

inspection report

Fostering Services

Rainbow Fostering Services Ltd

10 Churchill Court

58 Station Road

North Harrow

Middlesex

HA2 7SA

31 January 2005 & 1 & 9 February 2005

Commission for Social Care Inspection

Launched in April 2004, the Commission for Social Care Inspection (CSCI) is the single inspectorate for social care in England.

The Commission combines the work formerly done by the Social Services Inspectorate (SSI), the SSI/Audit Commission Joint Review Team and the National Care Standards Commission.

The role of CSCI is to:

- Promote improvement in social care
- Inspect all social care - for adults and children - in the public, private and voluntary sectors
- Publish annual reports to Parliament on the performance of social care and on the state of the social care market
- Inspect and assess 'Value for Money' of council social services
- Hold performance statistics on social care
- Publish the 'star ratings' for council social services
- Register and inspect services against national standards
- Host the Children's Rights Director role.

Inspection Methods & Findings

SECTION B of this report summarises key findings and evidence from this inspection. The following 4-point scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The 4-point scale ranges from:

- 4 - Standard Exceeded (Commendable)
- 3 - Standard Met (No Shortfalls)
- 2 - Standard Almost Met (Minor Shortfalls)
- 1 - Standard Not Met (Major Shortfalls)

'O' or blank in the 'Standard met?' box denotes standard not assessed on this occasion.

'9' in the 'Standard met?' box denotes standard not applicable.

'X' is used where a percentage value or numerical value is not applicable.

FOSTERING SERVICE INFORMATION

Local Authority Fostering Service?

NO

Name of Authority

Address

Local Authority Manager

Tel No:

Address

Fax No:

Email Address

Registered Fostering Agency (IFA)

YES

Name of Agency

Rainbow Fostering Services Ltd

Tel No

020 8427 3355

Address

10 Churchill Court, 58 Station Road, North Harrow,
Middlesex, HA2 7SA

Fax No

020 8427 4466

Email Address

Registered Number of IFA

G110000216

Name of Registered Provider

Rainbow Fostering Services

Name of Registered Manager (if applicable)

Mrs Fouzia Darr

Date of first registration

9th September 2003

Date of latest registration certificate

9th September 2003

Registration Conditions Apply ?

NO

Date of last inspection

2003

Date of Inspection Visit		31 January, 1 & 9 Feb. 2005	ID Code
Time of Inspection Visit		10:00 am	
Name of Inspector	1	Bernard Burrell	098137
Name of Inspector	2		
Name of Inspector	3		
Name of Inspector	4		
Name of Lay Assessor (if applicable) Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process.			
Name of Specialist (e.g. Interpreter/Signer) (if applicable)			
Name of Establishment Representative at the time of inspection		Fouzia Darr (Assistant Director) & Aijaz Ahmad (Director)	

CONTENTS

Introduction to Report and Inspection

Inspection visits

Description of Fostering Service

Part A: Summary of Inspection Findings

Reports and Notifications to the Local Authority and Secretary of State

Implementation of Statutory Requirements from last Inspection

Statutory Requirements from this Inspection

Good Practice Recommendations from this Inspection

Part B: Inspection Methods & Findings

(National Minimum Standards For Fostering Services)

- 1. Statement of purpose**
- 2. Fitness to carry on or manage a fostering service**
- 3. Management of the fostering service**
- 4. Securing and promoting welfare**
- 5. Recruiting, checking, managing, supporting and training staff and foster carers**
- 6. Records**
- 7. Fitness of premises**
- 8. Financial requirements**
- 9. Fostering panels**
- 10. Short-term breaks**
- 11. Family and friend carers**

Part C: Lay Assessor's Summary (where applicable)

Part D: Provider's Response

D.1. Provider's comments

D.2. Action Plan

D.3. Provider's agreement

INTRODUCTION TO REPORT AND INSPECTION

Independent and local authority fostering services which fall within the jurisdiction of the Commission for Social Care Inspection (CSCI) are subject to inspection, to establish if the service is meeting the National Minimum Standards for Fostering Services and the requirements of the Care Standards Act 2000, the Fostering Services Regulations 2002 and the Children Act 1989 as amended.

This document summarises the inspection findings of the CSCI in respect of Rainbow Fostering Services Ltd. The inspection findings relate to the National Minimum Standards for Fostering Services published by the Secretary of State under sections 23 and 49 of the Care Standards Act 2000, for independent and local authority fostering services respectively.

The Fostering Services Regulations 2002 are secondary legislation, with which a service provider must comply. Service providers are expected to comply fully with the National Minimum Standards. The National Minimum standards will form the basis for judgements by the CSCI in relation to independent fostering agencies regarding registration, the imposition and variation of registration conditions and any enforcement action, and in relation to local authority fostering services regarding notices to the local authority and reports to the Secretary of State under section 47 of the Care Standards Act 2000. The report follows the format of the National Minimum Standards and the numbering shown in the report corresponds to that of the standards.

