



Statement of Purpose

Child Care Bureau

URN: SC034788

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Introduction

This Statement of Purpose for Child Care Bureau has been developed and produced to meet the requirements of the following legislation and guidance:

- The Children Act 1989
- The Children Act 1989 Guidance & Regulations Volume 4: fostering Services (2011)
- Care Standards Act 2000
- Fostering Services: National Minimum Standards 2011
- The Fostering Services (England) Regulations 2011
- The Care Planning, Placement & Case Review (England) Regulations 2010
- The Care Planning, Placement & Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013
- Assessment & Approval of Foster Carers: Amendments to the Children Act 1989 Guidance & Regulations, Volume 4 Fostering Services (July 2013)
- Children and Families Act 2014

This Statement of Purpose is submitted to Ofsted. It is provided and made available to employees, foster parents, local authorities, children and young people placed and their parents via the Child Care Bureau website www.childcarebureau.co.uk. A hard copy can be provided if requested. The Statement of Purpose is reviewed and agreed annually by the Registered Manager and the Senior Management Team.

Child Care Bureau provides a service to children and young people and their foster carers across the West and East Midlands, and South West regions.

As at 1st October 2018, the agency had 68 children and young people placed, and 42 fostering households.

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Company Status

Child Care Bureau Ltd was founded by a former foster family in June 2000. The family had been foster parents for many years prior to launching the agency, and therefore had insight in what levels of support they believed foster parents, and the children and young people placed with them, needed and deserved. As such Child Care Bureau focused on providing optimum levels of support to its fostering families, and all children in the household, to provide safe, stable, and nurturing foster placements to some of the most vulnerable people in society.

In 2018, Child Care Bureau became a partner agency of the National Fostering Agency Group and following this transition has continued to retain its founding family values, mission, and vision.

Child Care Bureau is registered and inspected as an Independent Fostering Agency by Ofsted in accordance with the Care Standards Act 2000. Ofsted URN: SC034788.

The National Fostering Agency Group is a private limited company, registered in England. Company Number: 3127814.

Child Care Bureau is a partner agency of the National Fostering Agency Group (NFA) and reports to the NFA Group Board of Directors and Senior Management Team accordingly:

- David Leatherbarrow – Group Chief Executive
- Andrew Isaac – Corporate Affairs Director
- Isabelle Hutchison – Managing Director (Fostering)
- Suzanne Robson – Director of Human Resources.
- Liz Cowling – Director of Quality Assurance, Policy and Training
- Julie Bailey – Director of Practice Transformation
- Patricia Jarrett – Operations Director

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 NFA Group Directors 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 plan.

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



Mission, Vision and Values

OUR MISSION IS:

"To offer foster placements of a high standard in a stable, nurturing, safe and caring family environment for children and young people who are looked after"

OUR VISION IS:

"To be an organisation that leaves a positive impression on all those with whom it has contact"

The agency committed to a set of core values that inform our conduct, practice, and decision-making processes. Our core values guide and inform every aspect of our organisation from how we develop and market our services, to how we nurture our employees, support foster parents, and achieve the best possible outcomes for the children and young people placed in our care:

- **Leadership and Inspiration** – we act with a confident approach to lead and inspire creativity amongst our stakeholders
- **Accountability** – we are accountable for our actions and decision
- **Teamwork** – we are supportive of each other's efforts and are loyal and caring for each other both personally and professionally. We are "one team"
- **Balance** – we work flexibly, supporting our employees and foster carers to strike a healthy work-life balance
- **Health and Well-Being** - we promote and encourage all stakeholders to achieve and maintain a healthy lifestyle
- **Integrity** – we act with transparency, never compromising the truth
- **Communication** – we encourage our stakeholders to openly share their views and opinions and to be part of the continuous improvement of our working practices
- **Engagement** – we engage our stakeholders with enthusiasm, fairness, respect, opportunity, and a sense of purpose that combine to provide a rewarding professional experience
- **Empowerment** – we empower our stakeholders to make sound decisions using the following criteria:
 - Is it in the best interests of the child or young person concerned?
 - Is it in the best interests of the foster carer?
 - Is it in the best interests of CCB?
- **Recognition and Reward** – we celebrate success, recognising and rewarding the contribution and achievements of our stakeholders
- **Responsible citizenship** – we operate our business responsibly to the highest standards, making ethical decisions that benefit our stakeholders and the communities in which we work

