



Statement of Purpose

Fostering Relations

Adult Service

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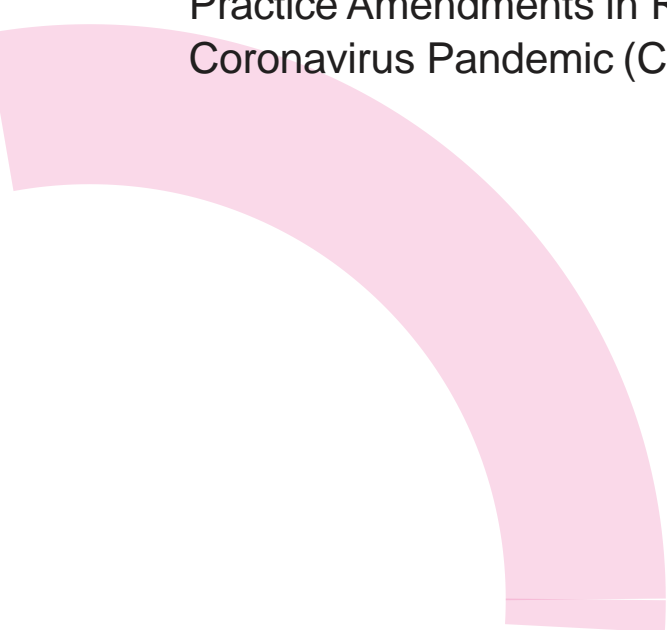
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Introduction

This Statement of Purpose for **Fostering Relations** and has been developed and produced to meet the requirements of the following legislation and guidance:

- The Children Scotland Act 1989
- Health and Social Care Standards
- Foster Care and Family Placement 2005,
- Children(Scotland) Act 1995, The Regulation of Care Act 2001
- Looked after Children (Scotland) Regulations 2009
- Children and Young People (Scotland) Act 2014.
- Enactment of the Health and Care (Staffing)(Scotland) Act 2019

This Statement of Purpose is submitted to The Care Inspectorate. It is provided and made available to employees, foster parents, local authorities, children and young people placed and their parents via our website.

A hard copy can be provided if requested. The Statement of Purpose is reviewed and agreed annually by the Registered Manager and the Senior Management Team.

The agency was originally established as Fostering Relations, an independent fostering agency, in 2007. In 2013 there was a change of ownership of the agency when Fostering Relations Limited became part of National Fostering Group (“NFG”). Fostering Relations is registered as an Adult Service Provider, for the purposes of providing a Young Adult Placement Service for Young People placed under Continuing Care Legislation. Fostering Relations Young Adult Placement Service has developed and implemented policies and procedures to safeguard and support Young People in our care and the service is closely linked with our Foster Care Service. Although Fostering Relations Adult Placement Service is registered separately and has its own policies and procedures, the service is very closely linked to Fostering Relations Fostering Service. This service is only available to Young People who have been in a Fostering Relations placement. If carers have the appropriate space to accommodate a young adult and a looked after child/young person they may be registered as both a Fostering Relations Young Adult Carer and a Fostering Relations Foster Carer.

The office address is
Fostering Relations
1st floor East Gateway
Beancross Road
Grangemouth
FK3 8WH
T: 01324 464947

Fostering Relations is registered with the Care Inspectorate for Fostering and for adult placements under Continuing Care arrangements:
• Service provider number: SP2007008983
• Care service numbers: CS2007145923 & CS2017362489

Name and Address of Registered Manager
Lynne Greig
Fostering Relations
1st floor
East Gateway
Beancross Road
Grangemouth
FK3 8WH
T: 01324 464947



Company Status

Fostering Relations is one of a number of fostering agencies owned and managed by the NFAG. Ultimately NFG are responsible for the whole organisation, though day to day operational responsibility lies with the Registered Manager.

Fostering Relations is an independent fostering agency which works nationwide across Scotland. Fostering Relations aims to develop and provide a high quality, comprehensive and integrated service that delivers excellent outcomes for Young People in our care. The values underpinning the work of Fostering Relations are embedded in the Statement and within the working practices of the organisation. These are:

- To ensure that Young People are securely attached to carers capable of providing safe and effective care into their early adulthood
- To ensure Young People are protected from emotional, physical and sexual abuse and neglect
- To ensure Young People receive health and social care they need to maximise their potential
- To ensure that the services provided are flexible, adapting to new ideas and ways of working, responsive and supportive of carers

Senior Management Team (SMT) Objectives

Fostering Relations reports to the National Fostering Group Executive Team and Senior Management Team's.

The Senior Management Team (SMT) are responsible for strategic planning for the company. This involves business planning which is in line with service user needs, company aims and objectives, financial commitments, organisational structure, and policy and procedure (which incorporates any new legislation), guidance and regulations. Our financial management ensures the very best value for our stakeholders.

The SMT is also responsible for setting performance targets and subsequent monitoring, in addition to ensuring the legal compliance of the organisation.

The Registered Manager meets with the Regional Director/Responsible Individual on a monthly basis to discuss the performance and quality of the agency and review the business objectives in line with the agency's annual development and business plans.

Central support services within the National Fostering Group include: Human Resources, Finance, Training, Quality Assurance, Compliance, Fostering Enquiry Centre & National Assessment Service, and contribute to the effective operations of the agency on a day to day basis.



Aims and Objectives

“Putting young people at the heart of everything we do”

Aims and Objectives

We strive to deliver high standards of quality care and the best possible outcomes for young people placed with us.

The agency is committed to the delivery of a service that exceeds the standards of care compatible with statutory and regulatory requirements. The agency is inspected on a regular basis by The Care Inspectorate and copies of inspection reports are available via their website. In addition, a number of the local authorities that we work with carry out checks to ensure we are meeting our mutual contractual requirements and obligations.

