manager

Ms Penny Sheardown

Tel No:

01472 325555

Address

Fostering Service, 2nd Floor, St James House, Grimsby,
North East Lincs, DN31 1EF

Fax No:

01472 325605

Email Address

Registered Fostering Agency (IFA)

NO

Name of Agency

Tel No

Address

Fax No

Email Address

Registered Number of IFA

Name of Registered Provider

Name of Registered Manager (if applicable)

Date of first registration

Date of latest registration certificate

Registration Conditions Apply ?

Date of last inspection

Date of Inspection Visit		10th January 2005	ID Code
Time of Inspection Visit		09:30 am	
Name of Inspector	1	Ms Matun Wawryk	074037
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			

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Inspection visits

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Reports and Notifications to the Local Authority and Secretary of State

Implementation of Statutory Requirements from last Inspection

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(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

10. Short-term breaks

11. Family and friend carers

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

Part D: Provider's Response

D.1. Provider's comments

D.2. Action Plan

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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 North East Lincolnshire Council Fostering Service. 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.

North East Lincolnshire Council provides the service.

At the time of this inspection the service aimed to provide a range of high quality foster placements to meet the needs of the Looked after Population of North East Lincolnshire Council.

The service provides a variety of foster placements including: mainstream fostering, long-term fostering, contact care, remand, single placement care and short-term breaks.

The service operates out of premises situated in the centre of Grimsby. Although the premises are accessible in terms of location the building does not lend itself readily to foster carer training and or formal/informal meetings and groups.

The pre-inspection material provided to the inspector indicated that 135 children were placed by the service.

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 upon which this report is based focused on the requirements of the Care Standards Act 2000 and its associated regulations. The purpose of the inspection was to determine if the service was meeting required standards and fulfilling legal responsibilities in respect of management, organisation, accommodation, staffing, care practice, facilities, administration and record keeping. North East Lincolnshire Council provides the service. This report refers to the announced inspection carried out between the 10th January to the 7th February 2005.

Statement of purpose (NMS 1)

The service had a current statement of purpose, which reflected information as set out in the Fostering Services Regulations. A children's guide had been developed and issued. A simplified version was available for children with disabilities.

Fitness to Provide or Manage a Fostering Service (NMS 2 & 3)

The team manager had significant child care experience and holds a recognised social work and management qualification. Staff and foster carers reported that management arrangements were satisfactory.

Management of the Fostering Service (NMS 4 & 5)

The service had procedures and systems for monitoring its activities. Evidence was seen of a commitment to effective delivery of service.

From interviews and examination of records it can be concluded that the manager demonstrated efficient leadership of the service. In interview staff commented that the service was well managed. In the absence of the manager, clear deputising arrangements were in place

Securing and promoting Welfare (NMS 6 to 14)

Evidence was seen which demonstrated the services approach to securing and promoting welfare. Support strategies, policies and procedures were available to staff and foster carers. Within the resources available it was evident that the service endeavours to make matched placements.

Recruiting, Checking, Managing, Supporting and Training Staff and Foster Carers (NMS 15 to 23)

Systems for the recruiting, training and supporting staff and foster carers were well developed.

The service had an experienced and well-qualified staff group and was supported by an effective administrative team. All staff had access to supervision and employee development reviews.

Evidence gathered from children and foster carers questionnaires indicated general satisfaction with services received and provided by the fostering service.

The findings of the children's questionnaire (10 returned) indicated that they felt cared about and involved in the life of their foster homes. All reported that they knew how to make a complaint or raise a concern.

33 social workers returned a questionnaire. One question related to the social workers opinion as to how well the foster carer was/is looking after the child. Responses were as follows:

27 reported that the foster carer looked after the child very well indeed
2 reported that the foster carer looked after the child quite well
2 stated the care was ok most of the time
2 social workers failed to answer this question.

A further question related to the social worker opinion as to how well the fostering service works in partnerships with placing workers. Responses were as follows:

24 rated partnership working as very well
4 rated partnership working as fairly well
3 reported the partnership working was average
2 social workers failed to answer this question

23 foster carers returned a questionnaire. One question related to the foster carer opinion as to how well the service supported them. Responses were as follows:

11 reported that they were very satisfied with the support provided
3 reported that the service supported them quite well
6 reported that the support provided was Ok most of the time
1 foster carer reported that they didn't get enough support.
2 foster carers failed to answer this question

Feedback from foster carer questionnaires identified the support received from placing social workers as the least helpful aspect of support offered. Mostly because of cancelled appointments, unreturned telephone calls, lack of recognition of foster carer role and turnover of social workers.

