

Statement Of Purpose

Welcome to the CFS family!



OFSTED URN: 2503134

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CFS Care Limited

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Introduction

This Statement of Purpose includes our overall aim and objectives as a Fostering Service, a description of our services, and an outline of the way we provide and manage our work with foster carers and the children and young people who access our services.

CFS Fostering is an independent therapeutic fostering agency that provides high-quality care for children and young people who require a stable and loving home. Many of the children and young people accessing our services have been identified as presenting with behavioural, emotional, and social difficulties, encompassing a range of moderate social, emotional, and mental health needs. This is due to the trauma they have experienced prior to being placed with CFS foster carers.

It is a requirement of the Fostering Services England Regulations 2011 and National Minimum Standards, that each fostering agency produces a statement of purpose. Our Statement of Purpose gives an outline of those requirements and how the service is managed and its fitness to provide fostering services. It shows the policy and performance framework that underpins our work and how the welfare of children will be met, and good outcomes achieved for all children in our care. It also demonstrates the systems which we have set in place to recruit, train, supervise and support foster carers.

Our Statement of Purpose is available on our IT system for staff and foster carers to view and available on our fostering website for parents, children & young people. Copies can be sent directly on request. A copy of this statement is also lodged with Ofsted. The information contained is regularly reviewed and updated at least annually or when significant changes take place.

Our Statement of Purpose also links with our Children's Guide. Each child and young person placed with CFS foster carers are given their own copy and this is explained to them by the family supervising social worker or their allocated support worker. Diversity within CFS is valued and recognised. Our guide has been produced in varied formats to meet the needs of different groups of children and explained to them, using activities and fun games. Our guide ensures children are informed on how to keep themselves safe and well and what support is available to them whilst they are in foster care. Our guide also informs children and young people of the roles & responsibilities of key professionals who have a duty to ensure all their needs are being met and how children and young people can complain if they are unhappy with any aspect of their care. Copies can be translated into different languages and formats if required. The guide can be available on request to Local Authorities, Social Workers, as well as birth parent(s).

Legislative and policy framework

This Statement of Purpose has been developed in accordance with the following guidance and Legislation:

- The Care Standards Act 2000.
- The Fostering Service Regulations 2011. (as amended 2013 & 2015)
- The National Minimum Standards for Fostering Services (2011)
- The Children Act 1989 and The Children Act 2004.
- The Children Act 1989 Guidance & Regulations Vol 2: Care Planning, Placement & Case Review 2010.
- Delegation of Authority: Amendments to the Children Act 1989 Guidance & Regulations Vol 2: Care Planning, Placement and Case Review 2010 (July 2013)
- The Children Act 1989 Guidance & Regulations Vol 4: Fostering Services (2011)
- Assessment and Approval of Foster Carers: Amendment to the Children Act 1989 Guidance & Regulations Vol 4: Fostering Services (July 2013)
- The Care Planning, Placement & Case Review (England) Regulations 2010 (amended 2013 & 2015)
- The Children and Families Act 2014.
- Working Together to Safeguard Children 2018 (updated Dec 2020)
- Data Protection Act 2018 and United Kingdom General Data Protection Regulation (UK GDPR) 2021.
- A copy of this Statement of Purpose is given to the Chief Inspector (OFSTED) and is available on our website which can be accessed by:

-Any persons working for or in partnership with our fostering service, members of the public, local authorities and any child or young person placed with one of our foster carers, and any parent of that child or young person.

It is also available on CFS IT system and on request can be sent to anyone who may have an interest.

