

## Family First Fostering

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**N.B THIS DOCUMENT CAN BE TRANSLATED INTO OTHER  
LANGUAGES ON REQUEST**

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A word cloud visualization of terms related to adoption and foster care. The words are arranged in various sizes and orientations, with some appearing more frequently than others. Key terms include "family", "child", "father", "foster", "care", "adoption", "love", "joy", "happiness", "secure", "stable", "happy", "parenting", "boy", "temporarily", "fostered", "private home", "word", "reading", "non", "kindness", "care", "fostering", "adopts", "parent", "baby", "treat", "support", "concern", "childhood", "temporary", "people", "together", "motherhood", "courage", "life", "dad", "protection", "diversity", "son", "friendship", "commitment", "hope", "security", "lifestyle", "minor", "group", "team", "system", "parenthood", "foster parent", "driving", "you", "get", "lost", "and", "wonderful", "ability", "growth", "change", "emotions", "communication", "relationships", "community", "belonging", "trust", "responsibility", "patience", "compassion", "understanding", "respect", "inclusion", "acceptance", "supportive", "nurturing", "positive", "role", "model", "mentor", "guide", "advocate", "champion", "defender", "protector", "guardian", "watchdog", "hero", "superhero", "warrior", "fighter", "brave", "courageous", "determined", "persistent", "resilient", "strong", "confident", "assertive", "assertive", "firm", "steady", "consistent", "reliable", "dependable", "trustworthy", "honest", "transparent", "open", "vulnerable", "authentic", "genuine", "real", "raw", "unfiltered", "unapologetic", "unashamed", "unafraid", "unbothered", "unperturbed", "unfazed", "unfettered", "unbound", "unleashed", "unstoppable", "invincible", "indestructible", "immortal", "eternal", "everlasting", "forever", "always", "never", "no", "not", "none", "nothing", "no one", "nowhere", "when", "where", "how", "why", "what", "who", "which", "whether", "if", "as", "like", "so", "such", "that", "this", "those", "these", "them", "they", "he", "she", "it", "one", "two", "three", "four", "five", "six", "seven", "eight", "nine", "ten", "eleven", "twelve", "thirteen", "fourteen", "fifteen", "sixteen", "seventeen", "eighteen", "nineteen", "twenty", "thirty", "forty", "fifty", "sixty", "seventy", "eighty", "ninety", "hundred", "thousand", "million", "billion", "trillion", "quadrillion", "quintillion", "sextillion", "septillion", "octillion", "nonillion", "decillion", "undecillion", "duodecillion", "tredecillion", "quattuordecillion", "quindecillion", "sexdecillion", "septendecillion", "octodecillion", "nondecillion", "vigintillion", "trigintillion", "quadragintillion", "quingentillion", "sexcentillion", "septcentillion", "octocentillion", "novecentillion", "milliard", "billion", "trillion", "quadrillion", "quintillion", "sextillion", "septillion", "octillion", "nonillion", "decillion", "undecillion", "duodecillion", "tredecillion", "quattuordecillion", "quindecillion", "sexdecillion", "septendecillion", "octodecillion", "nondecillion", "vigintillion", "trigintillion", "quadragintillion", "quingentillion", "sexcentillion", "septcentillion", "octocentillion", "novecentillion".

## References

As required, the Statement of Purpose sets out Family First Fostering's Aims and Objectives, the services and facilities it provides, and how the service monitors the outcomes for children placed in our care. It sets out to define the principles underpinning the services we provide, but does not include the details of processes and procedures, which are available upon request.

A copy of the statement of purpose can be provided on request and can be found on Family First Fostering's website ([www.familyfirstfostering.com](http://www.familyfirstfostering.com))

The senior management team reviews this Statement of Purpose annually, or as and when necessary.

**Company Details:**

Family First Fostering is a private company registered under the Companies Act 1985 (Company Number 8113491). It is registered as an Independent Fostering Provider under provision of the Care Standards Act 2000 and regulated by Ofsted (Ofsted Registered number SC453181).



## Infectious Diseases

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The welfare of our staff, foster carers, young people and children is paramount. During the Covid19 pandemic, MonkeyPox Outbreak, Strep A crisis, and with regards to any infectious diseases, Family First Fostering has, and will continue to, follow the government and health professionals guidance regarding how to prevent the transmission of the infectious diseases, and manage and respond should an infectious disease be contracted by one of our stakeholders. In these situations, the organisation aims to offer support, and be flexible and understanding in our approach.