This commitment allows us to:

- Operate our commercial interests with honesty and integrity, as part of a delicate balance that reflects the diversity of the needs of all stakeholders
- Without question put the needs of all children and young people, even those who may not yet be a part of our organisation at the forefront of the organisations decision-making process
- Enable foster parents to fully meet their potential as carers of children and young people by providing extensive training, professional support and carefully considered matching
- Provide a high level of support to foster carers within via appropriately trained professionals who, in turn, also receive their own training and support to enable them to fulfil their potential both as individuals and as a member of the wider team



Aims and Objectives

“Putting children at the heart of everything we do”

Aims and Objectives

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

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

Primary aims:

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

Objectives:

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

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



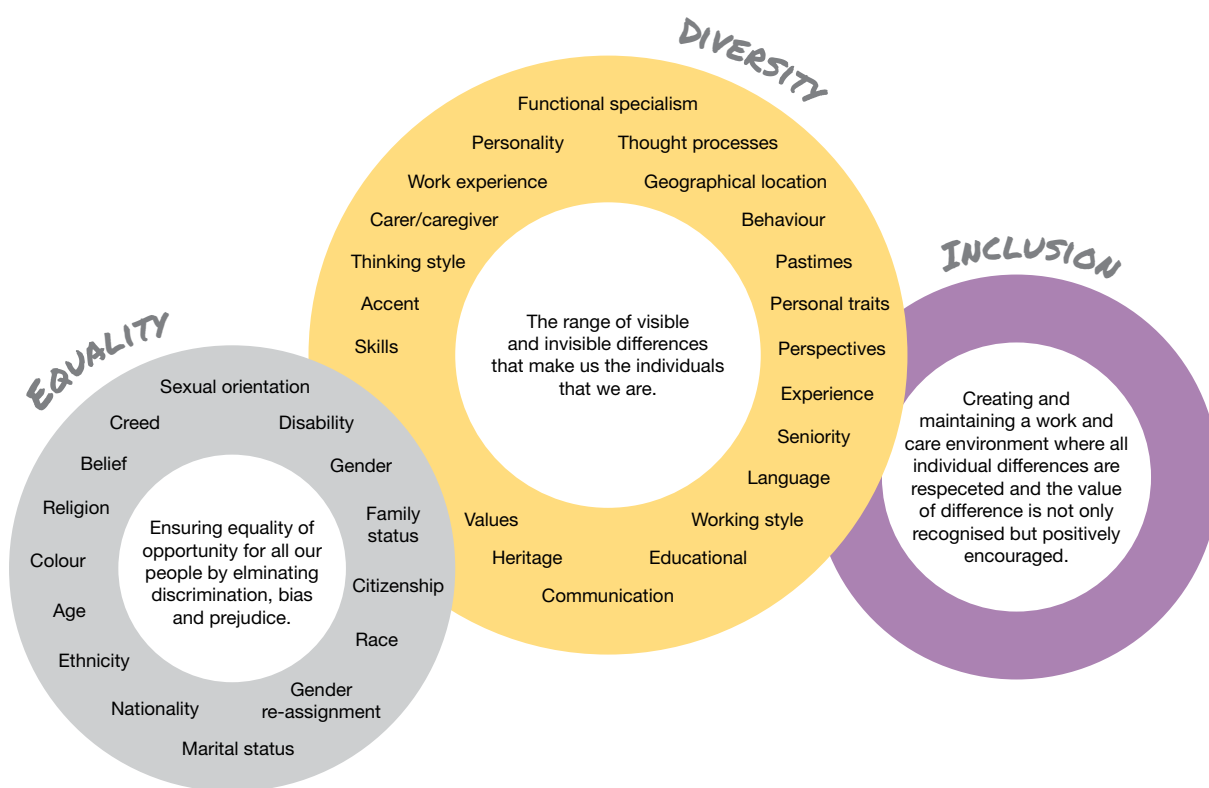
Commitment to Equality and Diversity

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





Management and Regional Team Structure

Management Structure

The Senior Management Team have a wealth of experience and expertise in the field of fostering and social care, having worked at both practitioner and management levels. The Regional Director and Registered Manager hold management qualifications. Both are qualified and experienced social workers registered with the Health Care Professions Council (HCPC).