Primary aims:

- To provide a high-quality service and the best possible outcomes for young people of all ages, whose needs have been assessed by the Responsible Local Authority as being best met by them living with a foster family
- To ensure young people are only placed with foster carers who have been recruited, assessed, approved and reviewed in accordance with legislation and statutory guidance
- To support, supervise, and provide on-going training to carers to enable them to meet the individual needs of the young people placed with them
- To continually strive to develop and improve our services through evaluation and feedback on our work

Objectives:

- To ensure the provision of the highest possible quality care and outcomes to young people in a physically safe and emotionally secure family home
- To meet the young persons individual needs and enable the best possible outcomes, in accordance with their care plan
- To have 24-hour support for foster carers and young people 365 days a year

- To value diversity and promote equality, by recognising the importance of ethnic origin, religion, cultural and linguistic background; and to consider fully their gender, sexuality and any disability they may have
- To develop the young persons sense of identity and self-worth
- To promote health and wellbeing, including their physical, mental and emotional welfare
- To promote the young persons further educational attendance, achievement, attainment, with the aim of their potential being reached.
- To promote and support important relationships, to include agreed contact with their family and friends, in accordance with their care plan
- To prepare young people for age appropriate independence
- To seek the views, wishes, opinions, and aspirations, of young people and to promote participation alongside, their families and foster carers
- To facilitate learning opportunities to foster carers that enables them to develop their skills, knowledge, and understanding to better meet the needs of the young people they are caring for
- To support the stability of Continuing Care placements and minimising the damaging effects of unplanned endings for young people and foster families
- To maintain the skill and knowledge base of staff, managers and foster panel members by providing effective training and staff development programmes
- To monitor and review agency policies, procedures and practice on a regular basis
- To use experience, best practice, and research to inform practice

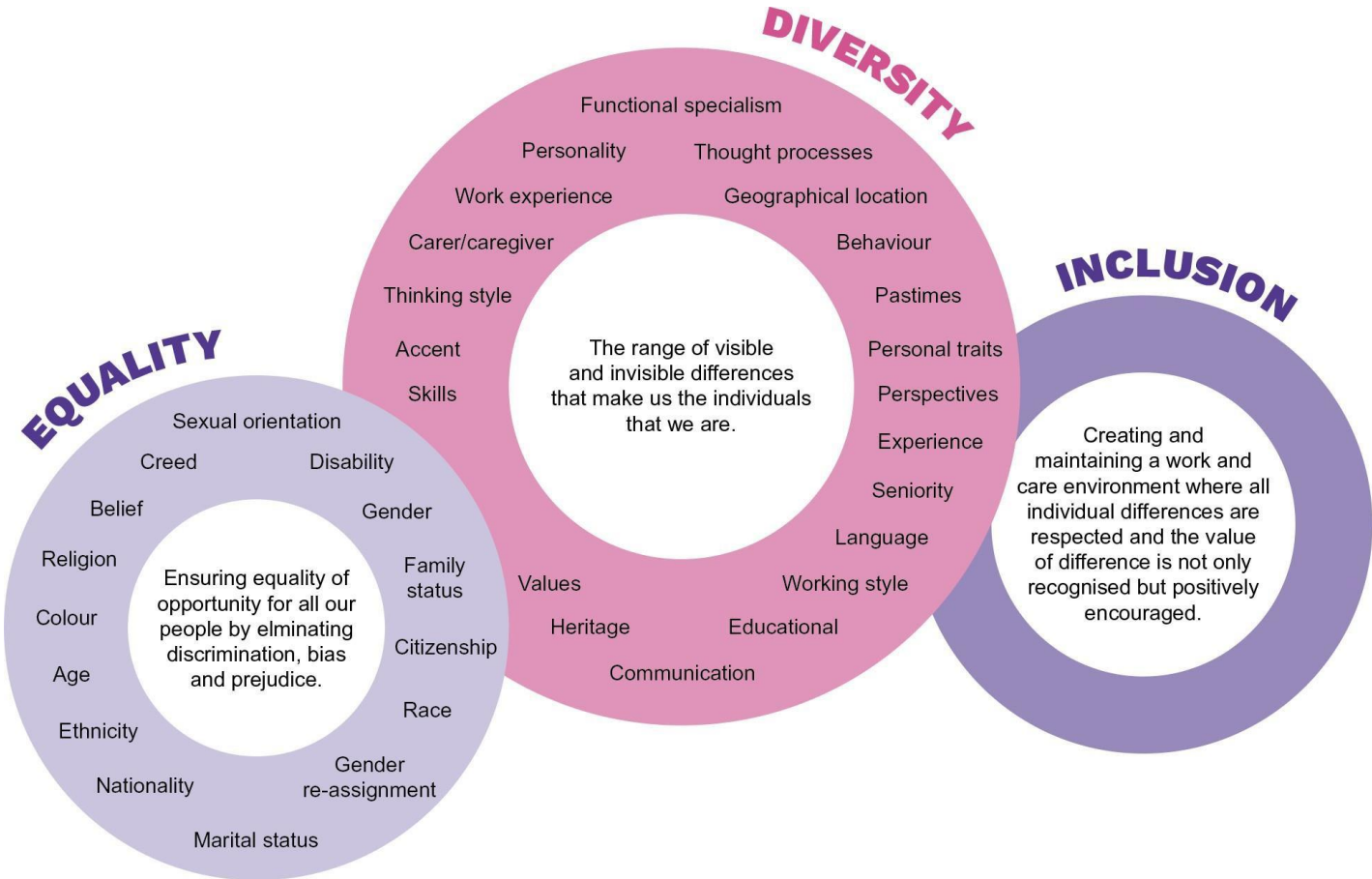
Commitment to Equality and Diversity

At FosteringRelations we recognise the diverse society and communities in which we all live and work. We embrace and celebrate diversity, respect difference and promote equality of opportunity. We aim to recruit staff and carers from all backgrounds to reflect the demographics of the regions in which we operate, and to meet the diverse needs of the young people we care for.

We are aware that discrimination, prejudice, unfairness and oppression can exist in every aspect of daily living, including education, employment, health and social care.

We are committed to enabling all young people, foster carers and their young people, and employees to reach their full potential as individuals, unimpeded by discrimination, unfairness or oppressive behaviour within the organisation.

