



*Making Social Care  
Better for People*

# inspection report

## FOSTERING SERVICE

### **Next Step Fostering Services**

**Wrens Hill House  
Rushett Lane  
Norton  
Faversham  
Kent  
ME13 0SH**

*Lead Inspector*  
Lucy Ansell

*Announced Inspection*  
20th November 2006      10:00

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

<b>Reader Information</b>	
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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Fostering Services*. They can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

*Every Child Matters*, outlined the government's vision for children's services and formed the basis of the Children Act 2004. It provides a framework for inspection so that children's services should be judged on their contribution to the outcomes considered essential to wellbeing in childhood and later life. Those outcomes are:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a contribution; and
- Achieving economic wellbeing.

In response, the Commission for Social Care Inspection has re-ordered the national minimum standards for children's services under the five outcomes, for reporting purposes. A further section has been created under 'Management' to cover those issues that will potentially impact on all the outcomes above.

Copies of *Every Child Matters* and *The Children Act 2004* are available from The Stationery Office as above

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# SERVICE INFORMATION

<b>Name of service</b>	Next Step Fostering Services
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<b>Telephone number</b>	01795 521739
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<b>Name of registered provider(s)/company (if applicable)</b>	Next Step Fostering
<b>Name of registered manager (if applicable)</b>	Ms Lesley Ann Ward
<b>Type of registration</b>	Fostering Agencies

# **SERVICE INFORMATION**

## **Conditions of registration:**

**Date of last inspection**      20th February 2006

## **Brief Description of the Service:**

Next Step Fostering Services provides foster care for looked after children and young people, aged 0-18 for assessment, support and respite, as well as short, medium, and long term care for children where it is not possible for them to return home.

Next Step also provide parent and child placements offering support, supervision and assessments within public court proceedings.

There is a day-to-day activity programme and assertive outreach support for children temporarily outside of mainstream education.

At the time of this inspection Next Step were supporting and working with 61 children, 50 foster carers and 3 mother and baby placements.

The placement fees for this service start from £822.00 per week for a single placement, with additional fees for any extra support or placements required.

# SUMMARY

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

This was an announced Key inspection by one inspector Lucy Ansell. Prior to the inspection CSCI had received detailed pre-inspection information provided by the service, this was looked at and also used as evidence. During the inspection, time was spent case tracking and reviewing records kept within the agency; staff and young people and foster carers were also interviewed. The inspector also observed a foster carers group supervision meeting. The Inspector also took into account the suitability of the environment.

During this visit to the agency the views through the receipt of questionnaires completed by 16 young people and 13 carers were looked at. These all evidenced that the recipients felt the service provided was good or excellent, with only a couple of areas of dissatisfaction expressed about lack of pre-placement information from Local Authorities, rather than the agency.

The agency was inspected 8 months ago and panel and a training session was attended then so will not be looked at again. Policies and procedures were read and a selection of staff personnel files were also scrutinised.

Throughout the inspection process the agency's workers, administrative and managers were very open, friendly and hospitable and welcomed the new inspection process.

Four foster homes were visited, and a selection of foster carers and young people were spoken to during these visits.

These all combined will inform how well the service is meeting the standards set by the government and will decide overall outcomes, and how the service is rated.

## **What the service does well:**

The agency's working ethos is underpinned by the principles of Every Child Matters and now also the new Green paper. This can be clearly evidenced under all of the outcomes looked at and the paperwork that was seen. It is also worth noting that the last inspection was only eight months ago but the service has still moved and without compromise on quality.

The healthy outcomes for the young people are evident by the high levels of promotion to encourage foster parents, young people and the staff in maintaining a healthy life style through training, leading by example and being proactive in the healthy partnership forums.

The agency specialises in mother and baby placements offering support from skilled foster carers and high levels of weekly respite and supervision. The

agency has close links with a specialist service and can access wraparound specialists for assessments for court proceedings within good time scales.

The matching process observed within the files exceeded the minimum standards and showed areas of good practice which were thorough and well evidenced.

The agency was able to evidence clearly through out the inspection process that it adhered to high levels of good practice. It was regularly self-auditing and quality controlling all aspects of the service to ensure they were continuously moving forward at a high standard. This in part is due to the experience and expertises of the staff group particularly the senior management team.

