



Making Social Care
Better for People

inspection report

Fostering Services

Sheffield Local Authority Fostering

Floor 2 Castle Market Building

Exchange Street

Sheffield

South Yorkshire

S1 2AH

23rd, 24th and 25th November 2004

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

Sheffield Local Authority Fostering

Address

Floor 2 Castle Market Building, Exchange Street,
Sheffield, South Yorkshire, S1 2AH

Local Authority Manager

Mr Nick Hughes

Tel No:

0114 273 5155

Address

Floor 2 Castle Market Building, Exchange Street,
Sheffield, South Yorkshire, S1 2AH

Fax No:

0114 273 4492

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 ?

NO

Date of last inspection

12.01.04

Date of Inspection Visit		23rd November 2004 24th November 2004 25th November 2004	ID Code
Time of Inspection Visit		09:30 - 15:00 09:30 - 15:00 09:30 - 14:00	
Name of Inspector	1	Sue Turner	074617
Name of Inspector	2	Shirley Samuels	073019
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.		N/A	
Name of Specialist (e.g. Interpreter/Signer) (if applicable)		N/A	
Name of Establishment Representative at the time of inspection		Kevin Ashby - Acting Service Manager	

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Part B: Inspection Methods & Findings

(National Minimum Standards For Fostering Services)

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- 2. Fitness to carry on or manage a fostering service**
- 3. Management of the fostering service**
- 4. Securing and promoting welfare**
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- 6. Records**
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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 Sheffield Local Authority Fostering. 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.

Sheffield's Local Authority Family Placement service provides foster care as part of a full range of accommodation for 'looked after' children and young people.

The aim is to provide children and young people, who are not able to live at home with their own parents/relatives or who are not able to live independently in their own accommodation. A family based alternative home can meet their needs for an assessed and planned period of time.

Many young people may stay in foster care until they move into independent accommodation, until then the service aims to provide each child/young person with a safe, secure and enabling environment.

Wherever possible the service will support children with maintaining links and contact with their families and communities. In some situations this may not be appropriate, and the service will then as a priority identify alternative permanent carers.

The service also provides carers for children and young people with a physical or learning disability where the child and their family are in need of respite care.

The fostering service recruits, trains and supports foster carers to ensure that each child's/ young person's physical, emotional, intellectual and social development are promoted.

Family Placement Supervising Social Workers are recruited, trained and supervised by senior staff within the service. They offer regular quality support to foster carers. There are several different types of placements that carers are approved for, based on individual need, behaviour, age or gender. These include task-centred (mainly short term placements), permanence, short breaks for children with disabilities, respite care, remand care or family support care.

PART A SUMMARY OF INSPECTION FINDINGS

Inspector's Summary

This was the services third inspection by the Commission for Social Care Inspection (CSCI) formally known as the National Care Standards Commission (NCSC). The Fostering Services Regulations and National Minimum Standards (NMS) were referred to throughout this inspection. Since the last inspection a significant number of requirements had been actioned. For others, action had commenced but had not been completed.

As part of the inspection process the inspectors spoke to a significant number of staff and foster carers. Questionnaires were also sent out to placing officers, foster carers and young people. Comments from questionnaires returned have been collated and included in the evaluation of each NMS.

Statement of Purpose (Standard 1)

The service had a Statement of Purpose, which included the majority of information required by the fostering services National Minimum Standards and Regulations. The statement had been reviewed and required a small update to reflect the change of the NCSC to the CSCI. The statement did not include details of any complaints and their outcomes.

Staff and carers spoken to were aware of the Statement of Purpose and all felt that it accurately reflected the fostering services policies and procedures.

A children's guide was available for all children fostered through the service. Work had commenced to make the guide available in a range of suitable formats.

Fitness to provide or manage a fostering service (Standard 2 and 3)

In the absence of the registered manager, the acting manager had knowledge, skill and familiarity of children's services, which ensured that the service and the staff employed were continuing to be managed professionally and competently.

During the inspection process the inspectors observed the acting manager effectively supporting and managing the staff team.

All staff interviewed confirmed that the acting manager and team managers were approachable and available when needed.

Management of a fostering service (Standard 4 and 5)

The acting manager had a clear understanding of his duties, and responsibilities.

He was keen to ensure that the service met the required standards, and he liaised with the relevant agencies and organisations to ensure that they were also aware of their policies and procedures and that positive lines of communication were developed and maintained.