At FosteringRelations we want all young people in our care, our foster carers and employees to feel valued and treated equally and fairly. Our goal is to ensure our values are embedded in our day to day working practices with all our stakeholders and service user groups.



Management and Regional Team Structure

Management Structure

Chief
Executive
Officer
Tim
Barclay

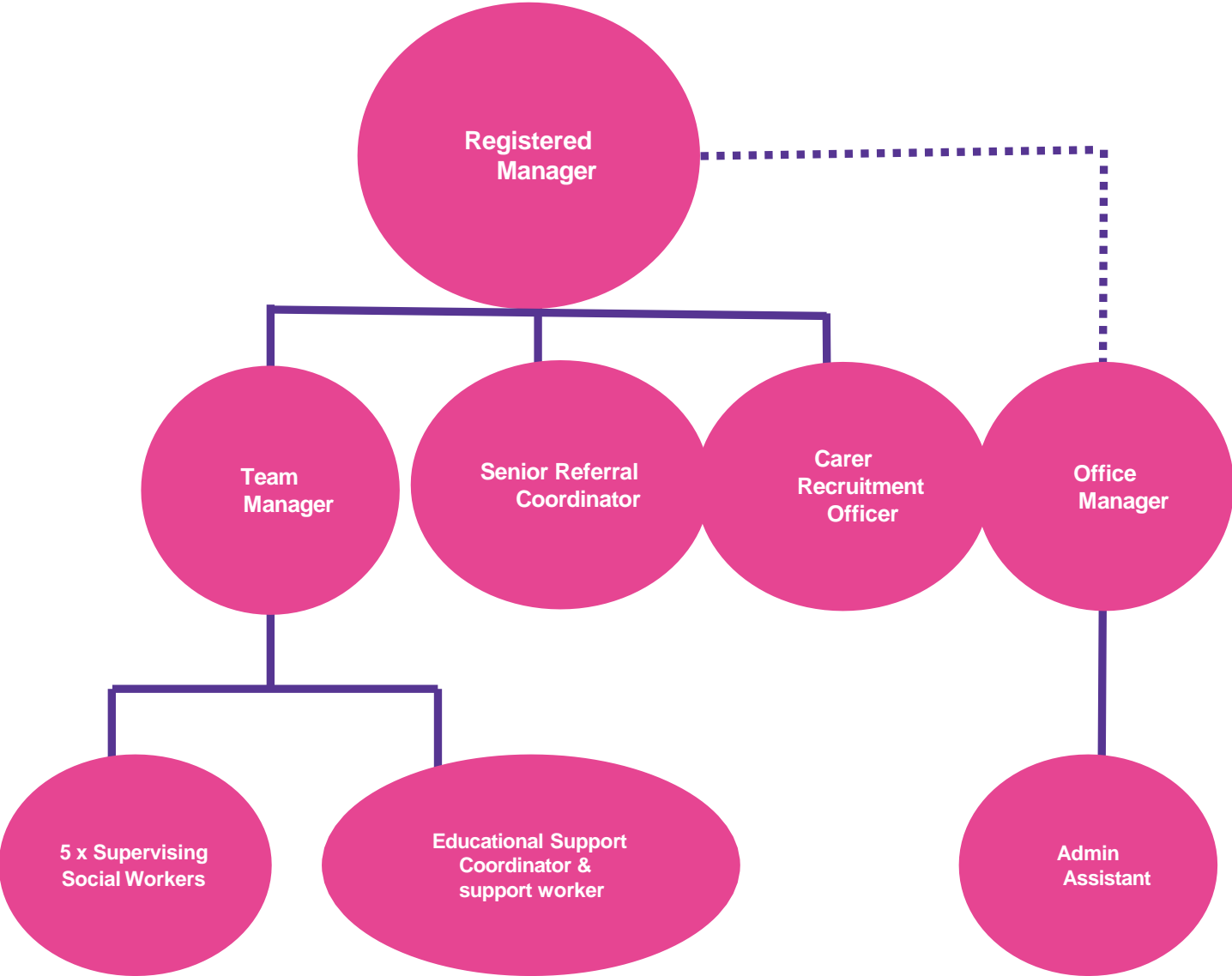
Chief Operations
Officer
Jamie Moore

Regional Director
John Keane

Registered
Manager
Lynne Greig

Management and Regional Team Structure

Team Structure



Management and Regional Team Structure

The Staff Team

The registered office is based in Grangemouth covering a wide geographical area across Scotland.

The Supervising Social Workers & Support Team, and Carer Recruitment Officer can work remotely to ensure that we meet the needs of our foster Carers and young people. All our Social Workers hold recognised professional social work qualifications and are registered with SSSC.

The Regional Director

The Regional Director has a key strategic role and is responsible for developing and managing all aspects of fostering resources and support functions in all registrations within their allocated region (Midlands).

The Regional Director supervises the Registered Manager and supports them in delivering a high-quality service demonstrated by the results of external inspections, stakeholder feedback (Local Authorities, carers, children and young people), internal audits and key performance indicators. The Regional Director ensures that operating objectives and standards of performance are understood and owned by the whole staff team, seeking to continuously improve performance across all areas of service delivery and delivering aspirational outcomes for children and young people.

The Registered Manager

The Registered Manager is responsible for the overall operation of the agency, including the supervision of the Team Manager, Office Manager, Senior Referral Coordinator and the Carer Recruitment Officer.

The Registered Manager is responsible for producing the agency's business plan, achieving business objectives and maintaining budgetary control of the agency. They are also involved with the development and implementation of the strategic aims and objectives of the organisation and meet monthly with Senior Managers and Directors. The Registered Manager ensures that all practice is in accordance with agency policy and procedures, and contributes to the review and updating of these.

They oversee the completion of ongoing auditing and monitoring of the service to ensure the fostering service is of the highest standard. The Registered Manager monitors and advises on serious complaints and allegations and ensures the appropriate procedures are followed and safeguards are in place.

