

The Foster Care Co-operative



STATEMENT OF PURPOSE (WALES) 2018

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1. What is a Statement of Purpose?

A Statement of Purpose provides information about the services delivered by a Fostering agency as set out in the Fostering Services (Wales) Regulations 2003 and Standard 1 of the National Minimum Standards for Fostering Services.

The Foster Care Co-operative (Wales) revises their Statement of Purpose on an annual basis, detailing our aims and objectives and how our agency intends to meet them. It is a source of information for the families, foster carers, for people thinking of becoming foster carers and for professionals and colleagues within our agency and from other agencies.

We also provide a 'Children's Guide' to children and young people being cared for in foster placements.

The Foster Care Co-operative (Wales) also has policies and procedures that were developed for our staff and approved Foster Carers. Our policies and procedures are regularly reviewed and updated and copies of the most current versions can be found on the carers' section of our website.

The Care Inspectorate Wales (CIW) regularly inspects our Fostering Agency to ensure that we achieve the aims and objectives set out in our Statement of Purpose.

The Foster Care Co-operative (Wales) is committed to improving services and this is why we review our aims and objectives and our policies and procedures on an on-going basis (updating them as required).

2. Overview of Services Provided

The Agency is designed to recruit, assess, train and support Foster Carers in a variety of locations throughout Wales.

All vacancies within this Agency are detailed and included on the Children's Commissioning Support Resources system (CCSR).

Further to consultation with the proposed carer(s), referrals are responded to with a detailed 'Expression of Interest' (also known as a Matching Assessment) and a copy of the relevant carer's profile.

The Foster Care Co-operative holds regular "Skills to Foster" courses and all foster carer applicants are required to attend this training prior to approval that is, prior to us being willing to present their application / assessment to our Fostering Panel.

The Foster Care Co-operative offers a range of placements, on a short term, long term and respite basis. We also have carers who offer 'Parents and Children Together' (PACT) placements and Local Authorities are also encouraged to discuss any need arising from requirements for Short Break, Shared Care and Transitional Care.

Local Authorities are required to provide all relevant documentation within the tendering process. We request that all 'Looked After Child' documentation be completed before a child or young person is placed as well as the FCC Foster Placement Agreement.

- **Short Term Placements** - are available with foster carers who are skilled and suited to this type of placement. These placements can vary in duration from a single night to a number of months. In all cases, monthly reports are provided for placing agencies along with other appropriate recording.

A proportion of short term placements commence as emergency referrals from Local Authorities and, by the nature of this type of referral, no clear plan or 'end-date' are known at the point of placement. An FCC Foster Placement Agreement is completed prior to or at point of placement which confirms the Care Plan for every child placed.

- **Long Term Placements** - are offered by a number of carers. A permanent home into adulthood is provided when this is an identified requirement of the Child Care Plan. Permanent family placements are offered to children who have had short-term placements with the agency. In all cases, monthly reports are provided for placing agencies on the progress of children in placement. An FCC Foster Placement agreement is completed prior to or at point of placement which confirms the Care Plan for every child placed.

- **Sibling Groups** - The Agency does assess and approve foster carers who have the emotional strength and physical space to take a sibling group. We recognise the additional support that care of a sibling group requires so that each individual child achieves their maximum potential.
- **Shared Care** – the FCC offers Local Authorities the opportunity to place children with carers on a shared care basis that is, where care is being offered both by our foster carers and by the child’s permanent family members. This enables children to remain predominantly in the care of their birth family whilst simultaneously accessing any appropriate support services that will maximise and promote good outcomes and ultimately prevent entry to the Looked After system.
- **Short Breaks** – the FCC offers a package of preventative, intensive, short term foster care support to enable families in crisis to avoid a child or young person being taken into care. The FCC will also work with birth families in order to achieve long term change.
- **Transitional Care** – the FCC are able to work in partnership with residential care providers to facilitate positive and stable transitions to family placements.
- **‘Parent and Child Together’ Placements (PACT)** - our Agency offers appropriately skilled carers who can offer placements for parents with their children. The parent does not have to be below the age of 18 and both parents can be included if this is deemed appropriate to meet the needs of the child and family. Carers are selected who have the necessary skills to undertake this particularly complex type of work. All carers offering this type of placement are required to undergo specialist training prior to being considered for any PACT placement.

