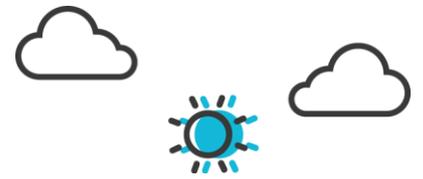




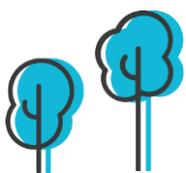
Statement of Purpose

December 2021



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This Statement of Purpose

Relates to Enhanced Foster Care, an Independent Fostering Agency. This document outlines the way the agency operates.

This Statement of Purpose has been compiled in accordance with:

- The Care Standards Act 2000
- The Fostering Services National Minimum Standards 2011
- The Fostering Services Regulations 2011
- The Children Act 1989 Guidance and Regulations Volume 4: Fostering Services 2011 - Working together to Safeguard Children 2020
- Keeping Children Safe in Education 2020

Copies of this Statement are available on request to:

- Any child cared for within the agency
- Any parent/guardian whose child is placed in the agency
- Any carer/staff members who work for the agency
- Persons/Local Authorities who commission the service from the agency
- Ofsted, who inspect, advise and regulate the agency's activities
- The general public

Enhanced Foster Care is an established Fostering Agency contracted by the Local Authority to provide family placements to children looked after.

Enhanced Foster Care was founded in 2007. In 2020 whilst retaining its own registration, Enhanced Foster Care was acquired by National Fostering Group, which is part of the Outcomes First Group (OFG).

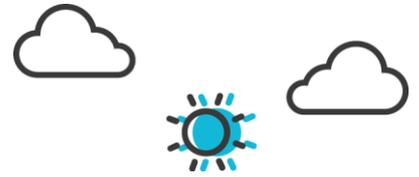
Enhanced Foster Care approves foster carers to care for children and young people who require a foster placement. This is under a number of diverse arrangements: short term, long term emergency or respite and includes supporting young adults with their transition to adulthood.

Enhanced Foster Care office is based in Warminster, Wiltshire that supports our foster carers across the whole of the South and South West of England.

This statement is written in a manner that is understandable to its foster carers, parents of children/young people being cared for and any commissioners of the service.

Further to that, a 'children and a young person's guide' has been produced and is written to take account of age, development and level of understanding.





OFG Vision, Mission and Values

Our Mission, Vision & Values

Outcomes First Group.

One Team

Our values run through our entire organisation. We constantly ask ourselves whether we are living up to these values.

Outcomes First Group is a family, and we are all in this together. We support each other in everything we do, inspiring each other to achieve the incredible futures that everyone deserves. Together, we share ideas and opinions as we strive to make sure our services are the best they can be.

Dream Big

Outcomes First Group is growing. That means we can do even more to improve the lives of those we care for and educate. When we aspire to achieve amazing outcomes, and support our colleagues to be independent and to share their ideas, we help everyone attain their best possible future. Through big thinking, we build genuinely fulfilling lives.

Make positive changes
Aspire and achieve
Be ambitious



Be Inclusive



Value diversity
Create safe, nurturing environments
Care about each other and what we do

The people around us matter. From the vulnerable children, young people and adults we educate and look after, to the teams we work with each day, we treat everyone with consideration and respect. When we care for each other, and value equality and diversity in our workplace, we create the conditions in which incredible futures can be built.

Open and Honest

We are proud of the amazing outcomes we achieve, and we believe that working openly and honestly is the only way to succeed in what we do. In all the decisions we come to and the actions we take, we are fair and transparent, always doing the right thing and behaving responsibly every step of the way.

Be fair and transparent
Do the right thing
Be respectful



Deliver Promises



Be accountable
Take responsibility
Be committed

We deliver on our promise to the vulnerable children, young people and adults in our care, and to their parents and guardians too. That's why we encourage everyone in the Outcomes First Group family – from senior managers to colleagues working in their first role – to take responsibility, implement best practice, and deliver the highest standards of care, education and other services.





Our Vision, Mission and Values

Enhanced Foster Care is committed to providing a personalised service to our carers, children and young people our agency Vision, Mission and Values are aligned to the OFG Vision, Mission and Values.

This 'personal touch' promise has held us in good stead over the years and is at the core of what we do.

Our vision is simple...

To deliver outstanding outcomes for all children and young people in Enhanced Foster Care by supporting and enabling them to thrive on their journey to adulthood.

- To provide hope and opportunity to all our children and young people.
- To ensure that we become the Local Authority Commissioners preferred provider of mainstream and specialist foster care services.
- To be the first-choice agency for foster carers, local authorities and parents through the delivery of outstanding training, operational and financial support.
- To provide overall superior service and exceptional value for money in every market segment and geographical location in which we compete.

Our mission is simple...

Our primary aim is to facilitate children and young people to overcome Adverse Childhood Experiences and improve their life chances.

Our values are simple...

Be exceptional

We go above and beyond, go that extra mile and strive to be the best we can.

Focus on the Child

Work therapeutically with children and young people to achieve the very best outcomes. Committed to achieving the best for them, we support them to learn about themselves, assess their experiences, recognise their own resources and generate positive change in their lives.

A Team Approach

We recognise that everyone plays a vital part in providing a holistic and quality service. In short, we have passion and enjoy what we do and this shines through in our positive approach and 'can do' attitude which embraces and encourages partnership working.

Value and Embrace Difference

We seek and strive for a diverse team of foster carers and staff who value and respect differences and diversity.

Look After Everyone

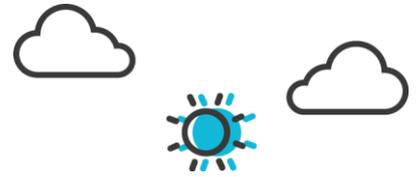
We recognise the importance of support. Whilst we are growing, we recognise the need to grow steadily and responsibly, and look after everyone in the process.