The Team Manager

The Team Manager has line management and supervisory responsibility for the agency's Supervising Social Workers. The Team Manager oversees the day to day support offered to the agency's foster carers and young people and makes case decisions accordingly as part of this. In conjunction with the Registered Manager the Team Manager undertakes auditing, ensures compliance with the Fostering Regulations and Guidance, and strives to achieve good outcomes for young people.

Supervising Social Workers (SSWs)

The SSWs have responsibility for the assessment, support, supervision and annual review of foster carers. In addition, they work in close partnership with the Local Authority Social Worker and will attend Reviews and meetings with the foster carer to ensure the very best outcomes are achieved for young people placed with our carers. SSWs are responsible for monitoring the continuous professional development and training of foster carers. They ensure that all foster carers complete the Training, Support and Development.



Management and Regional Team Structure

In addition, SSWs co-ordinate and deliver support groups for foster carers and provide the frontline delivery of Out of Hours Services to carers.

Educational Support Coordinator At Fostering Relations, we believe that all Young People have the right to access appropriate further education which enables them to meet their potential. We have Educational Support Co coordinator provides advice, guidance and additional curriculum support to all foster carers and Young People and are able to negotiate for additional support and help with the transition to further education and apprenticeships.

Children and Support Worker Provides specific support services to both foster carers and young people, and have experience of working in a variety of settings. Input is time-limited and solution focussed to enable those supported to achieve personal growth and development. Support services can include occasional transporting, supervising family time and undertaking direct work with young people. Direct work covers areas such as the development of independence skills, educational support and preparing for employment and further education, self-protection and risk reduction skills, improving self-confidence and self-esteem. This list is not exhaustive and all packages of work are bespoke to the individual needs of the child or young person, enabling them to aspire and achieve their best potential. Support Workers also run groups and activities for both young people in our care and children who foster which provides them with opportunities to socialise, share experiences and derive support from their own peer groups.

Carer Recruitment Officer (CRO)

The CRO is responsible for implementing the recruitment and marketing strategy, organising carer recruitment and retention activities/events and the initial screening of prospective foster carers. The CRO works closely with the regional management team, referral coordinators and panel administrator and more widely across the National Fostering Group with the Head of Carer Recruitment to ensure the 'carer journey' is personal, timely and effective in recruiting and retaining foster carers.

The Referrals Hub

The Referral Hub manages all incoming referrals and keyworking relationships with Local Authority placements teams in order to identify potential foster placements for children and young people. The Referrals Hub liaises with foster carers and works closely with social workers and managers to ensure that good

matching takes place by qualified social work staff; coordinating all arrangements through to placement.

The Referrals Hub has responsibility for collation and initial analysis of referral and placement data, and works closely with the Registered Manager to agree contracts and financial arrangements for foster placements.

Office Manager

Office Manager has responsibility for maintaining the relevant checks for foster carers, adult household members and their support network e.g. DBS/PVG, Medicals, LA checks. They also have responsibility for the collation and distribution of all Annual Review and Fostering Panel paperwork, room bookings, food and refreshment.

Fostering Clinical Services

Clinicians working in Fostering Services are qualified Psychologists, Play Therapist and Psychotherapists with experience of working with families and with children with histories of trauma including neglect, violence, and abuse. They bring to the roles an extensive knowledge and experience of child development, trauma, and interpersonal dynamics within families, as well as understanding of the psychology of individuals. The focus of much of the work for clinicians in fostering is on supporting Carers to use therapeutic approaches, including managing their own responses to difficult situations they are in; this is to support the child to feel safe, to develop and to flourish.

To achieve this, Clinicians offer consultations with Supervising Social Workers to develop understanding of families and young people and develop next steps, and consultations with families. Direct work can also be provided where this is needed. Training is offered to both carers and to Supervising Social Workers to support their knowledge and practice in working with families. In addition, support groups with carers are offered, as well as reflective practice sessions with Supervising Social Workers. These are examples of what can be offered; at other times, a more extensive assessment may be needed for the young person. What is provided will be driven by developing an understanding of what the young person and the carers need, and this will be approached by working collaboratively with both Carers, Supervising Social workers and other professionals involved with the family to offer a full multi-disciplinary approach.

Services Provided by the Agency

Fostering Relations works closely with a number of Local Authorities to understand their specific needs relating to Continuing Care placements in particular areas. As an agency we then look to recruit foster families from a range of backgrounds who are able to provide the best possible homes for children and young people in the care of Local Authorities.

As part of our service Fostering Relations believe that Continuing Care is an opportunity to plan in a gradual way, increasing independence at a rate and stage that suits the evolving capacity of the young person. The aim of the provision is to ensure that where it does not significantly adversely affect their welfare then all eligible Young People are encouraged, enabled and empowered to stay in an existing care placement until they are able to demonstrate their readiness and willingness to move on to interdependent living.

Interdependence more accurately reflects the day to day reality of an extended range of healthy inter-personal relationships, social supports and networks. We will strive to support Young People in making a successful transition to adulthood by way of this provision ensuring we work hard at maintaining supports and supervision to the placement, albeit under the guise of an adult placement. Once the Young Person turns 18 an Enhanced Disclosure should be processed for the Young Person.

National Fostering Group Children and Young Person Pledge

Our Pledge To You. We Will:

Keep you safe and care well for you

Ensure you live in a safe and homely place
Listen to you, particularly when you raise concerns about your safety or the quality of your care
Ensure that those people who care for you are trained and supported to keep you safe
Make sure you are prepared for the next stage of your life – including managing money, looking after your health and taking care of where you live

Help you get a good education (achieve and enjoy)

Make sure your education meets your needs
Help you to attend your education provision and make good progress
Have high expectations for your potential
Celebrate your educational achievements
Help those who care for you to have the right advice to support your education

Help you be healthy and enjoy life

Help you to be physically and emotionally well
Support you to take part in clubs and/or hobbies that interest you
Support you to make healthy eating decisions and to cook healthy food
Help you to socialise with your friends (as long as this is safe)
Support you to take part in exercise and have fun

Support your future and your next adventure

Help you to take part in positive activities
Support you to undertake work experience
Help you to find employment, an apprenticeship or to study further
Support you to take part in an adventure when you reach sixteen

Small steps, big outcomes.

