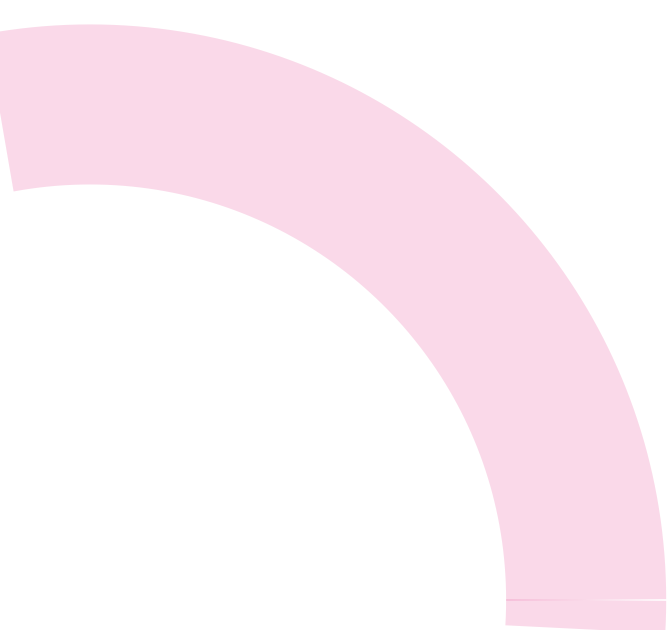


Adult Placement **Statement of Purpose**

NFA Scotland

October 2025

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Our Vision, Our Mission and Our Promise



The Promise

Within NFA Scotland we currently have a Promise working group whose purpose is to integrate The Promise and The Pinky Promise into everything we do, share, and communicate with our families and young people. Our aim is to shift policy, practice, and culture within NFA Scotland so that we can #KeepThePromise made to care experienced infants, children, young people, adults, and their families – that every child grows up loved, safe and respected, able to realise their full potential.

Voice: Children must be listened to and meaningfully and appropriately involved in decision-making about their care, with all those involved properly listening and responding to what children want and need. There must be a compassionate, caring, decision-making culture focused on children and those they trust.

Family: Where children are safe in their families and feel loved they must stay – and families must be given support together to nurture that love and overcome the difficulties which get in the way.

Care: Where living with their family is not possible, children must stay with their brothers and sisters where safe to do so and belong to a loving home, staying there for as long as needed.

People: The children that Scotland cares for must be actively supported to develop relationships with people in the workforce and wider community, who in turn must be supported to listen and be compassionate in their decision-making and care.

Scaffolding: Children, families and the workforce must be supported by a system that is there when it is needed. The scaffolding of help, support and accountability must be ready and responsive when it is required

Company Status

Senior Management Team (SMT) Objectives

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.

Principles

The National Fostering Agency (Scotland) strives to attain leadership status across the UK by delivering with professional integrity and high standards of quality care for the children placed with our Foster Carers. The Principles and aims of the agency are based around the 8 Wellbeing Indicators (SHANARRI) outlined below and is underpinned by the Secure Based Model of supervision.

The Welfare Principle

By providing focused solutions, our Caregivers and Supervising Social Workers ensure that the educational, health, identity and social welfare needs of young people are paramount in their thinking and comprehensively delivered to achieve positive outcomes.

Valuing Individuality

By providing carefully matched, and professionally trained and supported Caregivers, the National Fostering Agency (Scotland) provides an effective and quality service. NFA Scotland believes the best outcomes for children and young people are achieved by good quality matching that takes into account a child's identity including ethnicity, culture and religious needs. Providing enduring relationships and continuing care.

Partnership & Consultation

NFAS, caregivers and Supervising Social Workers strive to work in close partnership with the LA's, Parent(s) and all other Individuals and Agencies involved in the young persons life. . We believe that supporting independence is key to successful futures and we recognise that Safe Caring is imperative.

Investors in People

NFG is recognised as an Investor in People and has held the Award since 2004. NFA currently holds the Investors in People Gold Award. NFA will continue to be an investor in people. We have joined New Family Social (NFS) the only UK charity led by LGBT+ foster carers. This gives our caregivers free access to its service.

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



Introduction

National Fostering Agency Scotland

NFA (Scotland) is an independent fostering agency registered as an Adult Service Provider for the purposes of delivering Continuing Care.