Records (NMS 24 & 25)

The inspector examined a sample of staff, foster carer and children's files. Files seen were maintained to a good standard and were well organised. A range of policies and procedures were in evidence concerning record keeping, confidentiality and access to files. Records were held securely and appropriately

Fitness of the Premises (NMS 26)

The service operates out of premises situated in the centre of Grimsby. Although the premises are accessible in terms of location the building does not lend itself to foster carer training and or formal/informal meetings and groups. However feedback via questionnaires and interviews highlighted no issues concerning the premises.

Financial arrangements (NMS 27 to 29)

The local authority provides the service, therefore financial viability is accepted. Financial systems adopted by the service were appropriate and records were maintained in accordance with procedures. Delegated budgets were being managed effectively

Feedback from foster care interviews and questionnaires did not highlight any specific issues with payments although some foster carers stated that they were not always made aware of entitlement to certain allowances.

Fostering Panels (NMS 30)

The service operates a stand-alone panel.

Arrangements for the fostering panel were found to be satisfactory and meet all requirements.

Short Term Breaks (NMS 31)

The service provides short-term flexible breaks and respite aimed at children who have a disability in most cases but not exclusively. Respite care is made available to other children/foster carers where needed.

Family and Friend as Carers (NMS 32)

The service recognises the contribution of family and friend foster carers and endeavours to provide for their training and support needs in a sensitive way. The manager reported that the assessment and training provision for these carers is provided in ways consistent with the training and support of other foster carers.

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:

The requirement to provide a report under section 47(1) of the CSA 2000 has been repealed by the Health and Social Care Act 2002.

Implementation of Statutory Requirements from Last Inspection

Requirements from last Inspection visit fully actioned?

NO

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	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Lead Inspector Matun Wawryk Signature _____
Second Inspector _____ Signature _____
Regulation Manager Michael Hird 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	
1	Reg 29 (2)	FS16	A review must take place not more than one year after approval and at intervals of not more than one year	31.6.05
2	17	FS16	Foster Carers must be provided with regular and a planned programme of training.	31.8.05
3	11 & 12	FS9	Safe-care guidelines must be shared and cleared with the child's social worker	Immediate for new placements
4	13	FS9	All foster carers must be provided with child protection training	31.10.05
5	13	FS9	Foster carers must be provided with challenging behaviour training. Where appropriate this must include training in the use of physical interventions.	31.10.05
6		FS7	Foster carers must be provided with training to equip them to support a child/young person in dealing with any form of discrimination, and also in raising the child's confidence and feelings of self worth.	31.8.05

GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

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

No.	Refer to Standard *	Recommendation Action
1	FS25	A system to monitor the quality and adequacy of records and remedial action to be taken when necessary should be developed and implemented.
2	FS8	Consideration should be given to producing foster carer profiles for each foster carer household.

* 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	YES
• Child protection officer	YES
• Specialist advisor (s)	NO
• 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	NO
Interview with panel chair	YES
Observation of foster carer training	NO
Observation of foster panel	YES
Inspection of policy/practice documents	YES
Inspection of records	YES
Interview with individual child	NO
Date of Inspection	10/1/05
Time of Inspection	9.30
Duration Of Inspection (hrs)	68

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?
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A statement of purpose was available, which since the last inspection had been revised to include all information set out in this standard and Schedule 1 of the Fostering Services Regulations.
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A Children's guide was also available and again this document had been written in line with requirements detailed in this standard. A simplified version was available for children with disabilities.

The Fostering Service's policies, procedures and guidance reflected the statement of purpose and there was good cross-referencing to the National Minimum Standards.

Fitness to Carry On or Manage a Fostering Service

The intended outcomes for the following set of standards are:

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

Standard 2 (2.1 - 2.4)

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

Key Findings and Evidence	Standard met?	3
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The manager of the fostering service held a recognised professional social work qualification and management qualification.

Evidence from staff, foster carer interviews and examination of documentation evidenced that systems were in place, which supported effective leadership of staff and operations.

Standard 3 (3.1 - 3.4)

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

Key Findings and Evidence	Standard met?	3
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The manager's file was examined at the inspection carried out in February 2003.

Evidence seen during this inspection demonstrated that recruitment practice had been revised to take account of the need to follow up written references with a telephone enquiry as required by the Fostering Services Regulations.