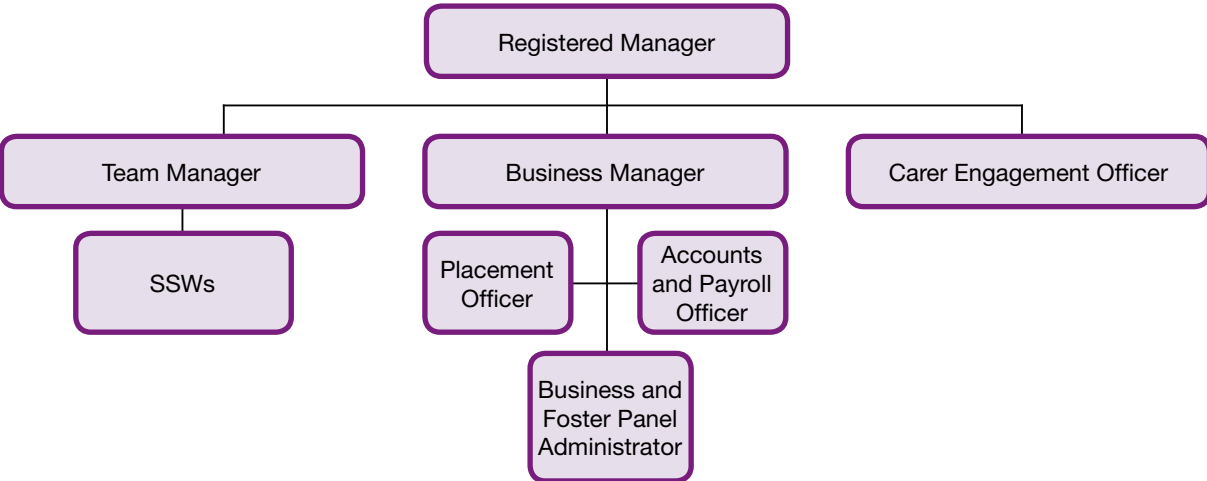
The Senior Management Team meets monthly and is responsible for all strategic and operational aspects of Child Care Bureau. The Registered Manager is responsible for the overall operation of the agency and the delivery of services to fostered children and foster families.



Child Care Bureau Team Structure

With the exception of the Regional Director, all members of Child Care Bureau's regional Management, Referrals and Administration Team are based at the regional office in Hallow, Worcestershire.

The team works closely together to ensure all enquiries to the agency are dealt with efficiently and effectively and the services delivered are of a high quality, responsive and meet the needs all stakeholders. The staff team meets together on a monthly basis to facilitate excellent communication, to review of agency progress and practice, and share ideas for service improvement and development.



The Staff Team

The registered office is based in Hallow, Worcestershire, covering a wide geographical area across the West & East Midlands and the South West regions. The Supervising Social Workers, and Carer Engagement Officer can work remotely to ensure that we meet the needs of our carers, children and young people. All our Social Workers hold recognised professional social work qualifications and are registered with the HCPC.

The Regional Director

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

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

The Registered Manager

The Registered Manager is responsible for the overall operation of the agency, including the supervision of the Team Manager, Business Manager, and the Carer Engagement Officer.

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

They oversee the completion of ongoing auditing and monitoring of the service to ensure the fostering service is of the highest standard. The Registered Manager monitors and advises on serious complaints and

allegations and ensures the appropriate procedures are followed and safeguards are in place.

The Business Manager

The Business Manager has supervisory responsibility for the Placement Officer, Business & Panel Administrator, and the Accounts & Payroll Officer. The Business Manager work closely with the Registered Manager, agency Administrators, Team Manager, Supervising Social Workers, and foster carers to ensure all administrative functions are managed efficiently to include:

- monitoring and recording of referred fostered children
- responses to prospective foster carers
- internal auditing & monitoring
- Authority & Individual Contract monitoring & queries

The Team Manager

The Team Manager has line management and supervisory responsibility for the agency's Supervising Social Workers. The Team Manager oversees the day to day support offered to the agency's foster carers and fostered children and makes case decisions accordingly as part of this. The Team Manager oversees the matches undertaken on fostered 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.