'Continuing Care' is the legal term established under Part 11 of the Children and Young People (Scotland) Act 2014. It provides eligible young people with the right to remain in the same accommodation and continue receiving the same support they had immediately before ceasing to be looked after by the local authority. This is not a new type of placement, but rather the right for a young person to "stay put" in their existing arrangement, ensuring stability, continuity, and support as they transition into adulthood.

The NFAS Young Adult Arrangement Service has developed and implemented robust policies and procedures to safeguard and support young adults in our care. The service operates in close partnership with our Fostering Service and is overseen by the same personnel, including:

- Registered Manager
- Team Managers
- Advanced Practitioners
- Administration Staff
- Panel Members
- Agency Decision Maker
- Senior Managers
- Chief Executive Officer
- Board of Directors

Caregivers have access to specialist support groups and ongoing training relevant to their role. The Adult Placement Service is committed to providing a quality family experience, enabling young adults who have been looked after and accommodated with our foster carers to transition into a Continuing Care arrangement and remain with those families beyond the age of 18, where this is assessed as appropriate.

Conditions of Registration

1. No more than three adults shall be placed at any one time within the household of any adult arrangement carer.
2. NFAS approval of foster carers as continuing care providers must include full assessment and approval as both a foster carer **and** a continuing care provider.

Legislation and Guidance

The Statement of Purpose (SoP) for NFA (Scotland) Limited has been developed in accordance with the following legislation and national standards:

- Children (Scotland) Act 1995
- Regulation of Care (Scotland) Act 2001
- Looked After Children (Scotland) Regulations 2009
- Children and Young People (Scotland) Act 2014 (*Part 11: Continuing Care*)
- Health and Social Care Standards (2017)
- The Continuing Care (Scotland) Order 2015 (SSI 2015/158)
- The Continuing Care (Scotland) Amendment Order 2016 (SSI 2016/65)
- Statutory Guidance on Part 11 (Continuing Care) of the 2014 Act – Scottish Government, 2016

Our Statement of Purpose:

- Outlines how NFAS operates as a fostering agency and adult placement service.
- Is available to employees, carers, local authorities, and can be accessed by children, young people, and their birth families via the NFA website.
- Is reviewed annually, or as required, by the Registered Manager to ensure compliance with legislation and best practice.

Registered Manager: Claire Devine

The office address is:

National Fostering Agency
1st floor
East Gateway
Beancross Road
Grangemouth
FK3 8WH
Tel: 01324 468 055

NFAS is registered with the Care Inspectorate:

Service provider number: SP2005007502
Care service number: CS2005098696



Principles

Principles

The National Fostering Agency (Scotland) believes that every young adult who was fostered as a child has the right to continue benefiting from a positive family life. We are committed to ensuring that each young adult can fulfil their potential within a family where they feel safe, secure, and a true sense of belonging.

Working in partnership with Local Authorities, NFA (Scotland) is dedicated to providing a high-quality family experience that enables young adults, who were previously looked after and accommodated with our foster carers, to remain with those families beyond the age of 18 where this is assessed as necessary and appropriate.

Service

This service is available only to young people who have been placed within a National Fostering Agency Scotland fostering arrangement.

Where carers have the appropriate space and capacity to care for both a young adult and a looked-after child or young person, they may be registered as both an NFAS Young Adult Support Carer and an NFAS Foster Carer.

This dual registration ensures continuity of care and supports the stability of family relationships during the transition to adulthood.

Health and Social Care Standards

The implementation of the Health and Social Care Standards (2018) established clear expectations for how NFAS plans, delivers, and evaluates care for children, young people, and young adults.

These standards are built around five core principles, which guide all aspects of our practice:

Dignity and Respect

- My human rights are respected and promoted.
- I am treated with dignity, fairness, and as an individual.
- I do not experience discrimination, and my privacy is respected.

Compassion

- I experience warm, compassionate, and nurturing care and support.
- My care is provided by people who understand and are sensitive to my needs and wishes.

Be Included

- I receive the right information, at the right time, in a way I can understand.
- I am supported to make informed choices and to have control over my care and support.
- I am involved in wider decisions about how the service is provided, and my feedback is valued.
- I am supported to participate actively in my community.

Responsive Care and Support

- My health and social care needs are assessed and reviewed to ensure I receive the right support at the right time.
- My care adapts as my needs, choices, and circumstances change.
- I experience consistency in the people who provide my care and in how it is delivered.
- If I make a complaint, it is listened to and acted upon.