The manager was aware of the requirement to ensure CRB checks are carried out every three years.

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

Matters to be monitored under Schedule 7 of the Fostering Services Regulations were for the most part monitored through the various systems for formal Looked After Children/Quality Protects and national monitoring mechanisms. The inspector saw evidence of this during the inspection.

A conflict of interest policy/flow chart was available.

In interview staff demonstrated a clear understanding of the delegated roles and responsibilities of the management team. Staff reported that there were clear lines of accountability and knew who to approach for information, guidance and decisions in the absence of the manager.

Since the last inspection a principal social worker had been appointed to cover adoption activity thus making the Fostering and Adoption Manager's workload more realistic.

Notifications under Schedule 8, whilst all are not statutory for local authorities, had been made.

The local authority places children from time to time with independent fostering agencies (IFA). The inspector requested information relating to a sample of children who had been placed with an IFA. Evidence supplied by the manager showed necessary checks had been carried out and individual contacts had been issued.

The service adhered to the financial procedures laid down by North East Lincolnshire Council. The inspector was advised that delegated budgets were routinely scrutinised by the fostering service manager.

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

X

Death of a child placed with foster parents.

X

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

X

Serious illness or accident of a child.

X

Outbreak of serious infectious disease at a foster home.

X

Actual or suspected involvement of a child in prostitution.

1

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

X

Serious complaint about a foster parent.

X

Initiation of child protection enquiry involving a child.	X
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
<p>The manager had a written job description setting out duties and responsibilities and did not hold any similar position with any other organisation. The level of delegation and responsibility of the manager and lines of accountability were clearly defined and understood by staff.</p> <p>Arrangements were in place to identify the person in charge when the manager is absent. In interview staff reported that these arrangements worked well in practice.</p>		

Securing and Promoting Welfare

The intended outcome for the following set of standards is:

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

Standard 6 (6.1 - 6.9)

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

Key Findings and Evidence	Standard met?	3
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Home and family assessments form part of the initial approval process, which provides the opportunity for the fostering staff to make an assessment that carers are able to provide safe and caring environments. Support visits and the foster carer annual reviews ensure the monitoring and continuation of this process. The review includes a formal health and safety check. Please refer to comments detailed in NMS 16.

Evidence seen during the course of the inspection indicates that foster homes are able to provide warm, comfortable and adequately furnished accommodation.

The inspector case tracked five children. Not all children placed had their own bedroom. The service had introduced guidance on the matching of children to placements. A child's need for space and privacy is assessed and recorded as part of the matching process.

It was not clear from information provided to the inspector, the ratio of single bedrooms to shared bedrooms and how the service monitors this. The inspector advises that this issue is included as part of QA functions under regulation 42.

Foster carer preparation and training covers health and safety issues. First aid training is included as part of the core training programme. Evidence from information recorded on foster carer reviews reports examined by the inspector and foster carer and staff interviews showed that staff shortages during 2004 had impacted on the team's capacity to deliver foundation training. Please refer to NMS 23.

The Foster Carer Agreement refers to the expectation that foster carers co-operate with inspections.

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

From interviews with family placement officers, children's social workers, foster carers and examination of information and training materials included in the Skills to Foster programme, it was evident that the service endeavours to value diversity and promote equality. Equality and diversity issues are integrated throughout the foster carers assessment and preparation training. Pre-inspection material provided to the inspector indicated that 1 foster carer had attended a Diversity and Cultural Awareness training session during 2004.

The fostering service did not have any foster carers of minority ethnic origin. This reflects predominantly but not exclusively the ethnic backgrounds of children placed by the service. However this means that some children and young people are placed cross culturally.

Pre-inspection material provided to the inspector states that there is a range of resources available in order to meet the religious, cultural, racial and linguistic needs of children for example a translator is engaged on a session basis for children seeking asylum and educational resources are available from the Literacy and Numeracy service.

The inspector case tracked one foster carer providing a placement for a young asylum seeker. It was evident from interviews with the foster carers, the family placement officer and the young persons social worker that cross cultural issues had been discussed and guidance had been provided. The need to provide the foster carers with specific training had been highlighted, but not yet provided.

Foster carers must be provided with training to equip them to support a child/young person in dealing with any form of discrimination, and also in raising the child's confidence and feelings of self worth.