Supervising Social Workers (SSWs)

The SSWs have responsibility for the assessment, support, supervision and annual review of foster carers. In addition, they work in close partnership with the Looked After Children's Social Worker and will attend Looked After Reviews and Personal Education Plan (PEP) meetings with the foster carer to ensure the very best outcomes are achieved for children placed with our carers. SSWs are responsible for monitoring the continuous professional development and training of foster carers. They ensure that all foster carers complete the Training, Support and Development

Standards (TSDs) and maintain an ongoing portfolio; working closely with the Learning and Development Team to facilitate this. In addition, SSWs co-ordinate and deliver support groups for foster carers and provide the frontline delivery of Out of Hours Services to carers.

Carer Engagement Officer (CEO)

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

The Placement Officer

The Placement Officer manages all incoming referrals and develop key working relationships with Local Authority placements teams in order to identify potential placements for looked after children. They consult with foster carers and work closely with social workers and managers to ensure that good matching takes place by qualified social work staff; coordinating all arrangements through to placement. The Placement Officer has responsibility for collation and initial analysis of referral and placement data, and work closely with the Registered Manager to agree contracts and finance for placements.

The Business Administrator

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

Therapeutic Support Services

Therapeutic support services to the agency, carers and children can be delivered on an individual basis according to need and is provided by suitably qualified, experienced and accredited professionals commissioned to undertake the work. The agency is fully supported by the Human Resources Department to ensure that safer recruitment processes are strictly adhered to, and all staff, independent roles and volunteers have the relevant qualifications and background checks prior to commencement in employment, in accordance with the Care Standards Act 2000 and National Minimum Standards 2011. All staff receive regular support and supervision appropriate to their role, and an annual appraisal of performance and objectives. Supervision and appraisals review staff professional development, ensuring that training and development needs specific to their area of responsibility are promoted. All staff undertake mandatory training in Safeguarding, Equality and Diversity, and Data Protection.



Services Provided by the Agency

Child Care Bureau works closely with a number of Local Authorities to understand their specific needs relating to foster placements in particular areas. As an agency we then look to recruit foster families from a range of backgrounds who are able to provide the best possible homes for fostered children in the care of Local Authorities. The types of placement provided are:

Emergency

Many of our foster families can provide unplanned emergency placements for individual children or sibling groups. Referrals can be made both within office hours, and through our Out of Hours service.

Respite/Short Breaks

We have a number of foster parents that can provide respite placements either on a regular basis or one-off holiday breaks.

Short term

Short term foster placements vary in duration but can be for up to a couple of years as they are often linked to further assessments of the child, family or connected persons. Often short-term foster placement can involve court processes that consider the long-term plans for fostered children which can take time.

Bridging

Many of our foster families can provide placements with foster parents who are experienced in bridging children to adoption, permanence or independence. Bridging placements form part of the long-term plan for the child and usually last up to 2 years.

Long Term/Permanence

Many of our foster families like to offer long-term stability for fostered children by offering long-term or permanent care for them .i.e. until they are 18 and through into adulthood.

Parent with Child

Some of our foster families can offer support to children and their parents for periods of time. Typically, in these scenarios foster parents will also be assisting Local Authorities with their assessments by providing information relating to parenting capacity/capabilities.

Solo Placements

If the placing authority requires the child/young person to be the only placement, this would need to be clearly identified and discussed at the referral stage to enable appropriate matching with appropriate vacant foster parents.

Sibling Placements

Many of our foster parents have the skill, experience and accommodation to care for large sibling groups, enabling fostered children to stay together. This is always undertaken in line with matching considerations and the care plan for the children.

Unaccompanied Children and Young People

Many our foster parents have developed the skills and experience for providing placements to fostered children who are unaccompanied from overseas, enabling these children to settle and engage in education and positive family experiences.

Staying Put

Refers to the arrangements whereby Young People aged 18 and older that were previously looked after remain living with their former foster carers.



Matching

Matching fostered children to the best possible fostering family is a carefully considered process. We recognise that getting it right is critical and will advance the progress, experience, and outcomes for fostered children, increase placement stability and retention, and provide fostered children and foster families with positive outcomes.

