STATEMENT OF PURPOSE

FOSTERPLUS LIMITED

FOSTERPLUS MIDLAND & SOUTH YORKSHIRE
SC 384584
INTRODUCTION


Fosterplus Limited has 2 registered offices in England; 1 at Long Eaton, Derbyshire (Midlands and South Yorkshire) with sub-offices in Doncaster and Coventry, the other at Wavendon, Milton Keynes, covering the South of England, with a sub-office at Stonehouse, Gloucestershire. The functions carried out from each of the registered offices include carer recruitment, marketing and administration. The sub-office functions include carer training and support.

Fosterplus (Midlands & South Yorkshire) Limited is registered and regulated by Ofsted, Registration number SC 384584. The post of Registered Manager of the Midlands & South Yorkshire Region is held by Catherine Swanson.

The registered address for Fosterplus Midlands & South Yorkshire is:

Fosterplus Limited
Jubilee House
31 – 33 Meadow Lane
Long Eaton
Derbyshire
NG10 2FE
Tel: 0115 9468 196
e-mail: askus.longeaton@fosterplus.co.uk
www.fosterplus.co.uk

The sub-office addresses of Midlands & South Yorkshire region are:

Fosterplus Limited
2b Sidings Court
White Rose Way
Doncaster, Yorkshire
DN4 5NU
Tel: 01302 326797
e-mail: askus.doncaster@fosterplus.co.uk
www.fosterplus.co.uk

Fosterplus Limited
Parva Mews
Nettle Hill Conference Centre
Brinklow Road,
Ansty, Coventry
CV7 9JL
Tel: 02476 613350
e-mail: askus.Coventry@fosterplus.co.uk
www.fosterplus.co.uk

Statement of Purpose - Updated 14 January 2016
Aims and Objectives, Principles and Standards

The aim of the Agency is to assist the placing authorities in meeting their requirements to improve the wellbeing of children in relation to the *Five Outcomes for Children*. These are:

- Physical and mental health and emotional well being
- Protection from harm and neglect
- Education training and recreation
- The contribution made by them to society
- Social and economic well being

(Section 10 Children Act 2004)

Improving the above outcomes will be achieved by:

- Placing the child at the centre of all services provided
- Providing clear procedural guidance for staff and carers which defines the Agency’s service standards in a simple manner
- Consulting with service users and care receivers
- Recruiting carers and staff from a diversity of cultures and backgrounds to reflect the needs of service users
- Providing a service which is based on equal opportunities and is inclusive through valuing diversity
- Working in true partnership with all significant persons involved with the young person
- A commitment to on-going training for staff and Foster Carers
- Providing the highest quality support to Foster Carers

The detailed service standards of the Agency are contained within the Agency’s policy and procedure documents; these are available on request.

It is the Agency’s belief that the best outcomes for children will be achieved by making the best matches between the carer and child, thus taking into account their values, ethnicity, culture and skills, and marrying them with the specific needs of each child. The Agency will continually strive to improve the services it offers and will not accept anything other than the highest standards.

An integral part of the quality review and quality improvement process involves care-experienced young people providing input, via consultation, involvement and activities throughout the design, implementation and delivery of the Agency’s operations.

Services provided

- Form F Assessments
- Respite Placements
- Bridging Placements
- Emergency Placements
- Long term Placements
- Short term Placements
- Unaccompanied Minor Placements
- Permanent Placements
- Disability Placements
- Pre-Adoption Placements
Statement of Purpose - Updated 14 January 2016
PEOPLE

Fosterplus Limited
Fosterplus Limited is part of a group of Companies owned by Partnerships in Children’s Services (PiCS), alongside Fosterplus (Fostercare) Limited, ISP (Integrated Services Programme), Orange Grove and Clifford House Fostering. The Chief Executive of PiCS is Elaine Young. The original founders and co-owners of Fosterplus, Deborah Ferguson and Paul Snell, remain Directors of both PiCS and Fosterplus. Fosterplus Limited is comprised of 2 Registrations: Fosterplus Midlands and South Yorkshire and Fosterplus South. Both are registered under Fosterplus Limited, which is a limited company registered under the Companies Act 1985 (Company Registration Number 3196297)

Directors
The main function of the Directors will be to ensure that the quality assurance standards of the Agency are maintained.