Some of the measures we have put into place have included:

1. Updating foster carers and staff on a regular basis regarding changes and updates in the government and relevant health professional's guidance and advice.
2. Completing safety plans and risk assessments for vulnerable fostering households.
3. Updating our staffing policy, panel policy, working from home policy, supervision policy, and other policies, to safeguard staff, foster families, and other stakeholders.
4. Implementing safety measures in the office
5. Creating and updating business continuity plans
6. 24/7 telephone and video call support provided by management.
7. Providing information regarding vaccinations to staff, foster carers and young people (where relevant), but their choice is respected.
8. Tracking cases where foster carers, children and / or staff have contracted an infectious disease, providing support, and notifying Ofsted as required.

## Our Aims

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Family First Fostering believes that every child / young person has the right to have the same opportunities as other children / young people in an environment that is nurturing, supportive and safe, thus enabling every child to reach their full potential, through empowering them to take control of their lives in a positive manner.

Our aim is to:

1. Provide a safe and supportive environment where children / young people can have stability and care.
2. Prepare children / young people for moving on to a permanent placement where they cannot return home safely.
3. Provide a substitute family for children/young people for the duration of their childhood with the foster carer.

## Our Objective

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At Family First Fostering we adopt a collaborative approach to care planning. This allows us to reach our aim of providing a nurturing, supportive and safe environment where each child is given the opportunity to flourish and achieve positive outcomes.

### Our Objectives:

- To promote and develop the young person's emotional, social, educational, health, and physical needs.
- To give consideration to children's views and wishes, and ensure the child or young person is heard in decisions about their life.
- To work with Local Authorities, education departments and other professionals in order to make meaningful partnerships in the best interests of children.
- To recruit foster carers who are committed to developing their fostering knowledge and skills.
- To provide our foster carers with support, training, and supervision necessary for their continuing development, and to enable them to achieve the desired outcomes for children and young people in their care.
- Our key objective is to develop services that will enable children and young people to develop and grow within the five key outcomes of 'Every Child Matters'

**It is the responsibility of foster parents, staff and managers to declare any information in relation to possible conflicts of interest in providing a service to the agency, and the care of children placed with Family First Fostering's Foster Carers.**

## Quality Assurance and Outcomes

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At Family First Fostering we aim to exceed the National Minimum Standards (NMS) and provide excellent standards of care. To monitor the quality of the services outlined above, Family First Fostering uses the following elements

- **Case Records:** All foster carer's records are signed off and monitored through regular supervision provided by Family First Fostering's Supervising Social Workers (SSW). Sample cases are monitored by the management, with actions taken to address any shortfalls. All children's records are continually monitored by the management team, where action is taken to address any discrepancies, issues and / or concerns.
- **The Independent Fostering Panel:** It is the role of the fostering panel to make recommendations about the approval status of foster carers. Family First Fostering is committed to ensuring that the fostering panel has an independent scrutiny role, and the panel provides independent feedback on the service, and the quality of all the reports it considers.

- **Statutory Checks:** Management works alongside the administrative team to make sure that all statutory checks are completed and valid for foster carers, staff members, consultants and others, and complied with safer recruitment practices.
- **The Voice of the Child:** The voice of the child is carefully listened to, as evidenced in Looked after Child Reviews, the Foster Carer Reviews, on children's files, and at regular consultation meetings.
- **Regular Reviews of Service Provision:** This is achieved by undertaking regular reviews of foster carers, policy and procedures to ensure compliance with regulations, and obtaining feedback from stakeholders. This information is used to identify targets to ensure continuous service improvements.
- **Training of Staff and Foster Carers:** This is achieved by providing high quality training, using a range of internal and external providers, and a variety of learning methods. A comprehensive training schedule is planned in advance for the forthcoming year, which all staff and foster carers are encouraged to utilise, to develop their knowledge and skill set.

In addition to the methods outlined above, outcomes for the service as a whole are measured in the following areas:

- Compliance
- Quality Assurance
- Educational attainment and attendance
- Health incidents and reports
- Placement Stability
- Number of complaints and allegations
- Number of incidents of children going missing from care
- Number of accidents or other significant / critical incidents involving foster children
- Number of children with an up-to-date care plan and review outcome report

In addition, Quarterly Regulation 35 Reports are completed to monitor Schedule 6 and 7 Matters.