Consultation and Support for Young People

Young People's Rights

As a partner agency of the National Fostering Group, **Fostering Relations** supports UNICEF's mission statement to advocate for the protection of young people's rights, to help meet their basic needs and expand their opportunities to reach their full potential. In doing so, the agency, its staff and foster carers will uphold the United Nations Convention on the Rights of the Child (UNCRC).

Supervising Social Workers will see each young person placed on a regular basis (at least quarterly) to ascertain their views about their care and placement. During these visits the Supervising Social Worker will also request to observe their bedroom to ensure that it is as it should be and appropriate to meet their needs.

Participation and Consultation

Fostering Relations is committed to the inclusion of all stakeholders in the review and development of its services. The views, wishes and feelings of young people are vital to ensuring the services meet their needs and remain relevant in a changing environment. Consultation takes various forms either through questionnaires, online surveys, consultation events, activities and feedback forms for carer annual reviews and reviews. All young people receive a copy of the agency's quarterly newsletter, and their own magazine 'Kidslines' or 'Teenlines' filled with interesting news and articles from, and relevant to, children and young people.

Support for young people in our Care

Young people placed with Fostering Relations come from a wide range of backgrounds and experiences and it is imperative that they receive the highest standards of care to enable them to aspire and achieve in our care.

To this end, Fostering Relations has established a clear online manual of policies and procedures that outlines the standards expected from all foster carers and staff.

In addition, when the Local Authority and agency have agreed that an identified foster carer can continue to meet the needs of the young person in a Continuing Care arrangement; a Living Agreement is made agreeing the duration and objectives of the placement.

Physical Environment

Fostering Relations pride themselves on the standard of their foster homes providing safe, stimulating, caring environments, where there is a focus on health, education, protection, continuity, diet and stimulation.

All young people have their own bedroom unless the Placing Authority has given permission for them to share (in the case of brothers and sisters or holiday accommodation). Young people are encouraged to individualise their rooms. It is a requirement that all young people are provided with a quiet area for study within the foster home, and have access to a computer and the internet (where appropriate). All foster homes are assessed for a healthy and safe environment on an annual basis, which is routinely monitored through 6 weekly supervisory visits.

Consultation and Support for Young People

Boundary Setting

Each foster home has their own Family Safer Caring Plan which highlights boundaries and expectations within each home. Risk assessments and strategies relating to each child's circumstances and behaviour are agreed in the child's Placement Agreement & Care Plan, and incorporated within their risk assessment, which is completed at the commencement of the placement.

Policies on sanctions, restraint and complaints procedures are available to young people, parents and professionals as required. These policies are imperative to ensure that behaviours are responded to in a consistent and fair manner. Any form of corporal punishment is forbidden. Foster carers strive to offer a therapeutic, consistent environment and the role models that children and young people require.

Healthy Care

In partnership with the foster carer, Social Worker and Health Authority, establish the individual health needs of each child. Wherever possible young people will continue using their own health resources, if this is not possible young people will be:

- Registered with a GP
- Registered with a dentist
- Registered with an optician

Foster carers encourage young people to eat a varied diet. Foster carers encourage young people to participate in regular exercise to ensure the development of good physical, emotional and psychological health. Young people are encouraged to attend activities to enable them to widen their social circle and develop any talents and skills they may have.

Our foster carers will:

- Encourage young people to eat a varied diet
- Encourage and enable young people to participate in regular exercise to ensure good physical, emotional and psychological wellbeing
- Encourage young people to attend routine and required health appointments and annual health assessments, dental and optician appointments
- Ensure that young people have access to sexual health information and advice to make informed decisions and choices
- Take the time to listen to young people giving them an outlet to share emotions, thoughts and feelings to promote positive emotional wellbeing.

Therapeutic Support Services

We believe that young people have a right to access therapeutic provision from Local Health Authorities. We have developed good working relationships with health colleagues in each local area and will access local provision wherever possible. If young people cannot access local provision due to the timescales involved, or the complexity of the situation; the agency can commission the services of suitably qualified, experienced and accredited professionals to undertake the work e.g. play therapists, psychologists, art therapists.

Education

Fostering Relations believe that all young people have the fundamental right to experience an appropriate education which enables them to meet their potential. We have a Educational Support Co coordinator who provides advice, guidance and additional curriculum support and career advice to all foster carers supporting young people. Our dedicated education staff are able to negotiate for additional support hours for young people, also help with transition to further education and career outcomes.

Consultation and Support for Young People

Educational goals are important to build a firm foundation of academic and social learning to enable young people to aspire and achieve their full academic potential, including formal qualifications and to maximise opportunities for employment or training.

Relationships with Friends and Relatives

Fostering Relations ensures that each young person is encouraged to keep in touch with those most important to them. We can provide facilities, by arrangement, to ensure a young person is able to meet with their family, friends, or professionals involved with them, in privacy. Family time arrangements form part of the young persons overall Placement Plan/Care Plan. We would expect to be informed of any changes by the child's Local Authority. Transport to and from family time locally is the responsibility of the foster Carer, but needs to be negotiated to ensure each young persons needs can be met by the foster carer (particularly if they are caring for other children and young people) and that all parties remain safe.

Foster Carers encourage young people to make positive lasting friendships and will facilitate friends over and outings when appropriate. Foster carers contribute to informal family time arrangements with brothers and sisters.

In accordance with applicable legislation, standards, regulations and guidance, Fostering Relations looks to work with the birth parent(s) and Significant others. We understand the importance of meaningful involvement and the significant impact that this can have on the young person's life. Our staff members and foster carers are experienced in working with birth families in a way that positively recognises and respects their involvement.

Unauthorised Absence and Missing

All foster carers have access to the agency policy on young people who go missing. If there are issues of risk, vulnerability or sexual exploitation, then a strategy will be discussed and agreed with the local authority Social Worker, young person and foster carer. This is to ensure appropriate safeguards and supervision are in place, to further improve risk awareness and facilitate risk reduction. The agency will request the Local Authority conducts Return Home Interviews following all missing episodes.