Registered Fostering Manager: Sarah-Jane Thornton (pending)

Deputy Registered Fostering Manchester: Rebecca Clarke

CEO/Responsible individual: Kim York

Business development director: Sian Hodson

CFS Care Fostering Staff structure; October 2023

Finance

**Charlotte
Campbell –
Finance Manager**

**Claire Walsh –
Finance Assistant**

**Supervising Social
Workers:**

Nicole Monaghan

Rachel Hughes

**Support
workers:**

Laura Porter

Business support & Recruitment

**Helen Riley – Senior Business
Support**

**Debbie Bradshaw – Recruitment
Officer**

**Sian Hodson – Business
Development Director**

Panel Members:

ADM: Vicky Lucas

Fostering Panel Chair:

Frank Ward

**Richard Woolford (Vice Chair) –
Education**

Panel Members:

**Kirsty Pitcher – GMP/Fostering
family.**

Jason Drake – NHS

Paul Jameson - Education

Helen Johnson – GMP

Shazira Begum – Care Leaver

**John Humphries – Social
Worker**

Panel Members:

Alison Tasker – Social worker

**Amber Wardleworth – Social
Worker/Care leaver**

**Karinne Brighty – Social
Worker**

Venicia Lloyd – Foster carer

Victoria Johnson – Foster carer

Our Key Values:

Is to be passionate and solutions focussed in our work with children and young people ensuring we provide stickability, resilience and creativity in order to meet individual needs.

We are a kind, supportive and collaborative employer promoting an open and honest culture with a team who are passionate about working with children and young people.

We want all children, young people, foster carers and staff to have fun and enjoy happy and healthy lives.

Our staff are committed to continual improvement providing empathy and acceptance for all.

As a team, we are committed to the following:

Excellence

- We strive for quality and excellence in all that we do for children and families each day.
- We continually seek to improve and learn new ways of doing things.
- We utilise the experience, skills, and knowledge of our team members and work together to ensure the best practice is offered.

Support

- We understand that the needs of stakeholders differ. Our support package is tailored and planned and delivered with understanding and a human touch.
- We are committed to continual learning and will use every opportunity as a 'learning opportunity'.

Respect

- We respect every child and young person in our care. This is reflected in the language we use and how we work and listen to children.
- We are a professional team, that carers and respects one another.
- We value diversity and recognise other's differences and embrace them.

Collaboration

- We secure a culture of "working together" to achieve the best possible outcomes for children. We learn from each other and work together, we are flexible and do not stick to rigid ways of working.
- We work together to ensure the welfare of children and young people is promoted and that they are safeguarded effectively, without compromise.

Our Mission, Aims & Objectives:

Our Mission- To provide safe, inclusive, supportive, and caring environments for the children and young people in our care putting young people at the heart of everything that we do whilst celebrating diversity.

Our Aims- We believe in the Government's vision 'for all children in foster care to have stable lives, established trusted relationships, to feel cared for and to benefit from high quality foster care for as long as they need' (DFE, Fostering Better outcomes July 2018)

Our aim is to turn the government's vision into a reality. We listen to children and young people.

CFS ensures we take proper account of their views, wishes and feelings. This means we actively listen and hear what they have to say and take appropriate action required. This is a crucial part of how we seek to improve our service for children and young people.

Our foster carers and CFS staff support children to actively contribute towards the decisions made about their lives. Children and young people are supported to understand their rights and entitlements, as well as their responsibilities.

Our Objectives:

- To provide an Out of Hour service that offers support & guidance to foster parents.
- Ensure the provision of secure, consistent, and effective safe care practice.
- To ensure a robust matching process is followed based on the skills of the foster carer to meet the needs of the child/ren.
- To advocate for a robust introduction prior to a child moving in, whenever possible, this involves engaging the children, to meet carers via a video prior to moving in, this is especially important when children have not been able to visit as part of introductions.
- To nurture close relationships between children and SSW. Extended child visits are in place to promote quality time between SSW and child.
- To seek the views of carers & children and to improve & develop the service in line with feedback. Children have completed participation work, which has informed services for young people. Carer feedback is also regularly sought on a proactive basis.
- Provide a stable, nurturing and stimulating environment where the children and young people will have a positive experience of family life.
- Develop professional foster carers who respect and value diversity and encourage children and young people to develop a positive self-image and identity.