Wellbeing

- I am asked about my preferences, goals, and aspirations, and I am supported to achieve them.
- I am encouraged and helped to reach my full potential.
- I am supported to make informed choices, even where this involves taking personal risks.
- I feel safe, and I am protected from neglect, abuse, or avoidable harm.



Consultation and Support for Young People

Children & Young People's Rights

As a partner agency of the National Fostering Group, **National Fostering Agency Scotland** supports UNICEF's mission statement to advocate for the protection of children'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).

Young adults receive clear information and personalised support to access advocacy, education or career opportunities, funding, and other help outlined in their Pathway Plans.

Participation and Consultation

National Fostering Agency Scotland is committed to the inclusion of all stakeholders in the review and development of its services. The views, wishes and feelings of children and 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. All young people receive a copy of their own newsletter filled with interesting news and articles from, and relevant to them.

Physical Environment

National Fostering Agency Scotland takes pride in providing safe, caring, and stimulating homes where the wellbeing of young adults is at the centre of everything we do. Our homes promote health, education, protection, stability, and a balanced lifestyle. Young adults are supported to build essential life skills — such as budgeting, managing their daily responsibilities, and developing independence — through practical, everyday experiences.

Support Available

Our young people 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.

To this end, National Fostering Agency Scotland has established a clear online manual of policies and procedures that outlines the standards expected from all caregivers and staff.

When a young person wants to remain within their family and it's been decided that continuing care is the best option, plans will be made to them move towards living more independently, at a pace that feels right for the young person. They will continue to stay with their caregiver /family while they build their confidence and skills for adulthood, and together we all agree how long the arrangement will last and what support will be provided along the way.

Consultation and Support for Children and Young People

Boundary Setting

Each home has a Family Safer Caring Plan that outlines the boundaries, expectations, and routines within the household. Individual risk assessments and support strategies are in place to help young adults manage any identified risks and to promote their safety and wellbeing.

Policies on sanctions, control, restraint, and complaints are accessible to young adults, carers, parents (where appropriate), and professionals. These policies ensure that behaviour is managed consistently, respectfully, and fairly. Corporal punishment is strictly prohibited. Young adults are encouraged and supported to maintain their health and wellbeing, including attending regular health checks, managing appointments, and developing positive self-care habits as part of their journey toward independence.

Health & Wellbeing (Continuing Care 19+)

In partnership with the foster carer, social worker, and relevant health professionals, NFA (Scotland) ensures that the individual health and wellbeing needs of each young adult in continuing care are identified, understood, and supported.

Where possible, young adults are encouraged to continue using their existing health services. If this is not possible, they will be:

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

Our Caregivers Will:

- Encourage young adults to make positive lifestyle and diet choices.
- Support regular exercise and healthy routines to promote physical, emotional, and mental wellbeing.
- Ensure young adults attend routine and specialist health appointments, including medical, dental, and optical checks.
- Offer guidance and support on adult topics such as sexual health, relationships, and identity.
- Take time to listen and provide emotional support, offering a safe space to talk about feelings, worries, or life challenges.
- Promote the ongoing development of independence, helping young adults to manage their own health and appointments with confidence.

Education

National Fostering Agency Scotland believe that young people have the fundamental right to experience an appropriate education which enables them to meet their potential. Support provided to young people to reach positive destinations is available

Therapeutic Support Services

We believe that children and 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 children 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, child psychologists, art therapists.

Consultation and Support for Children and Young People

Contact with Friends and Relatives

National Fostering Agency Scotland ensures that each young adult in our care is encouraged to maintain contact with those most important to them. We encourage and support family membership for young adults with their birth families and people they identify as important to them.

Unauthorised Absence and Missing

All caregivers have access to the agency policy on young people who go missing. If there are issues of risk, vulnerability or young adult sexual exploitation, then a strategy will be discussed and agreed with the Child's Social Worker, young person and caregiver. 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

We have robust safeguarding procedures in place that align with *Working Together to Safeguard Children*, ensuring we safeguard and protect the welfare of all young people in our care. All staff and caregivers are required to fully adhere to these procedures. Where there is a need to review safeguarding practices to ensure safe care is provided, this will be undertaken in consultation with the young person, their social worker, caregiver, where appropriate and in accordance with their age and understanding.

Scottish Human Rights Commission

The Scottish Human Rights Commission promotes and protects the human rights guaranteed by the European Convention on Human Rights, which forms part of the law of Scotland through the Human Rights Act 1998 and the Scotland Act 1998. The Commission also promotes and protects other human rights guaranteed by international conventions ratified by the UK.