## **What has improved since the last inspection?**

The agency had no requirements from the last inspection and had only one recommendation. To consider ways by which outcomes, reviews and plans arising from quality assurance and consultation exercises could be conveyed back to stakeholders of the service on an occasional but regular basis. The agency has met this by sending letters out to all stakeholders, with the results of any consultation and this then explains how to access the report or if they are not able to do this they will send one out to them.

The service used the last inspection process to try to exceed in any areas that were standard met but not exceeded.

The Daytime programme has had fewer young people using it, as the service has been successful finding places within the education systems and maintaining attendance. Therefore the role and function of the service has been reviewed to see how best to use this service, and has come up with some innovative ways. The agency has also appointed a member of staff to oversee the new care leaver's service they are going to set up.

The agency has also been working hard to develop awareness of equal opportunities and knowledge of diversity. There has been recruitment of foster carers and staff to enhance diversity; one staff member is going to join the asylum seeking team for a secondment. The agency has translated the young peoples welcome pack and is looking to do this for other languages.

They have developed the SWOT analysis on the matching paperwork, and also checklists for the panel to ensure they are more evidenced based. The new administration staff has attended the skills to foster course so they can have some knowledge in this area, to enable them to better support the carers.

The agency has been improving their database so as to record more pertinent information that will help improve outcomes for the young people. They have two sub offices, which came about with the expansion of the agency so that the newly recruited foster carers which cover a larger geographical area can

still be provided with good support, supervision and training venues. The agency now has a live website which can be kept current and is regularly updated.

## **What they could do better:**

The agency has four good practice recommendations:

Evidence was seen to support that the unannounced visits have taken place and that this was usually twice a year, however it was difficult to find them in the files. The agency was advised to use different coloured paper to make unannounced visits more visible in the file.

Plenty of evidence was found to support contact information was within the files this however was in lots of different places. The agency is advised to have a separate contact section.

Overall the monthly summaries that were seen were of a good quality, however some were of a poor standard. The agency is advised to ensure all foster carers are aware of what needs to be included/ why they need good quality recordings within the monthly summaries.

There was evidence that several Local Authorities are poor in sending out essential information Pre/Post placement. The agency is advised to complete at the front of the file a full audit trail, which includes all requests for paperwork, this can then be sent to the Local Authority department head if still waiting after a significant time and number of requests.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office.



# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

Being Healthy

Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Statutory Requirements Identified During the Inspection

# Being Healthy

## The intended outcome for this Standard is:

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

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

## JUDGEMENT – we looked at the outcome for Standard:

12.

Quality in this outcome area is excellent. This judgement has been made using available evidence including a visit to the service.

The young people are ensured their health needs are well met and training and support is taken seriously. The agency does maintain good health care notes and promotes a healthy lifestyle.

## EVIDENCE:

The agency has continued to develop best practice within outcomes for being healthy with advice taken from the Independent Fostering Agencies forum. They set up a Healthy Care Partnership, which works together with a number of health professionals, foster carers and young people and members of the forum. The function of this partnership is to promote a healthy lifestyle and follow the Healthy Matters Agenda, they use independent consultants to audit the agencies health outcomes and methods of recording and train trainers to deliver the Healthy Care Program.

A significant development for the agency from this has been the health chronologies on each child. Also the agencies database is now able to record and collate all relevant health information received from the monthly summaries. There is a section now within the summaries that looks at a healthy diet; self care skills, any activities or clubs attended and any therapy, medical appointments or illnesses.

Foster carers knowledgably spoke regarding young people's individual health care needs and evidence was seen of the action taken to address these. Many foster carers spoke enthusiastically about the training and support given to them to promote a healthy lifestyle. Evidence was seen to confirm young people have been supported to access regular and specialist health care services. In the agency's health records the relevant information pertaining to doctors, opticians, dentists and any hospital treatments are clearly recorded.

The agency has produced an individual health record, which is being implemented, and evidence of signed consent forms was clearly seen.

There was good evidence to support close working relationships with multi agencies, which shows young people, are enabled to access therapy, any specialists and they are having the yearly medical reviews.