Never Stop Learning

We value continuous professional development and invest in the learning experience of our children, foster carers, staff and managers to continue their lifelong learning.

Best Value

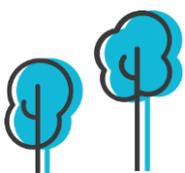
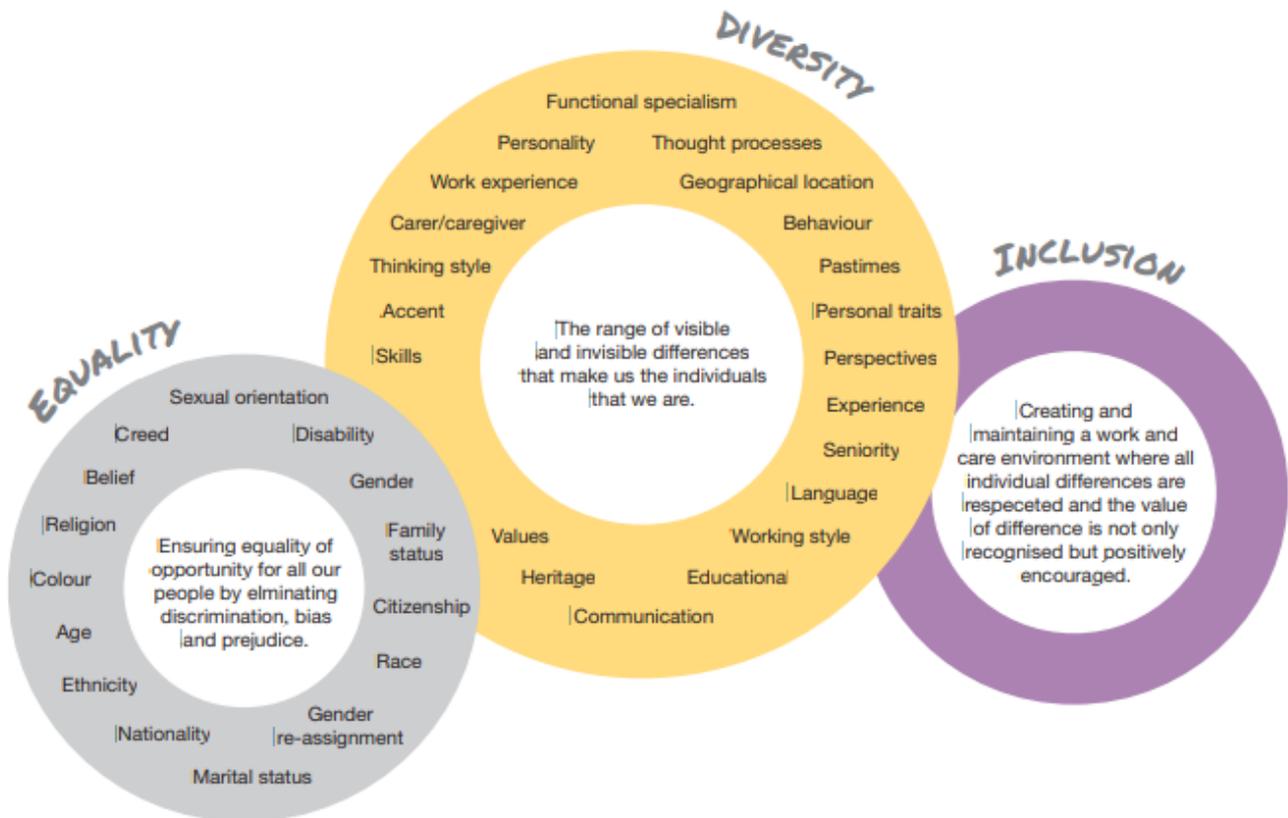
By providing an ethical and transparent service, we demonstrate exceptional value for money through our proposition, service delivery and the outcomes we achieve for all children and young people in our care.



Commitment to Equality and Diversity

At Enhanced Foster Care we recognize 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 fostered children 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 fostered children, foster parents and their children, and employees to reach their full potential as individuals, unimpeded by discrimination, unfairness or oppressive behaviour within the organisation. At Enhanced Foster Care, we want all fostered children 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.





Quality and Standards of Care

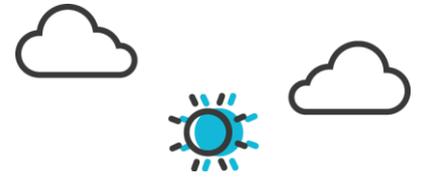
EFC aims to continually improve its services through its robust Quality Standards Framework. We promote a culture of continuous improvement, giving particularly close attention to feedback received in relation to our service.

Practice throughout the agency is monitored, measured and reviewed in line with fostering services legislation and achieving best practice. All results are collated and used effectively for future service development.

A number of assurance measures are in place to monitor the quality of the fostering service:

- Strong quality leadership by dynamic and creative practitioner managers.
- Full audits of the agency occur on a regular basis which include home visits to each foster home.
- An independent Chairperson chairs the panel and oversees advice and feedback to the agency.
- The group has a quality assurance team that undertakes internal service reviews of the agency.
- The Senior QA Manager oversees all Schedule 7 notifications to support safeguarding and trends analysis.
- Foster carers' annual reviews are conducted by an Independent Consultant Social Worker.
- Unannounced visits occur between 1-2 times annually.
- Arranged and random health and safety inspection visits occur annually at foster carers' homes.
- The Registered Manager completes announced and unannounced visits to foster homes.
- Regular review meetings with our commissioning partner agencies are welcomed and encouraged.
- The agency submits quarterly reports to the Fostering Safeguarding & Quality Board for oversight by Senior Leadership.