Senior Leadership
Elaine Young, (Chief Executive of PiCS), Peter Battram (Head of Operations) and Anne-Marie Bloxham (Head of Human Resources) form the primary element of the Senior Leadership Team. Decisions relating to the strategic direction of the company will be influenced by the recommendations of the Senior Leadership Team.

Company Meetings
Board Meetings take place regularly, usually 4 – 6 weekly, with relevant Senior staff who are responsible for the corporate governance of the Company, as well as determining and reviewing the Company’s:

- Annual Business Plan
- Legal Compliance
- Strategic Vision, direction and goals
- Culture, values, vision and mission
- Financial expenditure, management and performance
- Organisational structure and capacity to implement strategic direction
- Policies and Procedures
- Quality Assurance
Fosterplus Limited holds monthly Manager Meetings between Head of Operations, Registered Managers and other relevant Managers to monitor service and performance, address and co-ordinate the implementation of service developments, business and strategic issues and to benchmark best practice.

In addition there are Group Leadership and Management Meetings encompassing strategic vision, service development and delivery in context of significant and relevant changes in the external environment.

**The Registered Manager**
Catherine Swanson is the Registered Manager of Fosterplus Midlands and South Yorkshire and is responsible for the day to day running of the Agency and supervision of the staff group for both the main and sub-office teams. She ensures that all carers are properly supported, that the outcomes for children are met through the implementation of the Agency’s policies and procedures and is responsible for specific areas of legislation under the Fostering Services National Minimum Standards 2011 and Fostering Services (England) Regulations 2011 (Amendments 2013). The Registered Manager is accountable to and reports to the Head of Operations.

**The Foster Panel Chairs/ Foster Panels**
This is a role independent of the Agency. The Chair ensures the proper fit running of the Fostering Panel and as a result of the Panel’s functions will advise the Agency on quality assurance and service standards issues. The role of the Panel is to consider applicants for approval and make recommendations on their suitability and terms of approval; consider the first review of approved foster carers and any subsequent reviews referred to it by Fosterplus; make recommendations on continued suitability and terms of approval; oversee the conduct of assessments carried out by Fosterplus and monitor the efficacy of procedures for undertaking reviews; give advice and make recommendations on any other matters referred to the Panel by Fosterplus. The management of Panel is conducted through the Fosterplus Head Office at Wavendon.

**Supervising Social Workers**
These are qualified Social Workers who are responsible for the direct implementation of the Agency’s standards of the service through supporting our Foster Carers and monitoring the progress of any child in placement. These Social Workers undertake on-call and duty functions to ensure that our foster carers are fully supported 24 hours a day, 365 days a year. They are employed on a full / part time basis and are line managed by the Registered Manager or the Assistant Service Manager.
Supervising Social Workers attend all meetings involving the child and carer to ensure that the carer is being fully supported and that the child’s needs are being met. Supervising Social Workers also carry out assessments on prospective Foster Carers using the former British Association for Adoption and Fostering Form F format.

Fosterplus Midlands & South Yorkshire is supported by a central staff group based centrally, including Human Resources, Placements, Checks and References, Education Support Worker, Finance, Panel Administration, Learning and Development, Quality Assurance and Head of Operations.