The service provides short-term breaks/respice to support parents with disabled children and the service had a number of dedicated foster cares to provide such placements

From interviews with foster carers, supervising and children's social workers, it was established that children and young people can have support, including finance to pursue personal interests and hobbies

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

Interviews with supervising and children's social workers demonstrated that lengthy discussions take place between different professionals about the needs of children in order to make matched placements. The service had written guidance on matching children to placements and a written record of matching considerations was produced.

Comments from interviews held with children's social workers indicated that they felt the service had difficulty in recruiting carers in the numbers or diversity to enable effective matching of children to foster cares in some cases. Particularly in relation to young children with complex needs, teenagers and children from different ethnic and cultural backgrounds.

33 social workers returned a questionnaire. One question related to the social workers opinion as to how well the foster carer was/is looking after the child. Responses were as follows:

27 reported that the foster carer looked after the child very well indeed

2 reported that the foster carer looked after the child quite well

2 stated the care was Ok most of the time

2 social workers failed to answer this question.

In interview family placement officers and children's social workers acknowledged the need for introductions of children to placements and staff interviewed stated this happened wherever possible. Evidence seen indicated that for planned placements introductory visits do take place.

From interviews with foster carers family placement officers and children's social workers it was established that some foster carers had provided a personal/family profile. However this is not the same in all cases. The inspector advises that consideration is given to producing these for each foster carer household. Profiles can be of particular value when introductions of children to placements cannot be facilitated.

From the case tracking exercise it was evident that an exemption had been granted for one foster carer. The inspector was not able to confirm whether the granting of the exemption had been confirmed in writing to the foster carer. However a procedure for exemptions had been developed. This makes explicit the need to ensure foster carers are provided with a copy of the exemption certificate.

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?

2

North East Lincolnshire Council had in place comprehensive Multi-Agency Child Protection Procedures and an Area Child Protection Committee. All staff employed had access to child protection training commensurate with their role.

Prospective foster carers received in their 'Introduction to Fostering' training on abuse and safe care. However it was not evident from records seen and discussions with foster carers that all foster carer had received regular child protection training. The pre-inspection material provided to the inspector indicated that 1 foster carer completed Child Protection – level one training. A further 18 places are booked in 2005.

The inspector examined the records of five foster carer's; safe care plans were evident in three out of the five files examined. There was no evidence that these guidelines had been cleared with the child's social worker. This was confirmed in interviews held with four placing social workers.

Policies, procedures and guidance contained in the Foster Carer Handbook makes clear to foster carers that corporal punishment and other forms of inappropriate control or punishment is not acceptable. Regulation 13 requires providers to 'prepare and implement a written policy on acceptable measures of control, discipline or restraint. It is therefore a reasonable expectation that where appropriate foster carers must be provided with physical intervention training as part of the providers measures to implement their policy. Particularly as it was evident from the case tracking exercise that foster carers were supporting children and young people who exhibited challenging behaviours.

The inspector was advised that a manager from one of the children's home had previously facilitated management of challenging behaviour training for some foster carers. Pre-inspection material indicated that during 2004, 1 foster carer had attended a Violence and Aggression training course and 3 foster carers had attended a training course on Promoting Resilience and Managing Behaviour

In discussion with foster carers, it was evident that they had a knowledge and understanding of the issues and concerns about bullying. Written guidance on bullying had been made available to foster carers.

Foster carers spoken to indicated that they had written guidance on what to do if a child goes missing from home and understood the actions they needed to take should this occur.

A written procedure on children missing from care was available.

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

X

%

Standard 10 (10.1 - 10.9)

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

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

It was evident from the Choose to Foster training programme, the foster carer handbook and feedback from interviews with foster carers that the importance of contact is made clear to foster carers in their training and support from the family placement officer reinforces this. Foster carers confirmed that financial support is provided to facilitate contact.

Interviews with foster carers, family placement officers and children's social workers evidenced that discussions do take place concerning contact arrangements. Feedback from foster carer interviews and questionnaires indicates that generally contact arrangements were agreed at the point of a placement commencing or following the initial placement meeting.

Feedback from foster carers via interviews and questionnaires indicated that contact with families could be one of the hardest parts of fostering. In cases where there had been difficult contact issues, foster carers reported that they were provided with support in dealing with these in a positive manner.

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**

Formal mechanisms for consulting with children were in place for example as part of the statutory review process and all children over 12 years have an exit interview. Feedback from exit interviews is collated and a copy of a recent report was provided to the inspector.

Parents accessing the short break service have the opportunity to complete a consultation form as part of the foster carer review process.