Our Therapeutic Approach

Enhanced Foster Care provides quality family placements.

Central to this is the aim that our children and young people are enabled to believe that:

- The world is a safe place.
- They are capable.
- They are loveable and deserving of love.
- Relationships with others are rewarding.
- They can live a full and satisfying life.

Most children placed with Enhanced Foster Care have experienced complex trauma in their early years that requires high levels of support, intervention and understanding.

We recognise that early Adverse Childhood Experiences (ACEs) lead to substantial developmental disruptions and the need to build a solid foundation for understanding a child's response to trauma. Therefore, all our work is underpinned by:

- Attachment theory.
- Trauma theory.
- Child development theory.

A combination of these theories informs our expectations of:

- A child's relational expectation and how this has been influenced by their first experiences of bonding or attachment with their care-givers.
- An understanding of the impact of trauma on a child's mind and body development and relationships.
- How a young person might differ from what is considered to be "normal development" of a child's mind and body.

Attachment and Trauma

Our ethos is heavily influenced by Attachment theory (Bowlby), which describes the enduring connection established between the child and the care-giver in the first several years of life that influences the mind, body, emotions, relationships and values.

As well as providing safety and protection there are several other important functions of attachment, and Attachment theory provides a way of understanding the therapeutic process in re-parenting. We strive to provide a safe, secure, consistent and certain environment that promotes positive relationships and supports the different developmental stages a young person may go through. Using the framework for Attachment can help to understand the obstacles to learning and thereby identifies a pathway to remediation and change.

The application of an attachment-informed model helps our care-giving team to plan and target their care and intervention effectively and to feel empathy for helping children to develop and achieve their potential.

Trauma can impact a child's body, brain, memory, emotions, relationships, learning and behaviour. We understand the growing body of evidence from neurodevelopmental research that shows that a traumatised child's brain actually develops differently than those of emotionally healthy children.

We ensure our foster children are offered experiences that can begin to restore their learning, and that the parenting experience is relevant and helpful to children's progress.





Our Therapeutic Approach

Therapeutic parenting

We support our foster carers to provide Therapeutic Parenting, the terms used to describe the type of high structure and high nurturing intentional parenting that fosters the feelings of safety so that a traumatised child can begin to heal and attach. We recognise that leaning to parent therapeutically is the single most important thing you can do to help traumatised/attachment-disordered child.

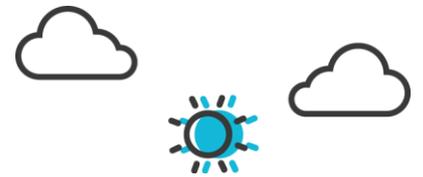
All successful Therapeutic Parenting approached the following key characteristics:

- Focus on Safety – actual safety of everyone in the family, as well as “felt safety”. Often our traumatised children do not feel safe due to what’s happened in their past.
- A care balance of High Structure and High Nurture.
- Attuned parenting – therapeutic parents look under the behaviours to what they’re communicating. Being playful, curious, and trying to attune to your child are all connected strategies.
- Intentional Parenting – being purposeful about what you do and knowing why you are using a specific tool or strategy. Being intentional means having a plan in place and makes it easier to respond to your child and not react to behaviours.
- Keeping a long-term perspective and practicing self-care, as children often don’t heal quickly. Therapeutic parents have to be committed to this intense parenting for a long time, and that requires us finding ways to take care of ourselves physically, emotionally and spiritually so we have the energy to give to our children.

The support you can expect

Fosters carers with Enhanced Foster Care receive exceptional support in achieving our aims, including:

- Comprehensive and relevant training.
- A ‘key lead’ for all children’s therapeutic intervention.
- A multi-disciplinary Clinical Hub.
- Clinical supervision and consultation to foster carers working with therapeutic placements.
- Support from experienced Social Workers training in the therapeutic parenting approaches .
- Clinical oversight of children’s plans where appropriate.
- Clinical assessment for children as appropriate.
- Opportunities for family therapy with a member of the Clinical Hub to avoid and minimise placement disruption or breakdown.
- Fun days for all the family.
- Individual therapy for children and young people where appropriate.



Status, Constitution, Management Structure & Staff Team

Enhanced Foster Care is a Fostering Agency registered and regulated by Ofsted.

Enhanced Foster Care was founded in 2007. In 2020 whilst retaining its own registration, Enhanced Foster Care was acquired by National Fostering Group, which is part of the Outcomes First Group (OFG).

The Registered Individual is Catherine Rioda who is also the Regional Director Wales and South West National Fostering Group.

Address:

National Fostering Group
Atria
Spa Road
Bolton
BL1 4AG

Office: 01204 522 667

Email: crioda@nfa.co.uk

The Registered Manager for EFC is Sarah Battlebury.

Senior Management is made up from within Outcomes First Group, who meet regularly and are responsible for the strategic direction and financial management of the organization, with day-to-day responsibility remaining with the Registered Manager.