Securing and promoting welfare (Standard 6 to 14)

The carers and supervising social workers interviewed confirmed that the foster homes were inspected annually to determine that they continued to meet the needs of the foster children.

The acting manager stated that the agency promoted equality and diversity by the management monitoring of matching children to carers, by planned carer recruitment strategies and by offering ongoing training to staff and carers.

There continued to be issues relating to the information provided to foster carers at the start of a placement. Within the Children and Families Managers Operational Handbook, a

statement had been issued to reinforce the expectation of this.

The acting manager confirmed that the matching between a child and the carer, considered the child's/young person's assessed needs in relation to language, religion, race, culture, ethnic origin and any other special individual needs identified.

The inspectors saw copies of the local authorities Child Protection Committees Procedures that were in place within the service and the acting manager and the staff interviewed were well informed of these and of the appropriate measures to take.

The carer's handbook covered the issues of difficult/challenging behaviour and corporal punishment and carers stated that they had received training on this.

Risk assessments were not seen on all files checked for those children that were tracked.

Information from children's questionnaires and carer interviews confirmed that both were aware of any arrangement contacts. Any changes to this were discussed and agreed with the carers and young people. Any resources identified as being necessary to support contact between a child and their family were provided. Details of contact visits were not fully recorded on the young peoples files seen.

Carers spoken to said that when transport arrived to take young people on contact visits, very often the 'driver' would be unknown to both the carer and the young person. The carers felt very uneasy about this. The inspectors were concerned about the 'wrong message' this sent out to the young people.

The inspectors would have liked to join a children's forum as part of the inspection process, however no forums or children's events had been planned.

It was very unsatisfactory that with the exception of one 'bag a book' event very little consultation had taken part with the foster children/young people.

Carers interviewed confirmed that although health information was passed to them at the time of placement and verbal updates were given to the placing officer, an ongoing written health care record was not maintained by the carer, which would stay with each child/young person.

Children's questionnaires returned confirmed that they were supported with their homework. Any necessary uniform or equipment had been provided. The participation in after school activities or trips had also been supported.

Recruiting, checking, managing, supporting and training staff and foster carers (Standards 15 to 23)

The service had a policy and procedure relating to the recruitment and selection of staff and foster carers, which the inspectors saw.

The acting manager stated that all staff recruited by the service were appropriately qualified and trained to work with children and that unqualified staff would not carry out social work functions unsupervised.

The inspectors checked the recruitment files of three members of staff. All contained details of qualifications obtained, experience, employment history, detailed CV's, proof of identity and a copy of the application form. All three had undertaken CRB checks, however the date, disclosure number and signed confirmation to verify if the check was clear or not, had not been recorded. Staff files did not include a photograph.

One panel member had not supplied the service with a completed CRB check.

All staff had regularly completed relevant training courses.

The service had a clearly documented assessment process for carers as required by the NMS, which included assessing a wide range of qualities, competencies, life experiences and values.

The inspectors found staff to be professional and carers interviewed demonstrated the skills and awareness necessary to carry out their role.

All carers interviewed said that in the main, they were well supported by the staff employed by the service. Their concerns related to the support offered during 'out of hours'. When

contacted the call was taken at a 'call centre' and then duty officers were informed. Carer's experience of this was that they very often did not get a response to their 'emergency'. This was of immense concern, as they would only make contact if they were in need of prompt support and assistance.

Details of the services policies and procedures for working and supporting carers were in the foster carers handbooks, which also included details of local support groups and contacts. Social workers interviewed were fully aware of their supervising and supporting responsibilities and all carers spoken to confirmed that regular visits were made to them. The inspectors were aware from the interviews of the social workers that in some cases they did not have regular contact with the child's social worker. It is important to note that in most of these situations the support worker had made several attempts to develop positive communication systems with the field social worker.

Records (Standards 24 and 25)

Carers interviewed were aware of the information that they were required to pass onto the service but not all were clear of the records they had to maintain or of the importance of detailing special events/achievements or of the importance of taking photographs. Case records were being maintained for all children placed with foster carers. However some files checked were disorganised, entries were vague, hard to read and many were unsigned by the person making the entry. Files were not consistent in layout and format and this made it difficult to access all of the required information.

Fitness of premises for use as a fostering service (Standard 26)

The service had identifiable office premises to which staff had access to during normal office hours.

Supervising social workers interviewed confirmed that in the main a competent and supportive administration team was in place within the service and that the office was sufficiently equipped with the necessary items.

Computers had been provided for staff working within the service. The IT systems and security systems within the offices ensured that records were stored securely.