The Children's Participation Officers facilitate groups for groups of Looked After Children and develop and lead consultation exercises with children and young people. Examples of outcomes of work carried out were provided to the inspector.

It was evident from staff interviews and examination of records of supervisory visits that fostering staff sought out the views of children in placement during supervisory visits carried out with foster carers.

In interview placing social workers and fostering staff reported that children were made aware of how to access the complaints procedure and that this was checked out during reviews.

Ten completed children's questionnaires were received, 100% of children reported that they knew how to make a complaint. 70% reported that their carers consulted with them often, 20% reported their carers consulted with them sometimes, and 10% reported no consultation. 80% of the children who responded reported their opinions about their carer

had been sought. 70% reported that their views about how the service was run had also been sought. 30% reported that they were rarely consulted about the fostering service.

A children's guide had been developed and the inspector was advised that this was being issued to children. The children's guide gives information on the services complaints procedure. 90% of children who returned questionnaire reported that they had been issued with a copy of the children's guide.

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?

4

It was evident from documentation seen and interviews with family placement officers and foster carers that the service gives high priority to ensuring children's health care needs are met. All aspects of NMS 12.6 were met. . In interview with the inspector foster carers were able to describe a range of specialist services available to children and young people and how they would support them to access these.

The Council has a looked After Children's Health Team, which consists of a designated doctor, a Looked After children's nurse and a full time administration. The team trigger and monitor health assessments. The health team also hold weekly clinics and carryout outreach work. The inspector was provided with a copy of a Personal Health Fax, which is to be issued to children and young people. **The service is to be commended for this.**

The fostering team has access to 2 clinical psychologist two days per week. Pre-inspection material provided to the inspector highlighted that the clinical psychologist would complete an assessment of all children looked after for more than four months. The psychologists provide a consultancy service for fostering staff and foster carers and also carryout direct work with children.

First aid training and health awareness is included in the foundation-training programme and is available to all foster carers.

Standard 13 (13.1 - 13.8)

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

Key Findings and Evidence**Standard met?**

3

North Lincolnshire Council has a clear protocol for improving the life chances through education for Looked After Children. Education attainment is monitored through the quality protects programme.

In interview family placement officers, children's social workers and foster carers reported that there was positive contact the Looked After Children's Education Team.

The fostering service provided computers to foster carers for use by children of school age.

In interview foster carers reported that they felt that the importance of education and supporting children in their education was prompted and emphasised by the fostering service. All foster carers interviewed were clear about their responsibilities in supporting educational development. Foster carers provided feedback of their involvement with schools, which included attending parent's evenings (as appropriate) and discussions with teachers.

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 formally 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 local authorities human resources section provided personnel services and there was a detailed written procedure for the recruitment and selection of staff. The human resources section held staff employment records. All permanent contracts were subject to a probationary period of six months.

The inspector checked the personnel files of three employees. Two files held all necessary records and checks. The personnel files for one employee only contained one written reference, although two verbal references had been obtained. The manager reported that a second written reference was being chased up. The manager must ensure all necessary employment records are obtained.

Staff responsible for supervising foster carers held a recognised social-work qualification. Information supplied in the pre-inspection material stated that social work staff had completed applications to register with The General Social Care Council.

Total number of staff of the agency:

24

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?

2

The management structure was set out in the statement of purpose. Lines of responsibility and accountability were clearly defined and understood by staff and foster carers. All staff had a contact, written job description and had access to relevant policies and procedures.

The service did not operate a formal workload management system. Workloads were monitored as part of regular supervision.

Guidance for assessments, approvals and reviews of carers was in place. From examination of records and interviews with staff it was evident that staff shortages during 2004 had impacted on the teams capacity to carryout assessments of prospective foster carers and to

complete foster carers reviews. Statistical information provided to the inspector showed that some reviews were out of date. A review must take place not more than one year after approval and at intervals of not more than one year.

The local authority places children from time to time with independent fostering agencies (IFA). The inspector requested information relating to a sample of children who had been placed with an IFA. Evidence supplied by the manager showed necessary checks had been carried out and individual contacts had been issued.

All staff were in receipt of formal supervision. Supervision arrangements were subject to active monitoring. Senior staff responsible for supervision had the appropriate level of experience and had received relevant training.

In interview staff reported that administrative arrangements were satisfactory and efficient.