Senior management objectives include:

- Strategic vision and direction
- A child-centered culture, values and principles
- Quality assurance
- An annual business plan in-line with children's and service users' needs Developing the service in-line with best practice
- Financial management to ensure best value to local authorities
- Assimilation of new legislation and regulations into practice

The Agency is continually evolving and developing; growing in order to provide a national service whilst providing local offices throughout the UK. Our regional services are integrated into the Agency ethos, procedures and standards. Our national structure and investment enable us to continually develop, innovative, efficient and effective services for the benefit of Local Authorities and the children and young people for whom they are responsible

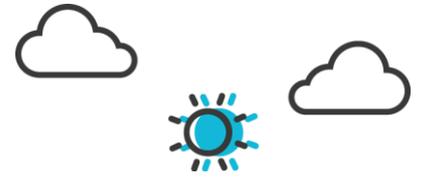




Enhanced Foster Care – Agency and Management Structure

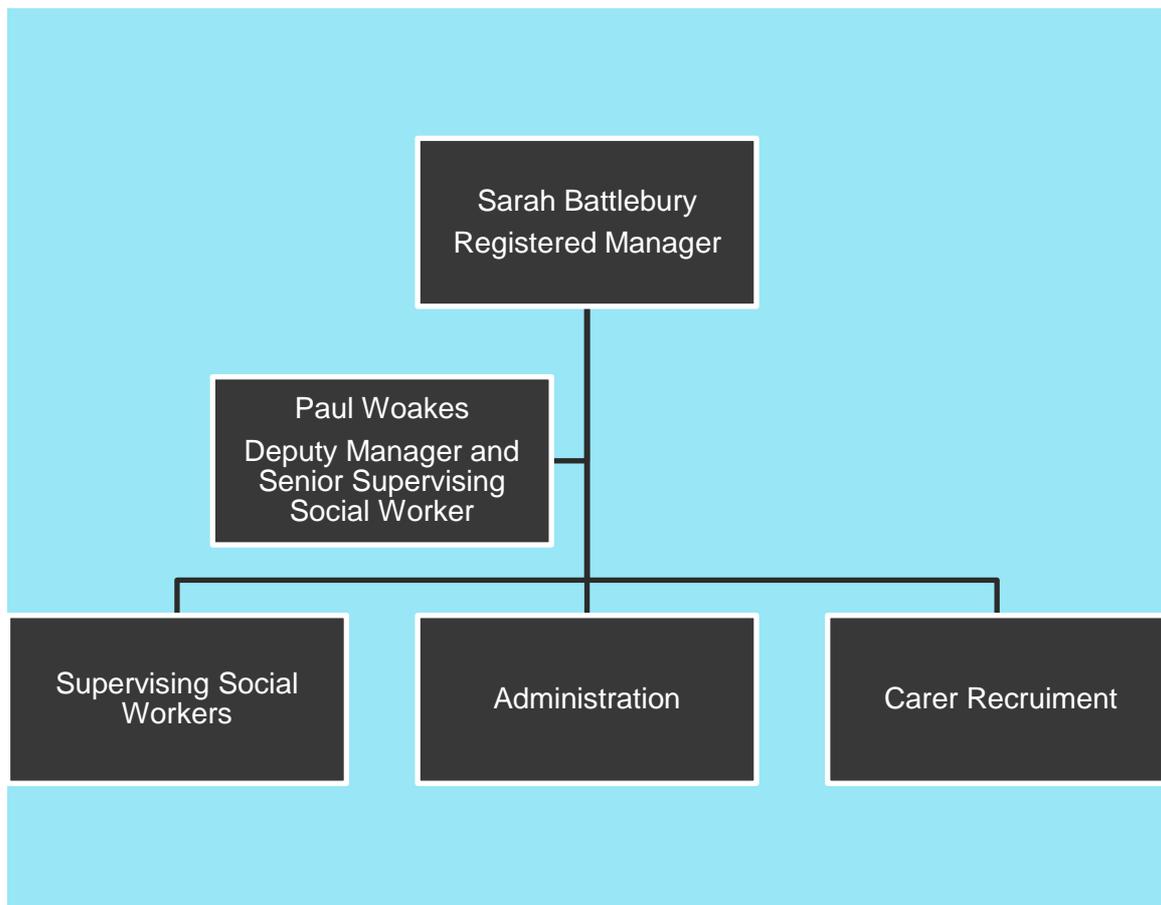
Enhanced Foster Care is part of the National Fostering Group. The National Fostering Group provides fostering across the United Kingdom and Northern Ireland. There are clear defined structures of regional teams and partner agencies.





Enhanced Foster Care Team Structure:

Enhanced Foster Care registered office is based at: Boreham Mill, Bishopstrow, Warminster, Wiltshire, TA20 2HQ.



The Senior Leadership Team is responsible for:

- Ensuring that continuous improvement initiatives are implemented and that day-to-day activities are undertaken in a timely and appropriate manner to the high standards required in providing transforming care to those in our charge
- Ensuring that these activities are in line with the vision and direction set by the board
- Maintaining regular liaison with foster carers and employees to ensure an accurate flow of information in both directions and responsiveness to any change in circumstances
- The Senior Leadership Team is supported by a workforce of appropriately qualified managers, practitioners and support staff within each region, all of whom are committed to a programme of continuous professional development The Senior Leadership Team is committed to even greater evidencing of outcomes as the real measure of the quality we deliver





Service Provision

Enhanced Foster Care offers a range of care settings tailored to the needs of the child or young person and their placing authorities.

Enhanced Foster Care provides a differential offering in levels of service provision

Standard Placements

Are offered to children with lower level or 'mainstream' identified needs, with no obvious challenging behaviour. Foster carers receive regular support from the Social Work Team.

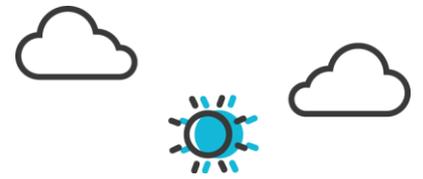
Enhanced Placements

Provide an increased level of service to children with additional needs who are placed with foster carers who have the skills to meet their therapeutic or behavioural needs. Social Work Team support is increased and carers are also supported by the Clinical Team.