Financial requirements (Standard 27 to 29)

The service had written policies, which detailed the fostering allowances currently payable to all carers.

The allowances paid were clearly documented. All carers interviewed said that they were clear about their allowances; any agreed expenses and payments to them were made promptly. Allowances and fees were reviewed annually.

Carers spoken to said that the payments made for birthdays and Christmas were paid approximately two weeks in advance which did not give them enough time, and they initially needed to pay out for presents from their own money.

Fostering panels (Standard 30)

The service had written procedures that related to the functions of the panel and these were included in the services procedure manual.

The membership of the fostering panel did not meet the requirements stated within the Fostering Service Regulations 2002.

Following the previous inspection a requirement was issued that; panel members must have satisfactorily passed the required checks before they commenced work. One member of the panel had not provided evidence that they had been CRB checked, neither had the responsible individual obtained self-declarations from him/her regarding any convictions. At the finish of the inspection the acting manager had obtained a self-declaration, which the inspectors saw.

Short-term breaks (Standard 31)

The service provided short-term/respice care placements for children with disabilities. There was no charge to the families for this service and all costs were met by the schemes budget. The inspectors interviewed three carers who regularly offered short-term care to children and young people with a disability. They said that they were well supported by their supervising social workers and were visited more often than at the agreed interval of once a month. They each communicated regularly with the children's parents to ensure continuity with some of the routines.

A communication book was used to inform the carer and the parents of any issues and to detail activities undertaken. The acting manager stated that the policies and procedures relating to this service had been reviewed and updated.

Family and friends as carers (Standard 32)

The acting manager of the service stated that many of the children/young people were placed with carers who were family members or friends of the child (kinship) and that the number of these placements had recently increased.

Interviews with supervising social workers established that the service was sensitive to pre-existing relationships within the family in these situations and the service had recognised that the training and support needs of families or friends that were approved as carers needed to be assessed and met differently, but as robustly as any other carers.

A fostering allowance was paid at the fostering network rate and basic equipment was provided.

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:

YES

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:

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	
1.	3	FS1	The statement of purpose must include the details of any complaints and their outcomes.	1.6.05
2.	3	FS1	The children's guide to the fostering service must be available in a range of suitable formats.	1.6.05
3.	34	FS7	Appropriate communication systems must be in place to ensure that each foster carer is provided with full information about the foster child and his /her family at the start of the placement. This will help to ensure that the individual child, carers and placement are further supported as required.	1.6.05
4.	34	FS9	All individual files must include fully completed risk assessments. These must be regularly reviewed with the carer and a copy retained.	1.6.05
5.	17	FS9	Further training/information must be given to carers focusing on the significance of what should be recorded in the diary and the reasons why.	1.6.05
6.	14	FS10	All contact visits must be fully recorded to ensure that all arrangements can be accurately monitored and reviewed. The worker involved must sign these records in full and these records kept on the child's individual file.	1.6.05
7.	42	FS11	The views and opinions of all foster children/young people must be ascertained on a regular basis.	1.6.05

8.	28	FS22	The foster carers agreement for all carers must include all details as listed in Schedule 5 of The Fostering Services Regulations 2002.	1.6.05
9.	17	FS23	All carers must attend training as specified in the National Minimum Standards for Fostering Services. Records of training must be maintained and used as part of the annual appraisal/review.	1.6.05
10.	17	FS24	All carers must be trained on the records that they are required to maintain of any significant events and this should include the use of photograph albums and life story work.	1.6.05
11.	22	FS24	The fostering service must liaise with the wider social services department to ensure that all records on children's files are detailed, legible and signed by the person making the entry. The files should be well ordered and set out consistently. The line managers must regularly review these records.	1.6.05
12.	24	FS30	The membership of the fostering panels must be reviewed to ensure that it meets the requirements as stated within The Fostering Service Regulations 2002.	1.6.05.
13.	20	FS30	All panel members must have satisfactorily passed the required checks and evidence of this must be made available for inspection at any time. Given the absence of this evidence, the responsible individual must obtain self-declarations from all members regarding any previous convictions. This must be done prior to the next panel meeting. Any action required as a result of those declarations must be taken.	10.1.05.
14.	26	FS30	There must be a system in place to enable the panel to monitor the range and type of carers available in comparison to the needs of the children/young people.	1.6.05.