The report will show the following:

- Inspection methods used
- Key findings and evidence
- Overall ratings in relation to the standards
- Compliance with the Regulations
- Notifications to the Local Authority and Reports to the Secretary of State
- Required actions on the part of the provider
- Recommended good practice
- Summary of the findings
- Report of the Lay Assessor (where relevant)
- Providers response and proposed action plan to address findings

This report is a public document.

INSPECTION VISITS

Inspections will be undertaken in line with the agreed regulatory framework with additional visits as required. This is in accordance with the provisions of the Care Standards Act 2000. The following inspection methods have been used in the production of this report. The report represents the inspector's findings from the evidence found at the specified inspection dates.

BRIEF DESCRIPTION OF THE SERVICES PROVIDED.

Rainbow Foster Services started operation in 1998 with the objective of providing foster care placements services to children and young people who are looked after by local authorities. According to the agency's Statement of Purpose, it also provides services such as advice, training and support to foster parents.

The agency also operates a branch in East London that is independently managed. However, panel meetings, staff and foster carers training are shared jointly.

The agency operates from its own premises in North Harrow, London with easy access to public transport services. The director has overall responsibility for managing the services and the assistant director/social work manager manages the daily operations, including staff supervision.

The agency has a policy and training officer who is also for delivery of training programmes.

The supervising social workers carry out fostering assessments, supervision of foster carers plus attend Looked After Children (LAC) and foster care placement reviews.

The foster panel - according to the agency's statement and recorded minutes from panel meetings- is made up of children services professionals and foster parents. They have responsibilities for assessing, reviewing and approving foster parent's applications plus monitoring and review of placements.

The agency also employs freelance social workers to carry out assessments of prospective foster carers. It also employs the services of therapeutic professionals to work with children and young people where required.

PART A SUMMARY OF INSPECTION FINDINGS

Inspector's Summary

(This is an overview of the inspector's findings, which includes good practice, quality issues, areas to be addressed or developed and any other concerns.)

This inspection was conducted over three separate visits to the agency plus follow up telephone calls. The process was assisted by input from staff and senior officers of the agency, examination of recorded documents, tracking placement care and progress, discussions with foster carers and random questionnaire survey of foster carers. No children or young people were contacted during this inspection process.

The over all assessment of the inspector's findings indicated the agency has been making good efforts to ensure full compliance with relevant legislative and professional guidance to help protect, enhance and promote the welfare and wellbeing of children and young people.

The inspector was satisfied with the level of professional approach adopted by the agency in trying to ensure its operations are carried out in line with the National Minimum Standards (NMS) and in several standards, above the NMS.

However, several shortfalls have been identified as areas where additional work is needed to meet the requirements of the NMS. These included:

Recruitment of social workers who are fully qualified and experienced in fostering and children social care work.

Closer monitoring of all carers to help ensure any break down in relationships or family home situations are detected early and dealt with as matter of urgency to minimise any potential negative impact on looked after children and young people.

The agency should also continue its efforts to make sure all carers attend mandatory training to fully equipped them with the knowledge and skills they need to perform their role effectively.

Statement of Purpose: (Standard 1) The agency reviewed and updated its Foster Carers Guide in January 2005. This publication contains the agency's Statement of Purpose, terms and conditions of fostering agreement, guide to fostering selection, reviewing procedures, professional fees, complaints guidelines, consent, educational and health check forms. The inspector was satisfied the updated version exceeds the NMS requirements.

Fitness to carry on and Manage a Fostering Service: (Standards 2-3)

Both standards were inspected and exceeded the requirements of the NMS. The inspector was fully satisfied that the director and assistant director/social work manager are both knowledgeable, highly skilled with sound professional experience to carry on and manage the fostering service.

The evidence seen indicated the managers are continuing to update their professionalism, knowledge and awareness of current fostering practices and developments.

Management of Fostering Service (Standards 4-5)

Both standards were inspected. Standard 4 exceeded the requirements of the NMS and Standard 5 met the requirements of the NMS. Staff reported their satisfaction with the way the agency is managed and most foster carers who responded to the Commission's survey also reported their satisfaction with the management of the fostering service. Overall, the inspector was satisfied the agency is managed well with clear lines of accountability.

Securing and Promoting Welfare (Standards 6-14)

Eight standards were inspected in this section. Standard 8 was not applicable to this agency. The findings indicated 3 standard met the requirements of the NMS and two exceeded the NMS requirements and 2 had minor shortfalls in Standards 12 and 13.

The agency will need to ensure that all supervising social workers seek and record the views of all looked after children/young people. Where children/young people are not able to communicate their views/opinions, those of significant relatives or advocates must be sought and recorded as representing those of the children/young people.

The agency will also need to ensure full reports about the educational development/progress of each child/young person is fully recorded and monitored by each foster carer. The evidence available must demonstrate what input each foster carers is making to assist in each child's young persons learning and educational development.

Continued effort must also be made by the agency to ensure all foster carers attend the training course in 'promoting health and education needs of children and young people'.