At Child Care Bureau, we recognise that fostered children are individuals, with a diverse range of experiences, needs, and talents, requiring fostering parents that are equally unique. Our foster parents have a diverse range of skills, knowledge and experience, and our task is to carefully match fostered children, with those foster parents who have the best possible experience, knowledge, skill set, and approach to meet their individual needs.

Our dedicated fulltime Placement Officer (PO) is on hand to assist referring Local Authorities in finding the right match for fostered children. They work closely with the agency's Supervising Social Workers, foster parents and Local Authorities to ensure the best possible matches are made. Child Care Bureau will not propose a placement if the assessed needs of the child/young person cannot reasonably be provided by the proposed foster parents.

During the referral and matching process foster parents are provided with all information made available to the agency in order for them to make fully informed decisions about whether they can meet the foster child's known and potential future needs and care plan. Foster parents are fully involved in the matching process will ultimately make the final decision in conjunction with the Registered Manager and/or the Team Manager as to whether, or not, they can offer the fostered child a placement in their home.

Child Care Bureau also offers an emergency placement service outside normal working hours. Referrals in these instances will be managed by one of the agency's Supervising Social Workers, in conjunction with an agency duty manager, who will review the needs and circumstances of the fostered child referred and any suitable vacancies with the agency's foster families and match these to carers approved for emergency foster placements. The Supervising Social Workers have full access to carer information outside working hours, so quality matching is maintained in the same way as it is within office hours.



Consultation and Support for Children and Young People

Children & Young People's Rights

As a partner agency of the NFA Group, Child Care Bureau 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).

Participation and Consultation

Child Care Bureau 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 for carer annual reviews and LAC reviews. All children and young people receive a copy of their own magazine 'Kidslines' or 'Teenlines' filled with interesting news and articles from, and relevant to, children and young people.

Support for Children in our Care

As of October 2018, Child Care Bureau provides care for 68 children and young people. The children placed come from a wide range of backgrounds and experiences and it is imperative that they receive the highest standards of care to enable them to aspire and achieve in our care. To this end, Child Care Bureau has established a clear online manual of policies and procedures that outlines the standards expected from all foster carers and staff.

In addition, when the Local Authority and agency have agreed that an identified foster carer can meet the needs of a child; a placement contract is made agreeing the duration and objectives of the placement. Wherever possible The Local Authority Social Worker, the child and their parents (if considered appropriate) are invited to visit the foster home for a pre-placement meeting. This gives an opportunity to meet and create a

Foster Placement Agreement/Care Plan. It is expected that the Child's Social Worker will bring documentation to the meeting.

All children and young people placed will receive a copy of the Children's Guide at the time of placement, and will be supported to understand the contents of this via their foster carer, or via a 1:1 session with a member of staff from the agency. Supervising Social Workers will see each child placed on a regular basis (at least quarterly) to ascertain their views about their care and placement. During these visits the Supervising Social Worker will also inspect to child's bedroom to ensure that it is as it should be and appropriate to meet their needs.

Services available for children can include:

- Support to find a hobby, sport, interest
- Support with development of independence skills
- Bespoke individual 1:1 work to address an assessed need
- Group work to address thematic issues e.g. use of social media
- Social events and activities for both children looked after and those who foster e.g. arts and craft activities, cookery competitions, festival celebrations.
- Life story or permanence preparation

Physical Environment

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

All children have their own bedroom unless the Placing Authority has given permission for them to share (in the case of siblings or holiday accommodation). Children are encouraged to individualise their rooms. It is a requirement that all children are provided with a quiet area for study within the foster home, and have access to a computer and the internet (where appropriate). All foster homes are assessed for a healthy and safe environment on an annual basis, which is routinely monitored through monthly supervisory visits. Play areas are safe and enclosed and all play equipment is checked to ensure it is in good working order.

Boundary Setting

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

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

Healthy Care

Child Care Bureau, in partnership with the foster carer, Social Worker and Health Authority, establish the individual health needs of each child in our care. Wherever possible fostered children will continue using their own health resources, if this is not possible children will be:

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

Child Care Bureau has policies on keeping, administering, and the recording of medication which each foster carer is expected to adhere to; this is monitored by the foster parent's Supervising Social Worker and the Registered Manager. Foster carers encourage children to eat a varied diet. Special dietary requirements are written into the child's Placement Plan/Care Plan. Foster carers encourage children to participate in regular exercise to ensure the development of good physical, emotional and psychological health. Children are encouraged to attend out of school activities to enable them to widen their social circle and develop any talents and skills they may have.