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	
N/A		
Comments		

Lead Inspector	Sue Turner	Signature _____
Second Inspector	Shirley Samuels	Signature _____
Locality Manager	Anne Hayselden	Signature _____
Date	6.12.04	_____

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.	29	FS4	Foster carer reviews must take place at intervals of not more than a year.	1.6.05
2.	17	FS10	There must be a system in place to ensure that 'drivers' taking young people on contact visits, are known to the carer and/or young person.	1.6.05
3.	12	FS10	The fostering services manager must initiate robust discussions with their colleagues in fieldwork services, to bring about improvements to the young people within their care.	1.6.05
4.	15	FS12	Written health care records for each child placed must be maintained, in a format that children can access and understand.	1.6.05
5.	16	FS14	The guide 'Preparing Young People for Independence' must be distributed to carers. Staff must ensure that the carers are familiar with and understand the guide.	1.6.05
6.	15	FS15	Information relating to individual CRB checks must state, the date, disclosure number and if the check was clear or not. If the check was not clear then there must be recorded the action taken following receipt of the information given on the CRB check.	1.6.05

7.	20	FS15	Staff files must include a recent photograph.	1.6.05
8.	17	FS18	The arrangement for 'out of hours contact' must be reviewed to ensure that the needs of the carers are met.	1.6.05

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.	FS22	The carer's supervision form should be re-evaluated.
2.	FS29	Birthday and Christmas allowances should be paid well in advance of the money being required.

PART B**INSPECTION METHODS & FINDINGS**

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

Number of Inspector days spent	3
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	NO
• Specialist advisor (s)	YES
• Local Foster Care Association	NO
Tracking Individual welfare arrangements	YES
• Interview with children	NO
• Interview with foster carers	YES
• Interview with agency staff	YES
• Contact with parents	NO
• Contact with supervising social workers	YES
• Examination of files	YES
Individual interview with manager	YES
Information from provider	YES
Individual interviews with key staff	YES
Group discussion with staff	YES
Interview with panel chair	NO
Observation of foster carer training	NO
Observation of foster panel	NO
Inspection of policy/practice documents	YES
Inspection of records	YES
Interview with individual child	NO
Date of Inspection	23/11/04
Time of Inspection	9.00AM
Duration Of Inspection (hrs)	32

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?

2

The service had a Statement of Purpose, which included the majority of information required by the fostering services National Minimum Standards and Regulations. The statement had been reviewed and required a small update to reflect the change of the NCSC to the CSCI. The statement did not include details of any complaints and their outcomes. Staff and carers spoken to were aware of the Statement of Purpose and all felt that it accurately reflected the fostering services policies and procedures. A children's guide was available for all children fostered through the service. Work had commenced to make the guide available in a range of suitable formats. Information received from young peoples questionnaires confirmed that all had been provided with a copy of the children's guide. See previous requirements number 1 and 2.

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 acting manager had knowledge, skill and familiarity of children's services, which ensured that the service and the staff employed were continuing to be managed professionally and competently.

The acting manager had a Certificate of Qualification in Social Work and a wide range of experience of direct work with children of all ages, their families and carers.

During the inspection process the inspectors observed the acting manager effectively supporting and managing the staff team.

All staff interviewed confirmed that the acting manager and team managers were approachable and available when needed.

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 acting manager's recruitment file was not checked at this inspection. However he stated that he had completed a full and detailed CV and this included a full employment history, medical assessment, CRB, proof of ID and proof of qualifications. The appropriate references had been received including one from the last employer.

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?

2

The 'Project Manager' post had been successfully recruited to. The aim being that the individual employed in this role would monitor the service provided to ensure quality performance. She would also liaise with other professionals to determine their views and this would include field social workers. The acting manager said that a working group was to be set up, which would include carers, and this would aim to identify the most productive ways to develop and monitor the service.

Clear lines of accountability had been developed for carers, staff and managers.

Information relating to finances, including charges and amounts paid, was provided in the 'Looked After Children Manual' and in the 'Financial Procedures Manual'.

The carer's reviews were the responsibility of the reviewing team. For a number of carers these reviews had not been reassessed yearly.

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

X

Death of a child placed with foster parents.

0

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

0

Serious illness or accident of a child.

0

Outbreak of serious infectious disease at a foster home.

0

Actual or suspected involvement of a child in prostitution.

0

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

0

Serious complaint about a foster parent.

4

Initiation of child protection enquiry involving a child.

4

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

0

Number of the above complaints which were substantiated:

X

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

The acting manager had a clear understanding of his duties, and responsibilities. He did not hold a similar position in another organisation.