Safeguarding Procedures

Fostering Relations has safeguarding procedures in place which are in line with Working Together to Safeguard Children to safeguard and protect the welfare of all young people. All staff and foster carers are required to fully adhere to these procedures. Where there is a need to review any safeguarding practices to ensure safe care is provided, this will be done in consultation with the young person Social Worker, foster carer, and young person (where possible).

Consultation and Support for Young People

Outcomes Support – details of additional support offered to children, young people and foster families

The statistics available tell us that care-experienced children and young people are less likely to achieve well in their studies, more likely to suffer from mental health issues, more likely to enter the criminal justice system or, as an adult, other social care systems. At the National Fostering Group, we are working hard to change this bleak picture on an individual basis for children and young people in our foster families, and have dedicated support to help boost and improve outcomes. The additional resources can be accessed at any point, and the support offered aligns with our pledge to children and young people in one of our fostering families.

Careers and Employability Support

This service can provide high-level support to social workers or foster families trying to find appropriate further opportunities for our young people. The service can also provide 1:1 Careers Advice and Guidance where necessary.

This is particularly important if:

- the young person is not currently in an education provision (NEET - Not in Education, Employment or Training) or between education provisions
- the young person's current educational setting has not provided guidance at a suitable or appropriate level
- if opportunities for Careers Guidance were missed by the young person/adult

Adventures Support

The National Fostering Group can support young people to:

- Undertake an award with the Duke of Edinburgh's Award at the three levels of Bronze, Silver or Gold
- Join an expedition adventure with British Exploring Society

These opportunities allow young people and adults to acquire essential personal and social skills. It connects them to their communities and the great outdoors in a positive manner. These activities can help to support and boost other outcomes for young people.

Annual Reviews

The Conditions of Registration are:

1. No more than 3 adults shall be placed at any one time within the household of any adult placement carer.
2. Fostering Relations approval process of foster carers as adult placement carers for the purposes of continuing care must include assessment, approval and renewal as.

Each fostering household will have an annual foster carer review (AFCR). The Review for Continuing Care Placement will be discussed separately from The Foster Carer Review, but will follow the same format as the Foster Carers Annual Review. If there are significant changes to their circumstances in which case, an earlier review will be conducted. These circumstances could include:

- Where serious allegations have been made regarding a carer(s) practice
- Where there has been a relationship breakdown in the approved carers' relationship resulting in one carer moving out of the household. In this instance, both carers will be subject to review except where one or both carers have given notice of an intention to resign
- Where a carer has started living with a new partner
- Where there have been significant changes to the carers' lifestyle
- Where a carer has been diagnosed with a serious illness
- Where there has been the death of a carer
- Where a carer is not working in partnership with the agency, including a lack of engagement and attendance with training and continued professional development

The Supervising Social Worker is required to prepare a detailed report for the AFCR, in consultation with the foster carers. The report will seek and take into account feedback from the young person, their Social Worker, school, other professionals involved in the young persons care, including birth family (if appropriate). In addition, it should include the views of the carer's own children too, in particular those residing in the fostering household. The report should cover how the carers' have met and progressed the outcomes for young people, and provide a clear picture of how the carer works with young people in their care.

The AFCR provides an opportunity for both the agency and foster carer to reflect on the past year, and plan for the year ahead; this includes a full review of the individual carer's training and development needs, detailing any actions for the year ahead. The report makes a clear recommendation regarding continued approval, or any changes to the terms of approval, including the rationale and evidence to support those changes.

Carers will be reviewed every year and their third annual review will be presented to Continuing Care panel. All review recommendations are presented to the Agency Decision Maker for decisions, and carers notified, in writing, of those decisions



Supervision and Support of Foster Carers

Each foster carer has a named Supervising Social Worker whose role is to provide them with advice and guidance in relation to a young person's care plan and placement plan.

Supervising Social Workers have four principal functions:

- To work with foster carers in developing and supervising their skills as well as offering regular structured support
- To represent in our relationship with Placing Authorities and to seek to ensure that care plans are made and followed for young people they care for..
- To review foster carer's skills and achievements on an annual basis
- To promote and participate in training aimed at foster carers, their birth children and young people they care for.

Supervising Carers

The relationship between Supervising Social Workers and foster carers should be professional and aimed at achieving the best interests of the young people. Problems and concerns should be openly addressed with a view to reaching a satisfactory resolution in accordance with fostering regulations and agency policies. It is important that Supervising Social Workers see the young people frequently.

Supervisory Visits

Foster carers will have a supervision visit at least once every 6 weeks by a qualified social worker whose role is to support the foster carers and monitor the standard of care received by a child. The focus of the visit is twofold. The first part of the visit should concentrate on the foster carer's professional development, family dynamics, safe caring and the tasks required of them by the Agency. The second part of the visit should concentrate on the young person's plans, achievements and development. Supervising Social Workers will carry out two unannounced visits each year (one may be carried out by support worker) and a Health and Safety Check List to be completed annually, prior to the foster carer's annual review.

Support

Support is a combination of listening, understanding and helping to find practical solutions/ways of coping with challenges. A successful Supervising Social Worker/foster carer relationship allows foster carers to talk openly and honestly about their own family problems as well as the difficulties/challenges they are having in caring for young people they care for. The foster carer is supported in achieving the care plan for the young person as part of a team.

The Supervising Social Workers work on a rota basis to provide a local Out of Hours support to foster carers on a 24/7 basis. A Duty Manager also provides back up to the Out of Hours service ensuring both staff and carers can access all the support and information they need.

Developing Skills

Developing skills means encouraging foster carers to attend training, helping them to put that training into practice, using resource material such as literature, guided reading, national legislation and agency policy.

Information and Record Keeping

Foster carers have access to a comprehensive online manual of procedures. The manual contains information and procedures on all aspects of the fostering task and is updated regularly to ensure it remains a relevant reference document. Foster carers are expected to maintain records of events and information pertaining to the young person they care for..