Our foster carers will:

- Encourage children to eat a varied diet – any special dietary requirements are written into the Child's Plan/ Care Plan
- Encourage and enable children to participate in regular exercise to ensure good physical, emotional and psychological wellbeing
- Ensure that fostered children attend routine and required health appointments and annual health assessments, dental and optician appointments
- Ensure that fostered children receive all required childhood immunisations
- Ensure that young people have access to sexual health information and advice to make informed decisions and choices
- Take the time to listen to young people giving them an outlet to share emotions, thoughts and feelings to promote positive emotional wellbeing.

Therapeutic Support Services

We believe that 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.

Education

Child Care Bureau believe that all children and young people have the fundamental right to experience an appropriate education which enables them to meet their potential. Our aim is to ensure that every child placed has a Personal Education Plan (PEP) in place which is monitored and reviewed at regular intervals by the child's school, social worker and carer. Foster parents should be fully included in this review process. In addition, the agency will work with schools and placing authorities to ensure that children with special educational needs and disabilities (SEND), have been appropriately assessed to determine the need for an Education, Health and Care Plan (EHCP).

Educational goals are important to build a firm foundation of academic and social learning to enable children to aspire and achieve their full academic potential, including formal qualifications. Where possible, children are enrolled at local schools and have the opportunity to form friendships and participate in extracurricular activities in the local community. The agency expects the Local Authority to provide teaching hours/alternative educational provision for those children without a school placement or can source bespoke educational packages at additional costs.

Contact with Friends and Relatives

Child Care Bureau ensures that each child in our care is encouraged to maintain contact with those most important to them. We can provide facilities, by arrangement, to ensure a child is able to meet with their family, friends, or professionals involved with them, in privacy. Contact arrangements form part of the child's overall Placement Plan/Care Plan. We would expect to be informed of any changes by the child's Local Authority. Transport to and from contact locally is the responsibility of the foster parent, but needs to be negotiated to ensure each child's needs can be met by the foster carer (particularly if they have other children in placement) and that all parties remain safe.

Foster parents encourage children to make positive lasting friendships and will facilitate friends for tea visits and outings when appropriate. Foster parents contribute to informal contact arrangements with siblings looked after by other foster parents.

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

Unauthorised Absence and Missing

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

Safeguarding Procedures

Child Care Bureau has safeguarding procedures in place which are in line with Working Together to Safeguard Children to safeguard and protect the welfare of all children. All staff and foster carers are required to fully adhere to these procedures. Where there is a need to review any safeguarding practices to ensure safe care is provided, this will be done in consultation with the Children's Social Worker, foster parent, and fostered child (where possible).



Carer Recruitment, Assessment and Approval

Recruitment

Child Care Bureau 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.

Application Process

Child Care Bureau's website provides prospective carers with information, case examples and Frequently Asked Questions (FAQs) to help them make informed choices about fostering with this agency. Enquiries can be made online or by telephone, and a Pre Initial Visit Screening Call will be undertaken by a Carer Engagement Officer within 2 days of enquiry and this information will enable a decision to be made about whether or not to proceed with the enquiry and send out an Enquiry Pack.

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

Child Care Bureau recognises that foster parents have choices and that in some instances decisions are made to move between approving agencies. In these circumstances the Fostering Network 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.

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 4 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, focussed 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.

Following completion of the assessment, the applicants are invited to attend the fostering panel with their assessor, whereby the panel will make a recommendation on approval. The fostering panel membership is made up of both agency staff and independent members, and their experience is derived from a variety of backgrounds including health, education, and social care and fostering and includes members who have experienced the care system. The function of the panel is to provide an independent quality assurance role, to consider the approval of applicants and the continuation of approval of existing carers.

Following panel presentation, the applicants will be notified immediately of the panel's recommendation in respect of their application. However, the final decision as to the applicant's approval will be made by the Agency Decision Maker (ADM). If applicants are unhappy with the ADM decision, they have a right of appeal, which can be made direct to the agency, or the Independent Review Mechanism within 28 days.