The inspectors consulted with the acting manager and confirmed that he was clearly aware of his responsibilities and accountability. He was keen to ensure that the service met the required standards, and he liaised with the relevant agencies and organisations to ensure that they were also aware of their policies and procedures and that positive lines of communication were developed and maintained.

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
<p>The carers and supervising social workers interviewed confirmed that the homes were inspected annually to determine that they continued to meet the needs of the foster children. All homes were checked to ensure they were warm, adequately furnished and decorated and reasonable standards of cleanliness were being maintained. Each child had their own bed and siblings wishing to share a room were able to do so. Foster carers interviewed said that their induction training and the handbook had covered health and safety issues and that they were aware of their responsibilities relating to this. They all said that they were aware of the Commission for Social Care Inspection (CSCI) and understood that they could be interviewed as part of the inspection process.</p>		

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?	2
<p>The acting manager stated that the agency promoted equality and diversity by the management monitoring of matching children to carers, by planned carer recruitment strategies and by offering ongoing training to staff and carers. Carers spoken to had received training as specified in Standard 7. Young peoples questionnaires confirmed that they were given opportunities and encouragement to pursue any interests and hobbies. The inspector's spoke to a number of carers who had received training and were skilled in caring for disabled children. There continued to be issues relating to the information provided to foster carers at the start of a placement. Within the Children and Families Managers Operational Handbook, a statement had been issued to reinforce the expectation of this. See previous requirement number 3.</p>		

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

The acting manager confirmed that the matching between a child and the carer, considered the child's/young person's assessed needs in relation to language, religion, race, culture, ethnic origin and any other special individual needs identified.

The acting manager acknowledged that in emergency situations not all of the matching criteria would be achieved especially in relation to race. He said that the service was particularly keen to develop the recruitment of carers from different cultures and that specific recruitment methods were being discussed, as they were aware of the limitations of the current service.

Staff confirmed that assessments were carefully considered when matching a child with a family and that the initial placement would be monitored closely. The child's family and care plan would be included in the assessment process as appropriate.

Foster placement agreements seen by the inspectors confirmed that some of the specific aspects of matching had been taken into consideration when the children tracked had been placed.

Questionnaires received back from young people, carers and placing officers confirmed that for long term placements introductory visits had been facilitated and priority had been given to the matching priorities highlighted.

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
<p>The inspectors saw copies of the local authorities Child Protection Committees Procedures that were in place within the service and the acting manager and the staff interviewed were well informed of these and of the appropriate measures to take.</p> <p>The Department of Health, the Home Office and the Department for Education had developed these procedures in line with the guidance 'Working Together to Safeguard Children'.</p> <p>The service had a policy on safe caring, bullying and risk assessment, which was included in the foster carers policy and guidance file.</p> <p>The carer's handbook covered the issues of difficult/ challenging behaviour and corporal punishment and carers stated that they had received training on this.</p> <p>Risk assessments were not seen on all files checked.</p> <p>See previous requirement number 4.</p> <p>Supervising social workers stated that carers were informed of the importance of maintaining a daily diary to ensure that any issues were recorded and this was useful to help them reflect on any successful techniques used. However carers interviewed said that they only used their diaries to record any 'negative' behaviours or issues. Positive behaviours and responses were, on the whole not recorded. See previous requirement number 5.</p> <p>The X below denotes that this information was not requested.</p>		
Percentage of foster children placed who report never or hardly ever being bullied:	X	%

Standard 10 (10.1 - 10.9) The fostering service makes sure that each child or young person in foster care is encouraged to maintain and develop family contacts and friendships as set out in her/his care plan and/or foster placement agreement.		
Key Findings and Evidence	Standard met?	2
<p>The fostering service had written guidance for staff in their 'Looked After Children Manual', regarding promoting contact with the child's family, relatives and friends.</p> <p>Information from children's questionnaires and carer interviews confirmed that both were aware of any arrangement contacts. Any changes to this were discussed and agreed with the carers and young people. Any resources identified as being necessary to support contact between a child and their family were provided. Details of contact visits were not fully recorded on the young peoples files seen. See previous requirement number 6.</p> <p>Carers spoken to said that when transport arrived to take young people on contact visits, very often the 'driver' would be unknown to both the carer and the young person. The carers felt very uneasy about this. The inspectors were concerned about the 'wrong message' this sent out to the young people.</p> <p>A significant number of young people, carers and supervising social workers raised concerns relating to visits from field social workers. Some young people were not visited on a regular basis, appointments were often cancelled with little notice and several young people did not have an 'allocated' worker. The acting manager stated that the team manager would be expected to record the reasons why visits have not taken place and address both the frequency of visiting and recording requirements.</p>		

Standard 11 (11.1 - 11.5)

The fostering service ensures that children's opinions, and those of their families and others significant to the child, are sought over all issues that are likely to affect their daily life and their future.