## Management Structure and Staffing

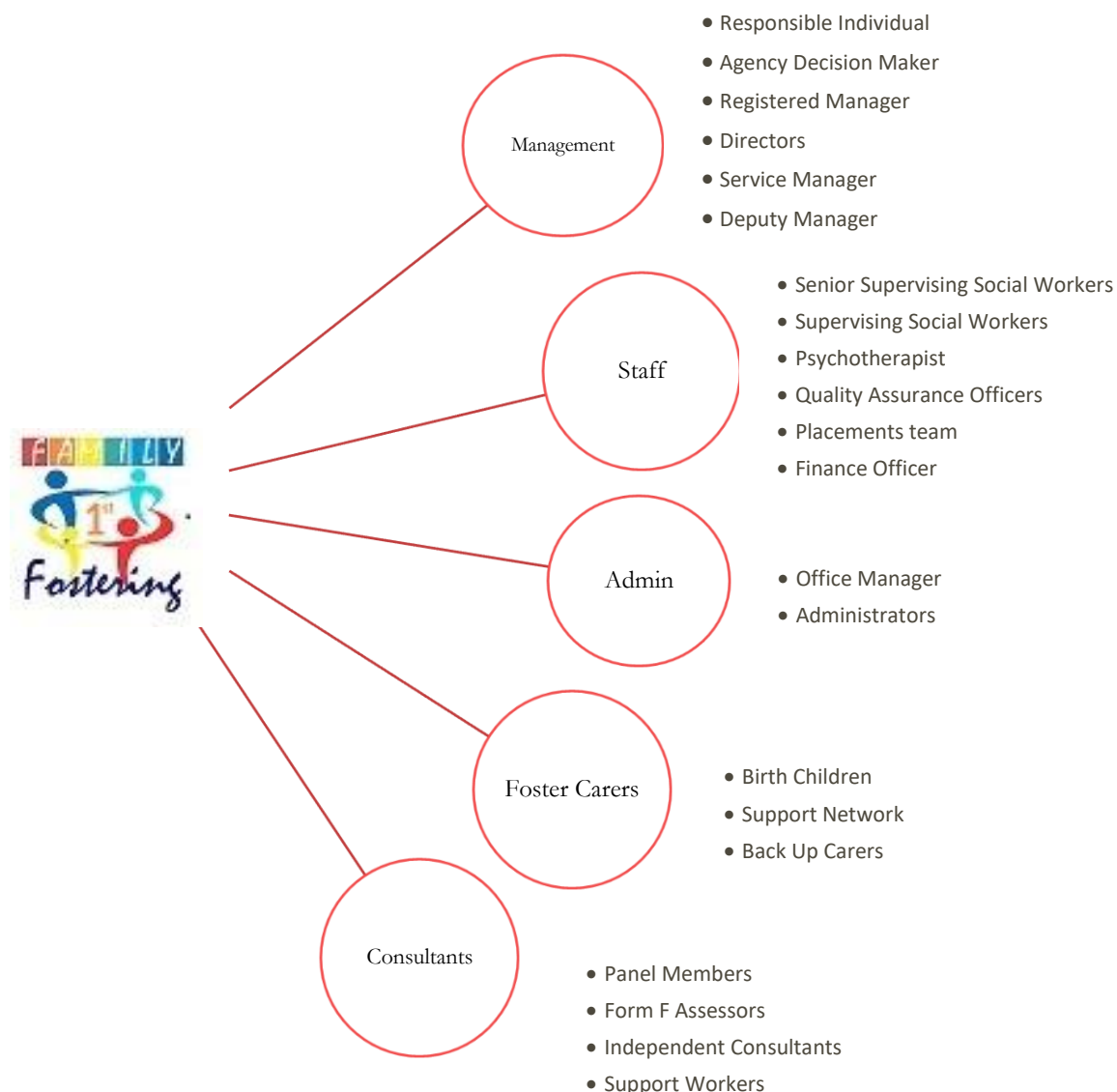
The Managing Director has qualifications that include an MBA in Management, M.Sc. Sociology/Sociology and Social Administration, Dip SW Social Work, Diploma Higher Education and B.A. Hons in Economics. This, alongside his 30 years' experience of working in the social care sector, contributes to him being the driving force for the company meeting its aims and objectives.

Also, there is an Independent Panel, which is responsible for the approval of foster carers, and re-approval of foster carers within the agency. There are others who work as consultants, performing a variety of roles including Panel members, Form F assessors and support workers.



All those who work for Family First Fostering, either permanently or as consultants, are rigorously vetted; which includes enhanced DBS checks and references, in line with the National Minimum Standards 2011 and Fostering Service Regulations.

With the continual growth of the company the following structure will also change.



## Categories of Placements

We recognise that placing authorities are looking for different types of placements which meet the needs of young people looked after by them. Family First Fostering offers a range of placements, including planned, emergency, respite care, remand, as well as parent(s) and child(ren) placements,



and placements for children with disabilities. All placements are matched to ensure the skills and experience of the foster carers meet the needs of the children and young people.

All placements must be negotiated through the child or young person's Local Authority, either through an individual placement contract, or as part of a wider contract of service provisions commissioned by the Local Authorities.

Below is a list of categories of placements offered by Family First Fostering.



