



Enabling Ordinary People
to do Extraordinary Things



Welcome

We hope that you are settling into your new foster placement. We understand that going to live with new people can be difficult for most young people. We want to make sure that you get off to a good start and that your stay with your foster carer is as positive as possible for you!

We have designed this booklet to give you some basic information about our fostering service. It also contains information about how you can let us, or other people, know if you are not happy with the arrangements that have been made for you.

Please let us know if you have any questions or worries and we will do our best to help!

What does Fp.c stand for? familyplacement.com

Who is fp.c and what do they do?

FP.c is an independent fostering agency. We work with the Social Services to help them to provide foster homes and carers for children that need them across Central and Southern England. This means that our service runs separate and that our agency is not a part of Social Services.

What will fp.c do for me?

- We will take account of your views and individual needs when working to find a foster placement for you.
- We will work hard to ensure that your experience of living with foster carers is as positive as possible for you.

- We will work to help you to stay in contact with your family and friends
- We will work to support you to do well at school and college or in training
- We will support you to access and take up hobbies and interests and sporting activities
- Keep you safe from harm
- We will help you to enjoy good health
- Help you to develop skills that you need to become an independent young adult



Our team

We have designed this booklet to give you some basic information about our fostering service. It also contains information about how you can let us, or other people, know if you are not happy with the arrangements that have been made for you.

// People that are there for you

Your Social Worker's name is

.....

Your Foster carer's name is:

.....

Your Foster carer's Supervising Social Worker is:

.....

Supervising Social Workers

We want to make sure that your stay with us is really successful and we do this by allocating each of our foster carers with their own social worker. We call our social workers that support your foster carer/s “supervising workers” or “supervising” social worker.

Their supervising social worker is a person who works with your Local Authority Social Worker and your Foster Carer to make sure that your stay is a good, positive experience for you.

This supervising social worker will want to meet with you during some of their visits to see our foster carer to check that things are working well for you.

How was this foster placement chosen for me?

Foster Placements are chosen very carefully. We always make sure that we talk with your Local Authority Social Worker about our Foster Carers that are available. We discuss with them what kind of people would be best for you, what sort of people you would like to be with.

How do we support you while you are in Foster Care?

Your own Social Worker will visit you regularly and will talk to you about how things are going. If you need to talk to them in between these visits, we will be happy to help you do this. Our Supervising Social Worker will also be happy to chat with you. She will also see you from time to time to get to know you better and to check how things are working out for you. Of course, you can talk to your Foster Carer about these things too!

What about my Family & Friends?

We send an Information booklet to your social worker for them to forward to your parent or other people, such as grandparents, relatives and friends, so that they know you are staying with one of our Foster Carer's. It tells them that we would be happy to hear from them.

How will plans be made for my care

Your social worker will meet with you to discuss the arrangements that need to be made to make sure your time is foster carer works well for you. You are likely to hear them talking about various sorts of plans.- as follows:

Care Plan- this is the overall plan for your care. This plan should be agreed as soon as possible.

Health Plan. This is the plan that is made to ensure that you enjoy good health.

Personal Education Plan- this is the plan that is made to support you to do well at school, college or other forms of training.

Pathway plan- this is the plan that sets out how you will be supported to become an independent young adult.

Placement Agreements and Delegated authority forms. These set out how everyone will work together to care for you and what decisions you, your parents, your social worker and your foster carer can take about the day to day arrangements for your care.

Your social worker will want to meet with you regularly to discuss and agree these plans.

Will I be involved in review meetings

When young people live with Foster Carers, various meetings are held at different times to ensure that you are well looked after and that proper plans are made for your future. You will be invited to attend these meetings so that all of the people who are involved can listen to your views, wishes and feelings when making your future plans. These meetings give an opportunity to agree on a wide range of matters, for example, how and when you will be able to have contact with your family & friends, school arrangements, pocket money etc.

How will I know when these meetings are going to happen?

Your Foster Carer will talk to you about the date/s and time/s of the meetings before they happen and help you to prepare for them. Depending on what type of meeting is to be held and the circumstances, the following people may attend:

- You
- Your Foster Carer
- Your Social Worker
- You Foster Carer/s supervising social worker

- Your parent/relative and/or any other appropriate person
- A Manager from this Agency

Your Social Worker will also talk with you about any meetings before they happen. Do remember that if you have any questions, please talk to your Foster Carer and we will do our best to help!



Who controls the meetings and why are they there?

Review meetings are chaired by a person called "an independent reviewing officer". You may find it helpful to have a chat with this person before the meeting starts. They are there to make sure that everyone is:

- Doing the things that are necessary to help you and your family
- Making sure that any plans include your wishes and feelings (where possible)

What about contact with my family & friends?

