

Family First Fostering

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

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Family First Fostering was originally established in June 2012 and achieved its initial registration in November of that year. It was established in the hope of redressing the imbalance that some children face in the care system due to discrimination such as: sexism, racism, and other prejudices.



Family First Fostering also operates a residential care homes which specialises working with children with emotional and behavioural difficulties and learning disabilities.

In line with the expectations of the National Minimum Standards 16.1 this Statement of Purpose is made available to the following people:

- Current Foster carers and prospective foster carers
- Staff members of Family First Fostering
- Children and young people who are placed with Family First Fostering Foster Carers.
- A parent or person with parental responsibility of any child placed with FFF
- Local Authorities who are considering placement with Family First Fostering
- General public and other stakeholders.

- The Care Standards Act 2000
- The Children Act 1989 and The Children Act 2004

- The Care Standards Act 2000
- The Children Act 1989 and The Children Act 2004
- The Fostering Service Regulation (2011)

As required the Statement of Purpose sets out Family First Fostering 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 principle underpinning the service 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).

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).

Family First Fostering owns a subsidiary company in the form of Oakley House Children's Home (OHCH) (Company Number 7786312). OHCH is currently operating residential children's homes which is regulated by Ofsted. Further details about Oakley House Children's Home can be provided on request or located on its website (www.oakleyhousech.co.uk) where the statement of purpose can be found.



COVID-19

Family First Fostering has been following government guidance regarding COVID -19 and the pandemic. The welfare of our staff, foster carers, young people and children is paramount. Family First Fostering continue to support various stakeholders during this pandemic and will be flexible and understanding in our approach.

Some of the measures we have put into place:

1. Update foster carers on a weekly basis of change in government guidance.
2. Creation of a COVID-19 policy which is regularly reviewed and updated.
3. Completing COVID-19 safety plan and risk assessment for the vulnerable fostering households.
4. Update our staffing policy, panel policy, working from home policy and other policy to meet government guidelines.
5. No unnecessary visits to the fostering household during this time. Where possible visits should be completed virtually.
6. Some staff are working from home and panels and trainings are being held through video calls.
7. Safety measures in the office. This includes social distancing and the purchase of anti-bacterial gel, masks and gloves.
8. Business continuity plan update for COVID – 19.
9. 24/7 telephone and video call support being provided by management.

Our Aims

Family First Fostering believe 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

At Family First Fostering we adopt a collaborative approach to care planning. This allows us to reach our aim of 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 and physical needs.
- To give consideration to children's views and wishes ensuring 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 in developing their fostering knowledge and skills.
- To provide our foster carers with support, training and supervision necessary for their continuing development and to achieve the desired outcomes for children and young people in their care.
- Our key objective is to develop services in order that children and young people can develop and grow within the five key outcomes are 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 Foster Carers.

Quality Assurance and Outcomes

At Family First Fostering we aim to exceed 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.

- **Care Records:** All foster carer records are signed off and monitored through regular supervision provided by Family First Fostering Supervising Social Workers (SSW). Sample cases are monitored by the management with action taken to address any shortfalls. All children records are continually monitored by the management team, where action is taken to address the discrepancy.
- **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 ensure that the fostering panel takes an independent scrutiny role that provides independent feedback on the quality of all reports it consider.

- **Statutory Checks:** Management works alongside the administrator to make sure that all statutory checks are completed and valid for foster carers, staff members, consultants and others. This includes safer recruitment practices.
- **The Voice of the Child:** The voice of the child is carefully listened to as evidenced in the Looked after Child Review, the Foster Carer Review and at regular consultation meetings.
- **Regular Reviews of Service Provision:** This is achieved by undertaking regular reviews of foster carers, policy and procedures and compliance with regulation. This information is used to identify continuous improvements targets.
- **Training of Staff and Foster Carers:** This is achieved by providing high quality training by using a range of internal and external providers using a variety of learning methods. A comprehensive training schedule is planned in advance for the forthcoming year where all members are encouraged to develop their knowledge and skills 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 noteworthy 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.