- To offer short breaks, away from the fostering home, but never to allow a child to be cared for by adults they do not know, or to attend a short break as an alternative to going on a family holiday with their fostering family.
- To encourage foster carer cluster groups, so all adults and children know each other- as an extended arm of support. Buddying and mentors are in place.
- To Provide safe opportunities for children and young people to remain with their siblings or have family time with their siblings and birth family members. CFS strongly promote siblings living together. Many children living with CFS foster carers are sibling groups.
- Support children and young people to reconcile the past, with the present and the future. CFS will advocate on behalf of the child/young person to receive life story work. Children are also offered therapeutic services when appropriate.
- Provide a service that works for children and young people. One that is focused upon meeting their needs, supporting positive ambition, and fulfilling their potential.
- Promote educational achievement and attainment and advocate for inclusive practice within schools and other settings for those with complex needs. CFS will advocate on behalf of children to ensure the child's educational needs are fully met. CFS also send certificates to celebrate the child's achievements and successes.
- Monitor and meet the health and wellbeing needs of children and young people. This is also addressed in the growing up safely booklet.
- Work collaboratively with local authorities and other agencies.
- Provide a supportive environment in which children and young people benefit from a natural transition into adulthood. All children no matter their age, have a personalised 'growing up safely' independence folder. This booklet promotes and tracks the reliance qualities of each child. This booklet is an ongoing document that the child works directly with the supervising social worker during extended child visits.
- To recruit a diverse range of foster carers from various backgrounds in a safe, efficient, effective, and timely manner to meet the diverse needs of children and young people referred to CFS Care Fostering Services.

A Therapeutic Fostering Service:

PACE is used throughout CFS services, however, TPC offers a trauma response model that is embedded within the fostering service. This means that foster carers are equipped to parent therapeutically. Carers are taught to use trauma informed strategies to support behaviour. All carers approved with CFS have access to a therapeutic package of support. CFS work in partnership with TCP Therapy. TCP offers structured therapeutic training modules to all those that work directly with children, to ensure our therapeutic model is embed throughout our service.

Carers are also invited to therapeutic workshops. These are designed to enable carers to put their theory/learning into practice and reflect on what they have learnt.

Carers are also able request a consultation with a TPC therapists if they are experiencing difficulties or to access as another source of support.

We have a robust process of induction, training and on-going support specifically created for foster carers. Our Skills to Foster course have an additional session which focuses on our therapeutic modules and introduces how trauma can affect the brain. Our assessors also embed our therapeutic model using case studies and scenarios from our library of resources. We know there will be times of difficulty and challenge ahead so have in place a range of bespoke opportunities that that aim to prepare foster parents for the role of fostering and to continually provide the knowledge they will need to meet the needs of the children they care for.

Our Employees, Putting **People** First:

CFS Care fostering places a strong emphasis on the role of the team in ensuring consistently high-quality practice across the agency. The senior team meets monthly.

There is regular feedback from the Senior Management team (SMT) Meetings. This helps to facilitate positive and meaningful practice governance.

Our people are our greatest assets. We aim to attract, nurture, and retain the best people to achieve the bet outcomes. We recognise hard work, outstanding conduct and a commitment to meaningful professionalism that is aligned to our values and objectivise.

CFS Care fostering are proud to be called a learning organisation. We are continually seeking opportunities to improve our service. CFS Care recognise the importance of the contributions that children, young people, and foster carers make to the development of the service. We believe this is vital part of ensuring continued good practice. We work directly with every child in our care to seek their view and wishes and feelings through participation.

People are at the heart of CFS Care. Everyone working with CFS Care has a part to play in providing the highest standards of care, but we know that empowered and informed foster carers are critical to achieving the best possible outcomes for children and young people. CFS Care is committed to ensuring that foster carers feel respected and valued, both as parents and as professionals. Regular support meetings are in place, along with a comprehensive training package with rolling refresher opportunities.

We support the advanced development of our people and services, which means that we will invest heavily in our foster carers and colleagues. Carefully selected training opportunities and will give people the knowledge and skills they require to excel. CFS Care fostering work with foster carers to nurture their knowledge, skills, and resilience in meeting the individual needs of children and young people with emotional difficulties, as well as personal and social vulnerabilities.

Our fostering panels consist of independent members with a range of skills and experience. We are consistently addressing the importance of ensuring our central list is as diverse as possible actively recruiting members from different backgrounds, expertise, skills, and experiences.