All foster parents are trained in various aspects of health promotion, which enables them to empower their young people, and they also have first aid training and any specialist training e.g.: Asperger's and Autism Awareness. The agency is looking to further develop services by providing sexual health training for young people and the foster carers.

# Staying Safe

## The intended outcomes for these Standards are:

- Any persons carrying on or managing the service are suitable. (NMS 3)
- The fostering service provides suitable foster carers.(NMS 6)
- The service matches children to carers appropriately.(NMS 8)
- The fostering service protects each child or young person from abuse and neglect.(NMS 9)
- The people who work in or for the fostering service are suitable to work with children and young people.(NMS 15)
- Fostering panels are organised efficiently and effectively.(NMS 30)

**The Commission considers Standards 3, 6, 8, 9, 15 and 30 the key standards to be inspected at least once during a 12 month period.**

## **JUDGEMENT – we looked at outcomes for the following Standard(s):**

3,6,8,9,15

Quality in this outcome area is excellent. This judgement has been made using available evidence including a visit to the service.

Children can be confident that the agency provides suitable carers and their needs will be well matched to the experience and skills of foster carers with whom they are placed.

Children are protected by the agency's robust child protection and staff recruitment systems and procedures.

## **EVIDENCE:**

The senior management team possesses a wealth of previous relevant experience and has qualifications that are commensurate with their roles. Within the fostering link workers the staff are suitably qualified to the recognised national minimum standards, and have suitable experience to carry out their role. All staff has been subject to Enhanced CRB checks, which are renewed every three years. There was clear evidence seen in staff files that references are sent for and then followed up with a phone conversation, which is recorded. The agency has sent the two new administration staff on the Skills to Foster course to help them appreciate the role of the foster carers and then better support them.

Four foster parents homes were visited; each was suitably furnished and decorated, and appeared to meet health and safety standards. Children & young people in placement do not routinely share bedrooms unless they are

siblings and this factor has been agreed in writing by all of those parties involved. Young peoples bedrooms are checked during supervision and on unannounced visits. Written documentation supported that homes are inspected as part of the initial assessment process and thereafter each year as part of the foster parent's annual review. The health & safety checklist is updated yearly and includes pet assessments. The agency has an independent company who advises and can undertake assessments on their behalf if there are any specialist issues. Evidence was seen of motoring details being checked. Evidence was seen of clear written guidance pertaining to the agency's health & safety policy and procedure.

The agency uses for each family a matching analysis, which highlights strengths, weaknesses, opportunities and threats (swot). The foster parents are then encouraged to think about such aspects with regards to their own 'safe care' policy, and evidence was seen these are individual to the young person and their family and also link health and safety into this process. The initial matching form includes reasons for positively matching a family with a young person identified at the referrals stage, and gives consideration to geographical area, school location, ability to maintain contact, specific needs of the child against the skills / deficits of the carers, race, religion, culture and ethnicity.

It was also evident through the referrals file seen that many initial referrals do not proceed if the agency feels that it does not at that time, have the 'right' carers for the young person even though it does have foster carers with vacancies. Good matching processes are further demonstrated through the finding that many placements have gone on to become long term placements and breakdowns of placements are low, and several young people are still with families even through on college placements.

One of the agency's training courses on child protection is an eleven-week sexual abuse awareness course and then yearly refreshers for foster carers and staff. The agency also addresses regularly child protection issues in group supervision and weekly staff meetings. Any concerns about a child's well being which may not be child protection are still thoroughly discussed to ensure that proper policies and procedure are being followed.

The agency's child protection policies and procedures contain good depth of information, and include London's and the new Kent police protocols for missing children. The agency renews and reviews these policies yearly.

Evidence was found to demonstrate that allegations of neglect and / or abuse are investigated by the agency, systems whereby this information is collated and regularly scrutinised are held in a file by the agency. All complaints and child protection cases were scrutinised and checked by the inspector to ensure proper procedures had been followed and what the outcomes were. There have been no complaints received since the last inspection. There are clear procedures on unauthorised absences with whom to notify and what action to

take. In the foster carers handbook is policies on bullying and training is given on the vulnerability of looked after children. The agency offers all young people an advocate and runs a group called WAM (What About Me?). Within the Welcome pack and the DVD is clear guidance on whom to contact a designated manager if they feel unsafe, bullied or unhappy.