Supervision and Support of Foster Carers

Events

At Fostering Relations we hold a wide variety of events to support carers in building relationships with other carers and staff, to acknowledge the achievements of carers, and to participate in charitable fundraising activities e.g. Macmillan. Our events include informal carer coffee mornings and lunches, support groups, summer family fun days and celebration events. The diversity of events allows everyone the opportunity to contribute and participate, enhancing relationships with each other, and the agency.

Support Groups

Fostering Relations facilitates Carer Support Groups in several locations throughout the operating region to make them as accessible as possible to all foster carers. The groups are facilitated typically by Supervising Social Workers and provide a great opportunity for information sharing, exploring thematic issues or learning from research, discussing changes in practice, policy and legislation, and generally providing an opportunity for foster carers to interact in a social environment with other foster carers and derive peer support.

Newsletters

Fostering Relations produces an internal quarterly newsletter for staff, foster carers, and young people that shares information and celebrates achievements. All recipients are encouraged to contribute to the newsletters content.

The National Fostering Group also produces a quarterly newsletter for all foster carers to share information on Group wide information and developments.

Membership

Once approved all foster carers are registered with The Fostering Network who provide support to Foster Carer households. This includes high quality specialist support, advice and information, legal expenses insurance, and rewards for foster carers with access to a huge range of discounts.

Insurance

Fostering Relations has a comprehensive insurance package in place which fully covers all agency activities. This cover includes Personal and Public Liability, Employers Liability, Professional Indemnity and satisfies the insurance requirements for all fostering framework contracts awarded to the agency.

Fostering Clinical Services

Clinicians working in Fostering Services are qualified Psychologists, Play Therapist and Psychotherapists with experience of working with families and with children and young people with histories of trauma including neglect, violence, and abuse. They bring to the roles an extensive knowledge and experience of child development, trauma, and interpersonal dynamics within families, as well as understanding of the psychology of individuals. The focus of much of the work for clinicians in fostering is on supporting Carers to use therapeutic approaches, including managing their own responses to difficult situations they are in; this is to support the child to feel safe, to develop and to flourish.

To achieve this, Clinicians offer consultations with Supervising Social Workers to develop understanding of families and children and young people and develop next steps, and consultations with families. Direct work with young people can also be provided where this is needed. Training is offered to both carers and to Supervising Social Workers to support their knowledge and practice in working with families.

In addition, support groups with carers are offered, as well as reflective practice sessions with Supervising Social Workers. These are examples of what can be offered; at other times, a more extensive assessment may be needed for the child. What is provided will be driven by developing an understanding of what the child and the carers need, and this will be approached by working collaboratively with both Carers, Supervising Social workers and other professionals involved with the family to offer a full multi-disciplinary approach.

Training and Development

The National Fostering Group (NFG) recognises that our Foster Carers play a crucial role in the lives of the children and young people we care for. We want our Foster Carers to feel confident, knowledgeable, and ultimately be the best they can be for their young people.

Our training courses are available to all our foster carers – completely free and delivered nationally, locally, and digitally. They range from the mandatory core courses for new Foster Carers, through to tailored training for specialist types of foster care.

Our Approach to Training at the National Fostering Group

With modern technologies at our disposal, training is delivered through a blended learning approach. This includes online learning, workshops/seminars, digital resources, and self-directed learning as well as face to face classroom sessions. This means we can support all of our Foster Carers wherever their location.

We also have a skilled and dedicated Learning and Talent team who work alongside and collaborate with our clinical psychologists to develop and deliver high quality learning solutions.

Training audit data is regularly reviewed to assess regional compliance and identify any gaps. Foster carers have a Personal Development Plan which is reviewed as part of ongoing supervision and annual review.

Core Training

All carers will have undertaken our Continuing Care training prior to being approved at Adult Service Panel. We have a number of additional courses that are mandatory for all Foster Carers. Please refer to the Foster Carer Mandatory Pack for details of each course.



Training and Development

The Foundations for Therapeutic Parenting Programme

We are fully committed to becoming the provider of choice for child-centred and trauma informed practice within children's services – enhanced by further specialist support and training around learning disabilities and other complex diagnoses. We want to create a consistent shared language and golden thread that runs through all our services that focuses on the primary task of building healing relationships with our children and young people.

The programme is three phased – Introduction, Foundation and Advanced courses – to ensure that professional and practice development is extensive and ongoing for all our teams. This means that our Foster Carers can expect to share the classroom and their experiences and knowledge with National Fostering Group colleagues as well as other carers.

Each course focuses on keeping concepts accessible and understandable – and on developing the ability to put theory into practice. The key areas are;

- The impact of complex trauma and adverse childhood experiences on children's development
- Understanding behaviour as a form of communication
- Building therapeutic relationships through PACE approaches
- The importance of reflective practice

We also provide access to a significant amount of online research resources. Learners can then develop at their own pace as well as having somewhere to research or explore ideas they want to know more about - in their own time or with their Supervising Social Worker.

Continued Professional Development

As professionals we all share a responsibility to develop our skills and knowledge. Legislation, child research and policies are continually changing and evolving, therefore our continued professional development offer is essential.

We have an extensive suite of courses that aim to address specific training needs, here is just a small sample of topics:

- Introduction to Neurodevelopmental Differences
- Various Contextualised Safeguarding Topics – including CSE, County Lines, FGM, etc.
- Parent and Child
- Bridge to Foster

Our Foster Carers training is managed via a world class Learning Management System (LMS). This means that they can see at a glance what training is required for their role, check their own progress, enrol on classroom and virtual courses and access hundreds of online learning modules from our partners at Litmos Heroes – all for free!

These include the following suites of courses:

- Care Certificate
- Communication and Social Skills
- Cyber Security
- Diversity and Inclusion
- Health and Safety
- Health and Wellbeing
- Finance Skills
- Food Hygiene
- IT Skills
- Personal Development

There really is something for everyone and content is added to our LMS regularly.