Contact: Call 0131 244 3550 or email info@scottishhumanrights.com
Address: Scottish Human Rights Commission, Governors House, Regent Road, Edinburgh, EH1 3DE
Website: www.scottishhumanrights.com

Further Support

Clan Childlaw

Anyone, of any age, anywhere in Scotland can contact Clan Childlaw with questions about children's and young people's rights and how the law and legal systems in Scotland work for them. Clan Childlaw has a team of lawyers who can represent children and young people in court, in children's hearings, and in important meetings.
Contact: Call free on 0808 129 0522, Monday to Friday, 9am–5pm
Website: www.clanchildlaw.org

Who Cares? Scotland

If you're a care-experienced young person and need advocacy support or someone to talk to, contact Who Cares? Scotland.
Contact: Phone 0330 107 7540 or email help@whocaresscotland.org
Helpline hours: Monday–Friday, 12pm–4pm
Website: www.whocaresscotland.org

Scottish Child Law Centre

If you are under 21 and want to talk to someone about how the law affects you, the advice line is open Monday to Friday, 9:30am–4pm. There is a dedicated Youth Hour every Tuesday and Thursday between 12pm–1pm, during which solicitors only take calls from children and young people.
Contact: Call free on 0800 328 8970 (from landlines) or 0300 330 1421 (from mobiles)
Website: www.sclc.org.uk

Children and Young People's Commissioner Scotland

The Commissioner promotes and safeguards the rights of children and young people in Scotland.
Contact: Freephone 0800 019 1179 or email inbox@cypcs.org.uk
Address: Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS
Website: www.cypcs.org.uk

Consultation and Support for Children and Young People

Outcomes Support – Additional Support for Young People and Caregiving Families

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

Adventures

The National Fostering Group can support young people to:

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

These opportunities allow young people to acquire essential personal and social skills. They connect young people to their communities and the great outdoors in a positive manner and can help support and boost outcomes across other areas of their lives.

Contact: Angela Golland – angela.golland@nfa.co.uk

Careers and Employability Support

This service provides high-level support to social workers and caregiving families seeking appropriate further opportunities for 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 is between education provisions
- The young person's current educational setting has not provided guidance at a suitable or appropriate level
- Opportunities for careers guidance were previously missed

Contact: Hannah Burke – hannah.burke@nfa.co.uk
(who will refer you to the appropriate service)

Scottish Government

The purpose of the Scottish Government is to focus government and public services on creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable economic growth.

The current Minister for Children, Young People and Keeping The Promise is Natalie Don-Innes, who was reappointed in May 2024.

Contact:

Natalie Don-Innes
The Scottish Government
St Andrew's House
Regent Road
Edinburgh EH1 3DG
Email: scottish.ministers@gov.scot

Key Programmes and Publications:

- Getting it Right for Every Child (GIRFEC)
- The Vision for Scotland's Children
- For Scotland's Children
- A Curriculum for Excellence
- Integrated Children's Services
- The Promise
- Continuing Care in Scotland: Guidance
- Staying Put Scotland
- The Children and Young People (Scotland) Act 2014
- Whole Family Wellbeing Funding
- How Well Do We Protect Scotland's Children
- HMIE Publications: www.hmie.gov.uk
- Care Inspectorate Reports and Standards
- Corporate Parenting Plans
- Throughcare and Aftercare Services
- For further information, please explore the extensive website: www.gov.scot

Management and Regional Team Structure

Management Structure

Employees and Structure

Scotland's Organisations Structure is regularly reviewed and updated and is available on request. The strategic direction, service development and performance of NFAS is monitored and reviewed by the senior management board. The Registered Manager is responsible for the day to day running of the agency. The Registered Manager ensures that all carers are properly supported and that the outcomes for children and young people are met through the implementation of the agencies policies and procedures. The Registered Manager reports to the Operations Director.