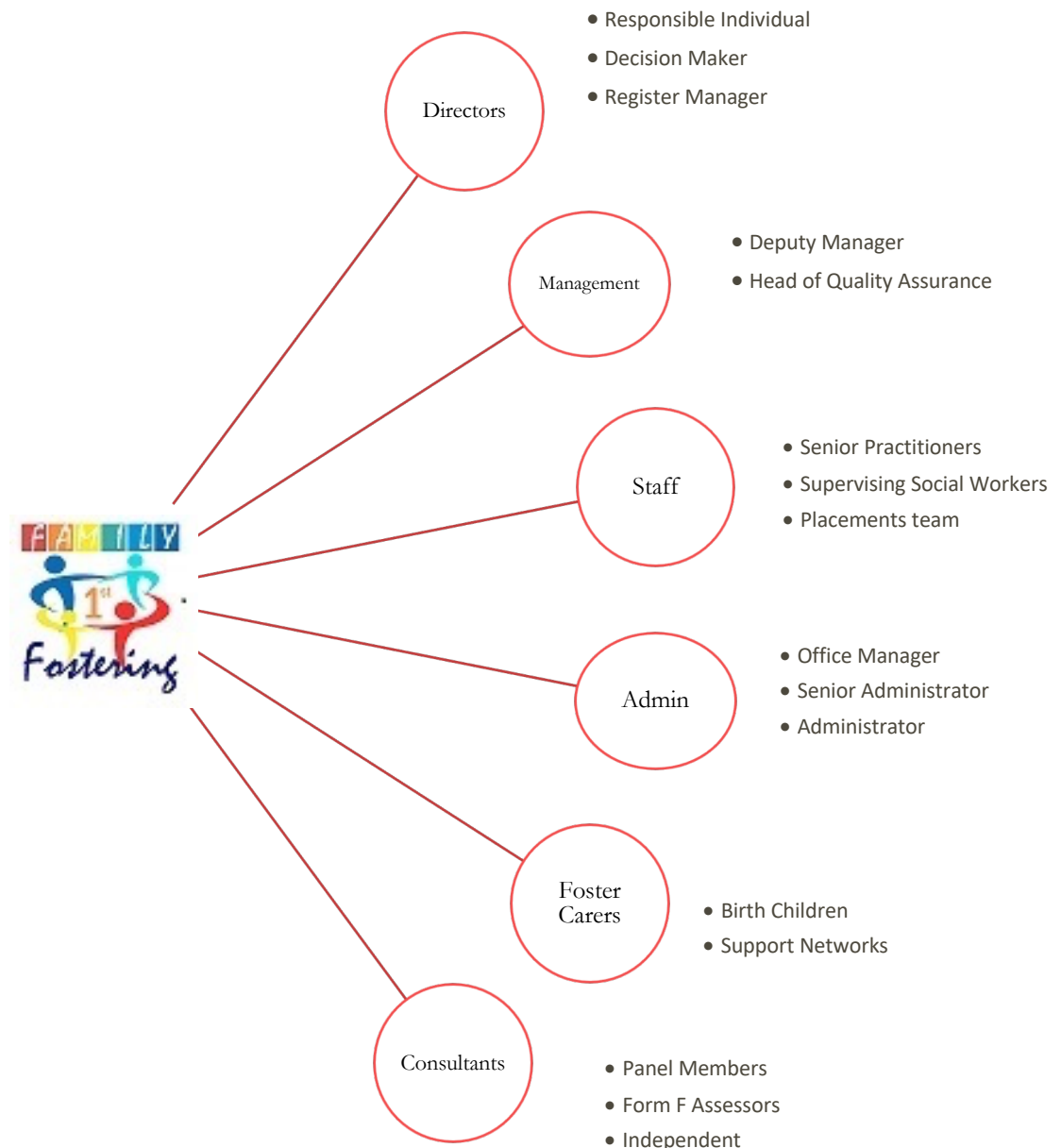
Management Structure and Staffing

The Managing Director has qualifications that include MBA Management, M.Sc. Sociology/Sociology and Social Administration, Dip SW Social Work, Diploma Higher Education and B.A. Hons Economics. This alongside his 29 years' experience of working in the social care sector contributes to him being the driving force for the company to meet its aims and objectives.

Also, there is an Independent Panel Team responsible for the assessment and 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 as permanent or consultants are rigorously vetted; which includes enhanced DBS check in line with the National Minimum Standards 2011.

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



Categories of Placements

Family First Fostering offers a range of placements, including planned, emergency and respite care. We recognise that placing authorities are looking for different types of placements which meet the needs of young people looked after by them. All placements are matched to ensure the needs of the children and young people and the skills and experience of the foster carers to meet those needs.

All placements must be negotiated through the child or young person's Local Authority either through 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

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 till they are 18.

Short and Medium-Term

Short and medium-term placement is where a child is expected to move on to an appropriate next step.

| | |
|-----------------------------|------------------------------------|
| <i>Short-term placement</i> | will be between 2 days to 6 months |
|-----------------------------|------------------------------------|

| | |
|--------------------------------|-------------------------------|
| <i>Medium – term placement</i> | will be 6 months to 12 months |
|--------------------------------|-------------------------------|

| | |
|-----------------------------|-----------------------------------------------------------------------|
| <i>Long-term placements</i> | where the child/young person is expected to remain until independence |
|-----------------------------|-----------------------------------------------------------------------|

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 placement.

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 to a foster family.