### **Long Term Placements**

A long term placement is where foster carers have an interest in providing a placement for children / young people or a sibling group on a long term or permanent fostering basis. This is usually until they are 18 years old, or until independence.

### **Short and Medium-Term**

A Short and medium-term placement is where a child is expected to move on from the placement, to an appropriate next step, i.e., return to birth family; adoption; a suitable long term placement is identified.

<i>Short-term placement</i>	will be between 2 days to 6 months
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<i>Medium – term placement</i>	will be between 6 months to 12 months
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### **Emergency placements**

Family First Fostering provides a twenty-four-hour service. Our foster carers are able to accept an emergency placement, which include out of hours placements.

### **Respite / Short Breaks placements**

We aim to work with a number of carers who are prepared to provide placements on a 'respite' basis. This could be to support a birth family in need of help, or to support a foster family. Respite placements can occur where the family is supported by a regular break, or due to crises within the family.

Short Breaks are for children with learning disabilities or complex needs. This is usually for 2 days up to 6 weeks.

### **Remand and challenging behaviour placements**

Remand and challenging behaviour placements are placements involving children or young people who exhibit challenging behaviours and/or may have been remanded into care and are awaiting trial or sentencing due to a young person committing an alleged offence. Family First Fostering does a rigorous matching process where we match the skills, knowledge and abilities of the foster carers to the presenting needs of the child. The proposed carer will have undergone training pertaining to managing challenging behaviours and working with other professionals. The agency will negotiate a support package with the placing local authority.

### **Parent and Child placements.**

This type of placement entails placements for parent(s) and their child or children. This allows Family First Fostering's foster carers to give support and guidance, to enable parents to care for their own child(ren) independently. Often the placements are used to assess parenting skills and the ability of the parents to keep their child safe and ensure they are properly cared for. The level of supervision required will be discussed with the Local Authority.

### **Sibling placements**

Sibling placements are provided to enable brothers and/or sisters to be placed together in a foster care household. Family First Fostering advocates keeping siblings together within a family environment, unless it is deemed inappropriate by the placing authority.

### **Disability placements**

Family First Fostering has experienced foster parents with skills in caring for children and young people with disabilities, and / or who require specialist medical care. Foster carers may need to undertake specialised training in a variety of areas before accepting disability placements.

### **Unaccompanied children & young people**

An unaccompanied child / young person is someone who is under 18 years of age, who has been separated from their parents / family and is applying for asylum in his / her own right within the UK. These young people come from different countries, may not speak English and can be frightened and confused. Foster carers are needed in most areas in the UK who can provide a safe, stable and supportive homes to these children / young people.

At Family First Fostering, we have provided a high number of foster placements to unaccompanied asylum-seeking young people, and we have supported them into independence.

## **Placing Children and Young People**

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All placements of children and young people are made and monitored in accordance with the Fostering Services Regulation 2011. All foster carers are appropriately approved, reviewed and have a signed foster carer agreement. Wherever possible, a pre-placement planning meeting is undertaken,

including introductions between the Foster Carer and the child / young person. Risk Assessments are completed at the point of placement and are regularly reviewed, along with the child's care plan. Local Authority care plans and other essential information is requested prior to placement, and followed up when necessary, post placement.

## Matching

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All placements are carefully matched where possible, to ensure that the needs of children and young people can best be met by foster carers with relevant skills and experience. Once a referral is received, liaison takes place between Family First Fostering, Local Authority professionals and our foster carers. Matching documentation is completed by the placement team, which is overseen by a qualified Social Worker, to evidence matching, and to outline any measures to be taken to address any gaps in the foster carers' skills and / or knowledge.

When Emergency placements are accepted out of hours, the matching is done by the 'on call' Manager based on the information available. Follow up information regarding the child is gathered on the next working day.

Children and young people will never be expected to share a bedroom with another fostered child or child of the foster carers, other than if they are siblings, and where it is appropriate to do so. Bedroom sharing risk assessments are completed in these instances.

## Services offered:

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- a) Family First Fostering provides placements to children between the ages of 0 – 18 years of any gender, ethnicity, and religion.
- b) Education support (support with homework and other set educational tasks, where necessary), and liaison with schools / colleges / education centres
- c) Outreach work (courts, Immigration, Schools / colleges, shopping, & families), support during applications for asylum / refugee status, as well as liaising closely with the Immigration Authorities and other relevant agencies. Resettlement support for new arrivals to the UK
- d) Working with Unaccompanied Asylum Seekers
- e) Drug / alcohol / substance awareness
- f) Providing recreational / leisure activities
- g) Reports (assessment, progress, incident & investigations)
- h) Maintaining the boundaries of the placement / respecting the local community
- i) Working with young people with offending behaviour
- j) Family contact work
- k) Health care awareness and support (Doctor, Dentist, Optician, Hospitals)
- l) Equal Opportunities / Diversity / Gender awareness
- m) Semi-independence Training
- n) One to one discussions, and regular supervision and support provided to staff and foster carers
- o) 24 hours support for foster carers
- p) Therapeutic training and support packages available to staff and foster carers
- q) One-to-one support and therapeutic support groups provided by a Psychotherapist
- r) Reflective Supervisions