Our supervising social workers are qualified and registered. Within CFS we are committed to investing and developing our staff, they have monthly supervision, performance reviews and are committed to their professional development, keeping up to date with new developments and legislation changes.

Achieving Excellent Outcomes for Children and Young People

Our commitment to safeguarding.

Safeguarding our children and young people is at the heart of everything we do. CFS Care fostering Service ensures that children and young people who access our service are safe and protected from harm. This means protecting children and young people from:

Emotional. Physical, institutional, and domestic abuse, or substantiated indications of bullying, self-harm, and faltering growth ('failure to thrive')

This is clarified within the following key areas.

- **Physical abuse**– Physical abuse involves physical harm, such as hitting, shaking, throwing, poisoning, burning, or scolding, drowning and/or suffocation for example.
- **Emotional abuse**– Emotional maltreatment involves severe and persistent psychological abuse, such as conveying to a person that they are worthless or unloved, inadequate, or valued only so far as they meet the needs of another person.
- **Sexual abuse**– Sexual abuse involves forcing or enticing a vulnerable person to take part in sexual activities, not necessarily involving a high level of violence. Sexual abuse involves physical and nonphysical contact.
- **Neglect** — The persistent failure to meet a person's basic physical and/or psychological needs.

This means that we will work to ensure children and young people accessing our service are protected from any form of maltreatment arising from harm.

- Prevented from suffering impairment of health or development.
- Provided with safe care and effective support.
- Given every opportunity to have optimum life chances and to thrive.

We will ensure-

- Our Safer recruitment practice is thorough and robust, checking the suitability of all those who work with our children and young people.
- All those working with our children and young people have an awareness of safeguarding issues, and their role to keeping children and young people safe.
- Children are equipped with the knowledge and tools to keep themselves safe.
- Continued development of guidelines and procedures for identifying and reporting cases or suspected cases of abuse or harm.
- Children and young people are offered support who have been abused, which is defined by their individual needs, relevant plans, and effective collaborative working practice.

Our Principles of Responsible Care & Practice:

- We will promote healthy lifestyles and wellbeing- we will monitor children's health and promote an active lifestyle through activities and clubs.
- We will encourage and support school attendance - we will monitor school attendance and address any areas of concern. We will support carers to meet the educational needs of the children in their care.
- We will encourage children and young people to participate in making decisions, both about their lives but also about how we operate as an agency.
- We will provide preparation for independence for all ages in supporting children and young people to gain the knowledge and skills required for social and economic independence in adulthood.
- Each child or young person who access CFS services will benefit from having long term savings.
- In accordance with National Minimum Standards for fostering (2011), CFS fostering Services have developed children's guides. Different formats are available that cater for the varying needs of our children. Copies can also be available in different languages if required. For children with communication difficulties a range of games and activities are used to deliver the information.
- Ensure responsible, safe everyday practice and robust safe recruitment processes that encompass Enhanced Disclosures and Barring Services checks, as well as diligence around references, identity checks and the right to work checks are always completed.

- Children are seen alone regularly. SSW see children alone within unannounced visits and bi-monthly within extended child visits. This is recorded by the SSW on CFS IT system.

CFS is committed to ensuring Safer care guidelines are applied to everyone and there are no exceptions. Safer Care guidelines are in place to provide an assurance of safe practice. The purpose is to:

- Protect children and young people from abuse by adults and other children and young people in the household.
- Ensure that reasonable precautions are in place to respond to false allegations, with an emphasis upon maintaining positive relationships and ensuring due process is responsibly and sensitively administered.
- Ensure the foster home is a safe space.
- Promote natural, healthy emotional and physical development, as well as educational achievement and opportunities that will enhance and expand life experiences and personal ambition.