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

In interview the fostering service manager and staff indicated that there were sufficient numbers of qualified workers to carry out the full range of duties and responsibilities when the service is fully staffed.

It was established from staff interviews and documentation seen that the service had a proactive approach to recruiting foster carers to meet service demands. However the manager acknowledged that there is a need for more foster carers. This was reinforced by comments received from placing social workers via interviews and questionnaires.

Feedback from foster carer questionnaires indicated that some foster carers were concerned about the lack of recruitment of new foster carers in the right numbers. Others commented that foster carers should be more involved in training and supporting potential foster carers. This issue was highlighted in the last inspection.

The assessment process for foster carers is clearly set out in documentation provided to foster carers, in training and procedural guidance. The fostering service carries out competency-based assessments and these were in evidence on the foster carer files examined and address the areas outlined in NMS17.7 and 17.7

Standard 18 (18.1 – 18.7)

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

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

The service employs corporate policies and procedures for staff recruitment and selection. In interview staff commented that they considered the local authority and their managers to be a fair and competent employers.

Systems and guidance for recruiting, training and supporting foster carers were well developed.

All the foster carers interviewed described their family placement officers as supportive and efficient. 23 foster carers returned a questionnaire. One question related to the foster carer opinion as to how well the service supported them. Responses were as follows:

11 reported that they were very satisfied with the support provided

3 reported that the service supported them quite well

6 reported that the support provided was Ok most of the time

1 foster carer reported that they didn't get enough support.

2 foster carers failed to answer this question

Guidance on Whistle-blowing had been provided to foster carers and staff.

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 Local Authority provides a pathway of training and development through induction, in-service and post qualifying training.

In interview staff reported that they felt supported by the service managers, all had access to formal regular supervision and employee development reviews. Regular team meetings were held and examination of a sample of team meeting minutes showed that these meetings addressed both management and practice issues

Family placement officers reported that they felt that they were kept informed about new legislation and guidance via supervision, staff meetings and the intranet.

There were joint training events that supervising social workers, children's social workers and foster carers could attend.

The service operates a formal choose to foster programme and a foundation training programme. The foundation programme was well developed and comprehensive. However interviews with staff, foster carers and examination of records evidenced that very little foundation training had been delivered during 2004.

Standard 20 (20.1 - 20.5)		
All staff are properly accountable and supported.		
Key Findings and Evidence	Standard met?	3
<p>All staff had been issued with job descriptions and contracts.</p> <p>All staff interviewed confirmed that they received regular supervision and employee development reviews. Written records were maintained. Staff reported that they felt the service to be well managed.</p> <p>Staff reported that they had access to relevant policies, procedures and practice guidance; in addition staff had access to the intranet as a means of keeping abreast of policy and legislative changes.</p> <p>Regular recorded staff and team meetings were held, minutes of these meeting were available.</p>		

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
<p>The council had developed a Commissioning Strategy. Information and planning on all aspects identified in MNS 21.2, was in evidence.</p> <p>Since the last inspection the team had produced and issued a Foster Carer Handbook to all carers, which provides an important and informative resource for carers.</p> <p>In interview foster carers reported that they knew and understood the respective roles and responsibilities of the family placement officer and the children's social worker.</p> <p>A system to trigger and monitor foster carer reviews was in place. Review reports are presented to the Fostering Panel. Please refer to comments detailed in NMS 6 and 16.</p> <p>Feedback from foster carer questionnaires identified the support received from placing social workers as the least helpful aspect of support offered, mostly because of cancelled appointments, unreturned telephone calls, lack of recognition of foster carer role and turnover of social workers, resulting in children having changes in social workers and no opportunity to subsequently develop a relationship. These issues were highlighted in the previous inspection.</p> <p>Feedback from interviews with family placement officers, placing social workers and questionnaires indicated that communication between these workers was considered to be generally satisfactory.</p>		

Standard 22 (22.1 - 22.10)

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

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

All foster carers had a named supervisor. All staff with responsibility for supervising foster carers had an appropriate social work qualification.

Since the last inspection, the fostering service had reviewed and revised its Foster Care Agreement to reflect the Fostering Services Regulations. The foster carer terms of approval had been recorded.

Foster carers were provided with a handbook, which provides foster carers with information and practice guidance on a broad range of issues pertinent to the role of a foster carer.