There are robust written procedures in place for recruitment and selection of staff. Staff files were looked at and this included administration staff, social workers, manager and any independent staff used. The files were well organised and easy to negotiate. The statutory checks had all been satisfactorily completed, and references and phone enquiries had been obtained. These were of a very high standard with all the required information from the Fostering services regulations contained within them.

# Enjoying and Achieving

## The intended outcomes for these Standards are:

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

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

## **JUDGEMENT – we looked at outcomes for the following standard(s):**

7,13

Quality in this outcome area is excellent. This judgement has been made using available evidence including a visit to the service.

The children are confident that the agency clearly values diversity among its carers and staff. The young people benefit from a service that promotes educational achievement.

## **EVIDENCE:**

There was evidence of an equal opportunities policy, and the agency has been developing its service to meet the needs of that community. The agency encourages recruitment of carers from diverse backgrounds and training to ensure all foster carers have the skills to preserve a child's heritage and background. The agency recruits carers and staff that can help the young person develop a sound sense of self-identity and promote a positive view of living in a multicultural society. These values are reflected in the recruitment, assessment, training and support of foster carers and staff. The foster carers handbook has information on promoting equality and diversity along with training. The agency ensures it has social workers from different ethnic backgrounds to ensure the service is promoting equality.

In the weekly team meetings time is spent discussing issues on the agenda looking at diversity and difference. From this they have commissioned an independent social worker to carry out a "cultural experience" with the young people and their carers. They are organising a trip to a local mosque, they have translated the welcome pack for one young person and are looking at doing this for several different languages. One staff member has been

seconded to Kent Social Services, Asylum Seeking Team. The service has also improved the resources in the agency's library to contain more information on different cultures. The agency has a "quality promise" that any transracial placement acknowledges difference, and support and training is given to the young person and the foster carers to identify any issues around culture, identity or speech and language and then managed appropriately.

There is clear guidance within the Foster Carer Agreement, detailing the responsibility of carers to promote and support educational achievement. The agency supports them with this by providing one of the daytime program's workers to support them if there are problems. Their role is dedicated to working predominately with the young people in a support/advocacy role to build their self-esteem and confidence. This could include going into the schools forming partnerships with them as well as meeting up outside of school or them attending the program if they are not in school. They can help out at the school on a sessional basis to reduce the likelihood of exclusion, to provide support to the child when they are experiencing a particularly difficult period. The service are very successful with getting school places and currently only one young person is not in school/full time education or work.

School uniform grants are provided by the agency, in order that those attending mainstream placements can immediately purchase the required clothing. Carer's work hard to ensure there is excellent communication between themselves and the schools their child attends and are known to be strong advocates for their young people. The agency has eighty nine percent of their young people with an up to date Personal Education Plan and strives to increase this.

The agency has an Educational Achievement Award scheme for the young people, which acknowledges their conduct, behaviour, attainment and achievement. The carer nominates a young person at the end of each term for the award; evidence is gained from the school and then vouchers and an award are given to the young person for each section of the award.



# **Making a Positive Contribution**

## **The intended outcomes for these Standards are:**

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

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

## **JUDGEMENT – we looked at outcomes for the following standard(s):**

10,11

Quality in this outcome area is excellent. This judgement has been made using available evidence including a visit to the service.

The young people benefit from an agency that promotes contact arrangements.

Children and their families can be confident that the agency will promote consultation with them at all times.

## **EVIDENCE:**

The agency has a service level agreement with a local charitable trust called Greenfinch that provides a comprehensive and responsive service for any contact. They provide reference checked, skilled and experienced contact supervisors who supervise the visit in a well-equipped and furnished environment, and then produce a comprehensive professional report.

The foster carers handbook positively promotes contact and foster carers spoken to had a good understanding of their roles and responsibility to the birth parents/young person so it is a safe and positive experience for the looked after child. The agency provides support, training and consultation from an independent consultant on contact for all foster carers and young people. The agency can evidence clear contact arrangements are kept on file on the key information sheet. Examination of the link workers notes and also monthly summaries confirmed contact was being recorded, however a good practice recommendation is for this to be all held in one section.