If, at any time during the assessment, the assessor feels the application falls short of the standards required, this will be discussed with the Team Manager immediately. Any areas of shortfall must be fully explored and where training or support will not bring the applicant up to acceptable standards, the assessment will be ended in line with the relevant fostering legislation and guidance. The assessor will inform applicants of this decision and the reasons within 48 hours and present a brief report for consideration by the fostering panel.

Post Approval

The applicants become known as newly approved carers and will receive written confirmation of their approval. In addition, they will receive a Foster Carer Agreement detailing their responsibilities, and the agency's responsibilities, which must be signed. The agency will allocate a dedicated Supervising Social Worker to each fostering household, who will have responsibility for new carer induction and training plan, and for supporting the carers with completion of the Training, Support and Development Standards (TSDs) which must be completed within the first 12 months post approval.



Annual Reviews

Each fostering household will have an annual foster carer review (AFCR), unless there are significant changes to their circumstances in which case, an earlier review will be conducted. These circumstances could include:

- After the final strategy meeting of a Section 47 investigation involving a carer(s)
- Where serious allegations have been made regarding a carer(s) child care practice and no Section 47 investigation is pursued
- Where there has been a relationship breakdown in the approved carers' relationship resulting in one carer moving out of the household. In this instance, both carers will be subject to review except where one or both carers have given notice of an intention to resign
- Where a carer has started living with a new partner
- Where there have been significant changes to the carers' lifestyle
- Where a carer has been diagnosed with a serious illness
- Where there has been the death of a carer
- Where a carer is not working in partnership with the agency, including a lack of engagement and attendance with training and continued professional development

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

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

Following approval, the carers' first review report and every third annual review will be presented back to the Fostering Panel for their recommendations. All review recommendations are presented to the Agency Decision Maker for decisions, and carers notified, in writing, of those decisions



Supervision and Support of Foster Carers

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

Child Care Bureau Supervising Social Workers have four principal functions:

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

Supervising Carers

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

Supervisory Visits

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

Support

Support is a combination of listening, understanding and helping to find practical solutions/ways of coping with challenges. A successful Supervising Social

Worker/foster carer relationship allows foster carers to talk openly and honestly about their own family problems as well as the difficulties/challenges they are having in caring for children they look after. The foster carer is supported in achieving the care plan for the children as part of a team.

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

Additional support services to assist in meeting the needs of children placed could include:

- Respite (of varying duration)
- Day Care
- Structured activities
- Contact between children, their family and friends.

Developing Skills

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

Information and Record Keeping

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

Events

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

Support Groups

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

Newsletters

Child Care Bureau produces an internal monthly newsletter for staff, foster carers, and children that shares information and celebrates achievements. All recipients are encouraged to contribute to the newsletters content.

The NFA Group also produces a national magazine for all foster carers to share information on company wide developments, events, activities, to share best practice and to celebrate team and individual achievements and successes.

Membership

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

Insurance

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



Training and Development

Child Care Bureau 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.

The NFA Group has a regional Learning and Development Team and has a group of trainers delivering the training programme at over 15 + venues throughout the East & West Midlands region to ensure foster carers can easily access training. The training equips the foster carers' to work with complex children and young people to ensure their quality of life is improved. The foster carers are trained to develop an understanding and knowledge of the multi-racial and disadvantaged groups in our communities.

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.

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.

Mandatory Courses

As part of ongoing Learning and Development, there are a number of courses carers must complete:

- Skills to Foster (pre-approval)
- Online Child Protection & Safeguarding (pre-approval)
- Online Data Protection E-Learning x 2
- Training, Support & Development Standards (within 12 months of approval)
- Induction Courses x 5 (with 2 years of approval)
- First Aid training

Induction Courses

- Record Keeping for Foster Carers
- Safer Caring/Allegations
- Understanding Behaviours Part 1
- Attachment & Bonding in Abused and Neglected Children
- Child Protection and Safeguarding

Continued Professional Development Courses (CPDC):