Interview with family placement officers and foster carers and examination of records held in the foster carer files evidenced that regular meetings took place. However, as previously indicated staff shortages meant that visits to foster carers had had to be prioritised. Some foster carers had not had a visit for periods of up to three months. The inspector was advised that when visiting was not possible telephone support was provided. Feedback from foster carer interviews and questionnaires showed foster carers were made aware of the temporary staff shortages within the team and of the arrangements to provide support in the absence of specific workers.

A system of out of hours support was available to foster carers, Feedback from foster carers via interviews and questionnaires did not indicate any specific concerns with out of hours support arrangements.

Feedback from foster carers via questionnaires and interview indicated that they were informed about the complaints procedure and how to use it. This was also the view of children who responded via their questionnaire

Records of allegation of abuse were maintained and monitored. The service had a procedure for management of allegations of abuse by foster carers. A policy framework for deregistration of a foster carer was available.

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?****2**

The fostering service had a well-designed approval-training programme. It includes provision for both adult members of the applicant's household, the applicants own children and is flexible in its delivery and includes safe caring.

A post-approval foundation-training programme had been designed. However evidence from staff and foster carer interviews, examination of documentation shows very little foundation training had been delivered and accessed during 2004. The manager was aware of the implications of this for foster carers and children in placement. The inspector was advised that training would be given a high priority in the coming year.

Again as previously highlighted staff shortages had also impacted on the team capacity to keep pace with reviewing activity. The manager was aware of the implications of this and the inspector was advised that any outstanding reviews would be carried out speedily.

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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In interview foster carers reported that they were provided with Looked After Children's documentation and that they were made aware through training and procedural guidance of the need to ensure confidentiality of information and the importance of keeping records secure.

33 completed foster carer questionnaires were received by the inspector of these 6 foster carers reported that they were not provided with sufficient information concerning the needs of children placed with them.

Foster carer confirmed that they were made aware of the need to maintain records of children's placements and that they were provided with the necessary guidance and equipment to do this.

The foster carer handbook includes information on confidentiality, record keeping and other related matters

Standard 25 (25.1 - 25.13)

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

Key Findings and Evidence	Standard met?	3
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The service had a clear policy and procedures for establishing and maintaining case files. Records about complaints and allegations were held and maintained with an individual record sheet on each foster carer file to log these.

Separate records as detailed in NMS 25.2 were kept. Foster carers and children were made aware, through leaflets and procedures of how to gain access to their records. It was not evident from discussions with staff and foster carers whether children and foster carers chose to access records held on them

Storage and security arrangements were adequate.

With the exception of the short-break service, it was not evident that the fostering service had implemented a formal system to monitor the quality and adequacy of records.

All foster carer and staff files examined contained records of checks and references.

Number of current foster placements supported by the agency:			135
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

The service operates out of premises situated in the centre of Grimsby. Although the premises are accessible in terms of location the building does not lend itself readily to foster carer-training, meetings and pop in visits.

This matter was discussed with the manager who reported that the local authority was actively looking for more suitable premises.

The office is available to provide for matters detailed in NMS 26.3.

In interview staff reported that they had access to sufficient equipment to enable them to carry out their role effectively.

Adequate insurance and or replacement arrangements are provided by the local authority

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
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The Local Authority provides the service, therefore financial viability is accepted. The inspector found no evidence to suggest the Council is not financing its fostering service appropriately

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?	3
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The services budget is subject to the accounting and auditing processes of the central financing section of North East Lincolnshire Council.

The fostering service is allocated a budget on an annual basis, which is subject to regular monitoring, by the fostering service and senior clerk.

Standard 29 (29.1 - 29.2)

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

Key Findings and Evidence

Standard met?

3

The authority had written information on current foster carer allowances. Allowances are reviewed annually. Feedback from interviews conducted with foster carers and foster carer questionnaires indicate no specific concerns regarding payments and allowances. Kinship carers are paid the same allowances as other foster carers.

The inspector received 33 completed foster carer questionnaires of these 4 foster carers commented that allowances should be increased.

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 met with the panel chair, and observed a panel meeting. Panel members were observed to be welcoming to applicants and attempts were made to put them at ease. In interview the panel chair reported that two new panels member were going to be introduced in February 2004.

The Fostering Panel policies and procedures reflected the Fostering Services Regulations and National Minimum Standards in terms of practical, organisational and legal implications in respect of membership and practice.

A service manager employed by the local authority chairs the panel and the panel had medical representation All panel members had been CRB cleared.

Meetings of the panel are formally recorded and decisions/recommendations are placed on the relevant foster carer's file. Past panel minutes examined as part of this inspection were comprehensive and consistently recorded.