The above safer care guidelines ensure:

- Children & young people feel valued and respected, and their self-esteem is promoted.
- There is an openness to the external world and external scrutiny, including contact with families and the wider community.
- Foster carers and staff are trained in all aspects of safeguarding.
- Foster carers and staff are alert to children and young people's individual risks and vulnerabilities and know how to respond.
- Children are listened to and have their views and concerns responded to
- Foster carers and staff actively seek the views, wishes and feelings of children and young people, with sufficient knowledge of individual communication needs.
- Children and young people have unhindered access to a trusted adult e.g, a family member, social worker, independent visitor or advocate.
- There are clear and effective allegations and complaints procedures which are readily accessible to foster carers, staff, children, and young people.
- Recruitment and assessment procedures are rigorous and create a high threshold of entry to deter abusers.
- There is effective supervision and support.
- All commissioned staff are checked and supervised when in contact with children and young people.
- Clear whistleblowing procedures are in place.
- There is unequivocal respect for diversity and sensitivity to race, culture, religion, gender sexuality and disability.
- Foster carers and staff are alert and informed about the risks of harm from people prepared to exploit the vulnerabilities of children and young people in care.

Support for carers

CFS fostering Service places great value upon the work foster carers undertake and the tremendous contribution they make to the lives of children and young people. Effective support for families who foster is vitally important to stability. Therefore, we provide support for carers in line with their individual needs. Our support arrangements to carers is focused on providing them with the knowledge, skills, and confidence to provide effective care. CFS offer the following services to support all our foster carers and their families:

Finding the balance between keeping children safe and encouraging children to be strong independent individuals is a skill and at times a challenge. Our foster carers are supported to live day to day family life, whilst safeguarding the children they care for. A combination of individualised risk assessments and reflective supervisions, enables carers to be fully aware of the information needed to make informed decisions about the children they care for, allowing growth and exploration, with safe parameters.

Training- Foster carers are required to complete additional training- in line with the needs of the child/ren they care for. Carers are allocated training within the training hub and are also offered virtual and face to face training opportunities. We provide foster carers with relevant safeguarding training including- CSE, CCE, social media and internet safety awareness training. Carers are asked to complete TPC training within assessment stage/ and continued training post approval. Carers are provided with a training matrix which offers training expectations and timescales for completion.

1-1 TSD Support- CFS carers are offered 1-1 individualised support in completing their TDS. Home visits/peer support and workshops are offered to all carers until the completion of their profile's.

Foster Carers Annual Reviews- All foster carers are reviewed annually in which their suitability is assessed for continued approval. Foster carers are presented to panel for their first, 3rd and 5th review. This is a formal process which the family supervising Social Worker, reports on the progress/strengths, training and support needs the foster carers, which considers the views of all the fostering household members.

Therapeutic Package of Support- A therapeutic package of support is offered to all carers. TPC therapy- offers structured modules, workshops and consultations are all available as vital support to carers.

Carer Support Groups- Monthly support groups are offered to all carers- they provide an arm of peer support. Support groups are chaired by a member of the CFS team, so that matters can be raised if required. To support our carers we run a session during the day and the evening to ensure the majority of our carers can attend a support group.

Carer Induction/ Monthly Foster Carer Supervisions- Following approval- carers complete face to face inductions with their supervising social workers and Safeguarding training is provided at this

stage. Prior to matching carers complete a face-to-face workshop on safeguarding and safer care matters. All carers receive monthly reflective supervisions. This is an opportunity to discuss the care plan of the children in their care.

Unannounced Visits – Carers receive two unannounced visits per reporting period. Additional visits can be completed if required. This is a great opportunity to ensure standards of carer are being met and to address any concerns within the visit.

Clusters- carers are encouraged to meet within their cluster group- this ethos is taken and adapted from the Mockingbird approach. Carers enjoy arranging events and meet ups- offering practical and emotional support to each other.

Buddying/Mentor scheme- As new carers are approved, they are buddied up with more experienced carers, again offering an additional arm of support.

Out of hours support- Carers have access to advice and guidance outside of office hours. This is run by the Supervising Social workers and overseen by senior management.

Financial support- Carers are offered a generous financial package that values the skills and commitment of foster carers. Carers have access to a foster carers finance handbook.

Fostering support worker- Support workers work within a child's therapeutic care plan. Support workers assist foster carers, in meeting the children's needs. Support workers can offer direct advice and guidance to carers- direct training to children and young people and can engage children and young people in activities inside and outside of the home. Support workers also work on independence skills.