Key Findings and Evidence**Standard met?**

1

Fifteen young peoples questionnaires were received. Eight of these stated that the fostering service had not asked them their opinions about how the fostering service could be made better and/or they had not been asked their opinion of their foster carers.

The inspectors would have liked to join a children's forum as part of the inspection process, however no forums or children's events had been planned.

It was very unsatisfactory that with the exception of one 'bag a book' event very little consultation had taken part with the foster children/young people. See previous requirement number 7.

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?**

2

Details relating to health care were included in the services statement of purpose, LAC manual and the foster carers handbook. All children placed with foster carers were registered with a GP and had regular dental, optical and health checks when required.

Any specialist health care services had been accessed and maintained as appropriate. The fostering service was keen to ensure that all young people had individual health assessments and that their mental, sexual and physical health needs were met.

Consents for medical treatment were clearly detailed in the placement agreements checked and carers interviewed were clear of the procedures.

Specialist health care professionals were members of the services fostering panels.

Carers interviewed confirmed that although health information was passed to them at the time of placement and verbal updates were given to the placing officer, an ongoing written health care record was not maintained by the carer, which would stay with each child/young person.

Standard 13 (13.1 - 13.8)

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

Key Findings and Evidence**Standard met?**

4

The fostering service aimed to ensure that all looked after children received good quality education, which was tailored to their individual needs. Staff within the service, carers and the child's social worker liaised closely with the staff within the education services to ensure that all young people had a placement or that alternative educational facilities were provided. All young people had an educational assessment and a Personal Education Plan. Where possible the service aimed to maintain continuity with the educational placement and where new placements had been facilitated a link worker (buddy) from within the school had been identified. It was part of their role to ensure that the young person was fully supported as required.

Placement agreements and the foster carers handbook clearly identified the foster carers role in school contact and activities.

Children's questionnaires returned confirmed that they were supported with their homework. Any necessary uniform or equipment had been provided. Their participation in after school activities or trips had also been supported.

The foster placement agreement identified if funding was required for any school equipment, uniform etc.

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?**

2

The acting manager stated that a guide to preparing young people for independence had been distributed to all carers with young people already in Year 7 of education. When carers were asked about the guide they were not clear if they had received it and if they had there was some confusion as to its contents.

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?

2

The service had a policy and procedure relating to the recruitment and selection of staff and foster carers, which the inspectors saw.

The acting manager stated that all staff recruited by the service were appropriately qualified and trained to work with children and that unqualified staff would not carry out social work functions unsupervised.

The inspectors checked the recruitment files of three members of staff. All contained details of qualifications obtained, experience, employment history, detailed CV's, proof of identity and a copy of the application form. All three had undertaken CRB checks, however the date, disclosure number and signed confirmation to verify if the check was clear or not, had not been recorded. Staff files did not include a photograph.

One panel member had not supplied the service with a completed CRB check. See standard number 30 and subsequent requirements.

Total number of staff of the agency:

65

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

6

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?

3

There was evidence of a clear management structure within which there were clear lines of accountability and all staff interviewed were aware of these. Staff were supervised and managed by people who had the appropriate skills, experience, qualifications and knowledge base. Staff interviewed said that there were clear systems in place to monitor their workloads and to prioritise particular pieces of work. Additionally they said that managers were always available if they needed to discuss any issues or concerns that they may have.

Within the service staff had access to a range of legal and professional advice. The acting manager confirmed that all employees had been provided with written contracts, job descriptions and conditions of service, equal opportunities and health and safety policies and disciplinary and grievance procedures.

All staff had regularly completed relevant training courses.

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
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The number, experience and qualifications of staff were adequate to meet the service described in the statement of purpose.

The service had a clearly documented assessment process for carers as required by the NMS which included assessing a wide range of qualities, competencies, life experiences and values as stated in Standard 17.7 of the National Minimum Standards for Fostering Services.

The service was actively looking at how they could recruit a greater number of carers from different ethnic minority groups and cultures.

The inspectors found staff to be professional and carers interviewed demonstrated the skills and awareness necessary to carry out their role.