Complex/Solo Placements

Provide a service to children with complex needs. Children with such complex needs are often unable to live alongside other children and may require constant individual attention. They require foster carers with a high level of skill and expertise are supported heavily by the Clinical Team.





Service Provision

Enhanced Foster Care offers the following type of placements:

Emergency Placements are arranged at short notice and allow children to stay for few days to provide them with an immediate place of safety.

Respite Fostering allows a child to stay on an occasional basis. This may be as a one-off or on a regular basis to support their birth family or another foster family.

Short-term Placements last for days, weeks or even up to two years whilst the best plans for the child's longer-term future are made.

Long-term Placements provide children with a long-term home where they can remain until adulthood and can live independently, often offering them a sense of permanence.

Staying Put placements are for young people who need additional assistance with the transition to independent living and want to remain living within their foster family.

Sibling Placements are placements where siblings live together or where they are placed separately in two of our families with us facilitating contact between the siblings.

Step-Down Placements (Bridge to Foster) are a therapeutic service, whereby children and young people placed in residential care are supported to move to an identified foster family through a specialist approach of introductions. specialist service and enabled children to access family environments not previously felt available.





Referrals and Matching

We work incredibly hard to carefully match the identified needs of children and young people with our carers, believing that a quality match is at the cornerstone of foster care. Our dedicated and skilled Referral Hub is on hand to assist local authorities and carers in finding the best possible match.

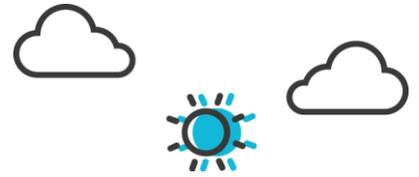
The matching process we believe begins with considering the child's needs and we do this as follows:

- Placing focus on the child's Educational arrangements
- Understanding and exploring the child's history
- Evaluating and considering the child's history, current attributes and future goals.
- Gathering knowledge around the child's health, both physical and emotional.
- Developing an awareness around the child's identity/culture/race/religion and discussing the child's contact arrangements and the impact these have

The matching process then considers the foster carers abilities to meet those needs, and does this by exploring the following:

- Carers individual experiences, skills and knowledge
- Their location and current accommodation commitments, such as any other children in placement
- Foster carers own children and pets
- Foster carers availability both emotionally and practically
- Any deficit identified in the matching process is explored with the aim that these can be addressed through either specific support or training for the foster carer or a referral to a specialist consultant to oversee the placement.





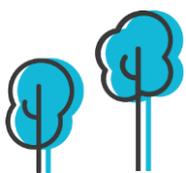
National Fostering Group Children's Pledge

Small Steps. Big Outcomes 

OUR PLEDGE TO CHILDREN AND YOUNG PEOPLE, WE WILL:

- 1 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
- 2 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 have the right advice to support your education
- 3 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
- 4 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

As an agency of the National Fostering Group, EFC is fully committed to the Group's Children's Pledge.





Children's and Young People's Rights

The ethos and philosophy at Enhanced Foster Care is to enable children and young people to better understand themselves and their situations, to acquire more effective ways of dealing with situations and to facilitate their overall development. By doing this, we provide information and resources to children and young people, focus on their own strengths and intrinsic protection systems and facilitate positive change.

Central within this child centred approach and ethos, is a focus on children and young people's rights. In doing so, we encompass the work of the following:

The Children's Commissioner

The Children's Commissioner has the responsibility for speaking out on children's rights and providing them with 'a voice'. Enhanced Foster Care ensures that the latest initiatives produced by the Children's Commissioner are embedded within service developments – see www.childrenscommissioner.gov.uk

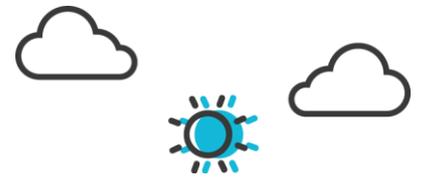
UN Convention of the Rights of the Child

Compiled by UNICEF, the UN Convention on the Rights of the Child provides provision and principles on the treatment, rights and opportunities for all children and young people.

Enhanced Foster Care believes that all our children and young people should:

- Have a right to life
- Have a right that adult in making decision, do the best for the child
- Have a right to learn about their rights and to be consulted and give an opinion on decision that affect them, that is taken seriously
- Have a right to privacy and confidentiality within reasonable limits
- Have a right to protection from all forms of abuse including sexual exploitation, violence and neglect
- Have a right not to be separated from their family unless that is absolutely for their own good
- Have a right to special protection where they do not live with their own family
- Have a right to an education
- Have a right to meet and make friends and a right to play
- Have a right to develop their own sense of identity and enjoy their own culture, religion and language.





Supporting Carers to Care for Children and Young People

The support and management of foster carers is given primary importance within Enhanced Foster Care. All foster families are allocated a qualified and suitably experienced Supervising Social Worker.

It is this close working relationship, backed up by the wider management team that ensures quality family placements are provided, where children's welfare is paramount.

Visits

Our foster families are visited a minimum of once a month by their Supervising Social Worker. This is a planned opportunity to discuss the day-to-day needs of foster children and their progress, or any difficulties being experienced. Foster carer support and training needs are also discussed and any support outside of these visits occurs via weekly telephone calls and emails.

Foster families are visited between 1-2 times per year on an unannounced basis to assess the quality of care provided. Random health and safety inspections may also occur at foster carer's homes to ensure the standard of accommodation on offer is of the highest quality and levels of safety.

The sons and daughters of foster carers and other members of the household are consulted with on a regular basis with their views recorded in the annual reviews for foster carers. Birth children are also invited to join our social events.

