



*Making Social Care  
Better for People*

# inspection report

## FOSTERING SERVICE

**Safehouses Ltd**

**Pippa`s End  
Wood Farm, Burlings Lane  
Knockholt  
Sevenoaks  
Kent  
TN14 7PF**

*Lead Inspector*  
Sophie Wood

*Announced Inspection*  
27th February 2006      02:00

The Commission for Social Care Inspection aims to:

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

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

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

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

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

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

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# SERVICE INFORMATION

<b>Name of service</b>	Safehouses Ltd
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<b>Name of registered provider(s)/company (if applicable)</b>	Safehouses Ltd
<b>Name of registered manager (if applicable)</b>	Ms Catherine Dianne Moore
<b>Type of registration</b>	Fostering Agencies
<b>Category(ies) of registration, with number of places</b>	

# **SERVICE INFORMATION**

## **Conditions of registration:**

**Date of last inspection**      23rd August 2004

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

Initially established in 1997, 'Safehouses' is an independent not – for - profit fostering agency, which was set up to provide “a safe and caring environment with foster carers who will enable children and young people to develop their potential”.

The types of placements offered include task centred, long term, parent / child, respite, sibling groups, asylum seekers and individuals with special needs.

Throughout the last year the two directors of the original company agreed to separate and in essence 'dissolve' the previous organisation, which incorporated Kent and Oldham offices. The current Safehouses agency has subsequently retained its registered head office in Knockholt, Kent and is continuing to expand its Essex sub – office, which with continued growth, will soon require its own separate registration within the organisation.

Carer families, of which there are currently 32, reside within the Kent and Essex areas and at present 18 girls and 20 boys are placed.

As a relatively 'small' agency, with no plans to grow significantly larger, Safehouses delivers its own unique style, which effectively balances professionalism with the intimacy of offering a very personalised service to carers and those placed with them. A cohesive team of qualified staff promotes and provides optimum services and outcomes for children and young people.

# SUMMARY

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

This announced inspection commenced on Monday 27<sup>th</sup> February 2006 and was conducted over five days.

Time was spent interviewing the responsible individual, co – director, registered manager, social workers and office staff.

Four carer families and the children / young people placed with them were visited in their own homes, with all related written documentation, including their care files being scrutinised.

A training session, followed by a support group was observed; policies, procedures, panel minutes and daily records were read and the personnel files of staff were also inspected.

Additional inspection material was gained through the receipt of the manager's pre – inspection questionnaire, self – assessment and further questionnaires received from carers, (9), children / young people, (6) and placing authorities, (20).

This visit demonstrated that all of the requirements and recommendations made from last year's inspection had been fully implemented. Every standard has been met, with a number exceeded and this has occurred whilst the agency has been undergoing major change, due to the 'internal separation' within the organisation.

Carers continue to feel valued and supported. Comments from their questionnaires included:

"The agency is run like a big family"

"You get a lot of support"

"The R.I. was a carer, she knows what it's all about"

"The agency has a caring empathetic approach to 'looked after' children"

The majority of the returned carer questionnaires, (two thirds) stated that they are regularly consulted by the agency, in terms of how the organisation is run, with statements including,

"They always ask for ideas for improvement at the end of training sessions and support groups"

"You are asked about improvements they could make as part of your annual review"

One carer stated that 'communication' had 'room for improvement'.

Overwhelmingly, carers stated that the difficulties they face, in terms of a lack of information, not always being listened to and difficulties in making decisions about the child placed are to do with placing authorities and not the agency.

Questionnaires received from children / young people included the following comments:

"I like being around a proper family"

"I like the cooking because it is the best in the world and I feel safe, but I don't like all the forms"

"I'm happy, healthy and safe. Now that I'm older, I make my own decisions and I know my life has been better than it would have been if I hadn't been looked after"

Questionnaires received from placing authorities included the following comments:

"The carers are very experienced and fully understand the child's needs"

"The child has been in placement for ten years and is treated as a member of the family by the carers and their extended family".

"The agency always keeps me informed and the carers work very closely with the local authority, showing great commitment to the children"

"Whilst she is treated as part of their family, the carers also recognise and encourage that she has her own family also"

Almost every questionnaire received from placing authorities confirmed the agency had provided them with copies of its statement of purpose and complaints procedure. All, except one, stated the agency always works 'very well' with them.

This was a very positive inspection, which demonstrated excellent outcomes for children and young people. Staff and carers spoke openly about the organisation, with particularly positive references made about the responsible individual and managers. Recommendations were positively received, with some being actively implemented before the inspection concluded.

