

## Infinity Foster Care

Infinity Foster Care, Suite 3b, 1st Floor, Cranbrook House, 61 Cranbrook Road, Ilford, London IG1 4PG

# Assurance visit

## Information about this independent fostering agency

This is a privately owned independent fostering agency based in East London. The fostering service specialises in providing the following types of foster care: long term, short term, respite, emergency and child and parent placements.

At the time of the visit, the fostering service had five approved fostering households with seven children. There were also two parents in parent and child placements. This agency was registered with Ofsted in August 2019. The manager was registered at the same time.

**Visit dates:** 24 to 25 November 2020

**Previous inspection date:** Not previously inspected

**Previous inspection judgement:** Not previously inspected

## Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred

practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

## **Findings from the visit**

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

### **The care of children**

Children's lives are enhanced within nurturing, culturally reflective foster placements. Social workers comment on the 'good care' which children receive. A child stated, 'everything is very good' and a parent described their foster carer as 'very supportive'.

One of the agency's strengths is the effective cultural matching of placements. This enables children and parents to live with foster carers who understand their cultural, linguistic and religious needs. This contributes to them having a sense of belonging and a positive self-identity.

Children and parents quickly settle within their foster home, which provides stability and has a positive impact on their well-being. Children are growing in confidence. They are supported to pursue their hobbies and interests and they are all making progress.

All children of school age are in education. Leaders and managers are highly ambitious for children and tenaciously advocate for children's needs. This ambition extends to parents, who are able to undertake online courses, to enhance their personal development.

There is good attention to children's and parents' health needs and their emotional well-being. Leaders and managers provide appropriate support in regard to maintaining contact with relatives. An example of this is assisting with taxi fares.

Children benefit from having their own ambassador, who is dedicated to befriending them and improving their outcomes. The 'young person's' ambassador' is a high achiever who has personal experience of seeking asylum and being in foster care. This individual is an inspirational role model and provides valued support to children.

### **The safety of children**

Children benefit from good safeguarding arrangements. The agency has a good risk management system, which demonstrates an awareness of children's complex needs. An example of this is the protective arrangements in place to ensure other children's safety while awaiting a child's age assessment.

Children respond well to routines and consistent and firm boundaries. There are no issues in regard to socially unacceptable behaviour. The agency has not received any

complaints. Children, social workers and the agency foster carers could not highlight anything which could be improved.

Foster carers are well aware of the potential risks for children growing up in London. They succeed in providing a warm, nurturing and safe home for children. There are no concerns about children going missing from home or being involved in exploitative relationships.

The agency purposefully considers the needs of parents, in parent and child placements. Parents are helped to increase their understanding of the impact of living with domestic violence or in unhealthy relationships. They benefit from supportive information in their first language and access to specialist courses to further help them.

Foster carers and staff benefit from diverse and wide-ranging safeguarding training. This raises their awareness of issues relating to female genital mutilation, preventing radicalisation, gang association, child sexual exploitation and child criminal exploitation. Panel training has also included learning the lessons from serious case reviews.

### **Leaders and managers**

Leaders and managers have successfully established a fostering agency during a global pandemic. They have creatively supported carers and succeeded in promoting positive outcomes for children. A social worker described the registered manager as 'proactive' and a foster carer felt the support was 'excellent'.

Foster carers, children and parents have benefited from a wide range of information which has raised their awareness of COVID-19. Leaders and managers have appropriately used the regulatory 'flexibilities' in the best interests of children. Social interaction and participation in meetings have been enhanced through the use of technology.

Foster carers unanimously praise the support provided by leaders and managers. Foster carers benefit from individual supervision and group support. They are well prepared for their role, through training, management guidance and 24-hour support.

The assessment of prospective foster carers is very prompt and efficient. The culturally diverse fostering panel has a wide range of expertise. Panel decisions focus on children's welfare and their suggestions contribute to improvements within the agency.

Children and parents who speak English as an additional language benefit from translated information. This includes a personalised children's guide and information regarding seeking asylum. Children's documentation is generally child-centred, featuring their photograph at the heart of their information. The only shortfall seen

relates to the children's guide, which is written in a style more suited to an older child with good literacy.

Leaders and managers are passionate, child-focused and committed to providing a high-quality service. The agency benefits from highly experienced external professionals in the agency decision-maker, panel chair and in consultancy roles. There is a clear vision for the future, which includes specialisms, therapeutic support and a wraparound service for children.

## **What does the independent fostering agency need to do to improve?**

### **Recommendations**

- The registered person should ensure the children's guide is available in age-appropriate formats. ('Fostering Services: National Minimum Standards', 16.6)

## **Independent fostering agency details**

**Unique reference number:** 2537401

**Registered provider:** Infinity Foster Care Ltd

**Registered provider address:** Infinity Foster Care Ltd, Suite 3b, 1st Floor, Cranbrook House, 61 Cranbrook Road, Ilford, London IG1 4PG

**Responsible individual:** Anjum Khan

**Registered manager:** Ashish Goswami

## **Inspectors**

Sharon Payne, Social Care Inspector  
Kate Malleson, HMI, Social Care

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