Annual Reviews

Supervising Social Workers prepare an annual report on the progress made by the family in fostering. Views from a wide range of people are collated, including the views of the foster child and the sons/daughters of the foster carer. All first-year reviews, significant changes, standards of care, and serious complaints are re-presented to the panel as a matter of course and to ensure due-diligence and best practice.

In the best interests of independence and impartiality an independent Consultant Social Worker conducts all foster carers annual reviews

Foster Carers I Forums and Support Groups

There are formal regular support groups provided to families:

- Support in developing a therapeutic parenting approach
- Support in managing complex and challenging behaviour
- A sense of inclusion and togetherness, strengthening peer relations
- Increased knowledge and learning opportunities
- Access to specialist knowledge in how best to support individual needs.
- Opportunity to provide direct feedback about the agency, the team and any advances being made.

The Registered Manager and Supervising Social Workers always drop in to either the start or the end of any forum as we believe this assists in supporting partnership working and a stronger sense of togetherness.





Supporting Carers to Care for Children and Young People

Out of Hours Support

We believe that everyone at Enhanced Foster Care has the right to feel safe, secure and supported at all times. Foster Carers within EFC will receive the support and supervision they need in order to care properly for the children and young people placed with them.

An on-call system is in place to support the children/young people, Foster Carer's and staff outside of normal office hours and is available every evening, weekends and Bank Holidays. This is operated by a supervising social worker and manager.

Respite, Back-Up Carers and Child-Sitting Service

Our carers benefit from access to an established respite system where other carers provide support to enable main foster carers to have a break if needed.

We also support foster families by helping them identify members of their own family or close friends who are appropriately checked and assessed to provide occasional 'child-sitting'. Where appropriate, 'back-up' carers are identified within a foster carers own family who are themselves assessed to care for the foster child for a temporary period, thereby minimising disruption for the foster child going to a respite carer.

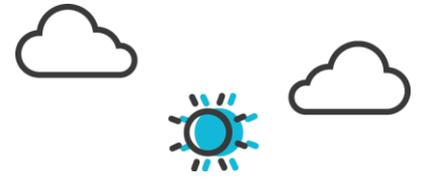
Social Events

From the Easter Bunny BBQ to the Christmas Party, Foster Carers and social workers are encouraged to be part of the Enhanced Foster Care family and meet up on a regular basis as a collective and larger group. These events provide a real sense of togetherness and allow everyone to have some fun!

Insurance and Membership

Enhanced Foster Care foster carers are covered by a robust, specifically designed, insurance policy that insures them against the liability of personal injury and damage in their home. Enhanced Foster Care also pays for the foster carers' membership with The Fostering Network which offers them:

- Legal protection insurance and legal advice for foster carers.
- Subscription to the Fostering Network magazine 'Foster Care'.
- Access to support, advice and information on fostering issues.
- Special member's prices for publications and training courses.



Recruitment, Assessment and Approval

Recruitment

Enhanced Foster Care is committed to recruiting a diverse range of foster carers who can meet and match the needs of our children and young people. The agency recruits individuals and families from different ethnic, cultural, religious and socio-economic backgrounds and from all areas of the regions in which we operate who can bring a variety of skill, knowledge and experiences to the fostering task.

All applicants must:

- Have a spare room
- Be over 21 years of age
- Be able to provide transport for children e.g. school, contact
- Be able to keep detailed records relating to children placed
- Be able to attend all relevant meetings
- Actively promote equality, diversity and inclusion
- Have some IT skills

Initial Visits

Following the Initial Enquiry Screening Call, the Initial Visit (IV) will be arranged to take place at the prospective applicant's home by a suitably qualified and skilled member of the team. This provides an opportunity for the agency to share more detailed information with prospective carers around the realities of fostering, to answer any of their questions, and to view and assess the accommodation.

The discussion will include exploration of skills, knowledge and motivation to foster, and any practical requirements. Following the visit, a report is completed by the visiting worker. All IV reports are reviewed by a Manager, and outcomes shared with the prospective applicant, at which point an application to be assessed as a foster parent could be invited.

Transferring Carers

Enhanced Foster Care recognises that foster parents have choices and that in some instances decisions are made to move between approving agencies. In these circumstances the Fostering Protocols are followed, and the agency work closely with responsible Local Authorities to ensure that the care experiences of any children in placement are not detrimentally affected by the transfer. It is not uncommon for fostered children to remain with their foster parents following an agency transfer.





Recruitment, Assessment and Approval

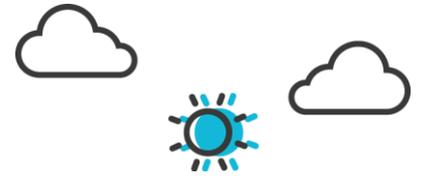
Assessment Process

All fostering assessments are based on the BAAF Form F, completed by qualified, registered social workers, and undertaken in accordance with relevant legislation, guidance and policy. The 2-stage assessment process (Stage 1 & 2) is expected to take a maximum of 6 months.

The assessment includes completion of a number of relevant statutory checks and references including: DBS, Local Authority Checks, Medical, Ex-Partner References, Personal References (x3), Employer References, Health & Safety checks and Letting Agent consent etc. The assessor will also agree a schedule of visits to complete the assessment in a timely, focused manner.

The Applicants will be invited to undertake Skills to Foster Training, delivered by in-house trainers, and this feedback will form part of the assessment process. The assessment is comprehensive and evidence based, producing a report that covers individual profiles, past and present relationships/ partnerships, support networks, interviews with children and adult members of the household, lifestyle, parenting capacity and experience, valuing diversity.

The report will make recommendations on the terms of approval e.g. number of children, age range, placement types, and will be presented to the agency Fostering Panel. The applicants will also be required to complete a Safe Care Policy, Fire Evacuation Plan and Carer Profile.