Recruiting, Checking, Managing, Supporting and Training staff and foster carers (Standards 15-23)

Nine standards were inspected in this category. Standards 3, 15, 17, 18 & 19 met the requirements of the NMS. Standards 16, 20, 21, 22 & 23 exceeded the NMS requirements.

The agency has been recruiting social workers from overseas, mainly from India. The inspector discussed this area with the director and social work manager and was assured that all required procedures are followed according to legislative requirements.

The inspector examined files of at least two new staff recruited to the agency since the last inspection plus interviewed staff recruited from overseas. The findings indicated all necessary references and checks are carried out, including appropriate supervision by the social work manager.

The agency must ensure staff who are recruited to work with children and young people are appropriately qualified, skilled and experienced in fostering, children and family social care. The agency should avoid recruiting staff and then having to train them on the job or wait for several months before it is satisfied they are competent to carry out some of the core assessment work and responsibilities.

The induction period for staff recruited direct from overseas is currently six months. Their initial case allocation for the first six months of them joining the agency should preferable be kept to a level that reflects their professional experience in fostering and work with children.

Two social work staff had their employment terminated by the agency since the last inspection for reportedly 'dishonesty.' The director assured the inspector the dismissed

former employees' actions did not affect the welfare/wellbeing of any child/young person.

Records (Standards 24-25)

Both standards were inspected in this section. Standard 24 had minor shortfalls and Standard 25 met the requirements of the NMS.

The inspection findings indicated all appropriate records relating to the fostering services, foster carers, staff, children and young people were available and accessible at the agency during this inspection process.

Additional work was needed to ensure some records/documents contained completed recording of all relevant and required areas on the health and education forms for example. Some files needed indexing to enable easy examination and tracking, photo ID of a foster carer was missing and information was incorrectly filed on few files.

Fitness of premises for use as Fostering Service (Standards 26)

This standard exceeded the requirements of the NMS. The inspection findings indicated the premises used as offices by the agency to carry out its fostering services are adequate, well maintained with appropriate security systems and safeguards.

Financial Requirements (Standards 27 – 29)

The inspector was given a copy of the agency's financial report, which indicated continued financial viability of the service. Standard 29 exceeded the NMS requirements. Standard 28 met the requirement of the NMS. The director informed the inspector the agency's uses SAGE IT system to administer and manage its accounting procedures.

The director stated that the agency's accounts are audited by external accountants. The agency also has an in-house accountant who manages daily finance and account matters.

The agency deducts a weekly amount from each child/young persons' allowance towards a savings scheme. Each child/young person receives the amount saved when the placement ends.

Fostering Panel (Standards 30)

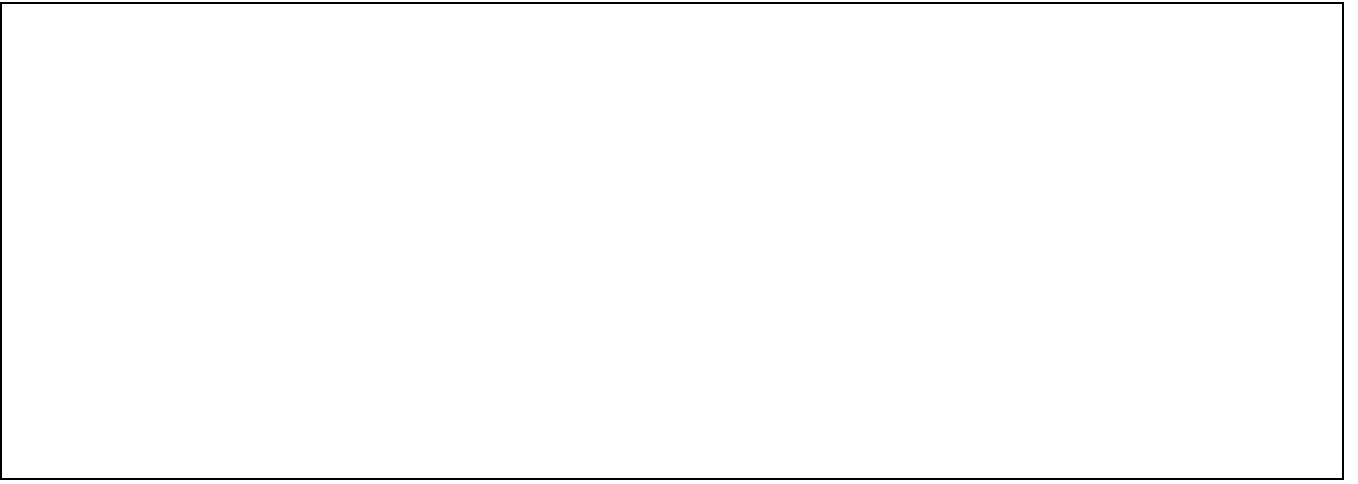
This standard was examined through the recorded minutes of a foster panel meeting, case notes plus discussions with staff, managers and the chair of the panel plus carers.

The inspector was of the view the minutes of the foster panel meeting was sparse and each members contribution should be fully attributed.