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

Carers and agency staff are subject to a rigorous recruitment process, which safeguards the welfare and protection of children.

Clear and specific 'matching' processes ensure that children are only placed with carers who can meet their needs.

Carers receive ongoing support, supervision and training, which enhances and develops their existing skills to effectively look after children to the best of their abilities.

A team of qualified, competent staff carry manageable caseloads and have access to ongoing training and development, which enables them to support and supervise carers effectively.

Policies and procedures are continually being reviewed and updated and excellent monitoring and quality assurance systems are in place.

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

Personnel records in respect of all persons working for the fostering service have been reviewed and updated to ensure they all meet with the requirements as listed under Schedules 1 & 2 of the Fostering Regulations 2002.

All 'outstanding' foster carer annual reviews have been held and all future annual reviews have been 'booked' to ensure compliance with this regulation.

The contents of the Foster Carer Agreement have been updated, to ensure all of the elements as listed under Schedule 5 of the Fostering Regulations 2002 are included.

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

The following recommendations, pertaining to 'good practice' have been made:

1. Additional clarity to be made with regards carers' approval status as recorded within their Foster Carer Agreement, eg. 'long term', 'pre – adoption', etc.
2. To further develop the existing pro – forma for reference requests, which would ensure that additional pertinent questions are clearly asked.
3. To further develop the interview checklist to ensure questions are recorded as being asked, eg. gaps in employment.
4. To ensure a detailed written record is made in all cases whereby referees are telephoned by the agency to verify the written references received. (A tick list is currently in use).
5. To further develop the written section pertaining to 'health' within children's files and to continue to expand upon the current training provision for carers with regards health topics.
6. To review the current written guidance pertaining to the role and function of the panel; a couple of areas need to be updated and made clear. The registered manager's role within the panel would benefit from further clarity also.
7. To make explicitly clear within carers' files when they have received an 'unannounced' visit and to consider the value of conducting these more than once annually.

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

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

# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

Being Healthy

Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Statutory Requirements Identified During the Inspection

# Being Healthy

## The intended outcome for this Standard is:

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

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

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

12

Young people benefit from having their health needs thoroughly assessed, provided for and monitored. Carers are able to meet such needs because of access to ongoing support, guidance and training.

## EVIDENCE:

Through the inspection of care files, training records and from interviewing carers, clear sources of evidence were presented to support that children's health needs are promoted and provided for.

Carers receive training on health – related topics and this includes being pro – active, through diet, exercise and ongoing health checks and monitoring.

All children are given a booklet that records their immunisations and appointments and it contains records of all ongoing health care involvement. This document is 'looked after' by the carer, but is the 'property' of the child and is taken with them upon leaving their placement.

Written evidence within care files demonstrated that placing authorities are continually 'chased' for any pertinent or missing health information and carers are made fully aware of their responsibility to promote the health of those in their care through their Foster Carer Agreement and Handbook.

Those carers interviewed demonstrated a sound awareness of such responsibilities and children's questionnaires contained much evidence as to how their health is being promoted. Quotes included:

"I only eat healthy food", "My foster mum doesn't give me many chips" and "I go to lots of clubs and do lots of exercise".

This area has greatly improved since the previous inspection and additional emphasis paid towards ongoing training provision and ensuring that health care sections within children's files is expanded upon will further enhance this standard.

# Staying Safe

## The intended outcomes for these Standards are:

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

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

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

3, 6, 8, 9, 15, 30

The agency is managed by a qualified, competent team and children / young people are protected by robust recruitment and monitoring processes. An effective Panel works cohesively and possesses the skills and experience needed to ensure it functions effectively.

## **EVIDENCE:**

The responsible individual and registered manager possess a wealth of previous relevant experience and the qualifications commensurate with their roles. The registered manager's recent absence, due to maternity leave has been 'covered' through the employment of an additional manager, on a job – share basis. He has already been subject to the CSCI 'fit person' process through being a registered manager with a previous independent fostering agency and is within the process of submitting application for this position. The agency's longer - term plan is that he will eventually take the role of registered manager for the Essex office when this becomes 'big enough' to warrant separate registration.

Scrutiny of agency employees personnel records demonstrated that supporting social workers are suitably qualified and experienced to carry out their roles and all agency staff have been subject to Enhanced CRB checks, which are renewed every three years.