Fostering Panel and Approval

The completed Form F assessment will be presented to Enhanced Foster Care's fostering Panel. The prospective foster carers will be expected to attend the panel. The panel will make recommendations about the approval of applicants. The Agency Decision Maker will approve the recommendations on behalf of the service.

Enhanced Foster Care has a fostering panel made up of agency representatives and independent members of its Central List who have a range of experience and expertise in childcare, the needs of looked after children and fostering best practice.

The function of the panel considers all applications from prospective foster carers.

The panel considers and makes recommendation on:

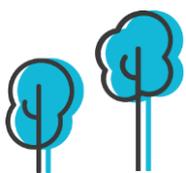
- BAAF Form F assessment for approvals or re-assessments
- Annual reviews (where required)
- De-registrations
- Whether terms of approval remain appropriate.

Comprehensive minutes are compiled and recorded of all panel meetings and panel members are subject to formal annual reviews and attend annual training.

Quality Assurance Function

The panel provides a quality assurance feedback function to the agency both in terms of quality of assessment, but also on practice issues and broader development issues.

An annual report is compiled in respect of panel activity and a panel guide and resume are available on request.





Statistics and Outcomes

Enhanced Foster Care has a growing and vibrant foster carer population that has enjoyed periods of consolidated growth and successful recruitment campaigns in the South and South West.

Our statistics and successes in 2020/2021 speak for themselves...

73% of our children and young people have been cared for by Enhanced Foster Care for between 1 and 8 years. **35%** are girls and **65%** are boys.

Enhanced Foster Care continues to provide family placements in line with the local authority's greatest needs:

32% Aged 5-10
42% Aged 11-15
24% Aged 16-18
4% Aged 18+

93% of our carers have been fostering with us for two to six years

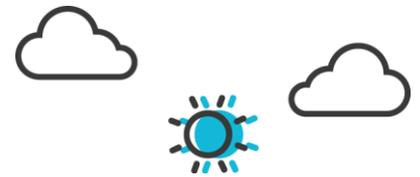
82% of our carers have had therapeutic parenting training

12 local authorities continually commission placements from Enhanced Foster Care as a preferred provider of choice.

100% of our children and young people attend education.

100% of our foster children have their own, personalised bedroom.





“The foster carer put highly effective transition plans in place and his move to a new educational setting has been extremely successfully. Excellent practice.”

(Head Teacher)

“She is in the best placement possible and they have been great for her. I understand she is thriving under their care and is feeling more secure now. She knows she won’t be moving again and her happiness is of upmost importance.”

(Parent)

“I receive an excellent level of communication from Enhanced Foster Care.”

(Local Authority Social Worker)

“They are very respectful of our son as a person within their family. They are very good with boundaries. Also academically he had flourished and is doing well.”

(Adoptive parents)

“It feels like a warm and nurturing environment for my son to be staying – thank you to all.”

(Parent)

“I have found these carers to be excellent carers for this child. They are warm, intuitive and both have an excellent sense of humour. They are very resilient carers who have managed with skill and consistency. I have also found that they always put the needs of the child first.”

(Local Authority Social Worker)

“They are new foster carers but their parenting experience and understanding of the child’s needs means that they are extremely competent.”

(Local Authority Social Worker)

“Very competent foster carers who provide excellent day-to-day care, evidenced in my visits & LAC Reviews.”

“Excellent care provided to both young people. Carers go ‘over and above’ to ensure the boys needs are met.”

“The carers have enabled this young person to have a supportive, stable home life. All her needs are met and she seems a much happier person and her maturity has increased.”

(SENCO)

“The carers are always happy to come into school if required, attend parent’s evenings and support school and the child with their homework, playing an active part in the school community.”

(Head Teacher)

“It is very much a pleasure working with these carer’s. I believe that their ongoing commitment and support of this young person his school placement has meant that his time at the school has been a positive experience.”

(Head Teacher)

“The foster carers do a fantastic job, and he loves being with them.”

(Parent)

“Both carers provide an excellent level of care and both children are flourishing.”

(Local Authority Social Worker)

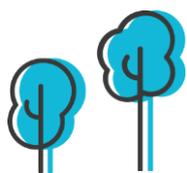
“These are outstanding foster carers; they are a pleasure to work with and the children are flourishing in their care. They meet the children’s needs to a very high standard, and it is evident that they want the children to do well in life and they work tirelessly to support them to achieve their goals.”

(Local Authority Social Worker)

“There is no report that can accurately reflect the quality of the bonds that have been formed or the hard work that the carers have put into stabilising and helping him to develop into the well-rounded and mature young man that he has become.”

“I believe that in 25 years of a teacher and senior leader working with children in some of the most challenging circumstances these carers represent the very best example of how a life in care can and indeed should be for a young person. This is an example of long-term foster care at its very best. This should be celebrated far and wide.”

(Head Teacher)





Learning, Training and Development

Enhanced Foster Care is committed to the training and professional development of its foster carers and staff. The training programme exceeds the requirements of the Fostering Services National Minimum Standards (2011) and Fostering Services Regulations (2011).

EFC is committed to ensuring that all foster carers are highly skilled, knowledgeable and equipped to give children and young people placed with this agency, a positive fostering experience. The statutory framework for fostering informs the comprehensive training programme delivered to our foster carers to ensure their continual provision of high-quality care.

Pre-Approval Training – Skills to Foster

This is the initial course for prospective foster carers covering the skills needed to become a foster carer. Foster carers also complete Safeguarding, First Aid and Therapeutic Approach training prior to approval.