3. Status and Constitution

- The Foster Care Co-operative (FCC) is an independent fostering agency operating throughout Wales and England. Its co-operative status makes the Agency unique amongst fostering providers.
- The Foster Care Co-operative is registered as a Co-operative under common ownership and this registration is listed with Co-operatives UK, the National Clearing House and Representative Body for Co-operatives in the United Kingdom. In addition the Foster Care Co-operative is registered as a limited company in the UK.
- PAYE staff will be accepted as members of the Co-operative and Foster Carers as associate members.
- Consultation is achieved with carers through the support group mechanism, quarterly newsletters and an innovative and informative FCC website. In order that all views are communicated to the Board of the Co-operative a formal written consultation process is initiated by the Executive Director well in advance of the Annual General Meeting. Issues raised are recorded and responded to with details being appended to the AGM minutes.
- It is not possible for Foster Carers to sit on the Board of the Co-operative because Foster Carers are expressly forbidden from controlling and/or managing the agency for which they foster in the United Kingdom.
- The detailed rules governing the Foster Care Co-operative are contained within the Memorandum of Association and the Articles of Association, copies of which are available on request and placed on the FCC website.
- The Co-operative is collectively owned and cannot be subject to a takeover or asset stripped by a minority interest, nor can the agency be sold. In the event of the business being wound up, or subject to dissolution, any of the assets of the Co-operative remaining would be disposed of, after its liabilities are satisfied, and not distributed among the Members, but transferred instead to some other common ownership enterprise(s). This may include other UK Co-operatives or to some other non-profit organisation(s) promoting and supporting co-operative and common ownership enterprise, as may be decided by the Board at the time of, or prior to, the dissolution. In the event that for whatever reason any residual assets cannot be so transferred, they shall be given for charitable purposes.
- The Foster Care Co-operative has been registered with the Disclosure and Barring Service (DBS).
- The Foster Care Co-operative is registered as a Fostering Service under the Care Standards Act 2000. FCC Wales was registered by Care and Social Services Inspectorate for Wales (CSSIW, although now known as the CIW) in 2004.

4. The Aims and Objectives, Principles and Standards of the Foster Care Co-operative

The Foster Care Co-operative is a not-for-profit independent fostering agency based in England and Wales. We are committed to providing quality foster care to Looked After Children who are placed with FCC foster carers.

We aim to provide :-

- a good quality, highly regarded service that inspires confidence in children/young people, carers, staff, managers and partner agencies.
- stability and permanence in the lives of the children and young people who are placed with Foster Carers in order to maximise their life chances.

Through such stability the Foster Carers can play their part in developing the child's identity, ensuring their educational needs are met, promoting their health and well-being and realising their full potential.

One of our objectives is to grow the number of foster carers available for children in Local Authority care through the recruitment of individuals and couples new to the fostering task.

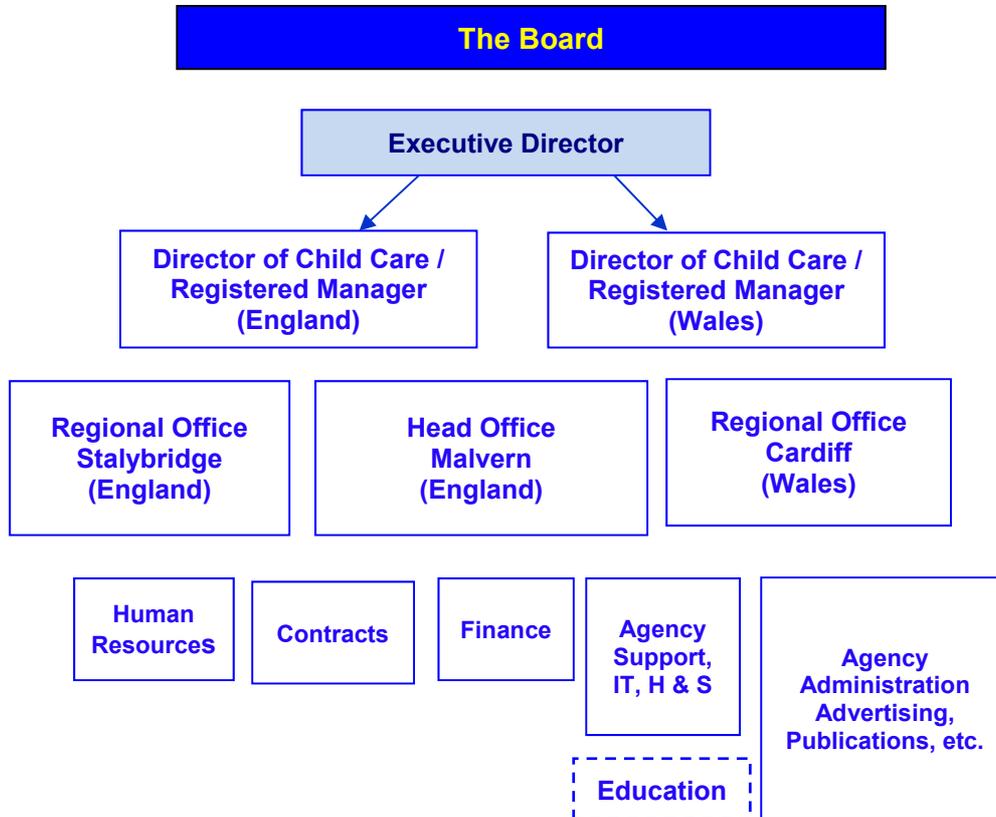
The Agency provides a range of placements with Foster Carers for children and young people who are Looked After and the way in which we plan to achieve our overall aims, objectives, principles and standards are to:-