- s) Regular Training and Support Groups

## Statement of Resource Allocation

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The resources allocated to the organisation as indicated in the cash flow analysis and business plan indicates that we are able to carry to out the aims and objectives of the organisation as set out in the statement of purpose

**Current no. of Foster Carers:** 126

**Current children in placement:** 214

## A Statement of the Agency's Financial Position

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At present the company has a sound financial position, with the growth and development achieved during the last financial year. We have external Accountants who are chartered, certified and registered auditors. We now have regular Directors' meeting to discuss the Business plan and financial position of the company.

## The Process of Recruitment, Assessment and Approval of Foster Carers

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Family First Fostering makes use of the competencies approach in all stages of the recruitment, assessment and approval of foster carers. We endorse the view expressed in the Fostering Network's Code of Practice that the use of common, standard assessment tools, such as those produced by the Fostering Network and the CoramBAAF Form F, will enable fostering services to achieve uniform standards. We therefore make full use of the above tools in the recruitment, assessment and approval stages of fostering applications.



We also seek to actively promote the Fostering Network's values underpinning the competencies approach, to ensure that they are an integral part of the assessment process.

These are that:

- Child safety is paramount
- Individuals are respected
- Difference and diversity is valued
- Equality is promoted
- Discrimination is challenged
- Confidentiality is maintained
- Advice and feedback is provided in a constructive way
- Applicants are supported to demonstrate their competence
- Standards of childcare are explicit and agreed



## **Process for Assessment & Approval of Foster Carers**

Each prospective foster carer is subjected to, and will be required to participate in, a comprehensive assessment of their ability to carry out the fostering task, and must be formally approved by the agency before a child or young person is placed in their care. All prospective foster carers who make an enquiry are subject to a rigorous assessment and vetting procedures.

Family First Fostering complies with the requirements laid out by The Children Act 1989, the Fostering Services Regulations 2011, the National Minimum Standards, Fostering Services Guidance, Vol. 4, and any amendments to the legislative framework. Family First Fostering follows a two-staged process for the assessment of foster carers.

### **Stage 1 of the Assessment**

1. Initial Enquiry – When there is an enquiry from a potential foster carer, Family First Fostering makes contact by telephone and information gathering commences. If the enquirer meets the initial set of criteria, an information pack is sent out.
2. Initial Visit – An initial home visit takes place in the home of the prospective foster carer(s). We aim to book this within five working days from initial contact. If the initial visit is successful and both parties wish to proceed, the relevant documentation is provided, and procedure is discussed.
3. Application Paperwork – The prospective foster carer(s) must complete an application form, giving detailed information about themselves and their family and household members, and they give consent for further checks and enquires to be made to determine suitability. The checks include, but are not limited to:
  - Proof of identity
  - Enhanced Disclosure and barring service (DBS) check for all members of the household over the age of 18
  - Local Authority checks on all members of household over the age of 18.
  - School reference (if applicable)
  - Medical report
  - References (employer and personal)
  - Details regarding previous applications to foster, including references from previous fostering agencies (if approved within the last 12 months)
  - Reference from current fostering agency (if currently approved as a foster carer) and file viewing
  - Protocol meeting (if a carer is transferring from another fostering provide with children in placement)
  - Overseas check (if appropriate)
  - Healthy and Safety documents (Gas, Electric, home and car insurance, Car MOT, where relevant)
  - Health and Safety check
  - Mandatory skills to foster training (where the prospective foster carer has no previous fostering experience)

If it is decided that the agency will not continue with an assessment because of information collected as part of stage 1, then this will be communicated to the fostering applicant in writing, and their assessment will be closed.

## Stage 2 of the Assessment

1. Form F Assessment – An assessor will visit the applicants' home, approximately 7-10 times, to meet and collect information about all members of the household and the applicants' family background, childhood experiences, past relationship history, knowledge, skills, and experiences in relation to fostering and childcare, and more. A variety of techniques will be used by the assessor to collect information to inform their assessment.



Applicants will be encouraged to give honest answers and not to exaggerate or give false information about their skills and/or experiences.