The social work manager informed the inspector the agency received 12 complaints since the last inspection, two of which were substantiated. During this inspection, two carers who responded to the survey questionnaire, made complaints to the Commission about dissatisfaction with certain operational procedures at the agency and the manner in which two children were removed from a foster carer's home. The outcome of the complaints were still outstanding at the time of writing this report

The agency approved about 20 foster carers within the last 12 months and three carers have also left. There are currently over 80 foster placements supported by the agency.

Overall, the majority of responses from foster carers who completed the survey questionnaires, indicated satisfaction about their relationship with the agency and its support for the children and young people placed.



Reports and Notifications to the Local Authority and Secretary of State

(Local Authority Fostering Services Only)

The following statutory Reports or Notifications are to be made under the Care Standards Act as a result of the findings of this inspection:

Report to the Secretary of State under section 47(3) of the Care Standards Act 2000 that the Commission considers the Local Authority's fostering service satisfies the regulatory requirements:

NO

Notice to the Local Authority under section 47(5) of the Care Standards Act 2000 of failure(s) to satisfy regulatory requirements in their fostering service which are not substantial, and specifying the action the Commission considers the Authority should take to remedy the failure(s), informing the Secretary of State of that Notice:

NO

Report to the Secretary of State under section 47(4)(a) of the Care Standards Act of a failure by a Local Authority fostering service to satisfy regulatory requirements which is not considered substantial:

NO

Report to the Secretary of State under section 47(1) of the Care Standards Act 2000 of substantial failure to satisfy regulatory requirements by a Local Authority fostering service:

NO

The grounds for the above Report or Notice are:

Implementation of Statutory Requirements from Last Inspection

Requirements from last Inspection visit fully actioned?

YES

If No please list below

STATUTORY REQUIREMENTS

Identified below are areas not addressed from the last inspection report, which indicate a non-compliance with the Care Standards Act 2000 and Fostering Services Regulations 2002.

No.	Regulation	Standard	Required actions	

Action is being taken by the Commission for Social Care Inspection to monitor compliance with the above requirements.

COMPLIANCE WITH CONDITIONS OF REGISTRATION (IF APPLICABLE)**(Registered Independent Fostering Agencies only)**

Providers and managers of registered independent fostering agencies must comply with statutory conditions of their registration. The conditions applying to this registration are listed below, with the inspector's assessment of compliance from the evidence at the time of this inspection.

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

**Lead Regulatory
Inspector****Bernard Burrell****Signature****Second Inspector****Signature****Regulation Manager****Gail Freeman****Signature****Date****23/03/2005**

STATUTORY REQUIREMENTS IDENTIFIED DURING THIS INSPECTION

Action Plan: The appropriate Officer of the Local Authority or the Registered Person (as applicable) is requested to provide the Commission with an Action Plan, which indicates how requirements are to be addressed. This action plan will be made available on request to the Area Office.

STATUTORY REQUIREMENTS

Identified below are areas addressed in the main body of the report which indicate non-compliance with the Care Standards Act 2000, the Children Act 1989, the Fostering Services Regulations 2002, or the National Minimum Standards for Fostering Services. The Authority or Registered Person(s) is/are required to comply within the given time scales in order to comply with the Regulatory Requirements for fostering services.

No.	Regulation	Standard *	Requirement	
1	15	FS12	The registered provider must ensure that the recorded information relating to each child's health- provide details of accurate dates, full outcomes of all medical appointments and any follow-ups to be done.	30/04/05
2	16	FS13	The registered provider must ensure that foster carers outline clearly and fully in their monthly reports, what they have done to assist each child and young person with their educational needs and tasks- that is home work, parent teachers meetings, after- school programmes and extra-scholastic help where needed. The registered provider must ensure that further reminders are sent to all foster carers about their responsibility to attend the training –promoting the health and education needs of LAC.	30/04/05
3	20	FS15	The registered provider must ensure staff working directly with children- particularly those with social work responsibilities- have relevant background and experience in fostering or work with children.	30/04/05

GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

Identified below are areas addressed in the main body of the report which relate to the National Minimum Standards and are seen as good practice issues which should be considered for implementation by the Authority or Registered Person(s).

No.	Refer to Standard *	Recommendation Action
1	FS9	The registered provider should continue its good practice of ensuring a full assessment is carried out of all 'nominated carers'. The registered provider should also continue to remind all carers that visitors staying at foster carers home must be assessed by the agency in order to protect and safeguard the wellbeing of children and young people.
2	FS11	The registered provider should continue to ensure that where possible, the views and opinions of all looked after children are sought and recorded- particularly young children with limited communication ability or language differences.
3	FS24	The registered person must ensure that all records and documents relating to looked after children/young people, foster carers and significant others are reviewed and updated as discussed with the assistant director.

* Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix e.g FS10 refers to Standard 10.