An overwhelmingly positive response was received from foster carer questionnaires, when asked about the consultation processes. The views and opinions of foster carers are routinely sought through the annual review process, support groups, training sessions and supervision visits. It was also

evidenced that foster carers feel free to pop into the office when they need to have a chat with a member of staff and the inspector saw this on several occasions.

The views of foster children are sought to ensure their views are expressed as part of the annual review process. The young peoples welcome pack has been developed further with the young people helping to make this into a DVD. The service get the young peoples views as they regularly celebrate the young people's achievements, hold young peoples forums and yearly hold a garden party for fostering families. There are also sessions of activities during the holidays run by the daytime programme staff. Foster carers and young people also confirmed that supervision visits are routinely conducted when the young people are at home, in order for the supervising link worker to speak with them directly and in private. The young people have access to foster carers' diaries and read and comment on monthly summaries that the foster carers complete.

# **Achieving Economic Wellbeing**

## **The intended outcomes for these Standards are:**

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

## **JUDGEMENT – we looked at outcomes for the following standard(s):**

These are not key standards and so were not inspected on this visit.

## **EVIDENCE:**

Evidence from the last inspection both these standards were exceeded.

# Management

## The intended outcomes for these Standards are:

- There is a clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.(NMS 1)
- The fostering service is managed by those with the appropriate skills and experience. (NMS 2)
- The fostering service is monitored and controlled as specified. (NMS 4)
- The fostering service is managed effectively and efficiently.(NMS 5)
- Staff are organised and managed effectively.(NMS 16)
- The fostering service has an adequate number of sufficiently experienced and qualified staff.(NMS 17)
- The fostering service is a fair and competent employer.(NMS 18)
- There is a good quality training programme. (NMS 19)
- All staff are properly accountable and supported.(NMS 20)
- The fostering service has a clear strategy for working with and supporting carers.(NMS 21)
- Foster carers are provided with supervision and support.(NMS 22)
- Foster carers are appropriately trained.(NMS 23)
- Case records for children are comprehensive.(NMS 24)
- The administrative records are maintained as required.(NMS 25)
- The premises used as offices by the fostering service are suitable for the purpose.(NMS 26)
- The fostering service is financially viable. (NMS 27)
- The fostering service has robust financial processes. (NMS 28)
- Local Authority fostering services recognise the contribution made by family and friends as carers.(NMS 32)

**The Commission considers Standards 17, 21, 24 and 32 the key standards to be inspected at least once during a 12 month period.**

## **JUDGEMENT – we looked at outcomes for the following standard(s):**

1,17,21,24

Quality in this outcome area is excellent. This judgement has been made using available evidence including a visit to the service.

Children can be assured that the service can meet its stated aims and objectives, and the management team are organised and effective.

Children can be confident that there is sufficient number of qualified staff, and there is a good quality-training program.

## **EVIDENCE:**

The services vision and values are explicitly stated in the Statement of Purpose and they are evidenced throughout service delivery and in the practice of staff and managers. Written literature, in terms of the statement of purpose and children's Welcome Pack/DVD continues to be informative, clear and regularly updated. In particular, much thought has clearly been given in producing the different guides, aimed at different ages of children. The language, style and contents contain all the required information at a good standard.

The management team is organised so as to provide an efficient and effective service with everyone having set roles that are clear and well structured with clear lines of accountability. The senior management team are made up of social workers with vast amounts of knowledge and experience to be able to support the carers, children and staff. The manager and fostering manager between them have vast management experience and oversees policies, procedures and all guidance and monitoring. The agency is also committed to encouraging all staff to share in exploring the vision and development of the service as facilitated at the recent team day. The team day also was used specifically to explore the process of change as was asked for by the staff.

Professional supervision and consultation as well as in house supervision is provided for the managers and social work staff. The training and development is specifically tailored for staff development by one of the senior managers who is involved with an academic establishment and can provide up to date course knowledge. The staff team possesses the skills, expertise and qualifications according to their roles and functions. The management team have supported some of the internal staff to move up to middle management by accessing and funding external training. All staff receives bi-annual appraisals. Those staff interviewed demonstrated a sound understanding of their own roles and responsibilities, which are clearly described within contracts and job descriptions. The agency has recently employed additional administrative staff to maintain efficient and effective systems; all admin staff has specifically designated roles. Overall the staff retention is excellent and staff have been in post for a long time this is due to good working environment, training, supervision and good terms and conditions.