Complaints

Fostering Relations complaints procedures aim to deal with complaints received in a prompt and equitable manner. The Registered Manager and the Quality Assurance Manager are responsible for monitoring complaints and their outcomes.

Complaints Policy

All young people and adults with whom the company comes into contact have the right to receive a quality, professional service. If they do not feel they have received such a service, they have the right to complain and have that complaint listened to.

All complaints will be acknowledged within seven working days and will indicate whether it is resolvable at Stage 1 or will require Stage 2 investigation.

Stage 1 Complaints – Informal Resolution

Where possible, we aim to resolve complaints informally, at local level, and this should be the preferred option. Complainants are encouraged to talk to the person with whom they have a complaint with in the first instance as this allows opportunity to explore the issue and seek any clarification, which often leads to informal resolution. Where this is not possible, a meeting will be convened between the complainant and the line manager of the person/s being complained about. A letter of resolution will be issued by Fostering Relations management detailing how the outcome was arrived at. If the complainant is not satisfied with the Stage 1 outcome, or at the outset they require the matter to be dealt with by another employee of the National Fostering Group; they will be asked to write to the Registered Manager who will contact the complainant within seven working days to advise that the Quality Assurance Manager has been instructed to investigate the complaint.

Stage 2 Complaints – Formal Consideration

The QA Manager will undertake a formal investigation and provide a written response within 21 days outlining the outcome of the investigation. The Registered Manager will invite the complainant to a meeting to discuss the report, where necessary and appropriate.

If the complainant is dissatisfied with the outcome of the QA report, they must confirm the reasons for their dissatisfaction, in writing, to the Registered Manager who will arrange for the complaint to be reviewed independently within 28 days.

Stage 3 Complaints – Independent Review

If the complaint has not been resolved at Stage 1 or 2, and the reasons for this are made clear in writing; the complaint will proceed to Stage 3 for independent review. This is often conducted by the Director of Quality Assurance or other Senior Director, allowing 28 days for investigation and every effort will be made to achieve complaint resolution. If the complainant remains dissatisfied, they may take advice from the Regulatory Authority.

Name and Address of Inspection Body

Care Inspectorate SCSWIS Scotland National Office
Care Inspectorate Compass House Discovery Quay
11 Riverside Drive
Dundee
DD1 4NY
E: enquiries@scswis.com
T: 0345 600 9527
W: www.scswis.com

Children's Commissioner

Children and Young People's Commissioner Scotland,
Rosebery House,
9 Haymarket Terrace,
Edinburgh,
EH12 5EZ
T: 0131 346 5350/ 0131 556 3378
Text: 07702335720
E: info@sccyp.org.uk
W: www.sccyp.org.uk

Complaints

Support

It is the policy of the Fostering Relations to make its complaint procedures accessible, effective, fair and independent as possible.

Sometimes young people and adults need help and support to make a complaint. The young person may have support from his or her parent, social worker, Independent Visitor or foster carer.

A young person who wishes to make a complaint about any aspects of his or her care should receive assistance to access independent advice and support from their Independent Reviewing Officer. Any complaint made by a young person will also be referred to a recognised advocacy service if the child wishes.

Foster carers may enlist the help of a supporter or advocate or their Supervising Social Worker, as appropriate, to make a complaint about the agency under this policy or where appropriate, about the placing authority under the relevant local authority's complaints procedure.

Allegations of abuse

If any complaint is made to any employee of Fostering Relations that is clearly of a child protection nature that complaint will be immediately passed on to the relevant Local Authority, the responsible authority and the Care Inspectorate will be informed.

If at any time during an investigation into a complaint it becomes clear that there may be child protection implications, the current investigation will be halted and the relevant Local Authority will be notified immediately, the responsible authority and Care Inspectorate will be informed.

Where a complaint is made against the Registered Manager, the complaint will be investigated by the Regional Director.



Professional Membership

CoramBAAF

As a partner agency of the National Fostering Group, Fostering Relations has a corporate membership with CoramBAAF. CoramBAAF promotes the highest standards of child-centred policies and services. It influences policy-makers, helps find new families for children and supports professions, adoptive parents and foster carers.

The Fostering Network

As a partner agency of the National Fostering Group, has a corporate membership with The Fostering Network which is the UK's leading charity for everyone involved in fostering. This means that they are uniquely placed to bring people and organisations together to improve the lives of children in foster care.

The Fostering Network works to raise the profile of foster care through lobbying and campaigning for improvements in foster care at UK, national and local level.

NWG

As a partner agency of the National Fostering Group, Fostering Relations has a corporate membership with NWG which a network tackling child sexual exploitation is they also provide high quality training that our staff members attend.

Each staff member has a membership to NWG (purchased by the National Fostering Group) so that they may receive advice and support on individual cases.

Nationwide Association of Fostering Providers (NAFP)

NAFP is a not-for-profit company formed in 2008 comprising of independent and voluntary sector fostering providers. This trade association acts as one voice and is therefore able to campaign and represent the sector more effectively. In addition, it allows members to share knowledge and experience within the sector and provides formal representation in national forums and sector developments.

Research in Practice

Our Social Workers and Managers have membership of Research in Practice which brings together academic research and practice expertise. This ensures our staff have access to the latest research, policy, case law, legal updates and resources to support and enhance their professional practice.

Restraint Reduction Network

We are members of the Restraint Reduction Network – the world leading restraint reduction charity. Our membership demonstrates our commitment to reducing restrictive practice. It provides staff with the opportunity to learn from sector leaders and access news, guidance and resources to inform their work with children, young people and their carers.

Coram VOICE

This is a national charity that enables and equips children and young people to hold to account the services that are responsible for their care. They uphold the rights of children and young people to actively participate in shaping their own lives.

Helpline: 0808 800 5792 **Email:**

info@coramvoice.org.uk **Web:**

www.coramvoice.org.uk

“We are part of National Fostering Group. By supporting foster parents to create safe, secure, nurturing environments, we help vulnerable children and young people to thrive and settle into education, giving them the great start in life they deserve.”

Fostering Relations

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