The Form F Assessments pertaining to four sets of carers were inspected. The contents were thorough and detailed and those carers interviewed confirmed that a thorough process had been followed. Four carer homes were visited; each was suitably furnished and decorated, with no obvious health & safety hazards noted. Children in placement do not routinely share bedrooms unless they are siblings and this factor has been agreed in writing by all of those parties involved. Written documentation supported that homes are inspected as part of the initial assessment process and thereafter each year as part of the carer's annual review. Carers receive clear written guidance pertaining to the agency's health & safety policy and procedure and are continually encouraged to think about such aspects with regards their own 'safe care' policy.

Whereby carers provide transport for children in their care, their files held clear details to support that insurance and MOT documentation had been checked and copied.

Children's files contained clear and explicit matching evidence, whereby consideration is given to geographical area, school location, ability to maintain contact, specific needs of the child against the skills / deficits of the carers, race, religion, culture and ethnicity. Such information is recorded by whoever takes the initial referral and the carer and their supervising social worker are consulted before a potential placement is discussed with the referring agent. Written evidence was seen to support that wherever possible, planned introductory visits are made; this practice was verified by the carers spoken to. It was also evident through the documentation seen that many initial referrals do not proceed if the agency feels that it does not at that time, have the 'right' carers for the child even though it does have carers with vacancies. Good matching processes are further demonstrated through the finding that many placements have gone on to become 'long - term'.

Carers comments with regards matching processes included:

"They're very fussy about matching" and "They would never offer you a child if you couldn't offer the best possible placement - they would sooner say no".

Although a panel meeting was not observed on this occasion, documentation pertaining to panel meetings, membership and guidance as to its role and function was scrutinised. Written C.V.'s in place for all panel members showed clear evidence to demonstrate that members have a wide range of the experience and expertise required by this standard. Although two members have recently left, plans are in place for their replacement and the panel has access to medical expertise as required. An advisory recommendation is made for the agency to consider the current role of the registered manager on the panel, as it may be more appropriate to benefit by her attendance as a non - voting member. A couple of minor adjustments to some of the written panel guidance would provide greater clarity and this was discussed and agreed at the feedback meeting.



# Enjoying and Achieving

## The intended outcomes for these Standards are:

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

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

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

7, 13, 31

Diversity among carers and young people is valued and actively encouraged.

The educational needs of children and young people are effectively promoted and supported.

Standard 31 is not applicable.

## **EVIDENCE:**

The agency makes every effort to recruit carers from a diverse range of backgrounds and this includes different religions, ethnic / religious backgrounds and single carers. Foster carer training includes the topics as outlined under this standard.

When referrals are received, consideration as to the child's own background are taken into account; thus, children are placed with carers who can meet their needs.

One carer family, who are of a white / middle class background and have been fostering for four years, have developed their expertise in caring for teenagers and this has resulted in a number of placements being made for young people, deemed as 'asylum seeking minors'. At the time of this inspection, two Albanian teenage boys were in placement and a young man of the same background, now living independently kindly offered to join the visit to act as an interpreter.

The carers demonstrated a sound and acute awareness as to the specific presenting needs of the boys and were clear about their role in terms of preparing them to move on into independent living. The young man previously placed, spoke very positively about the care and support he had received and confirmed that he continues to be a regular visitor to the family home as he is treated as a member of the family.

The agency works collaboratively with the National Teaching and Advisory Service (NT & AS) to address the learning and educational needs of children / young people placed with its foster carers. This aspect of service provision is included within the package of care offered to placing authorities and it was disappointing to find that the additional cost of this excellent provision has, on occasion, been cited as a reason for not placing with the agency. For this reason, the agency is now reviewing its costs and care packages in order for it to offer placements with and without this factor.

Written records showed that carers attend educational review meetings and the Foster Carer Agreement makes clear reference to carers' responsibilities in terms of promoting the educational attainment of those in their care.

Throughout the course of this visit and as a direct result of the conversations held, the manager added a section to the agency's Schedule 7 monitoring pro – forma, to ensure that school exclusions and instances of school bullying will be more specifically recorded and monitored from now on.

## **Making a Positive Contribution**

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

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

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

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

10, 11

Positive contact with significant individuals is actively promoted and encouraged, in the best interests of those being looked after.

Carers and children / young people, including the birth children of carers, feel valued and they positively benefit from excellent consultation processes.

### **EVIDENCE:**

Care files contained clear and specific details pertaining to contact arrangements and carers spoke very clearly about their responsibility and commitment to promoting contact with birth families.