PART B INSPECTION METHODS & FINDINGS

The following inspection methods have been used in the production of this report

Number of Inspector days spent	4
Survey of placing authorities	NO
Foster carer survey	YES
Foster children survey	NO
Checks with other organisations and Individuals	NO
• Directors of Social services	NO
• Child protection officer	NO
• Specialist advisor (s)	NO
• Local Foster Care Association	NO
Tracking Individual welfare arrangements	YES
• Interview with children	NO
• Interview with foster carers	YES
• Interview with agency staff	YES
• Contact with parents	NO
• Contact with supervising social workers	YES
• Examination of files	YES
Individual interview with manager	YES
Information from provider	YES
Individual interviews with key staff	YES
Group discussion with staff	YES
Interview with panel chair	YES
Observation of foster carer training	NO
Observation of foster panel	NO
Inspection of policy/practice documents	YES
Inspection of records	YES
Interview with individual child	NO
Date of Inspection	09/02/05
Time of Inspection	10AM
Duration Of Inspection (hrs)	18

The following pages summarise the key findings and evidence from this inspection, together with the CSCI assessment of the extent to which the National Minimum Standards have been met. The following scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The scale ranges from:

- | | |
|-------------------------|--------------------|
| 4 - Standard Exceeded | (Commendable) |
| 3 - Standard Met | (No Shortfalls) |
| 2 - Standard Almost Met | (Minor Shortfalls) |
| 1 - Standard Not Met | (Major Shortfalls) |

"0" in the "Standard met?" box denotes standard not assessed on this occasion.

"9" in the "Standard met?" box denotes standard not applicable.

"X" is used where a percentage value or numerical value is not applicable.

Statement of Purpose

The intended outcome for the following standard is:

- There is clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.

Standard 1 (1.1 - 1.6)

There is a clear statement of the aims and objectives of the fostering service and of what facilities and services they provide.

Key Findings and Evidence

Standard met?

4

The agency's Statement of Purpose was updated in January 2005. The objectives stated the agency will actively support placements that are best suited to the individual needs of children and young people. The statement also mentioned that the agency is committed to promoting the rights of children irrespective of their backgrounds or disability.

The statement stated further that the agency will provide quality substitute care for children and young people who cannot be looked after by birth family.

The agency's statement mentioned that it provides the following services and placements. Emergency placements, short-term placements, long-term placements, bridging placements, parent and child placements and after care for children and young people from birth to 18 years.

Emergency placements according to the statement of purpose and the social work manager are only to foster carers who have agreed to accept such placements for individual children or sibling groups.

The evidence examined, indicated that for short-term placements, the agency provides training and support to help foster carers undertake goal orientated and task-centred work with children for whom a longer-term plan is already in place.

The evidence examined by the inspector also indicated the agency operates an equal opportunities policies that values diversity and promote equality.

The agency's has two children's guides- one for children under and over 12 years old.

The manager's self-assessment indicated the agency will need to ensure more recruitment of foster carers to meet the demand of referrals, including carers that are able to meet specialist needs of children such as ADHD, disability, teenagers and large siblings. The agency has reportedly advertised in local papers, outreach recruitment in shopping malls

The inspections findings indicated the agency is working to meet the aims and objectives in its statement of purpose. The agency has also demonstrated willingness to work in partnership with other professionals and agencies to help enhance and promote the welfare and wellbeing of looked after children.

Fitness to Carry On or Manage a Fostering Service

The intended outcomes for the following set of standards are:

- The fostering service is provided and managed by those with the appropriate skills and experience to do so efficiently and effectively and by those who are suitable to work with children.

Standard 2 (2.1 - 2.4)

The people involved in carrying on and managing the fostering service possess the necessary business and management skills and financial expertise to manage the work efficiently and effectively and have the necessary knowledge and experience of childcare and fostering to do so in a professional manner.

Key Findings and Evidence

Standard met?

4

The inspector was fully satisfied that the director, assistant director/social work manager and head of training and policy were all suitably qualified with a range of relevant experiences and background in children services and fostering.

The social work manager has also successfully completed the NVQ level 4 in management. She has several years senior professional social work experience and has demonstrated her ability to co-manage the service, including supervision of staff and foster carers.

The director is equally qualified, skilled and with sound professional experience in a variety of social care settings. He has demonstrated his managerial and business management skills in a number of settings, including establishment and successful operation of the agency since 1998.

The head of training and policy has a strong and well-proven professional expertise in a variety of social care settings. She has demonstrated her professional skills satisfactorily at the agency and has ensured that policy and procedural documents are produced in line with good professional practice and regulatory requirements. She has also been instrumental in planning and managing a range of training programmes for the agency. She continues to undertake advance training to enhance her professionalism and skills.

Standard 3 (3.1 - 3.4)

Any persons carrying on or managing the fostering service are suitable people to run a business concerned with safeguarding and promoting the welfare of children.

Key Findings and Evidence

Standard met?

4

As listed above, the inspector was fully satisfied that the persons responsible for daily operational and management of the service are suitable qualified and experienced people to do so.

The findings also extend to members of the foster panels who have responsibility for ensuring the wellbeing and welfare of looked after children is protected and safeguarded. Members of the foster panel come from a range of strong professional and well-experienced backgrounds, including senior management roles in children services.