Arrangements were in place for the panel to receive service information on a regular basis.

Foster carers are encouraged to attend panel meetings. Profiles of each panel member were being produced, with the intent that these are made available to foster carers prior to attending panel meetings. This is an area of good practice.

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?	3
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The local authority operates a disability panel, which meets every two weeks to consider the needs of children with disabilities and to allocate resources.

Since the last inspection children receiving short term breaks had been 'declassified' as Looked After. Feedback indicated that this action was taken in response to representations from birth parents and professional staff. It is too early to assess any impact for the children, their parents and other key-stakeholders.

The inspector interviewed the senior practitioner for the short break scheme and two foster carers who provided short term breaks for parents with children with a disability. The foster carers interviewed were aware that birth parents remain central to the promotion of health and educational needs of children. The case tracking exercise highlighted issues relating to moving and handling training and guidance. The service did not have a specific moving and handling procedure and training programme which reflected the needs of carers providing short-term breaks for children with a disability. The inspector was advised that training was individually tailored to meet the needs of the child and foster carers. Occupational therapists visited and carried out assessments for moving and handling and specialist equipment.

Requirements of carers reflected the short-term nature of the placement.

The inspector was advised that the views of birth parents were sought as part of the foster carer review process.

The inspector was advised that supervisory visits to short term break foster carers were generally carried out at three monthly intervals, but that visiting could be more frequent dependant upon the needs of the carer and child/young person.

Records and interviews demonstrated that foster carers were provided with child specific training. The pre-inspection material provided to the inspector showed that during 2004, 9 foster carers had had training in communication with children and 13 foster carers had received training in understanding autism. The service needs to develop a specific training programme, which reflects the needs of carers providing support to disabled children.

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?	0
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This standard was not assessed on this occasion.

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 <enter date(s) of inspection here> and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

The "Skills to Foster" training programme, attended by all new carers covers the issues in Standard 9.2 in great depth and is, we believe, sufficient to meet the requirements of this standard. As stated in the report 18 carers are already booked on additional child protection training in 2005.

Child protection training is not the only training relevant to protecting children from abuse. The attachment training, attended by 14 carers, the resilience training, attended by 3 carers and the Role of the Foster carer, 10 carers are all relevant. The Foster carer's Handbook also includes extensive guidance on the signs and impact of abuse.

The "Skills to Foster" training and assessment of carers includes guidance on corporal punishment and other inappropriate methods of control. The Foster carer's Handbook contains extensive guidance on alternative methods of discipline.

There is a written policy on measures of control and restraint as required by Regulation 13. Additional, more specialised training is accessed for carers when appropriate eg the example given of individual work carried out by a residential manager. Training on appropriate measures of discipline and control also occurs in individual sessions with the clinical psychologists, tailored to the children's needs. The level of referral to the psychologists formed part of the pre-inspection evidence.

The carer whose case was tracked is an experienced residential manager who has completed North East Lincolnshire's "Violence & Aggression" training. She has also attended an external course on managing children with attachment difficulties, meets with the clinical psychologist every 3 weeks to discuss the child including managing behaviour.

The psychologists facilitate a regular course on managing challenging behaviour and did so in 2004.

Link workers complete individual training sessions with carers.

Our guidance on training clearly identifies that training opportunities are not restricted to formal training courses. *"Training is not restricted to formal training courses but can also include reading material and completing exercises at home; meeting with other professionals in the directorate and from other agencies; becoming involved in working parties; attending support group meetings"*.

It is our view that this standard is met.

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

Amendments to the report were necessary	<input type="checkbox"/>
Comments were received from the provider	<input type="checkbox"/>
Provider comments/factual amendments were incorporated into the final inspection report	<input type="checkbox"/>
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	<input type="checkbox"/>

Note:

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

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

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

Action plan was required	<input type="checkbox"/>
Action plan was received at the point of publication	<input type="checkbox"/>
Action plan covers all the statutory requirements in a timely fashion	<input type="checkbox"/>
Action plan did not cover all the statutory requirements and required further discussion	<input type="checkbox"/>
Provider has declined to provide an action plan	<input type="checkbox"/>
Other: <enter details here>	<input type="checkbox"/>

Public reports

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

D.3 PROVIDER'S AGREEMENT

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

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

Print Name _____
Signature _____
Designation _____
Date _____

Or

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

Print Name _____
Signature _____
Designation _____
Date _____

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

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