- continually develop a reputation for delivering a quality service with integrity;
- provide an excellent child care service to Local Authorities with a range of good quality family-based care for children who are unable to stay with their own families;
- provide looked after children with a safe, stable, nurturing family experience which will promote their health, educational achievement and wellbeing and which will assist them in coming to terms with their life experiences and reaching their full potential;
- value diversity by recruiting and training carers who respect, promote and reflect the ethnicity, race, culture and religious identity of the children and young people they care for;
- respect the gender and sexuality of children and young people;
- listen to children and young people about their needs, wishes and experiences;
- be wholly committed to children and young people cared for in foster and shared care placements and to be centred entirely on their needs;
- advise children and young people in foster placements of the Complaints Procedure and assist them in making a complaint if they choose;

- enable children and young people to contribute to the annual reviews of their foster carers and make any concerns they may have about their carers known to managers.
- work together with the child's allocated social worker to ensure that the child or young person's views about their foster placement are listened to and taken into consideration when decisions are made (especially when there is a Looked after Child Review);
- work together with Education to enable children and young people in foster care to maximise their learning and educational skills and opportunities;
- work together with Health to achieve the best standards of health care and health awareness;
- work together with Leaving Care Teams and Supported Lodgings / 'When I am Ready' Services to ensure that young people are supported as they make the transition from foster care to independent living and gain from training and employment opportunities;
- train foster carers and post-approved carers to a very high standard and enable carers to participate in a wide range of training opportunities;
- support foster carers in providing the highest possible care to children and young people;
- provide additional support carers by having a 'Duty Social Worker' available during the day. Our Supervising Social Workers will also offer 'out of hours' support and assistance to the carers that they supervise during the evening and at the weekend;
- work closely with advocacy services and foster carers to include the views of children and young people in all aspects of their care and the services provided by the Agency;
- keep abreast of research developments and implement suggestions for good practice and a better quality of service based on local and national research findings;
- strive to provide a level and quality of service that meets the National Minimum Standards and achieves excellence;
- continue to liaise with our Local Authority partners to learn about their current placements needs and review our recruitment strategies (and update as required);
- employ highly qualified, well-motivated staff who are dedicated to the recruitment, training, assessment and support of foster carers and be solely focused on the needs of children and young people who are cared for in foster placements.

5. The Structure of the Agency

The current structure of the Foster Care Co-operative is represented below:-



Executive Director

Our Executive Director is Ian Brazier. Ian has responsibility for the overall management of the Agency, ensuring Policies and Procedures are adhered to and are effectively met within the context of a sound financial structure (as well as ensuring compliance with National Minimum Standards and the Fostering Services (Wales) Regulations 2003). He is the nominated Responsible Individual for the agency in Wales and acts as the Agency Decision Maker for the Welsh Fostering Panel.

6. The Agency Head Office

The Headquarters of the Foster Care Co-operative is based in Malvern, Worcestershire and effectively has oversight for all the company activities.

The Finance section is based in Malvern.

Management team meetings rotate between Malvern and Cardiff.

Agency Wide Support Services:-

- **Pete Johnson - Leaving Care Advisor / Children's' Champion**
Pete is a qualified social worker and has worked in Children's Services for over 20 years, the majority of time with Young People leaving Care.

He has contributed on a national basis to the development of packages for Preparation for Adulthood. Pete also has wide experience in working with Unaccompanied Asylum Seeking Children.

- **Samantha Williams - Business Support and Systems Manager**
- **Barbara Bull – Human Resources**
Graduate member of the chartered institute of personnel and development. Barbara has worked in HR for over 15 years in various roles as HR Manager, Project Manager, Business Partner, Recruitment Specialist and on a number of projects.
- **Penny Marriott – Senior Finance Officer**
O-levels and extensive experience in Finance Departments.
BA (Hons).