Respite placements where the family is supported by a regular break or due to crises within the family. Short Breaks is for children with learning Disability 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 exhibiting challenging behaviours and/or may have been remanded into care. 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 from the 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 foster carers to give support and guidance to parents in caring for their own child. Often the placements are used to assess parenting skills and the ability of the parents to keep their child safe and properly cared for. The level of supervision will be discussed with the Local Authority.

Sibling placements

Sibling placements are for brothers and sisters who are 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.

Disabled placements

Family First Fostering has experienced foster parents with skills in caring for children and young people who are disabled and/or 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, is separated from parents / family and is applying for asylum in her/ her own right within the UK. These young people come from 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 home to these children/ young people.

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

Placing Children and Young People

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 started at the point of placement and reviewed along with the care plan. Local Authority care plan and other essential information is requested prior to placement and chased up when necessary post placement.

Matching

All placements are carefully matched where possible to ensure that the needs of children and young people can be best met by the foster carers with relevant skills and experience. Matching documentation is completed by the placement team to evidence matching. Once a referral is received liaison takes place between Family First Fostering, Local Authority professionals and our foster carers.

When Emergency placements are accepted out of hours then the matching will be done by the Manager, with the information available. Follow up information will be 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 it is appropriate to do so.

Services offered:

- a) Family First Fostering caters for children between the ages of 0 – 18 years of either gender.
- b) Education (support with homework and other set educational tasks, where necessary 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 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 & Management investigations)
- h) Maintaining the Boundaries of the placement / respecting the local community
- i) Working with offending behaviour
- j) Family contact work
- k) Health care awareness (Doctor, Dentist, Optician, Hospitals)
- l) Equal Opportunities / Diversity /Gender awareness
- m) Semi-independence Training
- n) One to one discussions
- o) 24 hours support for foster carers
- p) Therapeutic training and support packages

Statement of Resource Allocation

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. Foster parents: 70
Current children in placement: 105

A Statement of the Agency's Financial Position

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

Family First Fostering Agency makes use of the competencies approach in all stages of the recruitment, assessment and approval of the foster carers. We endorse the view expressed in the Fostering Network Code of Practice that the use of common, standard assessment tools, such as those produced by the Fostering Network and the BAAF 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 values underpinning the competencies approach and 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 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 rigorous assessment and vetting procedures.

Family First Fostering complies with the requirements laid out by The Children Act 1989 and the Fostering Services Regulations 2011 and amendments in legislative framework. Family First Fostering follows a two-staged process for 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 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 give consent to undertake further checks and enquires to determine suitability. The checks are:

- Proof of identity
- Enhanced Disclosure and barring service (DBS) for all members of the household
- Local Authority checks on all members of household over age of 18.
- School reference if applicable
- Medical report
- References (Employee and personal)
- Previous applications to foster
- Current fostering reference (if currently a foster carer) and file viewing
- Protocol meeting (if transferring with children in placement)
- Overseas check (if appropriate)
- Healthy and Safety documents (Gas, Electric, home and care insurance, Car MOT)
- Health and Safety report.
- Mandatory skills to foster training

If it is decided not to continue with an assessment because of information collected as part of stage 1, then this will be communicated in writing.

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' knowledge, skills and experiences in relation to fostering, family background, childhood experiences, past relationship history and more. A variety of techniques will be used by the assessor to collect information.
2. This information will be taken into account in considering the suitability of the applicant to become a foster carer, and the suitability of their household, and will be included in a written report (brief or final) to the fostering panel along with recommendations regarding any terms of approval. The report will be shared and agreed upon before taken to the fostering panel.



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

3. Panel – Following the stage 1 and stage 2 checks the applicant is 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 your suitability as a foster carer.
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 and issue a fostering agreement if successful.



Upon approval, a **Foster Carer Agreement** is completed and it covers a range of contractual information and undertakings, including:

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

If, following consideration by the fostering panel, and a review of case papers and the final panel minutes, the Decision Maker considers that an applicant is not suitable to act as a foster carer the Decision Maker will write proposing not to approve them together with reasons (qualifying determination) and will invite them to submit written representation within 28 days of the notice or to request a review by an independent review panel through the Independent Reviewing Mechanism (IRM) (further details can be provided). If 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 fresh recommendations made by the fostering panel, and will notify their decision to the applicant in writing.

The Decision Maker

The Decision Maker is also responsible for deciding whether a person and their household remain suitable to foster, and whether the terms of approval remain suitable, following each review of the foster carer's approval. The decision should be based on the written report of the review; it must take account of any recommendation 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.



Once a foster carer is approved, they must be notified in writing of this fact and of any terms of the 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 fostered. Terms may also include factors such as short term or long term placements, short break care, 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. 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.