We know how important it is for young people to stay in contact with their family and friends when they are living in Foster Care. Contact arrangements are usually made very quickly after a young person has been placed with Foster Carers. Our Foster Carers and our Social Workers work together to make sure the Contact plans that have been agreed between you, your family and your Social Worker run smoothly. It's important that you tell us as quickly as possible if you have any worries about the arrangements that have been made, please be sure to tell your Foster Carer and your Social Worker.

Do you provide an independent advocate?

Young people in Foster Care are always able to ask for someone to help them to give their views, for example, at meetings. They often choose a member of their family, a close friend or their Foster Carer to do this. However, sometimes, young people find it more helpful to involve someone more independent (someone

who's not related to them, or a friend).

This person is usually called an 'Independent Advocate'

If you would like to have access to an independent person to help you to give your views, you can do this by asking:

- Your Social Worker to arrange it
- Your Foster Carer to raise it with your Social Worker
- The fp.c Social Worker who visits your Foster Carer about local arrangements
- Contacting the Local Authority where you live
- Raising it with your parent/s, relative, teacher or other professional person and asking them to make enquiries on your behalf
- Contacting the National Youth Advocacy Service by phone or email:
- Contacting the Children's Rights Director on 0800 528 5731

National Youth Advocacy Service

0800 616 101

Text 0777 3334555

Email: help@nyas.net

Website: www.nyas.net

How do we help you whilst you are in Foster Care?

We want to help you to do well in your life and to achieve the things that are important to you. Besides helping you to do well at school and taking care that you enjoy good health, we are also interested in supporting you to take up and or continue to enjoy hobbies or interests that are important to you. We want to help you to take advantage of all that life has to offer you!

If you are an older teenager, we can help you to explore the path you may want to follow after leaving school, such as going to college, apprenticeships or going into employment. Our Foster Carers can also help you to develop the skills and knowledge that you will need later in life to be able to live independently.

Records & Record keeping

All our Foster Carers have to keep a record of events that happen in their home. They also have to write and send us a short report either on a weekly or monthly basis. Usually our Foster Carers will share this with you before sending it to us.

The Fostering Regulations require us to keep a file on you at our office. In the file we put all written information that has been provided by your Social Worker before you went to live with your Foster Carer/s and information on plans that were made and all ongoing information, like recording, reviews etc. If you would like to see what is on your file, please let us know and we will arrange for your Foster Carer's Social Worker to share this information with you.



Safeguarding and Standards of Service

We place highest priority on ensuring that young people in our care are safeguarded from harm and exploitation.

We work to ensure that our foster carers look after you properly by requiring them to work to the National Standards for Fostering Services.

If you have any worries about how you are being cared for, or how anyone is relating to, in your foster home, or outside of your foster home, please be sure to let one of our team know or seek help from someone else that you trust.

How does a Foster Carer become approved to care for young people?

People who want to become Foster Carers have to go through a very thorough process of being checked out before they are allowed to foster.

Annual Review of Approval

We review how Foster Carer/s are doing every 12 months and look into what additional training or support they may need. In the process of doing this review, we also ask you about your experience of living with your Foster family.

Termination of Approval

If we are not happy with how a Foster Carer is looking after the young people that we have placed with them, we can decide to end their approval or request that they do further training to help them improve their practice.

Know Your Rights

You can find out full information about your rights by contacting the Children's Rights Director or visiting the website: www.rights4me.org.

Our Childrens Council

Join our children's council to enjoy the chance to meet up with other young people and to have your say about how our service could be improved.

// Building for your future

Your feedback

From time to time, and when you leave a placement, we will ask you to let us know how happy you are with our fostering services by completing a questionnaire. The questionnaire has been designed to make it easy to complete. If you would like us to help you complete the questionnaire, please let your Foster Carer/s Social Worker know.

Questions, Complaints, Worries & Concerns

If you have any questions or concerns about any of the arrangements that have been

made for you, or any other worries, please let your Foster Carer or one of the Social Workers know. We will be happy to help!

If you're not happy with any aspect of your care we want to hear from you as quickly as possible so that we try to make things right.