- Children & Domestic Violence
- Bullying
- Therapeutic Needs of Looked After Children
- Caring for Children who have been Sexually Abused – Part 1 & 2
- Promoting Positive Identity and Self Esteem
- Contact with Birth Families
- for Asylum Seeking & Refugee Children
- Parent and Child Part 1 & 2
- Understanding Behaviours Part 2
- Promoting Resilience
- Internet Safety
- Sexuality, Sexual Health & Sexual Development
- CBT – Introduction to Cognitive Behavioural
- Therapy Techniques
- Drug and Alcohol Awareness
- Understanding the needs of Children and Young People affected by Parental Alcohol and Drug Abuse
- Transitions – Moving In, moving On
- Managing your own stress
- Men Who Foster
- Children and Young People who Self Harm
- Managing the Transition to Permanence
- Supporting Children and Young People with Autism and Asperger's
- Law and the Care System
- Future of Adoption and how this affects Children, Young People and Foster Carers
- Child Sexual Exploitation
- Education & Foster Carers
- Child Development
- Diagnosed Attachment Disorder
- Counselling Skills for Foster Carers

- Protective Behaviours
- Special Learning Disabilities
- Radicalisation and Extremism
- De-Escalation
- Fostering children with disabilities
- Caring for Traumatized Children
- Foetal Alcohol Spectrum Disorders
- Managing Disruption
- Fostering Adolescents Part 1 & 2
- The use of play in fostering
- The dietary needs and requirements of looked after children
- PACE
- Remand
- Appropriate Adult
- Supporting LGBTQ Young People
- Working in Partnership

Employees

Child Care Bureau encourages all employees to develop professionally through accessing e-learning, webinars, training courses and practice development workshops, provided both within the agency, and externally, including Local Safeguarding Boards.

Employees continue their training under the guidance of their regulatory body, and each year they participate in an annual appraisal, part of which includes an audit and review of training needs and continuing professional development. Individual learning needs are tailored towards career development and areas of special interest, which adds value to the regional service. Each SSW has the opportunity to be a 'Team Champion' disseminating knowledge and sharing expertise in key areas for the benefit of the whole region e.g. CSE, Education, Health, Independence/Staying Put.

Students

Child Care Bureau is an active and diverse learning environment, and therefore welcomes the placement of students in the region from a number of neighbouring universities e.g. Worcestershire, Bromsgrove (How College), and Birmingham. Supervising Social Workers and Managers are supported to undertake training to become qualified Practice Educators, where appropriate to their career interest and development.



Finance

Child Care Bureau foster carers receive a weekly fostering allowance paid directly into their bank account and the level of this allowance is dependent on the type/complexity of placement provided. In addition, all carers also receive a maintenance payment covering clothing, pocket money, birthday and seasonal allowances for the child/young person placed.

Savings for children in care are put aside and held by foster carers during the time that the fostered children live with them.

Detailed information and guidance on rates and allowances are made available to each foster carer. All foster carers are provided with an Annual Statement. Foster Carers are self-employed and must seek their own advice on liability for Income Tax and National Insurance.

Local Authorities should directly contact the agency for information pertaining to our charges for the different types of placements and support services offered. The agency's finances are subject to annual financial audit.



Complaints

Child Care Bureau'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 NFA 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 Child Care Bureau 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, Anne Longfield, 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 Child Care Bureau 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 Child Care Bureau that is clearly of a child protection nature that complaint will be immediately passed on to the relevant Local Authority Designated Officer (LADO), 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 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.



Accredited Standards

Investors in People

Child Care Bureau was recognised as a Gold Accredited Investor in People and has held the Award since 22nd April 2016.





Professional Membership

CoramBAAF

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

The Fostering Network

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

Each staff member has a membership to NWG (purchased by the NFA 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

Essential Addresses and Contact Details

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

Child Care Bureau is regulated and inspected by Ofsted

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

Tel: 0300 123 1231

General Enquiries Email: enquiries@ofsted.gov.uk

Child Care Bureau

Address: Unit 11-13 Elgar Business Centre, Hallow, Worcestershire, WR2 6NJ

Tel: 01905 640022/ 0800 917 1622

Email: enquiries@childcarebureau.co.uk

Web: www.childcarebureau.co.uk

www.facebook.com/childcarebureaultd

www.twitter.com/childcarebureau





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