Carers support contact in a variety of ways, including telephone calls, letter – writing and providing transport for visits. Where appropriate, carers may also facilitate visits, if all parties agree this is the best method. They spoke most positively about the support received from the agency in terms of practical assistance, such as transport and the provision / arrangement of contact supervision where needed. The Essex office lends itself to provide accommodation for contact visits and a number of families use this facility. Children / young people confirmed their carers assist them to maintain important family links:

“I get to see my brother and that’s very important to me” and “I might go back to live with my mum when I leave care, so it’s good I still see her regularly”.

An overwhelmingly positive response was received in terms of the agency’s own consultation processes.

Carers confirmed that they are asked for feedback and input during the process of their annual review and they also confirmed that their opinions are continually sought in other ways, such as during their supervisory/ support visits and after training sessions / support groups. More importantly, carers stated that they feel continually encouraged to contribute their own thoughts and ideas to their own supporting social workers, the registered manager and the responsible individual.

Children in placement and the birth children of carers supported this view as well. One 'birth child' stated, "I'm always asked for my views and how mum and dad's fostering affects me. I tell them the truth, good and bad and they listen". A fostered child stated, "I get asked all the time and I'd rather talk the agency social worker than my own because he listens to me and sorts things out".

# Achieving Economic Wellbeing

## The intended outcomes for these Standards are:

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

## The Commission considers Standards 29 the key standard to be inspected at least once during a 12 month period.

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

14, 29

Young people benefit from receiving the support and guidance they need to prepare them for adulthood and independent living. Foster carers benefit from receiving the allowances and expenses to which they are entitled on time.

## EVIDENCE:

Clear and detailed policies and procedures are in place pertaining to supporting young people with their transition into adulthood; this is reflected in the training programme for carers.

One carer family, who particularly 'specialise' in looking after teenagers was visited and their understanding of their role in supporting this transition was excellent. They demonstrated an acute awareness of the importance to prepare and support individuals with the potential difficulties they may face, including budgeting, finding housing and securing employment. During the visit to this placement, a young man who had lived with the carers previously, came for a visit and stated, "They really helped me when I was living here. They still do!"

It is common practice within the agency to maintain ongoing contact with young people who have left the care system and examples of teenagers remaining in a 'supported lodgings' and moving on, whilst maintaining regular visits to their carers were evidenced. The agency has also provided ongoing financial assistance for youngsters within this transition, to enable them to secure a University placement.

No negative comments were received from carers with regards the payments they receive from the agency. These are clearly described within written

literature and carers are advised of annual increases, expenses rates and the financial responsibilities they have themselves, in terms of insurance cover and purchasing clothes / equipment for those in their care. Carers can choose their own preferred payment method, such as BACS or written cheque.

# Management

## The intended outcomes for these Standards are:

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

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

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

1, 2, 4, 5, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 32

The Statement of Purpose is clear and concise. Managers and staff of the service are suitably qualified and experienced and carers receive frequent supervision / support visits.

Case records for children are clear and regularly monitored and staff and carers benefit from regular, good quality training.

Financial systems and practices are clear, robust and regularly audited.

## **EVIDENCE:**

The agency publishes and continually revises clear written literature pertaining to a statement of purpose, children's guide, (for younger and older children) and complaint's procedure.

Those working for the agency, managers and social workers, possess the skills, expertise and qualifications commensurate with their roles and ongoing training opportunities ensure that all are fully up to date with necessary ongoing training updates and changing guidance pertaining to legislation and good practice. All staff have been subject to a rigorous recruitment process, which includes thorough vetting procedures, such as Enhanced CRB Disclosures and the telephone verification of written references.

The registered manager is clear about her responsibilities in terms of ensuring that sound monitoring processes continue to be implemented; this is reflected within the quality and detail of the Regulation 42 reports that are now being produced. The appointment of another manager, who will transfer to the Essex office in due course, has further enhanced and added to the skills of a team that works cohesively and cooperatively, recognising the skills and experiences that each individual brings to the service.

This style and approach ensures that individual staff are effectively deployed, with their own individual skills and preferences used to their maximum potential. All of the staff interviewed talked very positively about the management structure and their own working conditions. They were explicitly clear about policies, procedures and lines of accountability.

Personnel records showed clear evidence to support that all staff receive ongoing training, supervision and appraisal.