Suggestions

If you have any ideas about how we could improve our service, please let us know by telling your foster carer or our supervising social worker. Alternatively, you could email us directly by emailing: suggestions@familyplacement.com



How to make a complaint

If you want to make a complaint you can do this by telling any of the following people what is troubling you:

- Your Foster Carer
- The Social Worker from this Agency who visits your Foster Carer
- Your own Social Worker
- The Manager of this Agency – Andy Clipson
- Your Social Worker’s manager or any other member of the Social Services
- You could choose to complain directly to an Inspector at OFSTED (See contact details on the next page)
- Contact the Children’s Rights Director service
- Contact us via our Young Person’s website contact page (www.familyplacement.com/young-persons-contact)
- Talk to our Children’s Council group leaders

If you find it difficult to speak to these people, you could consider the following:

Tell a family member and ask them to complain for you

Tell a close friend and ask them to complain for you

Tell a teacher, youth worker or other professional person

What we do with Complaints

We have written procedures that explain what we do. There is a copy of these procedures in your Foster Carer/s handbook. Your Foster Carer/s will let you see this, if you wish. Alternatively, any of the people listed above will be able to provide one for you. The main things that you need to know are:

- If you make a complaint we will treat it seriously
- If the complaint is serious, we will arrange for someone other than your Foster Carer/s or his/her Social Worker to look into your concerns
- We will work to ensure that you get extra support while we are looking into your concerns
- What can I do if I’m not happy with your response to my complaint?
- You could make a formal complaint to your Social Worker and ask them to look into the matter using the Local Authority’s complaints procedures.
- You could notify the person who inspects this Agency of your concerns.

**OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD**

**Tel: 0300 123 1231
Email: enquires@ofsted.gov.uk**

Helpful Telephone Numbers

Familyplacement.com

Phone: **0844 800 9101**
Email: **duty@familyplacement.com**

OFSTED Inspector

Phone: **0300 123 1231**

National Youth Advocacy Service

Phone: **0800 616101**
Text: **0777 3334555**
Email: **help@nyas.net**

Voice of the Child in Care

Phone: **0800 800 5792**
Email: **help@vcc-uk.org**

Children’s Rights Director

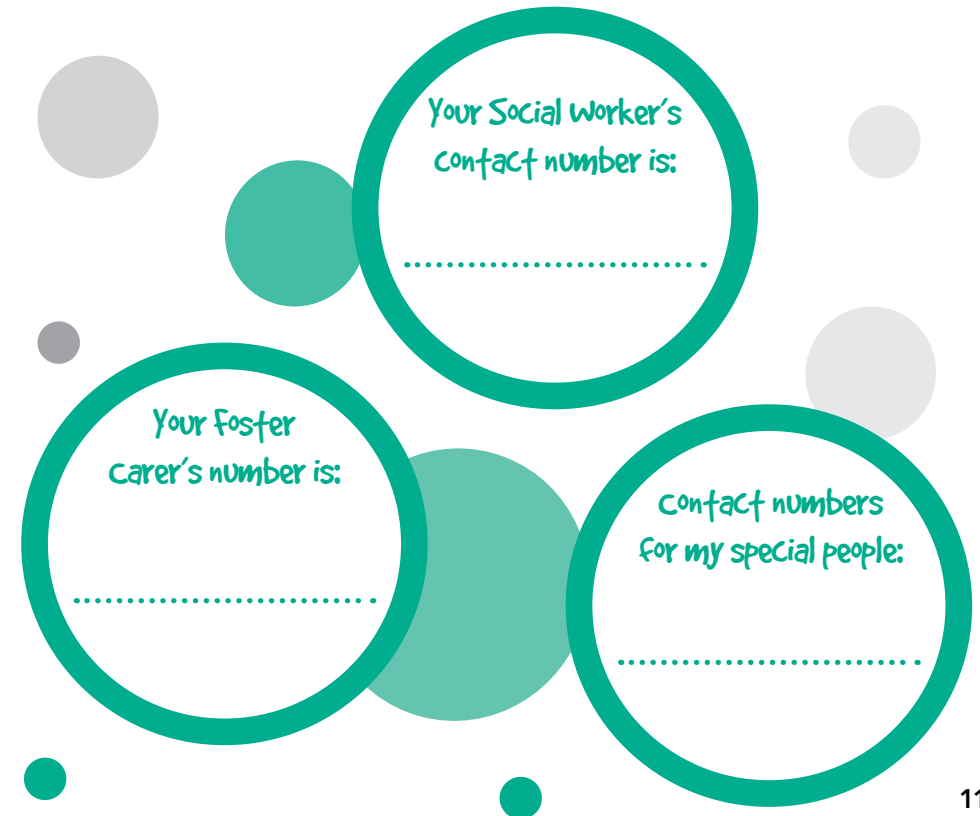
Phone: **0800 528 5731**

Childline

Phone: **0800 1111**

NSPC Child Protection Helpline

Phone: **0808 800 5000**





familyplacement.com ltd

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We will be happy to provide a copy of this booklet
in a different format or language on request