Foster carer handbook- All foster carers are provided with a 'foster carer handbook', which contains invaluable information and guidance:

IT recording system- All foster carers have access to CFS IT system that are administered in accordance with (GDPR) 2018, as well as good practice regarding the need to share information appropriately, effectively and in a timely manner.

Foster child/birth children's groups- **Virtual** support/activity groups are held monthly. This is an opportunity for children to meet up and get to know each other and have some fun.

Events/Celebrations- Regular activities for carers, their families and children and young people to meet throughout the year in informal surroundings.

Foster talk membership- Individual membership of Foster Talk, who will provide independent support and advocacy in the event of the foster carers becoming the subject of an allegation.

Foster talk is a nationally recognised organisation for fostering advice, practice guidance, training, and independent support for both foster parents and fostering services alike. Foster Talk also delivers Fosterline, the free independent advice and support service on behalf of the department for Education.

Short Breaks- Our carers can access one week of an activity break for their children.

The benefit of adapting the ethos of the Mockingbird approach, our approved short break carers- are within every carer support network- an extended arm of support. The child experiences a fun time staying with a familiar extended 'CFS family member'. The activity carer offers services to children with support needs identified within their care plan.

Caring arrangements

CFS fostering Services offer a range of placement solutions. We firmly believe that working collaboratively with Commissioning Authorities enables us to offer safe, stable and 'needs-focused' care arrangements. Our services include:

- Mainstream Fostering
- Short-Notice emergency care arrangements (This is available using only experienced foster carers)
- Short term care arrangements providing care whilst plans are made for long term care arrangements,
- Long term care arrangements, with the view of offering permanency, where Adoption is not an option.
- Solo care arrangements, with experienced, skilled, and resilient foster carers who can meet the needs of more challenging young people.
- Sibling care arrangements, supporting those from the same sibling group to stay together.
- Bridging care arrangements.
- Short Breaks – care arrangements
- Transitions- from residential to a family home- considered experienced carers.

Matching

The experience and skills of our carer informs the recommended approval category. We have a robust matching process- we use the information we have about a child and carefully match with a carers, skill, experience, and ability to meet that child's needs. We are proud to celebrate the experience our carers have, offering loving family homes and stability to children with often complex trauma needs.

Supervising social workers, take the lead in identifying potential children for their own foster carers. Supervising social workers have close working relationships with their carers and are best placed to match children.

Status and Consultation:

CFS Care Fostering Service is administered and maintained by CFS Care Limited. CFS Care Limited are based in Manchester, in the Northwest of England. The Board of Directors are actively involved in the day to day running of the organisation.

Address- 146 Bolton road. Atherton, M46 9LF

CFS Care Directors

- Lead Designated Safeguarding Officer - Kim York CEO at CFS Care
- Responsible Individual- Kim York

CFS Care Senior Management Team

- Rebecca Clarke- Deputy Registered Fostering Manager
- Emma Buxton - Human Resource Business Partner
- Charlotte Ward- finance Manager
- Rikke McIntosh- Care and Compliance Director
- Sian Hodson- Business Development Director
- Vicky Lucas- ADM

Genevieve Corbett has the day-to-day responsibility within fostering for ensuring continued effective practice and positive outcomes for all stakeholders. Her responsibility as DSL is to ensure that all appropriate arrangements for keeping children and young people safe are in place. Kim York is the overall DSL for CFS Care,

Genevieve Corbett works closely with Kim York. They work together to monitor the effectiveness of our:

- Strategic Vision
- Quality Assurance and Performance
- Legal and Regulatory Compliance
- Safeguarding and promoting the welfare of all stakeholders
- Financial Governance
- Policies and Procedures
- Complaints and compliments

- Health & Safety
- Business Continuity Planning

Monitoring Quality Performance

Service Development: Is a continuous process, in which relies on the contribution of all stakeholders. We are proud to call ourselves a 'learning organisations. We are always looking for new ways of working to engage with our foster carers, children, and young people. We currently seek information, feedback, and work in consultation with the following:

- Support groups for foster children and birth children
- Encourage and promote cluster events and meet up's
- Activity days and events for children and Carers
- Achievement and celebrations awards
- Children's Participation work
- The child's voice- with carer recruitment/panel & Interviews
- Carer engagement survey's
- Feedback directly from children & young people
- Annual Home review process
- Carer consultation sessions with senior management
- Carer representatives
- Buddying/Mentoring scheme
- Work in consultation with local authorities

If a job is worth doing, its worth doing properly! The registered manager is responsible for quality. Internal audits are completed at regular intervals to ensure practice and regulatory practice is being upheld.