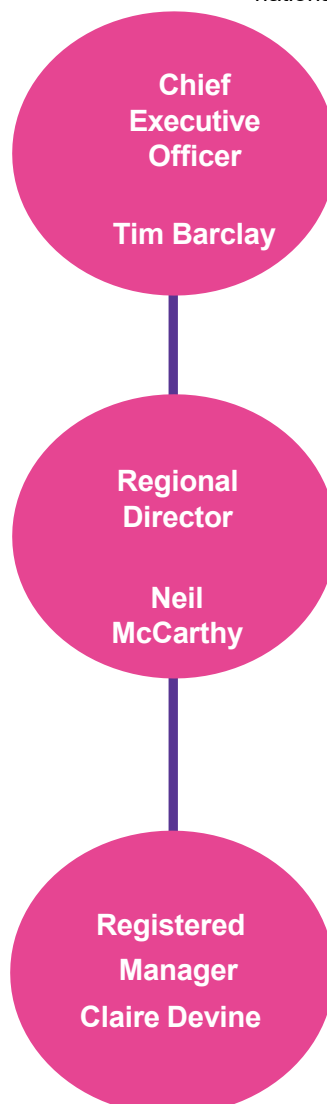
All the National Fostering Agency (Scotland's) Managers, Advanced Practitioners and Supervising Social Workers are registered with the Scottish Social Services Council, have recognised qualifications in Social Work and have experience in Child Care and Fostering. Our staff hold Protecting Vulnerable Groups Scotland Certificate (which are renewed by Disclosure Scotland every two years

Quality Assurance

NFAS promotes a culture of continuous improvement, where feedback about our services is central to how we deliver them. Operational staff are supported by our Quality Assurance (QA) and Compliance Teams, who maintain a strong focus on quality and ongoing development across the region.

NFG has dedicated Quality Assurance and Compliance Departments. The Compliance Team ensures that all work adheres to relevant policies, procedures, and legislation. The QA Team supports the Agency Decision Maker (ADM) in reviewing panels and making decisions in line with regulations.

Additionally, all new Form F Assessments are overseen by the NFG National Assessment Centre, which is responsible for quality assuring all assessments to maintain consistent national standards.



Management and Regional Team Structure

The Staff Team

The registered office is based in Grangemouth. We also have a Hub office in Aberdeenshire.

Our Team Managers, Advanced Practitioners, Supervising Social Workers & Support Team, and Carer Recruitment Officers, can work remotely to ensure that we meet the needs of our foster carers and children and young people. All our Social Workers hold recognised professional social work qualifications and are registered with the Scottish Social Services Council (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. 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 Office Manager, Team Managers, the Referral Hub and the Carer Recruitment Officers. 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 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 & Advanced Practitioners

The Team Manager has line management and supervisory responsibility for the agency's Advanced Practitioners, Supervising Social Workers and Support Workers. The Team Manager oversees the day-to-day support offered to the agency's foster carers and children and makes case decisions accordingly as part of this. The Team Manager oversees the matches undertaken for children referred to the agency, along with supporting positive outcomes being achieved for all children placed. 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 children. The Team Manager oversees the assessment and review of the agency's prospective and existing foster carers. Our Advanced Practitioners hold a small case load and hold line manager responsibility for up to 3 SSW's.

The SSW

The SSWs have responsibility for the assessment, support, supervision and annual review of foster carers. In addition, they work in close partnership with the Looked After Children's Social Worker and will attend Looked After Reviews and meetings with the foster carer to ensure the very best outcomes are achieved for children living with our carers. SSWs are responsible for monitoring the continuous professional development and training of foster carers. They ensure that all foster carers complete Training, Support and Development. SSWs co-ordinate and deliver support groups for foster carers and provide the frontline delivery of Out of Hours Services to carers.



Management and Regional Team Structure

Support Workers

Support Workers provide specific support services to both caregivers and young people and have experience of working with children in a variety of settings. Input is time- limited, and solution focussed to enable those supported to achieve personal growth and development. Support services include providing advice and guidance 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 young person, enabling them to aspire and achieve their best potential. Support Workers also run groups which also provides them with opportunities to socialise, share experiences and derive support from their own peer groups.

Office Manager & Admin

The Office manager and her team facilitate the safe and smooth running of the registered office. They are First Aid Trained and Fire Marshalls. The office manager has responsibility for maintaining the relevant checks for foster carers, adult household members and their support network e.g. 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.

Clinical Services

Clinicians working within our service are qualified psychologists, psychotherapists, and play therapists with experience of working with families and young people with histories of trauma, including neglect, violence, and abuse. They bring to their role's extensive knowledge and experience of child and adolescent development, trauma, and interpersonal dynamics within families, as well as understanding of individual psychology.