Training needs of foster carers are identified throughout the year and arrangements are made for additional trainings that may seem necessary.

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
- 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 to complete their TSD when they are approved as foster carers. Family First Fostering provides advice and support to foster carers regarding the completion of the books. There is an expectation that carers need to evidence their learning throughout the year.

The Registered Manager has the quality assurance role and is also responsible person for signing off the TSD workbooks.

Support for Foster Carers

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

A creative and flexible package of support is available to foster carers and the children / young people in 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, during the course of the placement.

The following is provided to all foster carers:

➤ **Supervising Social Worker**

- Induction of new foster carer upon approval
- Monthly Supervision visits
- Frequent contact with foster carers and children in placement through support, visits and telephone calls.
- Provide guidance and advice to the foster carer in relation to their care of the children and young people
- Liaise with other professionals who may be involved in the care of the child or young person and contribute to formal care plans
- Identify and help respond to foster carers' training needs
- Maintain accurate records of the progress of all matters relating to the foster carer and child/ young person

- **Support group**
 - Monthly/ Annual Foster Carer support group
 - Annual Support group for young people
- **Emergency support**
 - Support is provided 24/7, 365 days a year through our on-call service.
- **Fostering Membership**
 - All foster carers are signed up to annual membership of the Fostering Network, paid for by Family First Fostering. It provides advice and guidance as well as access to legal advice, mediation and insurance.
 - Membership to Fostering Talk and CoramBAAF which also provides advice, training and discount deals on certain topics.
- **Family Events:**
 - Family events occur throughout the year and provides the opportunity to: Meet and Socialise, make new friends and have fun.
 - Day out activities.
- **Policies and Procedures:**
 - All foster carers have access to Foster Carer Handbook which provides access to Policies and Procedures, together with information and guidance on all aspects of fostering. All information is regularly updated to comply with standards and regulations.

Reviews & Terminations of Approval of Foster Carers

Approval of all foster carers must be reviewed, and a decision about suitability made, within a year of approval, 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 meets the standards demanded by Family First Fostering. To be effective, the review has to be 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 continue to be suitable. 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 in current placement or 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
- Any other enquires will also be made to ensure that Family First Fostering obtain all relevant information as they consider necessary in order to review whether the foster carer and their household continue to be suitable

A written report of the review must be prepared, and in the case of the first review this must be presented to the fostering panel for a recommendation. If it is decided, taking account of any recommendation from the fostering panel if applicable, that the foster carer and their household continue to be suitable, then the foster carer must be notified in writing.

If a foster carer's approval is terminated, the foster carer must be notified in writing and a copy of the notice must be sent to the responsible authority for any child placed by another Local Authority and to the relevant 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)).

The 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.

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.

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 to inform its monitoring role.

Health Promotion:

Each young person placed with in a foster placement will be registered with doctors and dental / optician appointments 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 parents who endeavour to develop and enhance the individual young person's knowledge and awareness of the different health care aspects and ensuring that they have a better understanding of issues relating to health care / promotion. This is achieved through discussions with the foster parent and allocated social worker.

A health record is kept on each young person and every effort is made to obtain a medical history on each young person which will include, health needs, development, illnesses, operations,

immunisations, allergies, medications administered dates 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 our responsibility as a caring organisation is 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 making the allegation is reassured by the foster parent / 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 will include investigations that are either or 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



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, 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.

*For a copy of our
complaints procedure
or to make a
complaint please
contact Noor Ali on*

07958 498 249

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, Noor Ali and 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 fully with the young person to ensure that they have a full understanding of the foster home 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 complaint made by a young person or parent. The SSW will be responsible for supporting the foster carer to resolve the complaint directly, and if need 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 will receive a 7-day response to acknowledge receipt of the complaint and the process that will follow.

The investigation will be completed by a person appointed by the Registered Manager within 21 days. If the complainant is not satisfied at this stage, the complaint will be passed onto the regulatory authority, Ofsted.

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| <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: enquiries@ofsted.gov.uk</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: 020 7783 8330</p> <p>Website: www.childrenscommissioner.gov.uk</p> |
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The Voice of the Child in Care' (VCC) /Independent Advocate: 0808 800 5792

Other independent Organisations:

The voice of the Child in Care (VCC) / Independent Advocate:

Telephone: 0808 800 5792

Childline:

Freephone: 0800 1111

Web: www.childline.org.uk

NSPCC:

Freephone: 08088005000

Freetext:88858

Email: help@nspcc.org.uk

The Who Cares? Trust

15-18 White Lion Street

London

N1 9PG

Telephone: 020 7251 3117

Web: www.thewhocarestrust.org.uk

Family First Fostering is supported by a full procedural document pertaining to representations and complaints. This must be read in conjunction with the complaints procedure and is available on request.