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?	2
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The service demonstrated it was a fair and competent employer with sound employment practices and good support for its staff and carers.

The inspectors saw evidence of insurance cover for staff and carers. The service had a whistle blowing policy in place which staff interviewed could clearly describe.

All carers interviewed said that in the main, they were well supported by the staff employed by the service. Their concerns related to the support offered during 'out of hours'. Calls were taken at a 'call centre' and then duty officers were informed. Carer's experience of this was that they very often did not get a response to their 'emergency'. This was of immense concern, as they would only make contact if they were in need of prompt support and assistance.

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
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The inspectors confirmed via the inspection of policies and staff interviews that the service had in place good quality training programmes for all staff, which would ensure that staff were kept up to date with any changes in legislation or guidance.

Supervising social workers training programmes were regularly reviewed and updated according to the needs of individual members of staff and these would be linked into annual appraisals.

All new supervising social workers received detailed and extensive induction training and support.

Joint training forums between staff of the service and carers had been held.

Standard 20 (20.1 - 20.5)		
All staff are properly accountable and supported.		
Key Findings and Evidence	Standard met?	3
<p>Staff interviewed confirmed to the inspectors that they had regular monthly supervision and that records were maintained of these sessions.</p> <p>Additionally they said that they had annual appraisals and attended regular team meetings and placement meetings.</p> <p>Staff said that all of these forums supported them to effectively do their job and to ensure that they supported carers appropriately.</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>Details of the services policies and procedures for working and supporting carers were in the foster carers handbooks, which also included details of local support groups and contacts.</p> <p>Social workers interviewed were fully aware of their supervising and supporting responsibilities and all carers spoken to confirmed that regular visits were made to them.</p> <p>The inspectors were aware from the interviews of the social workers that in some cases they did not have regular contact with the child's social worker. It is important to note that in most of these situations the support worker had made several attempts to develop positive communication systems with the field social worker.</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?	2
<p>The foster care agreement provided to each carer provided the carer with the details of the expectations placed upon them by the fostering service/local authority. The agreements for carers within both family placement schemes did not contain all of the required information as referred to in Schedule 5 of The Fostering Services Regulations 2002. See previous requirement number 8.</p> <p>Carers interviewed confirmed that following their approval they were given a carers handbook that contained information of the services policies and procedures, finance, support, complaints, insurance etc.</p> <p>Foster carers interviewed confirmed that they met regularly with their supervising social worker and that sometimes these were unannounced visits. All said that they found these sessions supportive and informative.</p> <p>Carer support groups had been developed and were including informal training sessions. The service had recently developed a supervision document to formally record the support workers visit to the carer. Staff and carers spoken to said that they found the new format repetitive in parts and not particularly user friendly.</p>		

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 services induction training programme for newly approved carers included opportunities for meeting with existing carers. All newly approved carers had to attend this training. This included six sessions, which covered anti-discriminatory practice, child protection, child development, moving and handling, first aid and health and safety/food hygiene.

Following the last inspection training sessions had been reviewed to include the provision of childcare and expenses.

The acting manager stated that the team were in the process of developing an action plan for ensuring that all carers receive the core elements of training within the National Minimum Standards (NMS). Carers spoken to said that although the carer's agreement stated that, following induction training, a minimum of three training courses must be attended each year, many courses arranged were poorly attended and often the minimum attendance had not been achieved. Carers spoken to had not all attended the training stated in the NMS. The range of courses provided was of a high quality however these resources were not being used to their full potential.

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?

2

Carers interviewed were aware of the information that they were required to pass onto the service but not all were clear of the records they had to maintain or of the importance of detailing special events/achievements or of the importance of taking photographs. See previous requirement number 10, Standard 9 and subsequent requirement.

All carers interviewed were aware that any information recorded on the child was to be stored securely and that it was confidential information.

Case records were being maintained for all children placed with foster carers. However some files checked were disorganised, entries were vague, hard to read and many were unsigned by the person making the entry. Files were not consistent in format and layout and this made it difficult to access all of the required information. The background information relating to some children, that carers would need, was not always retained on the file kept by the fostering service.

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

The service had the appropriate systems in place within their offices to ensure that information was recorded, stored or retrieved in a permanent, secure and private manner. Any issues relating to requirements for the services records can be found under the relevant standard in this report.

The information below was taken from the pre-inspection questionnaire completed by the acting manager.