2. The above information will be taken into account when considering the suitability of the applicant becoming a foster carer, and the suitability of their household, and will be included in a written report (brief or final), which is presented to the fostering panel along with recommendations regarding any terms of approval, and any areas for development. The report will be shared with the applicant and agreed upon, before it is presented to the fostering panel.
3. Panel – Following the stage 1 and stage 2 checks, the applicants will be invited to attend panel alongside their form F assessor, who will review all the paperwork and ask any questions they may have. They will make a recommendation on the applicant's suitability to foster.
4. Approved - The Agency's Decision Maker receives the recommendations from the independent fostering panel about the suitability of the applicants and makes the final decision. The applicant is informed in writing of the decision, and issued a Foster Carer's agreement if successful. Once a foster carer is approved, they must be notified in writing of this fact and their terms of approval.



Upon approval, a **Foster Carer Agreement** is provided to the newly approved foster carer, which covers a range of contractual information which foster carers are required to undertake and fulfil, including the requirement for foster carers:

- To care appropriately for children and young people in placement.
- To inform FFF of any significant changes to their household.
- To follow the agency's policies and procedures as identified in the Family First Fostering foster carer's handbook.

If the assessment completed on the applicant, and / or Panel or the Agency's Decision Maker considers that an applicant is not suitable to be approved as a foster carer, the Decision Maker will write to the

applicants proposing that they will not be approved, alongside the reasons for the decision (qualifying determination). In these cases, applicants will be invited to submit written representation within 28 days of the notice, and / or request a review of the decision by the agency's Panel, or an independent review panel through the Independent Reviewing Mechanism (IRM) (further details can be provided). Where a written representation is made, the agency will refer the case to its fostering panel for further consideration; and the Decision Maker will make its decision, taking into account any new information and / or recommendations made by the fostering panel, and will notify the applicants regarding their decision in writing. In instances where a written representation is not received from the applicant in 28 days, their assessment with the agency would be closed.

## The Agency's Decision Maker

The Agency Decision Maker is also responsible for deciding whether an approved foster carer and their household continues to be suitable to foster, and whether their terms of approval remains suitable, following a review of the foster carer's approval. The decision should be based on the written report(s) of the review, and must take account of any recommendation(s) made by the fostering panel (which must be provided on the occasion of the first review and may be provided for subsequent reviews) and any recommendation of the IRM (where relevant).



Once a foster carer is re-approved, they must be notified in writing of this fact and their terms of approval.

A foster carer's Approval Terms may specify, for instance, that they may foster only a specific named child or children, or may identify a maximum number of placements which may be made at any one time, or an age range for children they can foster. Approval Terms may also include factors such as short term or long-term placements, short break care, parent and child placements, or inclusion in a particular fostering scheme.

## Post Approval Training:

It is recognised that fostering has become increasingly demanding and complex. Family First Fostering is committed to providing quality and comprehensive training that is accessible and relevant to all our foster carers, and which equips them to safeguard children and young people, and meet their increasingly complex behaviours and needs. Investing in people is one of our strongest values, and we view our training programmes for carers as an important element of our support to them. Please refer to Family First Fostering's Training Programme for more details.



The training needs of foster carers are identified throughout the year and contained within their Professional Development Plans and Supervision reports, and arrangements are made for foster carers to complete additional trainings that may seem necessary for their development, and to meet the needs of the children in their care.



Family First Fostering provides training to:

- Help foster carers develop and refine the skills they need for their job
- Establish an explicit, positive framework of values, which promotes equality of opportunity
- Ensure that all foster carers are competent and confident in safe caring and protecting children from harm
- Support foster carers to develop the skills and knowledge they require, to foster more therapeutically.
- Encourage foster carers to achieve their Training Support and Development (TSD) Standards
- Enable foster carers to fulfil the expectations agreed in their Personal Development Plan (PDP)

### **TSD Standards**

The Training, Support and Development Standards provide guidance for foster carers on the requirements for their training and development and continuous professional development. All new foster carers have 12 months from the date of their approval, to complete their TSDs. Family First Fostering provides advice and support to foster carers regarding the completion of these workbooks, and there is an expectation that carers need to evidence their learning throughout the year.

The Management Team has the quality assurance role, and is responsible for signing off the TSDS workbooks.

## **Support for Foster Carers**

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Family First Fostering values the work that foster carers do, and the contributions they make to the lives of looked after children. Family First Fostering's view is that it is important for us to provide appropriate levels of support to foster families, to ensure positive and successful placements.

A creative and flexible package of support is available to foster carers and the children / young people in their care. Identifying and arranging the necessary level of support required takes place when a foster carer and child/ young person are 'matched' at the placement planning stages. Support is then monitored and tailored accordingly, throughout the course of the placement.