The inspector was fully satisfied that all relevant checks and references have been undertaken by the agency. The Commission has also received satisfactory verification

relating to the personal and professional backgrounds of the agency's senior managers.

The inspector also had discussions with the operational managers and was satisfied they had sound knowledge and understanding of the needs of looked after children and young people, plus experience of safeguarding and promoting the welfare of children and young people.

Management of the Fostering Service

The intended outcomes for the following set of standards are:

- The fostering service is managed ethically and efficiently, delivering a good quality foster care service and avoiding confusion and conflicts of role.

Standard 4 (4.1 – 4.5)

There are clear procedures for monitoring and controlling the activities of the fostering service and ensuring quality performance.

Key Findings and Evidence

Standard met?

4

The inspector examined a range of policy and procedure documents, minutes of staff agency meetings and developmental plans. The findings indicated clear procedures are in place to monitor and control the agency's activities and fostering services.

The agency also has clear policy and guidelines relating to charges for the services, the amount paid to foster carers, amount deducted from allowances and saved on behalf of the children and young people.

The agreement between the agency and foster carers include expectations that all matters that could conflict with the wellbeing of the children and the services offered, must be made know.

The agency also carries out periodic quality assurance evaluation of its services to help monitor performance and improve quality. Report received from the agency showed that seeking the views of foster carers about the services of the agency has also carried out evaluation. The agency has used the responses to review and improve services.

The inspector was satisfied from observation made that staff are aware of their roles and responsibilities. The findings also indicated the agency has regular meetings with foster carers which help to reinforce roles, responsibilities and expectations.

Number of statutory notifications made to CSCI in last 12 months:

12

Death of a child placed with foster parents.

0

Referral to Secretary of State of a person working for the service as unsuitable to work with children.

0

Serious illness or accident of a child.

0

Outbreak of serious infectious disease at a foster home.

0

Actual or suspected involvement of a child in prostitution.

0

Serious incident relating to a foster child involving calling the police to a foster home.

1

Serious complaint about a foster parent.

1

Initiation of child protection enquiry involving a child.

1

Number of complaints made to CSCI about the agency in the past 12 months:

12

Number of the above complaints which were substantiated:

2

Standard 5 (5.1 - 5.4)**The fostering service is managed effectively and efficiently.****Key Findings and Evidence****Standard met?****3**

As indicated in the findings above, the inspector was satisfied that the social work manager and each staff had clear job descriptions that outline their duties and responsibilities.

The organisational staffing and management structure is clearly set out in the revised Statement of Purpose and guide to the agency. Arrangements are also in place for appropriate senior management cover during temporary absences.

The inspector had discussions with staff and they reported satisfaction with the way the agency is managed and operated. Majority of foster carers, who responded to the Commission's survey, also reported satisfaction with the way the agency is managed.

Two staff were reportedly dismissed since the last inspection for what the director stated was 'dishonesty.'

Securing and Promoting Welfare

The intended outcome for the following set of standards is:

- The fostering service promotes and safeguards the child/young person's physical, mental and emotional welfare.

Standard 6 (6.1 - 6.9)

The fostering service makes available foster carers who provide a safe, healthy and nurturing environment.

Key Findings and Evidence

Standard met?

3

The inspector viewed several examples of recruitment procedures and the steps followed by the agency to recruit the best and most able foster carers. These included detail descriptions of carers' home environment and suitability, home visits and assessments.

The findings indicated that in a few cases, the issue of whether prospective foster carers are able to provide adequate accommodation for the children looked after has been discussed. The inspector noticed discussions have been held around the size of bedrooms and how foster carers own children would be accommodated. Some foster carers children reportedly opted to share rooms so that foster children/young people can have their own rooms.

The inspector would like to advise that closer attention must be given in all cases where the adequacy of accommodation is questionable. This will help ensure the provision of any accommodation is not compromised to the inconvenience of anyone living in the prospective foster care homes.

Another example involved the permanent breakdown of the marriage of two foster carers. The issue was discussed at a foster a panel meeting in January 2005 and a decision made to re-approve the female carer in her own right. The inspector noted the supervising social worker recorded view was that the female carer managed well as a single carer for more than a year since her husband moved out. However, the original foster care arrangement was for two people (husband and wife) to provide care.

The manager's self-assessment also indicated more joint training for staff and carers regarding child's confidence and self-esteem and development of independent skills is needed, plus training for carers and staff to develop their knowledge and understanding of the Care Standards Act and Regulations.

Standard 7 (7.1 - 7.7)

The fostering service ensures that children and young people, and their families, are provided with foster care services which value diversity and promote equality.

Key Findings and Evidence**Standard met?****4**

The agency's Statement of Purpose sets out clearly its policy and procedure relating to diversity, disabilities and equal opportunity.

Relevant guidance and guidelines are also provided to foster carers to help promote these objectives.

Foster carers are chosen from different ethnic, cultural and racial backgrounds and they are offered relevant training and support in these areas.