**REGISTERED OFFICE – LONG EATON STAFF**

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Experience</th>
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<tbody>
<tr>
<td>BA Honours Degree</td>
<td>Catherine joined Fosterplus in May 2010 after over 25 years’ experience in fostering and adoption in a local authority setting as a supervising social worker and manager. Her substantial experience includes recruitment, assessment, training, supervision of carers and staff and receiving referrals and matching to carers. Catherine has a management qualification obtained in 2001 and an adult teaching qualification gained in 1992. Catherine was Registered Manager of Fosterplus (Coventry) Registration until this was combined with the Registration under Midlands and South Yorkshire in February 2015.</td>
</tr>
<tr>
<td>Diploma in Social Work (CQSW)</td>
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<tr>
<td>C and G Adult Teaching Award (7307)</td>
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<tr>
<td>Level 4 NVQ Management Award</td>
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**Assistant Service Manager – Jo Kirk**

<table>
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<tr>
<th>Qualifications</th>
<th>Experience</th>
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<tbody>
<tr>
<td>BA (Hons) English/American Literature and History</td>
<td>Jo has worked as a social worker for 3 different local authorities which involved managing caseloads relating to hospital in/outpatients, child protection, family support, looked after children, adults/young people with mental health difficulties, older people and their families. She was also an Approved Social Worker (ASW) under the Mental Health Act. Jo then gained experience as a manager with the NSPCC for several years, supporting and developing a multi-disciplinary team in the delivery of family support services. Jo went on to work in the field of fostering, working for a number of years for 2 IFA’s before joining Fosterplus as an Assistant Service Manager in April 2015.</td>
</tr>
<tr>
<td>CQSW</td>
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<tr>
<td>MA Social Work</td>
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<tr>
<td>PQSW Child Care</td>
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<tr>
<td>Managing Staff in the Voluntary and Not-For-Profit Sectors (cert)</td>
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### Supervising Social Worker – Howard Weaver

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Experience</th>
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<tbody>
<tr>
<td>DipSW</td>
<td>Howard originally trained as a nurse and decided to change direction to work with children within Social Care.</td>
</tr>
<tr>
<td>Diploma of Higher Education</td>
<td>He worked as a Family Centre Worker, and Parenting Assessment Worker. He then went on to work as a Residential Social Worker for several years with children and young people in Residential Care settings. Upon completion of his DipSW training, Howard joined Fosterplus as a Supervising Social Worker in 2000.</td>
</tr>
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### Supervising Social Worker (P/T) – Anna Coleman

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<tr>
<th>Qualifications</th>
<th>Experience</th>
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<tr>
<td>BA (Hons) Urban Policy &amp; Race</td>
<td>Anna has experience of working with children and young people as a Youth Worker in club based and rural detached settings and as a Care/Teaching Assistant in a residential school for children with learning disabilities.</td>
</tr>
<tr>
<td>Relations</td>
<td>She also has experience of working as a Care Assistant providing care and support for elderly people and as a Residential Social Worker for adults with learning disabilities. After qualifying as a social worker in 1999, Anna worked as a local authority social worker managing a case load including work within child protection, family support and looked after children. Anna joined Fosterplus as a Supervising Social Worker in 2003.</td>
</tr>
<tr>
<td>DipSW</td>
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<tr>
<td>MA Social Work</td>
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<tr>
<td>Post Graduate Certificate in</td>
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<tr>
<td>Child Care</td>
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<td>PQSW</td>
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### Supervising Social Worker – Lizzie Moore

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<thead>
<tr>
<th>Qualifications</th>
<th>Experience</th>
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<tbody>
<tr>
<td>BA (Hons) Social Work</td>
<td>Prior to becoming a social worker Lizzie worked with children and young people through community youth groups and supported adults and young people with autism, learning disabilities and mental health problems in a variety of residential settings. Lizzie qualified in 2011 after completing a BA in Social Work at the University of East Anglia. During her degree she completed a placement with an independent fostering agency. Since qualifying she has worked in frontline duty and assessment in a local county council working with children and families in crisis and at high risk and in need of child protection services, including working with a variety of other professionals and services. Lizzie joined the Fosterplus Long Eaton team in December 2012 as a supervising social worker. Lizzie is on Maternity Leave until July 2015.</td>
</tr>
<tr>
<td>NVQ Social Care Level 2</td>
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</table>
### Team Administrator (P/T) – Lindsey Craig