The focus of much of the clinical work is on supporting caregivers to use therapeutic approaches, including managing their own responses to difficult situations. This supports young people 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 to plan next steps
- Consultations with families to provide tailored support and guidance
- Direct work with young people where this is needed / commissioned
- Training for caregivers and Supervising Social Workers to support their knowledge and practice in working with families
- Reflective practice sessions with Supervising Social Workers to enhance professional practice

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 their caregivers need. This is approached by working collaboratively with caregivers, Supervising Social Workers, and other professionals involved with the family to offer a full multi-disciplinary approach.

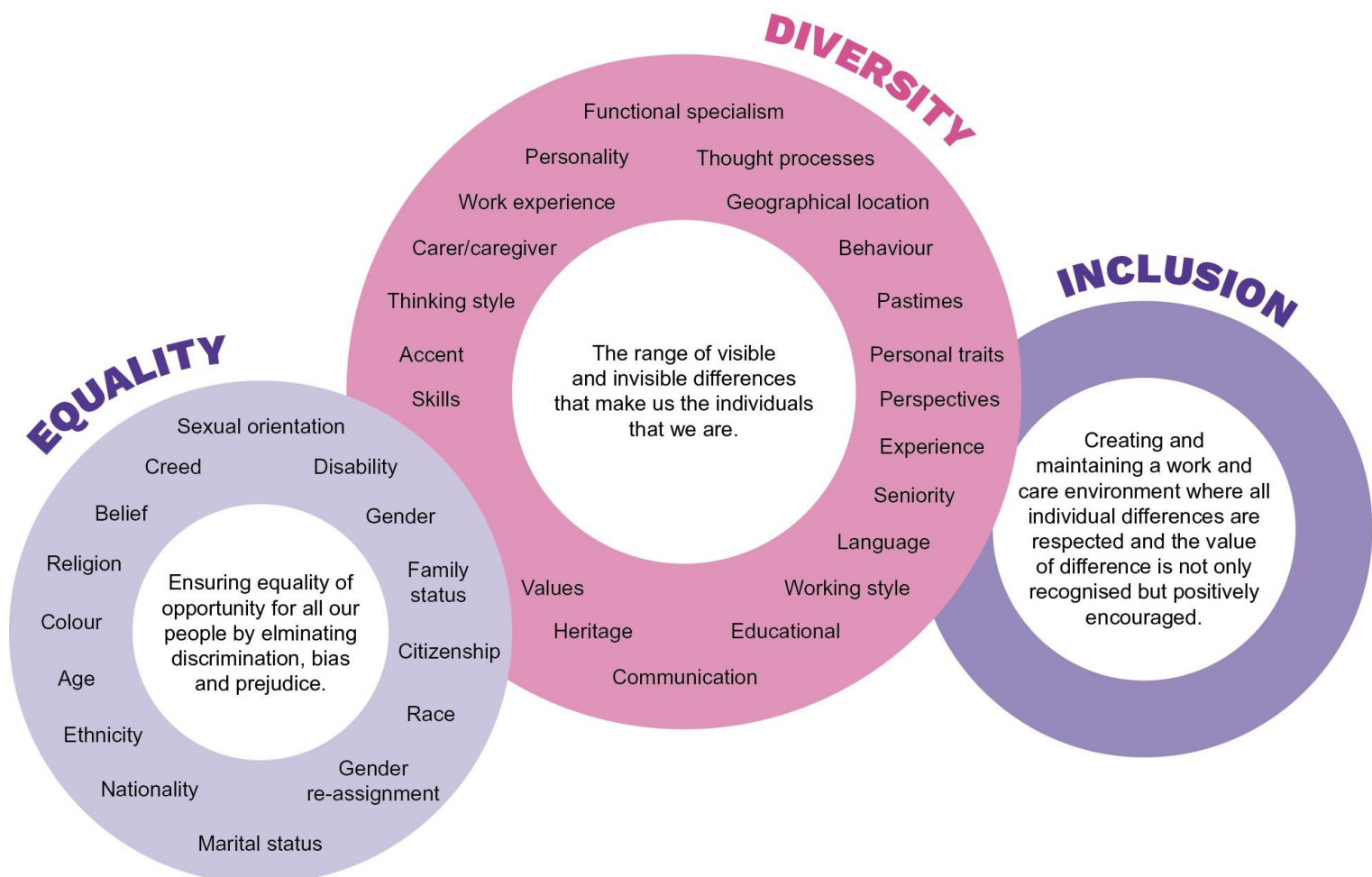
Commitment to Equality and Diversity

At National Fostering Agency Scotland 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 children and young people that 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 to reach their full potential as individuals, unimpeded by discrimination, unfairness or oppressive behaviour within the organisation.