The inspector examined case files that showed children with learning disabilities have been placed by the agency and satisfactory monitoring and reviews are carried out by the agency.

There was also evidence seen by the inspector that demonstrated the agency supports foster carers to access appropriate cultural, religious and ethnic services for the children looked after.

Standard 8 (8.1 - 8.7)

Local authority fostering services, and voluntary agencies placing children in their own right, ensure that each child or young person placed in foster care is carefully matched with a carer capable of meeting her/his assessed needs. For agencies providing foster carers to local authorities, those agencies ensure that they offer carers only if they represent appropriate matches for a child for whom a local authority is seeking a carer.

Key Findings and Evidence**Standard met?****9**

Not applicable to this agency as not a LA fostering service.

Standard 9 (9.1 - 9.8)

The fostering service protects each child or young person from all forms of abuse, neglect, exploitation and deprivation.

Key Findings and Evidence**Standard met?****3**

The inspector was satisfied the agency staff and managers are vigilant and carrying out necessary monitoring checks to help ensure the children and young people are safeguarded.

However, evidence seen by inspector indicated overnight carers do stay at some foster care homes. At a carers group meeting in August 2004, the minutes recorded the social work manager as advising that nominated carers must have an assessment and the assessment must go to panel for review/approval before the young person can be placed, including checks for visitors from overseas staying at foster care homes.

The inspector would like to advise further, carers should be asked to inform the agency in advance if they expect to have visitors staying at their homes and the period. This will help to ensure assessments and checks can be planned ahead. This agreement should also be reiterated to all carers as part of their obligation to the service.

Emergency placements should also be avoided at homes where long stay temporary visitors are staying, unless they have been assessed, checked and approved by the agency panel.

Percentage of foster children placed who report never or hardly ever being bullied:

100

%

Standard 10 (10.1 - 10.9)

The fostering service makes sure that each child or young person in foster care is encouraged to maintain and develop family contacts and friendships as set out in her/his care plan and/or foster placement agreement.

Key Findings and Evidence**Standard met?****4**

Evidence seen indicated links and communication with families and friends are encouraged and where appropriate supported by staff at the agency and carers.

Recordings from the monthly foster parents reports plus responses to the survey questionnaires gave examples of how children and young people are encouraged and supported by foster carers to maintain and cultivate links with their families and friends.

In one case for example, the recording showed that the director of the agency gave advice to a carer about the location of the nearest Gurudwara where a young person could go and practice their religious belief.

Care plans on case files also had guidelines and procedures on how visiting arrangements should be managed and supported by foster carers and other significant others.

The inspector spoke to various foster carers who gave satisfactory examples of how they support looked after children to maintain and cultivate appropriate links with families and friends.

Standard 11 (11.1 - 11.5)

The fostering service ensures that children's opinions, and those of their families and others significant to the child, are sought over all issues that are likely to affect their daily life and their future.

Key Findings and Evidence**Standard met?****3**

The agency's supervising social workers reported that the views of children are sought at LAC meetings, reviews and during supervisory visits. The inspector saw examples of where children/young people's views were sought and recorded.

However, in a few cases, no recordings were found to indicate whether views and opinions of children and young people were sought or if they refused to give their views. The inspector was aware that some children are not able to verbalise their views and others will refuse to give their opinions. However, such outcomes must be documented by the supervising social workers during their meetings with the children and young people.

The inspector would like to advise, where possible, the views of third parties or biological parents should also be sought and recorded- particularly in relation to young children with limited communication ability.

The social work manager also reported that plans are in place to start having a children's forum where the views of children will be sought.

Standard 12 (12.1 - 12.8)

The fostering service ensures that it provides foster care services which help each child or young person in foster care to receive health care which meets her/his needs for physical, emotional and social development, together with information and training appropriate to her/his age and understanding to enable informed participation in decisions about her/his health needs.

Key Findings and Evidence**Standard met?****2**

The documented information on each case file examined showed each child/young person had a health profile form. There were also reports from LAC reviews and information about other significant meetings and communication between foster carers, the agency, professionals and other parties.

The inspector noticed a few forms were not filled out completely and some key information such as full addresses of GPs and other medical/health updates were missing. This observation was communicated to the social work manager who documented and agreed to discuss it at the staff meeting.

The inspector also advised the social work manager that dates on the medical recording forms must be accurate and more details given of outcomes of medical appointments/reviews.

Standard 13 (13.1 - 13.8)

The fostering service gives a high priority to meeting the educational needs of each child or young person in foster care and ensures that she/he is encouraged to attain her/his full potential.

Key Findings and Evidence**Standard met?****2**

The inspector was satisfied the agency's policy objectives aims to help ensure that each child/young person's educational needs are supported and catered for as best possible.

The documented records examined showed that mandatory training course has been offered in promoting health and education needs of children and young people, but take up of training courses by some foster carers have been low.

The recorded evidence seen also indicated each child /young person has a form to record education status/needs/progress and requirements. However, not all the forms were fully completed and information in some cases was sparse. In addition, the monthly reports recorded by some foster carers about the educational care needs for children and young people were sparse. This made it difficult to make sound informed judgement about the progress or difficulties each child/young person was perhaps experiencing.