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<thead>
<tr>
<th>Qualifications</th>
<th>Experience</th>
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<tbody>
<tr>
<td>BA Modern Languages</td>
<td>Lindsey joined the Fosterplus Long Eaton team in May 2013 as a part time Team Administrator, prior to working at Fosterplus she was a stay at home mum for 4 years. Professionally Lindsey has worked in a variety of industries and undertaken a number of office/administration jobs, all requiring excellent organisation and multitasking skills including Assistant Business Manager within the Aerospace sector and PA to the Operations Manager at Nottingham East Midlands Airport.</td>
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### DONCASTER SUB-OFFICE STAFF

#### Assistant Service Manager – Rob Minto

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Experience</th>
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<tbody>
<tr>
<td>Diploma in Applied Social Science and Criminology</td>
<td>Rob has worked for Fosterplus since 2007. Rob has undertaken a Level 5 NVQ Diploma in Management (QCF) in 2012. Rob started his career in various residential settings working with children with emotional and behavioural difficulties and as a Probation Service employee working with young offenders in 1990. Rob has since worked for North Lincolnshire Social Services both as Joint Duty Officer and Residential Care officer. He joined the Leaving Care Team in Doncaster working with care leavers and running the Supported Lodgings Service until joining Fosterplus in June 2007.</td>
</tr>
<tr>
<td>Diploma in Social Work</td>
<td></td>
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<tr>
<td>SYNEM Practice Teaching Award</td>
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<tr>
<td>PQ1 Fostering Module</td>
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#### Supervising Social Worker – Helen Hargreaves

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<tr>
<th>Qualifications</th>
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<tbody>
<tr>
<td>BA in Social Work Studies/DipSW</td>
<td>Helen joined the team in June 2013. In addition to being a Social Work assistant and then Qualified social worker with Children's Services in both Doncaster and Barnsley, Helen has worked for Barnardo's The Junction, working with children and young people aged 5 -17 who displayed concerning or inappropriate sexual behaviour and is a Protective Behaviours accredited trainer. Since 2009 Helen has been Deputy Manager in a Children’s Centre in Doncaster and prior to going to University has worked as a nanny in England, Germany and America.</td>
</tr>
</tbody>
</table>
Team Administrator – Yvonne Candy

Qualifications
Word Processing RSA stages I, II and III

Experience
Yvonne joined the team in July 2012. Her previous experience includes working in the office of a busy school Sixth Form, a Children’s charity and the local Health Authority. Yvonne has many years’ experience, which is invaluable in ensuring the smooth running of the office and supporting the delivery of a high quality service to children and foster carers.

COVENTRY SUB-OFFICE STAFF

Supervising Social Worker – Pat Emmerson

Qualifications
Diploma in Social Work (Dip SW) De Montfort University
PQ1 Fostering, Trent University

Experience
Pat has worked for Fosterplus for 10 years as a Supervising Social Worker and primarily covers the East Midlands area. Pat previously worked for Leicestershire, Leicester City and Rutland Emergency Duty Team for 7 years and Rutland Children and Families Team. Pat was a police office for 10 years with The Leicestershire Constabulary and much of this time was spent working in the area of child protection. Pat has completed her PQ1 through Fosterplus and is committed to undertaking further training.

Supervising Social Worker – Curtis Griffin

Qualifications
Diploma in Social Work (CQSW) CCETSW Award in Practice Teaching PQSW

Experience
Curtis began working at Fosterplus in September 2013. He previously worked for an IFA as a Supervising Social Worker for over two years. Prior to that he worked as an ISW and was a Guardian with CAFCASS, a Therapeutic Social Worker with CAMHS and also worked with Walsall Education Psychology Service as a Social Worker. He began his social work career in 1985 working with young offenders and in addition he has worked part time on social work access courses with several colleges and has a strong interest in training.
### Social Work Assistant – Hazel Seymour