Management reporting

All fostering staff report to Genevieve Corbett on a daily basis, as required and within monthly supervisions.

Genevieve reports to Kim York- within monthly supervisions or when and as required.

ADM/ Panel

Our ADM is part of our senior management team, attending senior monthly meetings. We also hold regular meetings with the ADM/Chair/RM and RI to discuss improvements to practice and processes and to look at any areas for development and learning. More recently we have updated

practice to ensure that any changes to practice from our learning is feedback to our ADM on a quarterly basis – this information will now also be discussed with RM's supervision.

Feedback from applicants and Social workers experience of panel will now be discussed with panel members as part of our development.

Equality and Diversity:

We celebrate difference! We are an equal opportunities agency. We know that our children looking for loving family homes come from a wide range of backgrounds, cultures, heritage, and sexual orientation. We do not discriminate within our recruitment process, of carer or staff- encourage all applications from all groups within society to offer loving homes to our children in care. We value people as individuals with diverse opinions, cultures, lifestyles, and circumstances.

Complaints

CFS Care are focused in getting things right. However, we recognise that in working with people, for people, things may not always go as planned. If this happens, it is an opportunity for us to put things right, take account of what went wrong and ensure that a fair and reasonable closure is achieved. We welcome complaints as feedback about our service and to seek to learn from any complaint we receive. CFA fostering have a robust and accessible complaints procedure that is available in a variety of formats.

Stage one

The Supervising Social Worker or a support worker will listen to your complaint and will work with you to make things better. She or he will record your complaint and all that has been said.

Stage two

If the situation has not resolved and you remain unhappy, Genevieve Corbett, Registered Manager of the Fostering will try to help.

Genevieve will record everything and complete an internal investigation and will inform you of the findings in writing and work with you to resolve the complaint and make things better.

Stage three

If you feel that your complaint has not been resolved and you remain unhappy following the internal investigation, you can request a meeting with the committee. The committee includes Kim York, CEO of CFS and an independent person outside of the fostering team.

The committee will decide if your complaint has been handled fairly and properly. The CEO will write to you with a final decision.

Stage four

If you are not happy with the committee's decision, you can contact.

- OFSTED (by email- enquires@ofsted.gov.uk) or by telephone 0300123 1231
- The council's complaints Service: and
- The Children's commissioner

Complaints maybe made to the registering body for fostering agencies, OFSTED.

When considering complaints, OFSTED does not act as complaint adjudicator and does not decide if complaints are upheld or not. Instead, the regulator investigates concerns to make sure that the registered agency continues to meet the National Minium Standards and associated regulations and remains suitable for registration.

Therefore, if someone contacts OFSTED regarding a complaint about CFS fostering services, OFSTED will expect them to have first made a formal complaint using the complaints procedure, unless they have a good reason not to do so.

OFSTED may ask CFS Fostering to investigate the complaint and to report back to them or sometimes an inspection visit maybe undertaken.

*Please note that all complaints are reported to OFSTED by the agency as a matter of routine by the agency. *

Children's right to complain about any matter relating to their care, is taken very seriously, and will be acted on. All children or young people are offered guidance on how to make a complaint. Information on how to complain to CFS and to the regulatory body is located within our children's guide. We have designed our children's guide to be accessible in different formats and languages, to meet the needs of our children and young people.



(National Business Unit)

Piccadilly Gate- store Street

Manchester M1 2WD

Telephone- 0300 123 1231

Email: enquiries@ofsted.gov.uk

Complaints to OFSTED about CFS Care may also be made directly, to OFSTED, in person