At National Fostering Agency Scotland we want all fostered children and 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.



Assessment, Review & Training

Assessment, Review, and Training for Continuing Care

The following provides a framework for assessment, review, and training within Continuing Care:

- **Early Discussion:** Discussions involving the young person, carers, social workers, and personal advisors should begin by age 16 to assess the need and suitability for Continuing Care.
- **Financial Arrangements:** Financial agreements, including fees and support needs, must be documented in an Individual Placement Agreement (IPA).
- **Living Together Discussion:** A flexible living plan, outlining expectations, house rules, finances, and available supports, should be agreed upon and reviewed regularly by all parties.
- **Review and Planning:** A LAAC Review must occur after agreements are made, with Welfare Assessments and Pathway Plans recorded and signed.
- **Carer Training:** All registered foster carers must complete Continuing Care and Adult Safeguarding training before approval.
- **Information Sharing:** LASW and SSW should jointly visit carers and the young person to explain Continuing Care, providing relevant information leaflets.
- **Approval Process:** Complete assessment and review paperwork prior to the young person's 18th birthday. Recommendations include both fostering and adult placement approvals, specific to the named young person.
- **Review Meetings:** Both carers should be fully involved in assessments, reviews, and attend Panel meetings together. Any absence should be noted.
- **Ongoing Suitability and Supervision:** Annual reviews and Panel presentations (every three years or as needed) assess ongoing suitability. Supervision is every 4 weeks for foster carers and every 6 weeks for Continuing Care-only carers.
- **Enhanced Disclosure:** An Enhanced Disclosure must be processed for the young person when they turn 16 if foster children remain in the home.
- **Resignation:** If carers resign from fostering but continue as adult placement providers, annual reviews will focus on Continuing Care competence.
- **Panel Membership:** Panels include members with varied backgrounds, including care-experienced and Continuing Care specialists.
- **Risk and Outcomes:** Regular risk assessments and six-monthly outcome reports are required for all young people in Continuing Care. Safeguarding notifications must be made as appropriate.
- **Training Requirements:** Each carer has an individual learning plan with mandatory training, including Continuing Care training (to be completed before approval and refreshed every three years). Additional training opportunities may be supported.
- **Core Skills:** Foster carers' skills remain relevant in Continuing Care, supporting young people's transition to adulthood in line with Health and Social Care Standards.
- **Ongoing Development:** The SSW supports carers' continued learning, including those who no longer foster. Feedback and service development will continue to inform these processes.

This framework is subject to ongoing review and development as the service evolves.

Complaints

The National Fostering Agency (Scotland) Complaints Procedure deals equitably and speedily with any Complaint made by Foster Carers, Social Workers or Children. The agency has a whistleblowing policy to encourage employees/volunteers to feel confident in raising concerns. All concerns will be taken seriously and fully investigated.

Complaints by Foster Carers

The National Fostering Agency (Scotland) recommends that any complaint made by a Foster Carer should first be discussed with their Supervising Social Worker. If the complaint is not resolved at this stage then a meeting will be arranged between the Foster Carer and the relevant Manager to resolve any concerns. If the Foster Carer is still not satisfied, they will be asked to put their complaint in writing to the Registered Manager for investigation. The Director will acknowledge this complaint in writing within seven days and the investigation will be completed within 21 days (or as long as it is necessary to reach a satisfactory outcome).

Complaints by Children, Parents or Social Workers

The Social Worker, Supervising Social Worker and Foster Carer will be informed immediately of any complaint made by a Young Person or a Parent if appropriate. In the first instant, the complainant is encouraged to resolve the matter directly with the Foster Carer. The Foster Carer's Supervising Social Worker and the Young Person's Social Worker can provide support in this task.

If the complainant is still not satisfied, they will be asked to put their complaint in writing to The National Fostering Agency (Scotland) Director for investigation. NFA will acknowledge this complaint in writing within seven days and the investigation will be completed within 21 days. (or as long as it necessary to reach a satisfactory outcome).

The National Fostering Agency (Scotland) Registered Manager will inform all parties of the outcome of the investigation in writing following its completion.

Letters of formal complaint can be sent to: National Fostering Agency Scotland, 1st Floor, East Gateway, Beancross Road, Grangemouth FK3 8WH

Allegations of Abuse

All Allegations of Abuse are immediately reported to the Team Manager, Service Manager and Registered Manager, the Local Authority Child Protection Team and the Care Inspectorate.