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Experience</th>
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<tbody>
<tr>
<td>BTEC Level 3 Advanced Skills in Foster Care</td>
<td>Hazel has been a member of the team since March 2008. Hazel was formerly employed by Birmingham City Council, where she worked for 14 years. Some of her roles included Community outreach worker for severe disabilities, careers adviser for YOT, Employment support adviser for disability service, Leaving care adviser/assistant team manager for Leaving care and residential care worker. In her role now, Hazel works directly with young people developing understanding and coping strategies with regards to bullying, racism, their emotions and behaviours. Hazel is currently undertaking direct work with foster carers completing TSD.</td>
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### Team Administrator – Jackie Scholes

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<thead>
<tr>
<th>Qualifications</th>
<th>Experience</th>
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<tbody>
<tr>
<td>(No Professional Qualification)</td>
<td>Jackie joined Fosterplus in January 2013, working as a Team Administrator. Her role is to assist the team by providing administrative support. Jackie has previously worked in similar roles as an Admin Officer and Admin Manager with the Warwickshire Crown Prosecution Service. Jackie is currently studying for a BTEC Diploma Level 2 in Business Administration</td>
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### CENTRAL STAFF

**Placements Officer – Hannah Burton**

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Experience</th>
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<tbody>
<tr>
<td>BA (Hons) Business Management</td>
<td>Hannah joined Fosterplus is April 2014. Her previous experience includes working within the travel sector and as a Non-Teaching Assistant within a secondary school assisting young people with learning needs. More recently, Hannah worked for another Independent Fostering Agency as a Senior Placements Officer for 5 years.</td>
</tr>
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</table>
## Education Worker – Philippa Casson (P/T)

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Experience</th>
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</thead>
<tbody>
<tr>
<td>BA (Hons) Education</td>
<td>Philippa joined Fosterplus in November 2013, in her role as Education Officer. She qualified as a teacher in 1989 and began her career working in primary schools as a class teacher. She developed an interest in special educational needs and worked with pupils who had a range of difficulties including social, emotional and behavioural needs. Most recently, she was a Special Educational Needs Co-ordinator in a large primary school.</td>
</tr>
<tr>
<td>PG Certificate SEN Co-ordinator</td>
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## Panel Administrator – Annie Morris

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Experience</th>
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<tbody>
<tr>
<td>NVQ – Business Level 2</td>
<td>Annie joined Fosterplus in June 2010. Her first role within the organisation was Procedures and Regulations Administrator. She progressed to become Panel Administrator, managing organisation of pre and post Panel matters in addition to taking the Panel minutes.</td>
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</table>
Number of Carers (at 07.01.2016) – Fosterplus Midlands & South Yorkshire
Fosterplus Midlands & South Yorkshire currently has 37 approved Foster Carers with 46 children placed.

Process for Recruiting
Fosterplus Midlands & South Yorkshire has a Recruitment Strategy which identifies how prospective foster carers are recruited through a number of methods. For example, advertisements are placed in local press and on radio. Leaflets are displayed in public places and venues such as stores and libraries. We also advertise on our website and prospective carers are also recruited through recommendations by our existing carers or staff employed by the agency.

Fosterplus actively aspires to recruit applicants from a diverse range of backgrounds, ethnicities, geographical locations, economic situations and from differing family compositions in order to work towards our goal of enabling the agency to provide the most suitable match to meet the needs of any child referred to the agency. Potential applicants will not be discriminated against on grounds of gender, ethnicity, sexual orientation, disability, religion, age or economic status. However, prospective Foster Carers must be able to meet the holistic needs of any child placed within their approval categories.

All applicants who contact Fosterplus will have an initial enquiry (screening) completed over the telephone. This initial enquiry is twofold; it enables the agency to share information about the role of a carer, the children referred, the agency support and training provided and the assessment process. It also provides an opportunity to gain insight into the enquirer’s motivation to foster, their child care experience, family circumstances and whether the accommodation available has a spare bedroom for a foster child to use exclusively.