The agency carefully select their foster parents to ensure that they have quality foster carers and the assessment process using the form Fs stays objective by the use of independent social workers who are experienced and skilled to perform this task. The agency ensures that all foster parents attend training and supervision so as to maintain the high quality of provision for the agency. The agency's supervision and support is recognised by the foster parents to be of a high standard that they feel is very supportive, as is the use of the link workers in the OOH's service. The agency has just reviewed the

foster carers handbook after consultation with new and existing carers. The agency now has a live website allowing for updated information about the service.

The agency has a further two sub-offices and keeps in regular contact with CSCI to ensure they stay within protocols for sub offices and are not functioning as branches. Another agency has recently transferred its foster carer's and manager to Next Step and the paperwork following this arrangement was scrutinised and the agency are commended for the way they operated over and above the protocols and for the agencies impeccable paperwork.

The agency has a case recording policy, which details the purpose of recording information, and outlines the information to be held on file. The files were scrutinised and showed a high level of consistency in terms of content and organisation, the content was detailed and evidenced regular auditing both by internal and external staff.

Evidence was seen to support the unannounced visits have taken place and that this was usually twice a year, however it was difficult to find them in the files. The agency was advised to use different coloured paper to make unannounced visits more visible in the file.

Plenty of evidence was found to support contact information was within the files this however was in lots of different places. The agency is advised to have a separate contact section.

Overall the monthly summaries that were seen were of a good quality. The agency is advised to ensure all foster carers are aware of what needs to be included and why they need good quality recordings within the monthly summaries.

There was evidence that several Local Authorities are poor in sending out essential information Pre/Post placement. The agency is advised to complete at the front of the file a full audit trail, this can then be sent to the Local Authority department head which records all significant requests for this paperwork.

# SCORING OF OUTCOMES

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

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

"X" in the standard met box denotes standard not assessed on this occasion  
 "N/A" in the standard met box denotes standard not applicable

<b>BEING HEALTHY</b>	
<i>Standard No</i>	<i>Score</i>
<b>12</b>	4

<b>STAYING SAFE</b>	
<i>Standard No</i>	<i>Score</i>
<b>3</b>	4
<b>6</b>	4
<b>8</b>	4
<b>9</b>	4
<b>15</b>	4
<b>30</b>	X

<b>ENJOYING AND ACHIEVING</b>	
<i>Standard No</i>	<i>Score</i>
<b>7</b>	4
<b>13</b>	4
<b>31</b>	X

<b>MAKING A POSITIVE CONTRIBUTION</b>	
<i>Standard No</i>	<i>Score</i>
<b>10</b>	4
<b>11</b>	4

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

<b>MANAGEMENT</b>	
<i>Standard No</i>	<i>Score</i>
<b>1</b>	4
<b>2</b>	X
<b>4</b>	X
<b>5</b>	X
<b>16</b>	X
<b>17</b>	4
<b>18</b>	X
<b>19</b>	X
<b>20</b>	X
<b>21</b>	4
<b>22</b>	X
<b>23</b>	X
<b>24</b>	4
<b>25</b>	X
<b>26</b>	X
<b>27</b>	X
<b>28</b>	X
<b>32</b>	X

No

Are there any outstanding requirements from the last inspection?

### **STATUTORY REQUIREMENTS**

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

No.	Standard	Regulation	Requirement	Timescale for action

### **RECOMMENDATIONS**

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations
1.	FS24	The agency was advised to use different coloured paper to make unannounced visits more visible in the file.
2.	FS24	The agency is advised to ensure all foster carers are aware of what needs to be included/ why they need good quality recordings within the monthly summaries.
3.	FS24	The agency is advised to complete at the front of the file a full audit trail, which includes all requests for paperwork, this can then be sent to the Local Authority department head.
4.	FS24	The agency is advised to have a separate contact section.



## **Commission for Social Care Inspection**

Maidstone Local Office

The Oast

Hermitage Court

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