The following is provided to all foster carers:

### **➤ Supervising Social Worker**

- Completes the Induction of newly approved foster carers
- Undertakes Regular Supervision visits
- Maintains frequent contact with foster carers and children in placement through support, visits and telephone calls.

- Provides guidance and advice to the foster carer, in relation to their care of the children and young people, and to support carers to understand, and respond positively and / or therapeutically to children's needs and behaviours
  - Liaises with other professionals who may be involved in the care of the child or young person, and contributes to formal care planning
  - Identifies and helps respond to foster carers' training needs
  - Provides reflective supervisions, as required
  - Maintains accurate records of the progress of all matters relating to the foster carer and child/ young person
- **Support groups & Training**
- Monthly / Annual Foster Carer support groups – virtual and in-person
  - Support groups for both children and young people in care, and birth children
  - An annual training programme with a range of virtual, online and in person training to upskill, and provide updated information to new and experienced foster carers
- **Emergency support**
- Support is provided 24/7, 365 days a year, through our on-call service.
- **Fostering Membership**
- All foster carers receive an annual membership with the Fostering Network, paid for by Family First Fostering, which provides advice and guidance, as well as access to legal advice, mediation and insurance, and discounts to activities.
  - Foster carers also have membership with Foster Talk and CoramBAAF, which also provides advice, training and discount deals.
- **Family Events:**
- Family events and activities occur throughout the year and provides the opportunity for foster families to: Meet and Socialise; make new friends; and have fun.
  - Days out and activities.
- **Policies and Procedures:**
- All foster carers have access to the agency's Foster Carer's Handbook, which provides access to Policies and Procedures, together with information and guidance on all aspects of fostering. All information is regularly updated to ensure continued compliance with standards and regulations.

## Reviews & Terminations of Approval of Foster Carers

The approval of all foster carers must be regularly reviewed, and a decision about their continued suitability must be made. This occurs within a year of a foster carer's initial approval with the agency, and thereafter whenever it is felt necessary, but at intervals of no more than twelve months.

The review provides an opportunity to ensure that the quality of care provided by foster carers meets the standards expected by Family First



Fostering. To be effective, the review is based upon reliable evidence regarding the standard of care that has been provided. The review is a key part of Family First Fostering quality assurance.

The review must consider whether the foster carer and their household continues to be suitable to foster. The agency must make whatever enquiries it considers necessary to inform this judgement, which may include checks in relation to any new members of the household. Specifically, it must take into account the views of:

- The foster carer.
- Any child currently in placement and / or who was in placement in the previous 12 months.
- Any placing Local Authority which has, within the preceding year, placed a child with the Foster carer.
- Birth Children.
- All members of the fostering household.
- Other professionals / individuals / organisations which the foster carer has worked with in the preceding 12 months, who can provide the agency with relevant information to assess and consider whether the foster carer and their household continues to be suitable.

A written report of the review must be prepared. In the case of a foster carer's first review, this must be presented to the fostering panel for a recommendation. If it is decided that the foster carer and their household continues to be suitable to foster, then the foster carer must be notified in writing.

If a recommendation is made to terminate a foster carer's approval with the agency, the foster carer must be notified in writing and a copy of this notice must be sent to the responsible authority for any child placed by another Local Authority and to the residing Local Authority, if the foster carer lives outside the area of the fostering service.

A foster carer may at any point give written notice that they wish to resign from the role, in which case their approval is automatically terminated 28 days after receipt of the notice by the agency (regulation 28(13)). Fostering services may wish to advise a foster carer who indicates that they are considering giving written notice of their resignation, that once this is given, it automatically takes effect after 28 days regardless of whether the foster carer withdraws their notice. Should a foster carer who has resigned want to foster again, their suitability would need to be reassessed in line with the 2011 Regulations.

The Agency's Decision Maker does not have the power to decline a resignation, as any resignation takes effect automatically after 28 days, but this need not prevent the fostering service from forming a view about the person's future suitability to be a foster carer.

Once a foster carer has resigned, the agency has no responsibility to confirm resignation through panel, although it may be helpful to notify the panel of resignations to inform its monitoring role.

## Health Promotion:

Each young person placed within a foster placement will be registered with relevant medical professionals. A doctor, dental and optician appointment will be made for them within three weeks from the start of the placement with the foster parent. There will of course be an element of choice therein with young people being in a position to maintain their original General Practitioners (if practicable).



Health promotion is also undertaken by our foster carers who endeavour to develop and enhance the individual young person's knowledge and awareness of the different health care aspects, and ensure that they have a better understanding of issues relating to health care / promotion. This is achieved through discussions with the foster carer and allocated social worker.

A health record is kept for each young person, and every effort is made to obtain a medical history for each young person which will include their health needs, development, illnesses, operations, immunisations, allergies, dates medication has been administered, and appointments with GP's and other specialists.