During the screening process, should enquirers demonstrate the potential to move to the next stage, they will be offered a home visit to discuss fostering and to meet the household members face to face. The home visit allows for direct discussion with the enquirers and an opportunity to view the accommodation on offer to ensure that it is suitable for a foster child to live safely and comfortably.
**Process for Approving**

To become a Fosterplus carer, all applicants must undergo a thorough assessment by a qualified Social Worker. This can take up to six months to complete but it is the aim of Fosterplus to have this completed in a shorter timescale. However, in exceptional circumstances the term may vary but there is never a compromise on the quality of the assessment and the Agency’s duty to secure the welfare of any child placed.

The process will include a detailed assessment of the applicant’s background including their childhood, educational, work, life and parenting experiences, their values and attitudes to diversity and any specific skills they may have, e.g. working with disabilities and working with adolescents.

Applicants will be expected to undertake Introduction to Fostering training prior to approval. Feedback from the training will be used as part of the assessment to provide evidence within the Form F.

As part of the assessment process applicants, members of their households and significant others must undergo a Disclosure and Barring Service check at the enhanced level. Certain offences preclude a person from caring for children.

At least 3 personal references will be sought for each applicant. Other references will be sought from employers, professionals, previous partners and other statutory agencies known to the applicants. The referees will be visited to verify the information provided in writing. The Agency uses these references to check the applicants’ skills and experiences against the competencies of the Foster Carer as detailed by BAAF. Other enquiries will be made to assist in verifying the applicants’ suitability. These include: - local authority checks, a health and safety inspection of the home and a full medical undertaken by their GP to ensure that applicants are fit for the role of a carer. The Agency uses the (former) BAAF Form F report to evidence applicants’ experiences and skills.

Once the Manager is satisfied that the applicant has the potential to be considered as a Foster Carer, the Assessing Social Worker will carry out the assessment and complete a Form F report which will be presented to the Agency’s Fostering Panel. After consideration, the Panel will make a recommendation on the applicant’s application. The recommendation can either be approval, refusal or to defer the recommendation to a later meeting to allow for further evidence to be provided. To assist the Panel in reaching a recommendation all applicants are expected to attend the Panel meeting with their Assessing Social Workers.

Once Panel has made a recommendation the application is passed to the Agency Decision Maker (Peter Battram or Janet Forbes) for the final decision to be made on the application. Applicants will be informed orally of the Decision Maker’s decision within 2 working days, and written confirmation sent to them within 5 working days. For carers who have been approved they will also be sent a Foster Carer Agreement which will detail the terms and conditions of their approval.
Process for Supporting

Fosterplus recognises that the quality of its services can only be met by having good quality Foster Carers, who are well supported and trained.

Fosterplus has detailed Policies and Procedures on the supporting and training of carers which are available on request.

In summary Fosterplus carers have access to:-

- An ‘on call worker’ 24 hours a day, 7 days a week, 365 days a year.
- Regular monthly structured supervision from their social worker with interim visits as required.
- Support in meeting the child’s education needs through their Supervising Social Worker and the Fosterplus Education Support Worker.
- Support in meeting the child’s therapeutic needs through planned consultation with associate therapists
- Support from their Supervising Social Worker at professionals meetings.
- Generous fostering allowance when a child is in placement.
- Frequent telephone calls to and from their Supervising Social Worker.
- Wilful Damage Insurance.
- Direct access to Senior Management.
- Regular programme of training delivered to meet carers’ needs.
- Regular support group meetings.
- Becoming a member of a professional team of carers.
- Opportunities to be consulted on the function and operation of the Agency.
- Organised activities for children.
- Paid respite care where appropriate.
- Pre and post approval training programme.
- Financial support to meet the material needs of the child or young person placed.
- Assistance in enrolling children in local schools, registering with GPs etc.
- Additional resources to support any child in placement.
- Individual membership to Fostertalk.
- Regular programme of training delivered to meet carers’ needs.
- Regular support group meetings.
- Becoming a member of a professional team of carers.
- Opportunities to be consulted on the function and operation of the Agency.
- Organised activities for children.
- Paid respite care where appropriate.
- Pre and post approval training programme.
- Financial support to meet the material needs of the child or young person placed.
- Assistance in enrolling children in local schools, registering with GPs etc.
- Additional resources to support any child in placement.
- Individual membership to Fostertalk.