7. Our Board members

The Board currently comprises the following Directors:-

<p>Laurie Gregory</p>	<p>Chairman of the Board Qualified Social Worker and Manager 31 years in Local Government Social Services Departments with experience ranging from Social Worker to Deputy Director. Four years in international development work across a number of Central and Eastern European countries.</p> <p>Work with several independent fostering agencies before founding the Foster Care Co-operative in 1999. Previously fostered a child with disabilities for a total of 13 years. Also involved in a number of charities including Citizens Advice, Crossroads Care and Housing Associations.</p>
<p>Ian Brazier</p>	<p>Executive Director Colonel (Retired). Fellow of Chartered Management Institute, Alumnus of the Manchester Business School. 34 years service as an Army Officer in the Infantry, serving in Northern Ireland, Germany Falklands, Arctic, Bosnia and Kosovo. Well versed in Public Private Partnerships, Public Finance Initiatives, project, change and Military of Defence (MoD) Budget Management. Former Member of the Northwood Development Project Joint Management Board. Wide ranging experience in both Military and Family welfare issues.</p>
<p>Penny Gregory</p>	<p>Company Secretary Qualified Social Worker and Registrar Previously practiced Child Care as a Social Worker before retiring to foster and start/rear a family. Fostered a child with disabilities for a total of 13 years. Has now been the Registrar of Births, Deaths and Marriages for Ledbury (Herefordshire) for more than 20 years.</p>
<p>Jerry Tudge</p>	<p>Company Director Qualified Building Surveyor Work experience in the private, NHS and Local Government sectors. Retired Principal Building Surveyor for Worcestershire County Council. Previously fostered for a total 14 years.</p>
<p>Tony Poyner</p>	<p>Company Director Specialist qualifications in the Paper Industry Over 30+ years in the paper industry. Retired Company Director of a private company. Involved in a range of community organisations and groups.</p>

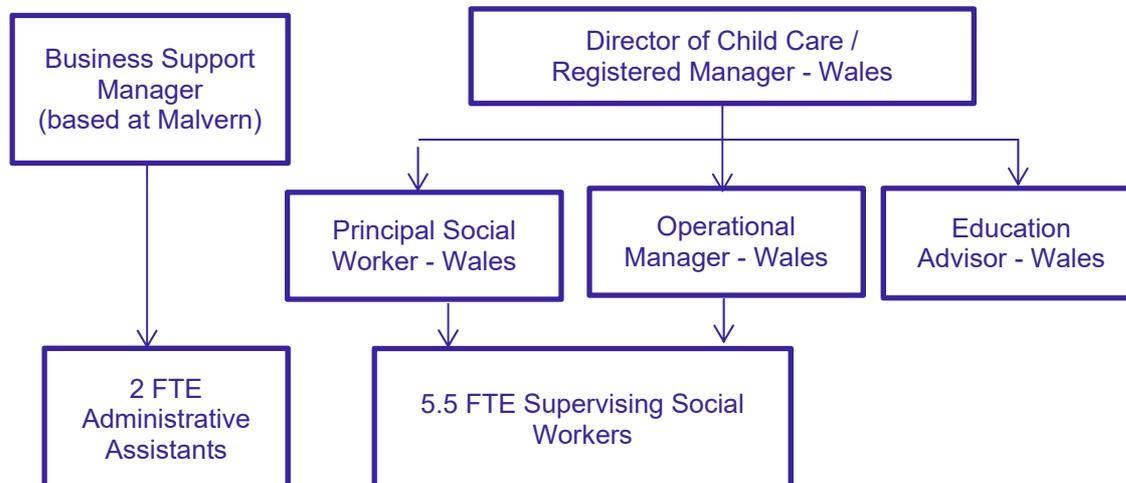
Les Kinmond	Company Director A retired local businessman, previously Chief Executive of the Prym Newey Group plc, the Independent Chair of Audit for West Mercia Probation Trust and the former Chief Executive of Worcestershire Citizen's Advice.
Brian O'Connell	Company Director A consulting solicitor for a large solicitor's firm based in Worcestershire.

8. Our Welsh Regional Office

Our Cardiff office is the operational regional headquarters for Wales and provides support to existing Foster Carers, recruits potential carers and completes assessments and supervises all child care placements in Wales.

In late 2004 the Cardiff office moved in to the current premises. An additional modification and refurbishment of these premises was completed in July 2010 (and further refurbishments are planned to take place during 2018).

The current staff structure of the Welsh Regional Office is represented below:-



All those employed are expected to have considerable experience and evidence work of a high calibre in their particular field as well as possessing qualifications relevant to the post held. Social Workers are expected to demonstrate a good working knowledge of the processes involved in all aspects of the provision of foster care.

Director of Child Care / Registered Manager – Wales

Kim Perkins is the Director of Child Care and Registered Manager for Wales; she has overall responsibility for the management of the service.