All Allegations of Abuse are dealt with in accordance with the Child's Local Authority Child Protection Teams.

Care Inspectorate (SCSWIS)

The Care Inspectorate inspects, regulates and supports improvement of care and social work and child protection services across Scotland.

All Children placed have a statutory right to an Independent Complaints Procedure through the Care Inspectorate.

All Foster Carers have a statutory right to an Independent Complaints Procedure through Care Inspectorate.

Care Inspectorate Enquiries

Concerns can be reported to the Care Inspectorate, Contact Details

- Telephone - 0345 600 9527
- Email for general enquiries: enquiries@careinspectorate.gov.scot
careinspectorate.com+1
- Email for complaints/concerns: concerns@careinspectorate.gov.scot
- Address Scotland National Office, Care Inspectorate Compass House, Discovery Quay 11 Riverside Drive, Dundee, DD1 4NY



Professional Membership

CoramBAAF

As a partner agency of the National Fostering Group,

The National Fostering Agency (Scotland) 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 professionals, 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, The National Fostering Agency (Scotland) has a corporate membership with NWG which is a network tackling child sexual exploitation. 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.

Contact Details

Essential Addresses and Contact Details

Claire Devine

Registered Manager

National Fostering Agency Scotland

📍 1st Floor, East Gateway, Beancross Road, Grangemouth FK3 8WH

☎ 01324 468 055

🌐 www.nfa.co.uk

Care Inspectorate (Scotland)

📍 Compass House, 11 Riverside Drive, Dundee, DD1 4NY

☎ 0345 600 9527

✉ enquiries@careinspectorate.gov.scot Opens a new window

🌐 www.careinspectorate.com Opens a new window

➡ For concerns or complaints: concerns@careinspectorate.gov.scot Opens a new window

Children and Young People's Commissioner Scotland

📍 Rosebery House, 9 Haymarket Terrace, Edinburgh EH12 5EZ

☎ 0131 346 5350

✉ inbox@cypcs.org.uk Opens a new window

🌐 www.cypcs.org.uk Opens a new window

➡ Safeguards and promotes the rights of children and young people, including those in Continuing Care.

Fostering Support & Networks

The Fostering Network (Scotland)

📍 2nd Floor, Ingram House, 227 Ingram Street, Glasgow G1 1DA

☎ 0141 204 1400

✉ scotland@fostering.net Opens a new window

🌐 www.thefosteringnetwork.org.uk Opens a new window

➡ Offers Fosterline Scotland for advice and support.

Contact Details

Essential Addresses and Contact Details

Advocacy & Rights Services

Who Cares? Scotland

📍 40 Wellington Street, Glasgow G2 6HJ

☎ 0141 226 4441 | Helpline: 0330 107 7540

✉ hello@whocaresscotland.org Opens a new window

🌐 www.whocaresscotland.org Opens a new window

➡ Advocacy and support for care-experienced children and young people (up to age 26).

Scottish Throughcare and Aftercare Forum (STAF)

📍 5 Oswald Street, Glasgow G1 4QR

☎ 0141 465 7511

✉ info@staf.scot Opens a new window

🌐 www.staf.scot Opens a new window

➡ Support and promotes best practice for young people leaving care and in Continuing Care.

Scottish Independent Advocacy Alliance

☎ 0131 510 9410

✉ enquiry@siaa.org.uk Opens a new window

🌐 www.siaa.org.uk Opens a new window

➡ Information on independent advocacy services across Scotland.

Coram Voice (UK-Wide, Supporting Scotland)

📍 Coram Campus, 41 Brunswick Square, London WC1N 1AZ

☎ Free Helpline: 0808 800 5792

📱 Text/WhatsApp (16+): 07758 670369

✉ help@coramvoice.org.uk Opens a new window

🌐 www.coramvoice.org.uk Opens a new window

➡ Independent advocacy for children and young people in or leaving care, including Scotland.

Clan Childlaw

📍 Norton Park, 57 Albion Road, Edinburgh EH7 5QY

☎ 0808 129 0522

✉ info@clanchildlaw.org Opens a new window

🌐 www.clanchildlaw.org Opens a new window

➡ Free legal advice and representation for children and young people in Scotland, including those in Continuing Care.

“We are part of National Fostering Group. By supporting foster parents and caregivers 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.”

NFA - Scotland

1st Floor East Gateway | Beancross Road | Grangemouth | FK3 8WH

01324 468055 | www.nfa.co.uk