Fosterplus recognises that the above items on their own do not necessarily mean that a person feels supported. By the nature of the role, Foster Carers will face demanding and challenging situations. The aim is to equip carers with the skills to deal with the majority of situations, but safe in the knowledge that support is readily accessible, if it is required.
Process for Reviewing Carers
All carers must undertake a Review at least annually or following a significant event or for changes to their terms of approval. The first Review of a carer following their approval will be presented to the Fostering Panel. The purpose of the Review is to ensure that the carer’s original terms of approval, or indeed, their approval remains appropriate.

The Review will include the views of any child who has been or is placed with the carer within the period under Review, any Local Authorities who have placed children with the carers, their Supervising Social Workers, the Foster Carers and members of their household.

A written report will summarise the Review and make a clear recommendation on the outcome. The report will be submitted to the Fostering Panel where relevant for recommendation on continued approval and terms of approval. The final decision on the recommendation from each Review will be made by the Agency Decision Maker.

All carers will be fully involved in their Reviews and will have the opportunity to comment at any stage of the process.

Number of Children Placed
There are currently 46 children placed. Placements have a wide range of needs from young children through to adolescents, sibling groups, and children with complex medical needs, to name a few.

Meeting Education Needs
Fosterplus has an Education Support Worker (qualified teacher and Special Educational Needs Co-ordinator) to ensure the best outcomes for children and young people placed.

The Agency’s expectations on support and education standards are explicit in its policies. If it becomes difficult to place a young person in mainstream education then Fosterplus will work closely with the Local Authority to ensure together we seek professional alternative educational services using provisions such as external independent providers.

Therapy Services
Fosterplus works in conjunction with each Local Authority to be responsive to a child’s individual therapeutic needs, and to support carers in understanding and implementing therapeutic caring practices. The Agency is committed to maintaining the child’s existing support networks wherever appropriate and possible. Fosterplus accesses therapeutic input from contracted associate therapists to support foster carers in meeting the therapeutic needs of children and young people.
Outcomes
Fosterplus is dedicated to ensuring that children and young people achieve the best possible outcomes, including that they:

- Are appropriately matched into a suitable fostering family
- Have good access to leisure and health services
- Feel safe
- Attend education and achieve their full potential
- Enjoy their experiences and develop self-confidence
- Are involved in decisions about their life
- Are supported to prepare for their future

Complaints
The Agency has a full Complaints, Compliments and Representations Policy and Procedure which is available on request. It is the Agency’s aim to deal with all complaints at the lowest appropriate level and whenever possible directly between the complainant and the subject of the complaint. However, it is recognised that this is not possible in all circumstances and there is a more formal process for making a complaint. The Agency welcomes feedback on its service standards to enable it to continually improve the service and support offered.

Complaints can be made directly to Catherine Swanson or to the Complaints Officer Janet Forbes (jforbes@picscare.co.uk). These can be made either in writing or verbally. Complaints about the Registered Manager can be made either to the Responsible Individual or directly to:

Ofsted
Piccadilly Gate, Store Street,
Manchester
M1 2WD
Telephone: 0300 123 1231
enquiries@ofsted.gov.uk
www.ofsted.gov.uk
The Children’s Rights Commissioner can be contacted at:

The Office of the Children’s Rights Commissioner
Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT
Telephone: 0207 783 8330
info.request@childrenscommissioner.gsi.gov.uk
www.childrenscommissioner.gov.uk

Number of Complaints
In the year 2014 / 15 Fosterplus Midlands and South Yorkshire received 2 complaints, both resolved at Stage 1.

Fosterplus strives for a culture of openness and transparency with all employees, students, foster carers and sessional workers. The Agency has a Whistleblowing Policy, to encourage employees/workers to feel confident in raising genuine concerns about malpractice whilst maintaining their integrity, and to ensure whistleblowers know their concerns will be taken seriously and not ignored.

Catherine Swanson - Registered Manager