Induction Training

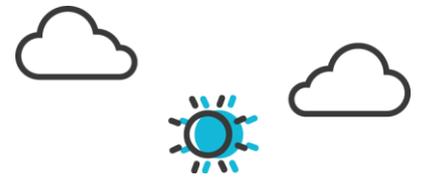
This is an induction programme following approval which consists of a home-based visit covering the practice, legal and regulatory requirement of the fostering role. The Training, Support and Development Standards for Foster Carers covers the minimum standards for foster carers and must be completed within 12 months post approval.

Courses cover essential skill-based learning, delivered by external awarding bodies through on-line learning or classroom-based learning. These provide foster carers and staff with the building blocks of essential practice of the foster caring role. Courses consolidate learning and focus on enhancing skills and knowledge within fostering practice.

Induction Courses & Mandatory Learning:

- Skills to Foster
- CSE Awareness Management
- Working with Other Agencies
- Data Protection
- Anti-Radicalisation and the Prevent Duty
- De-escalation
- Equality and Diversity
- First Aid (Paediatric)
- Paediatric First Aid Level 2
- Introduction to Therapeutic Parenting
- Safeguarding FGM
- Safeguarding Induction & Foundation
- Safer Caring
- Record Keeping
- Medication Administration
- Internet Safety

In addition, there is a vast array of training course available for foster carer to complete to further develop their skills and knowledge or to meet identified needs of the children/young people.



Learning, Training and Development

Foster Carer Training

We expect all our Foster Carer colleagues to take part in learning and development activities. 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 appraisal.

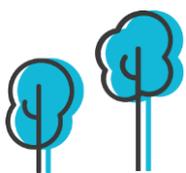
The training programme is updated and reviewed annually by the regional Learning and Development Team to ensure the courses delivered are compliant with the latest guidance and legislation.

In response to feedback and course evaluations, our training programme comprises of face to face training, seminar workshops, webinars and online/e-learning training modules. This ensures that all foster carers have a wide range of opportunities available to suit their preferred learning style and availability.

Staff Development and Career Progression

All staff members are encouraged to identify, through their annual appraisals/reviews, areas of special interest and through their Personal Development Programmes, relevant training courses are identified in their portfolio and pursued.

Opportunities for informal support, modelling, mentoring and guidance is a feature of the approach adopted by Enhanced Foster Care and contributes to the acquisition of evidencing competency in line with qualification requirements. Their SSW will work with them to identify what training they need for their own personal development and to meet the needs of the young people they are caring for. This is recorded in the foster carers Personal and Professional Development Plan (PPDP) and updated yearly. If for any reason carer colleagues do not meet the PPDP expectations, it is discussed in both Supervision and Annual Review. Clear expectations are then reinforced through discussion with the Independent Reviewing Officer and/or Fostering Panel





Complaints

Enhanced Foster Care's 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 children 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 the Registered Manager 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.

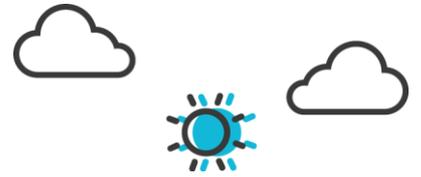
Name and Address of Inspection Body

All the activities of Enhanced Foster Care are inspected and regulated by Ofsted who can be contacted at the following:

- Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
- General Enquiries: 0300 123 1231
- About Concerns: 0300 123 4666
- Email: enquiries@ofsted.gov.uk

Children's Commissioner

Children and Young People may also make a complaint to the Children's Commissioner based in England. They can do this by going to the appropriate website – www.childrenscommissioner.gov.uk (for England).



Support

It is the policy of the Enhanced Foster Carer to make its complaint procedures accessible, effective, fair and independent as possible.

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

A child 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 Looked After Child 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 Enhanced Foster Carer that is clearly of a child protection nature that complaint will be immediately passed on to the relevant Local Authority Designated Officer (LADO), or Designated Officer for Allegations (DOFA) the responsible authority and Ofsted will be informed.

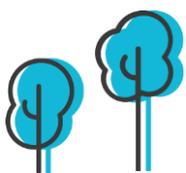
If at any time during an investigation into a complaint it becomes clear that there may be child protection implications, the current investigation will be halted, and the relevant Local Authority LADO or Designated Officer for Allegations (DOFA) will be notified immediately, the responsible authority and Ofsted will be informed. Where a complaint is made against the Registered Manager, the complaint will be investigated by the Regional Director.

EFC Complaints Manager

Sarah Battlebury
EFC
Boreham Mill
Bishopstrow
Warminster
Wiltshire
BA12 9HQ

Tel: 01985 218505

Email: sarah@enhancedfostercare.co.uk





Professional Membership

CoramBAAF

As a partner agency of the National Fostering Group, EFC has a corporate membership with CoramBAAF. CoramBAAF promotes the highest standards of child-centred policies and services. It influences policymakers, 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, EFC 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.

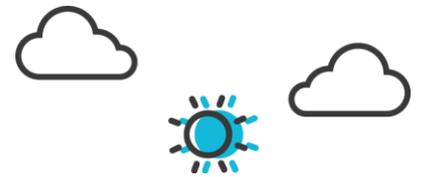
National Working Group (NWG) Exploitation Response Unit

As a partner agency of the National Fostering Group, EFC has a corporate membership with NWG which is a network tackling child sexual exploitation; and provide high quality training that our staff members can 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





Contact Details and Essential Addresses

Children's Commissioner

Address: Children's Commissioner for England, Sanctuary Buildings, Great Smith Street, London, SW1P 3BT

Tel: 020 7783 8330

Email: info.request@childrenscommissioner.gsi.gov.uk

Free and confidential contact lines for children and young people:

Tel: 0800 528 0731

Email: help.team@childrenscommissioner.gsi.gov.uk

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

OFSTED

Enhanced Foster Care is regulated and inspected by Ofsted

Address: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

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