Qualifications:-

- BA (Hons) Psychology
- Master in Business Administration (MBA)
- Diploma in Social Work (DipSW)
- Post Qualifying Award in Social Work (PQSW)

Kim was employed by Cardiff Council's Children's Service from 1999 to 2014 in a variety of differing roles. Between 2010 –2014 she was employed by Cardiff Council as the Service Manager of the LAC Accommodation Services and the remit of this role included responsibility for the Cardiff Fostering and Adoption Services.

Kim was appointed as the Director of Child Care (Wales) for The Foster Care Co-operative in November 2014.

Operational Manager – Wales

Tracey Arnold is the Operational Manager for Wales and she has direct operational responsibility for the supervision of the social work team and manages all day-to-day agency activity.

Qualifications:-

- Diploma in Social Work (DipSW)
- Masters Degree in Economic & Social Studies
- Postgraduate Diploma (with distinction) in Managing Practice Quality in Social Care.

Before joining the FCC in June 2015, she was working for a Local Authority as a Team Manager within a Looked After Children (LAC) Service but also has experience working as a Fostering Team Manager and in a variety of different settings within both Children's and Adult Services for Local Authorities.

Principal Social Worker – Wales

This is a new post and although currently vacant, we are planning on recruiting to it during early 2018. The post has responsibility for some staff supervision but is predominantly focused on the further development of the social work team and of the services been delivered.

Supervising Social Workers – Wales

We have 1 part-time and 5 full-time Supervising Social Workers who are responsible for the recruitment and the assessment of prospective carers, supporting and developing carers once approved and supporting the placements of Looked After children so that opportunities for positive outcomes are maximised.

All Social Workers in the Team hold a relevant qualification, extensive experience of working in the area of Children's Services and they are all registered with the Care Council in Wales.

Support Services (Wales)

The Agency have an Education Advisor for Wales who monitors the educational attainment of children and who works alongside our Social Workers to offer advice, assistance and support in relation to children facing issues in this area.

Our Education Advisor also produces an Annual Report to provide an overview of the educational outcomes for Looked After children placed with our Foster Carers (and this report assists us in identifying the overall achievements of the children placed during the year, any areas of particular success and any trends / issues that we may wish to target in the future to encourage further improvements).

Administrative Team

Our Business Support Manager (based at our Head Office in Malvern) line manages the two staff who provide administrative support to the agency. Along with their work directly related to the cases of foster carers and children placed, the Administrative team also assist by playing a role in the co-ordination of work related to placement referrals, the training we deliver and our Fostering Panel.

9. Processes for Monitoring Quality

There are a number of ways in which the Agency monitors the quality of the services being delivered:-

- The regular supervisory activities of the workers and managers;
- Views or comments expressed by carers and other professionals and / or through the statutory Reviews of children in placement;
- The work of the Fostering Panel;
- Monitoring of placement disruptions, compliments and complaints;
- Monitoring in respect of the frequency of staff supervision and via their annual Appraisals;
- Reports of Inspections by the Care Inspectorate Wales (CIW);

- Issues raised by carers via their Supervising Social Workers / the Managers or at Support Groups;
- The Agency produces Quality Assurance reports that are reviewed by senior management on a quarterly basis (which includes reports based on a Results Based Accountability methodology);
- The Agency produces an annual Quality of Care report (a copy of which can be found on our website).
- Every carer will have an allocated Supervising Social Worker with sufficient capacity to provide an appropriate level of support (this will be monitored by the Managers during allocation meetings and via regular formal supervision with staff);
- Foster Carers, staff and panel members will be provided with appropriate training to fulfil their tasks (staff & managers will monitor this via supervision sessions with carers and staff, via carer Reviews and staff appraisals and through statistics relating to attendance on training courses).
- The Agency will follow the Health and Safety policies of the FCC to ensure the Health and Safety of all involved (staff & managers will monitor this via supervision sessions with carers and staff and through statistics relating to current H & S checks, appropriate documents, etc. being in place)
- The Agency undertake a careful 'Matching' when a placement request is received process (monitored by the managers) so that children are matched to carers (within their approval category) and whose assessed skills and abilities are considered suited to enable the child's needs to be met as detailed below:-
 - Emotional and Behavioural Development
 - Health
 - Family and Social Relationships
 - Social Presentation
 - Self Care Skills
 - Education and Educational Achievement
 - Identity

When offering a placement (further to undertaking the 'Matching' process the Agency will complete an 'Expression of interest' (EOI) form. The purpose of the EOI form is to provide information to the child's allocated Social Worker to explain how the proposed carer(s) would plan to meet the identified needs of the child (as detailed on their Care Plan). A copy of the proposed carer's current Foster Carer profile will also be given to the child's allocated Social Worker when a placement is being offered.

The Managers will monitor this area of working, utilising statistics in relation to placement requests, placement disruptions and via feedback from carers, children's Social Workers and other professionals.