Number of current foster placements supported by the agency:	250
Number of placements made by the agency in the last 12 months:	345
Number of placements made by the agency which ended in the past 12 months:	378
Number of new foster carers approved during the last 12 months:	24
Number of foster carers who left the agency during the last 12 months:	81
Current weekly payments to foster parents: Minimum £	108.49
Maximum £	248.12

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 had identifiable office premises to which staff had access to during normal office hours.

Supervising social workers interviewed confirmed that in the main a competent and supportive administration team was in place within the service and that the office was sufficiently equipped with the necessary items.

Computers had been provided for staff working within the service. The IT systems and security systems within the offices ensured that records were stored securely.

Locks on doors ensured that access was restricted to authorised personnel.

The acting manager confirmed that the premises were insured and that systems were in place for replacing items when required.

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?	9
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Not applicable as this refers to private fostering agencies.

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?	9
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Not applicable as this refers to private fostering agencies.

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 service had written policies, which detailed the fostering allowances currently payable to all carers.

The allowances paid were clearly documented. All carers interviewed said that they were clear about their allowances; any agreed expenses and payments to them were made promptly.

Allowances and fees were reviewed annually.

Carers spoken to said that the payments made for birthdays and Christmas were paid approximately two weeks in advance which did not give them enough time, and they therefore needed to pay out for presents from their own money.

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?

2

It was not possible for the inspectors to observe the fostering panel as part of the inspection process. The following information was confirmed by staff interviews, information from pre inspection questionnaire and prior knowledge of the fostering panel from previous inspections.

The service had written procedures that related to the functions of the panel and these were included in the services procedure manual. This detailed the legislative and regulatory framework, membership of the panel, the functions and purpose of the panel, its operating procedures and the carer's rights regarding attendance at the panel.

The membership of the fostering panel did not meet the requirements stated within the Fostering Service Regulations 2002. See previous requirement number 12.

Following the previous inspection a requirement was issued that; panel members must have satisfactorily passed the required checks before they commenced work. One member of the panel had not provided evidence that they had been CRB checked, neither had the responsible individual obtained self-declarations from him/her regarding any convictions. At the finish of the inspection the acting manager had obtained a self-declaration, which the inspectors saw. See previous requirement numbers 13 and 14.

Short-Term Breaks

The intended outcome for the following set of standards is:

- When foster care is provided as a short-term break for a child, the arrangement recognises that the parents remain the main carers for the child.

Standard 31 (31.1 - 31.2)

Where a fostering service provides short-term breaks for children in foster care, they have policies and procedures, implemented in practice, to meet the particular needs of children receiving short-term breaks.

Key Findings and Evidence	Standard met?
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The service provided short-term/respite care placements for children with disabilities. There was no charge to the families for this service and all costs were met by the schemes budget. The inspectors interviewed three carers who regularly offered short-term care children and young people with a disability. They said that they were well supported by their supervising social workers and were visited more often than at the agreed interval of once a month. They each communicated regularly with the children's parents to ensure continuity with some of the routines.

A communication book was used to inform the carer and the parents of any issues and to detail activities undertaken. The acting manager stated that the policies and procedures relating to this service had been reviewed and updated.

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?	3
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The acting manager of the service stated that many of the children/young people were placed with carers who were family members or friends of the child (kinship) and that the number of these placements had recently increased.

Interviews with supervising social workers established that the service was sensitive to pre-existing relationships within the family in these situations and the service had recognised that the training and support needs of families or friends that were approved as carers needed to be assessed and met differently, but as robustly as any other carers.

A fostering allowance was paid at the fostering network rate and basic equipment was provided.

PART C

LAY ASSESSOR'S SUMMARY

(where applicable)

N/A

Lay Assessor N/A **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 23rd, 24th and 25th November 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

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

Amendments to the report were necessary

YES

Comments were received from the provider

YES

Provider comments/factual amendments were incorporated into the final inspection report

YES

Provider comments are available on file at the Area Office but have not been incorporated into the final inspection report. The inspector believes the report to be factually accurate

NO

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 within 21 days, 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

YES

Action plan was received at the point of publication

NO

Action plan covers all the statutory requirements in a timely fashion

NO

Action plan did not cover all the statutory requirements and required further discussion

YES

Provider has declined to provide an action plan

NO

Other: <enter details here>

NO

Public reports

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

D.3 PROVIDER'S AGREEMENT

Announced Inspection - 23rd, 24th and 25th November 2004

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

D.3.1 I, Penny Peysner of Sheffield Local Authority Fostering Service 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, Penny Peysner of Sheffield Local Authority Fostering Service 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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