## Child Protection / Safeguarding:

A comprehensive Child Protection Policy is in operation at Family First Fostering. This is because it is fully recognised that children and young people who are looked after are vulnerable, and it is our responsibility, as a caring organisation, to provide a safe and caring environment from which young people grow and develop. Therefore, our policy is that the child should always be believed in cases where an allegation of abuse is made. Our first priority in cases like this, is to protect the child or young person from the alleged perpetrator. It is of paramount importance that the child or young person making the allegation is reassured by the foster carer / staff team at Family First Fostering, and supported at all times.



Child protection investigations will be conducted within the remit of working together within a multi-disciplinary approach. This, therefore, may include investigations that are a combination of internal, criminal and/or external, in nature. A comprehensive Child Protection Policy supports this work.

**This should be read in conjunction with the Child Protection Policy / Procedural Guidelines. A copy is available on request.**

## Our Inspecting Body

### Ofsted

Piccadilly Gate Store Street Manchester M1 2WD  
Tel: 0300 123 1231  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)



## Complaints & Compliments

In accordance with the Fostering Services Regulations 2011 (Regulation 18) and National Minimum Standards (Std.1 & 21.11) Family First Fostering has developed a written procedure for managing any complaints made by or about foster carers and their family's, looked after children or Family First Fostering Staff.

We endeavour to deal with all complaints objectively and efficiently, and view all complaints received as an opportunity to assist our learning and development as a service.

We expect complaints to be reported and recorded clearly, quickly and passed on to the relevant manager for their urgent consideration at the first opportunity.

We have a comprehensive complaints procedure, which is made widely available in different formats suitable for children, young people, carers, parents, and professionals.

### Complaints by Foster Carers

Family First Fostering recommends that any complaint made by a foster carer should in the first instance be discussed with their SSW. If they feel the complaint is not resolved to their satisfaction, we recommend they request a meeting with the complaints receiving officer, Victor Morata Roca, and their SSW to resolve any concerns. If they remain unsatisfied, they will be asked to put their complaint into writing to the Registered Manager for investigation.

### Complaints by Children, Parents or Social Worker and Public

On admission at the placement, each young person is given a copy of the 'Young Person's / Children's Handbook,' which has details of the 'Young Person's / Children's Complaints Procedure', the 'Home Rules' as well as useful information relating to Family First Fostering. The handbook will be discussed with the young person to ensure that they have a full understanding of the foster home's rules and their rights to complain. The Independent Reviewing Officer's details will also be given to the child.

The SSW, foster carer and child's social worker will be informed immediately of any complaints made by a young person or parent. The SSW will be responsible for supporting the foster carer to resolve the complaint directly, and if needs be, a disruption meeting will be held with all relevant parties. If the complainant is still not satisfied, they will be asked to put their complaint into writing to the Directors for investigation.

All written complaints will be managed by the Quality Assurance Manager and the individual making the complaint will receive a 7-day response to acknowledge receipt of the complaint and outline the process that will follow.

The investigation will be completed by a person appointed by the Registered Manager within 21 days.

*For a copy of our  
complaints procedure  
or to make a  
complaint please  
contact Victor  
Morata Roca on*

**07399 767644**

If the complainant is not satisfied at this stage, the complaint will be passed on to the agency's regulatory authority, Ofsted.

<p>Write to:</p> <p>Ofsted:</p> <p>Piccadilly Gate,</p> <p>Store Street,</p> <p>Manchester,</p> <p>M1 2WD</p> <p>By Telephone: 0300 123 1231</p> <p>email: <a href="mailto:enquiries@ofsted.gov.uk">enquiries@ofsted.gov.uk</a></p>	<p>Write to:</p> <p>Children's Commissioner for England</p> <p>Sanctuary Buildings</p> <p>20 Great Smith Street</p> <p>London</p> <p>SW1P 3BT</p> <p>Phone number: 0800 528 0731</p> <p>Website: <a href="http://www.childrenscommissioner.gov.uk">www.childrenscommissioner.gov.uk</a></p>
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**Other independent Organisations:**

**Coram Voice (formerly The voice of the Child in Care (VCC)) / Independent Advocate:**

Telephone: 0808 800 5792

Web: <https://coramvoice.org.uk/>

**Childline:**

Freephone: 0800 1111

Web: [www.childline.org.uk](http://www.childline.org.uk)

**NSPCC:**

Freephone: 08088005000

Freetext: 88858

Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**Become**

Telephone: 0800 023 2033

Web: <https://becomecharity.org.uk/get-support/>

**Family First Fostering has a full procedural document pertaining to representations and complaints. The above must be read in conjunction with the complaints procedure, which is available on request.**