Similarly, carers reported that they are appropriately and professionally supervised and supported. They receive visits from their supervising social workers as regularly as fortnightly and confirmed that they can contact the agency by telephone at any time, should the need arise. Supervisory visits are recorded in writing and these are signed and agreed by carers, with a copy retained by them for their own records.

The training programme is broad and comprehensive; it is designed and planned on an annual basis, through consultation with carers. A training session on 'Court Work' was observed. This was delivered in an informative and inclusive style by an agency social worker with this working background. Carers reported that they found the session useful and informative and all were asked to complete a written evaluation at the end.

Carers' attendance at training is given a 'high profile' by the agency and this factor is monitored throughout the annual review process.

A number of children's care files were scrutinised. In the main, they contained all of the required information, including placement agreements, care plans, essential details and evidence of the ongoing monitoring and support provided by the agency. In particular, 'matching evidence' was very good and it was easy to see why particular carers had been identified as potentially suitable placements upon a referral being received. This aspect was further evidenced in terms of a very low placement breakdown record; children remain in placements in order for the required work / support to be carried out and many remain as 'long - term'. As previously mentioned, the current written records held within children's files do not fully do justice to the work being conducted in terms of promoting children's health and it is recommended that expanding upon the existing section for 'health' may rectify this.

All other administrative records were in very good order; the 'admin team' work very closely with management and social workers and they are constantly reviewing the ways in which records and systems can be adapted and revised to meet the needs of the service. Records are securely held and a clear 'case recording' policy and procedure provides sound guidance for staff and carers pertaining to record keeping.

The organisation has offices in Kent and Essex; they offer security, accessibility and the equipment and resources needed to effectively conduct the agency's business.

Time was spent with co - director, who has a particular responsibility for monitoring the 'business / finance' functions of the agency. An explicitly clear business plan was discussed and it was evident that systems are in place to promote and protect ongoing viability within a currently unpredictable climate. Additional evidence was demonstrated to support that agency accounts are subject to ongoing annual auditing by an appropriately qualified and registered accountant.

# SCORING OF OUTCOMES

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

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

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

<b>BEING HEALTHY</b>	
<i>Standard No</i>	<i>Score</i>
<b>12</b>	3

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

<b>ENJOYING AND ACHIEVING</b>	
<i>Standard No</i>	<i>Score</i>
<b>7</b>	3
<b>13</b>	4
<b>31</b>	N/A

<b>MAKING A POSITIVE CONTRIBUTION</b>	
<i>Standard No</i>	<i>Score</i>
<b>10</b>	3
<b>11</b>	4

<b>ACHIEVING ECONOMIC WELLBEING</b>	
<i>Standard No</i>	<i>Score</i>
<b>14</b>	4
<b>29</b>	3

<b>MANAGEMENT</b>	
<i>Standard No</i>	<i>Score</i>
<b>1</b>	3
<b>2</b>	4
<b>4</b>	4
<b>5</b>	4
<b>16</b>	4
<b>17</b>	3
<b>18</b>	4
<b>19</b>	3
<b>20</b>	3
<b>21</b>	3
<b>22</b>	4
<b>23</b>	3
<b>24</b>	3
<b>25</b>	3
<b>26</b>	4
<b>27</b>	3
<b>28</b>	3
<b>32</b>	N/A

NO

Are there any outstanding requirements from the last inspection?

### **STATUTORY REQUIREMENTS**

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

No.	Standard	Regulation	Requirement	Timescale for action

### **RECOMMENDATIONS**

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

No.	Refer to Standard	Good Practice Recommendations
1	FS3	It is recommended that the agency consider further developing the existing pro – forma's pertaining to recruitment, such as reference request forms and interview checklists. It is further recommended that telephone verification of references be recorded in greater detail.
2	FS12	It is recommended that the agency consider the value of expanding the existing dedicated 'health section' in children's care files and that the subject of 'health promotion' be expanded upon, in terms of carer training.
3	FS22	It is recommended that the agency consider the value of conducting more than one annual unannounced visit to carers' homes. It is further recommended that written records pertaining to such visits be specifically highlighted within carers' files to ensure their occurrence can be readily evidenced and monitored.
4	FS25	It is recommended that administrative records containing

		the approval status of carers be revised to include the 'precise' details of their approval, for example, 'bridging', 'pre - adoption', etc.
5	FS30	It is recommended that the written guidance pertaining to the role and function of the panel be reviewed and updated to accurately reflect current practice. It is further recommended that consideration be given as to the role and function of the registered manager as a panel member.

## **Commission for Social Care Inspection**

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