10. Recruitment of Foster Carers

The FCC does not discriminate against any individual wishing to be considered as a foster carer because of gender, ethnic origin, religion, culture, language, disability or sexuality.

We focus on welcoming applications from persons with life experience who are completely new to fostering.

Recruitment takes place in all Welsh regions where we currently have foster carers. A variety of methods are used to recruit potential carers and this eclectic approach has proved to be successful. We feel it is important to us to emphasise the 'not for profit' status of the Co-operative and our ethical approach to the delivery of a fostering service.

Recruitment activity includes advertising campaigns and attendance at weekend events, fetes and festivals. Advertisements are targeted geographically on local radio and in a variety of newspapers, magazines, social media sites, etc.

In addition to applications made via our website or at events, we've found that the FCC attracts a significant number of enquiries via 'Word of mouth' which (usually when friends, relatives are able to highlight success and reward in their work as Foster Carers).

Further information about our upcoming recruitment events can be found on our website.

11. Assessment of potential Foster Carers

The FCC does not employ Independent Social Workers to undertake our Fostering Assessments.

Further to having expressed an interest in joining the FCC, all applicants who initially appear to meet the criteria for a foster carer will receive an initial visit from one of our qualified Social Workers. At this initial stage the Social Worker will outline our Agency's expectations and will further assess the applicant's suitability to become a foster carer.

The assessment process therefore starts with the initial home visit and this will then be followed by an in depth assessment (where appropriate). When proceeding to a full fostering assessment, currently we utilise the BAAF Form F Assessment.

We recognise that our assessment process is very comprehensive but feel that where adults are expressing an interest in caring for vulnerable children and young people:-

- it is necessary to ensure that both the applicants and the Agency are satisfied that there is proper understanding of the task that is to be undertaken;
- we need to be very clear that our focus and responsibility is ultimately towards the children and young people (and that nobody has a *right* to become a foster carer).

We have a policy in place in respect of the Recruitment and Retention of carers and this is reviewed on an ongoing basis.

12. Approval of Foster Carers

Applicants will be given an opportunity to see the room in which the panel meeting is held and to meet the Panel Chair prior to presentation at the Fostering Panel.

Prior to the Panel, applicants are provided with a copy of our Panel Guide (to provide further information about the Panel's responsibilities and functions) and they are also given a copy of the Panel profile (which tells them more about the Panel members they will meet).

When an assessment of an application to foster is presented to the Fostering Panel the applicants are invited to attend. The Panel (see below) consider the application and make a recommendation to the Agency Decision Maker in respect of whether or not the potential carers should be registered with the Agency and if so, the terms of their approval.

13. The Fostering Panel

The Fostering Panel maintains a crucial role in the provision and monitoring of foster care delivered by The Foster Care Co-operative.

A Fostering Panel has been established in Wales and became operational in November 2011. The Panel is composed in accordance with the Regulations and is chaired by an experienced Independent Chair.

The Panel is made up of Foster Care Co-operative staff and independent members with a range of experience in the social care fields. The Panel meets regularly (in accordance with the needs of the Agency) and every Panel member is required to sign a confidentiality statement. Details of identity and experience of Panel members is available.

The independence of the Panel is intended to ensure that the commercial necessities of running the agency do not compromise the ability to meet regulatory standards.

14. Procedures for Review of Foster Carers

The Procedures for reviewing Foster Carers includes an Annual Review undertaken in accordance with the Regulations and regular support / supervision visits. However, the Agency are able to undertake a review of a carers approval at any time if this is felt to be required.

To provide an additional level of independent oversight, in 2017 we began utilising Independent Reviewing Officers to chair some of the review meetings for our carers.

All carers will receive at least one unannounced visit a year. Looked After Children are seen regularly on home visits and their views about the quality of their care explored as appropriate. A consultation form is used to obtain Looked After Children's views as part of the Annual Review process for carers.

The other process by which the quality of care provided by our Foster Carers is monitored is through the work of the child's allocated Social Worker, who is also required to visit the child regularly. Feedback on the quality of care provided is also obtained via the child's Statutory Reviews.

Foster Carers are required to attend appropriate training and Support Groups. Recently we implemented updated guidance on our training expectations for carers, along with individual 'Training & Development' plans with a view to monitoring their attendance at Support Groups, training, etc and their overall contribution to their own development more closely in the future.

15. Foster Carer Agreement

A written agreement or contract with the Foster Carer will be made at the time of their approval. This contract lays out the FCC's expectation of Foster Carers, and the terms and conditions of the partnership between the Agency and the Foster Carer.

The agreement will be updated whenever there is a change to the Foster Carer's terms of approval.

16. Support for Foster Carers

The Agency believes that for Foster Carers to provide a high quality service for children they need to be provided with good quality and regular support to enable them to do this. The FCC acknowledges that fostering is not always an easy task and also recognises the impact that it can have on the Carer's own family.

Support Services provided:-

- Each fostering household is allocated a Supervising Social Worker, who visits the carers' home on a regular and frequent basis with additional visits provided where a need is indicated;
- The Agency also maintains a number of regional support groups for Foster Carers;
- Each fostering household has a full list of staff contact names and telephone numbers in order that contact can be made outside office hours. To date this approach has appeared to work well without the need for a more formal rota but this is kept under constant review.
- Foster Carers are required to attend all child care reviews and conferences and whenever possible are supported in their attendance by their Supervising Social Worker.
- The Agency can make provision for paid respite care of up to 14 days per annum (subject to this being agreeable to all concerned). Whilst respite care does provide Foster Carers with a break from the direct caring task, it must be recognised that this is not always appropriate for the child/children and some Foster Carers do not wish for this provision to be made available to them or the children placed with them.

The respite we provide is designed to be used for rest, recuperation and to maintain placement stability. Respite presupposes the availability of a suitable respite placement which can minimise the disruption for the child/children concerned. All arrangements must be subject to the prior approval of the Agency and the placing Local Authority.

- Where appropriate, the Agency can make available additional personalised and confidential support to Foster Carers through access to a qualified psychotherapist.

This provision is not always required but the facility can be utilised where Foster Carers, usually together with their Supervising Social Worker, agree the need for this intervention. This would be formalised as part of the child's Care Plan with the Local Authority.

- The Foster Care Co-operative provide an age appropriate guide for every child placed (along with their 'Welcome Box'), which is available as a hard copy or on line via the FCC web site. These guides explain the service offered by the Agency and what to do should a child or

young person have a complaint or concern about their care. Telephone numbers for a National Help-Line and the local CIW office are included. The website also links to a wide variety of children's support agencies, charities and regulating authorities.

- Once approved, every Foster Carer is given password access to the web based Carer Manual which includes policies, guidance, forms and procedures of the Agency. The current Statement of Purpose of the FCC is also available on our website and is reviewed a minimum of annually.

17. Training

The Foster Care Co-operative makes a major investment in training. As mentioned above, all new fostering applicants must undertake induction training in the form of a residential weekend based on the Fostering Network's 'Skills to Foster' model.

The FCC also provides a mandatory programme of training for newly approved carers and in addition to mandatory courses related to Safeguarding, Safe Caring, Reporting and Recording, Education, First Aid, Behaviour Management, Child Sexual Exploitation, and E-Safety, the courses offered (some of which are delivered by UKCP registered psychotherapists) are designed to explore strategies based on an attachment led trauma informed model and its aim is to teach carers:-

- how to provide 'secure-base' experiences which promote trust and resilience;
- how they can structure care-giving to promote an underlying organisation of attachment, through therapeutic parenting.

In this way FCC look to develop an understanding about how to apply attachment theory to changing problematic and self-defeating behaviours in order to support recovery from the impact of childhood trauma.

The FCC also has mandatory training expectations for more experienced carers in regard to their ongoing training and development. Once the mandatory induction training programme is completed, the FCC offer advanced courses (again some based on an attachment led trauma informed model delivered by UKCP registered psychotherapists). Examples of some of the additional courses run in the past are 'Understanding mental health issues', 'Self-harm', 'Understanding learning difficulties', 'Radicalisation' and 'LGBT'.

The staff and Foster Carers of the FCC attend training together in order to promote partnership and good practice. Training can take place either at our Regional office in Cardiff or at a location more local to a group of carers. Certificates of attendance are always issued upon completion of a course.

The FCC also commissions training for the Fostering Panel members on an annual basis.

A range of additional training can be provided to carers, staff and panel members and funded on an 'as and when required' basis.

The agency is committed to setting and adhering to recognised established standards of good practice. Consequently, all Foster Carers are supported by the Agency financing individual membership of Fostering Network.

There is an expectation that further training throughout their careers as carers, will be attended, as identified through the annual review and supervision process. This is enshrined in the Carer Contract.

Social Workers are encouraged to ensure that they are abreast of and operate in accordance with the Code of Conduct for Social Workers and need to maintain their registration with Social Care Wales. Both staff and Panel members have appraisals undertaken on an annual basis.

18. Financial support

A range of financial support is provided to foster carers providing placements and summarised as follows:-

- Foster care payments are made on a fortnightly basis in arrears, usually via BACS payment.
- Respite Care, is provided, by agreement, for up to 14 days per year, per child placed. The mileage associated with the respite care provision is met by the Agency.
- Mileage is paid on officially approved journeys beyond the first 20 miles. These journeys are normally focused on the needs of the child, and could include contact arrangements, visits to specialist medical advisers, the courts, etc.
- Those journeys that are of mutual benefit (to both foster carers and the Agency) are reimbursed in total. Examples of this type include attendance at support group meetings, training events, etc.
- The full costs of attendance at support group meetings and training events are covered by the Agency

19. Consultation and Participation

Co-operatives UK, the main constitutional advisers, continue to provide advice and guidance on our unique co-operative development.

The regional support groups provide a consultation forum and the introduction of a new and wide ranging web based information structure will be at the heart of increasing consultation and visibility for all members, throughout the UK.

Dedicated support, information and consultation areas are provided for staff, carers and the foster children themselves.

National and regional events are also staged to support the carers and their families and provide open access to all the managers in an informal and extended manner.

Minutes of meetings and forums are published for all members of the co-operative and are available on the FCC website.

20. Complaints and representations

The FCC recognises that the views of Foster Carers are important and has a number of mechanisms in place for carers to give their views e.g. by contacting the Managers / Directors, via the feedback provided to their Fostering Supervising Social Worker or for their Annual review, at Support Groups, etc.

Foster Carers are encouraged to raise any concerns they have informally. The expectation is that concerns will be addressed in a mutual spirit of goodwill and respect between the Foster Carer and the Agency. On occasions where this does not lead to the matter being resolved satisfactorily children/young people and/or their Foster Carers may then wish to consider making use of the formal complaints procedures.

Where a child/young person has a complaint about an aspect of life in their foster home, initially this will be discussed with their allocated Local Authority Social Worker. Discussion may then take place with the Foster Carer and the Fostering Supervising Social Worker.

The FCC has a 'Procedure for applicant, carer & child representations, complaints & compliments' and an 'Agency Procedure for complaints and compliments' (for matters unrelated to foster carers and placements specifically).

Carers, children and young people can access the relevant complaints procedure via their domains of our web site. Children and young people are also provided with an age appropriate hard copy of our Children's Guide, where relevant guidance is outlined. There is also a facility for contact with the

Agency Children's Champion who can assist a child or young person to make a complaint if required.

A Foster Carer, child or young person may also choose to contact the Children's Commissioner for Wales:-

**Children's Commissioner for Wales
Oystermouth House
Charter Court
Phoenix Way
Llansamlet
Swansea SA7 9FS**

Tel: 01792 765600 / Fax: 01792 765601

Children & young people's freephone number: 0808 801 1000 (or they can text 80 800 starting their message with COM)

Email: post@childcomwales.org.uk

Web: <http://www.childcomwales.org.uk>

In addition to this, anyone who has concerns that the Service is not meeting statutory requirements is able to contact the Care Inspectorate Wales:-

**Care Inspectorate Wales (CIW)
Welsh Government office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ**

Tel: 0300 7900126

Email: ciw@gov.wales

Web: <https://careinspectorate.wales>

The Agency maintain a central record of complaints made, their nature and outcomes. The Managers will monitor the outcome of complaints and the service will analyse complaints and their outcome to identify any necessary improvements.

An annual report will be made to the Fostering Panel on the number and type of the complaints.

Whistleblowing

All staff within FCC are subject to, and protected by, the FCC's Whistle blowing Policy.

21. Research and Development

In order to encourage a Service that is committed to continuous improvement, the Agency will contribute to the development of research and practice within its specialist area. This will be achieved through participating and commissioning research projects where appropriate, as well as utilising evidence-based research conducted within other Fostering Services, which have been identified as providing good practice models within this field.

22. The Development of Policy and Procedures

Policies and procedures in respect of the Agency have been developed to comply with legislation, Regulations and Guidance. They are also informed by research and best practice. Policy areas are continuously reviewed and developed to take into account changing needs of children, young people, carers and the Agency overall.

23. Records of Foster Carers and Foster Children

The FCC maintains the details:-

- of each approved Foster Carer; these records are maintained for no less than 10 years after the termination of approval.
- of each person with whom a child is placed as required under Regulation 31 of The Fostering Services (Wales) Regulations 2003. These records are kept for at least 10 years from the date on which the placement was terminated.
- of each child placed with Foster Carers as per Schedule 2(1) of The Fostering Services (Wales) Regulations 2003.

24. Confidentiality and Access to Records

The FCC has clear policies on recording, confidentiality and access to records, which comply with legislation and which enables Foster Carers and the children and young people in placement to have access to information written about them.

Foster Carers, Staff and Panel Members are required to keep all sensitive information they have about the children/young people in placement confidential.

25. Website

We hope that you have found our Statement of Purpose useful however, if you would like to know more about our Agency, we would recommend that you have a look at our website:-

<http://www.fostercarecooperative.co.uk>