The inspector discussed this area with the social work manager and it was agreed some carers perhaps needed additional help and support on report writing on how to accurately document essential developments for each child/young person, including details of any weaknesses/shortfalls identified. The inspector was informed that training is provided to cover this area, but take up among some foster carers has been low.

The agency should also ensure that each foster carer clearly outline in their monthly reports, what they have done to assist children and young people with their after school educational tasks and home work. The supervising social workers should ensure these updates are supplied to help in the ongoing monitoring process of children/young people's education.

Standard 14 (14.1 - 14.5)

The fostering service ensures that their foster care services help to develop skills, competence and knowledge necessary for adult living.

Key Findings and Evidence**Standard met?****3**

The social work manager informed the inspector that supervising social workers regularly meet with foster carers and the young people to discussed acquiring of independent living skills in areas such as budgeting and money management.

The social work manager also gave examples of young people who have successfully completed foster care and move on to independent living with follow-up support where needed.

The inspector spoke to a few foster carers who gave examples of how they are working with children to develop certain skills, knowledge and competences necessary for later adult living.

The inspector was also satisfied to learn from the director and social work manager that additional support and work is been offered to foster carers and young people by the agency in this area.

Recruiting, Checking, Managing, Supporting and Training Staff and Foster Carers

The intended outcome for the following set of standards is:

- The people who work in or for the fostering service are suitable to work with children and young people and they are managed, trained and supported in such a way as to ensure the best possible outcomes for children in foster care. The number of staff and carers and their range of qualifications and experience are sufficient to achieve the purposes and functions of the organisation.

Standard 15 (15.1 - 15.8)

Any people working in or for the fostering service are suitable people to work with children and young people and to safeguard and promote their welfare.

Key Findings and Evidence

Standard met?

3

Agency has a compliment of social workers with a variety of social work qualifications, experience and professional backgrounds, including one worker who has been seconded to undertake the social work training. Another staff is also considering doing the social work training through the Open University.

The director informed the inspector the agency has been recruiting social workers from overseas because it has proven difficult to recruit enough staff in the UK. The inspector's advice was that staff recruited from overseas without relevant professional background and experience in childcare/fostering work, must receive more extensive induction and their allocated caseloads should be minimal at least for the first 6 months of employment. The director informed the inspector additional social work staff are been recruited from India.

The agency should also continue its current good practice of not allowing employees without relevant background and experience in fostering to carry out any formal independent foster carer assessments until at least a year after joining the agency.

The inspector examined several staff files and noticed that appropriate checks and references have been sought by the agency, this included overseas police checks for staff recruited directly from abroad.

The agency must ensure any significant changes in staffing is communicated to the Commission, this includes dismissal or suspension of key staff in line with Regulation 43 (1) Schedule 8 of the Care Standards Act 2000 (Events and Notifications)

Total number of staff of the agency:

27

Number of staff who have left the agency in the past 12 months:

2

Standard 16 (16.1 - 16.16)

Staff are organised and managed in a way that delivers an efficient and effective foster care service.

Key Findings and Evidence**Standard met?****4**

The inspector was satisfied that staff at the agency receive regular and effective supervision

The inspector was shown notes of supervision sessions and was satisfied relevant areas area covered, including appraisal and identification of training needs. Supervision notes also indicated practice issues are reviewed and discussed and ideas are welcomed and put forward to enhance the delivery of the service.

The staff who spoke with the inspector confirmed they received good support from the managers and each other.

Social work manager has main responsibility for reviewing and supervising the work of social workers. The director supervises and supports the social work manager.

Standard 17 (17.1 - 17.7)

The fostering service has an adequate number of sufficiently experienced and qualified staff and recruits a range of carers to meet the needs of children and young people for whom it aims to provide a service.

Key Findings and Evidence**Standard met?****2**

The staffing information provided by the agency plus discussion with the director and social work manager indicated the agency currently has about 12 qualified social workers, assistant social workers, social work support officers, administration and accounting staff.

One senior social worker started working at the agency in February 2005. One staff who has been working as an assistant social worker is in the process of completing her qualified social working training. She was seconded by the agency. Another assistant social worker is planning to start social work training with the Open University.

The inspector was satisfied that agency has been doing active recruitment to help ensure it is adequately staffed at all times.

Two of the current qualified social work staff recruited from India, have background in community social work and research development, but no prior experience in fostering and work with children. Interviews with the two social workers confirmed this to be the case.

The inspector was of the view, more effort should be made to recruit social workers who have relevant fostering work experience with children and families.

Standard 18 (18.1 - 18.7)

The fostering service is a fair and competent employer, with sound employment practices and good support for its staff and carers.

Key Findings and Evidence**Standard met?****3**

The social work manager noted that recruitment of social workers, carers and other staff are made through a range of media and sources in the UK. The director reported that it has been difficult to recruit staff in the UK and the agency has been recruiting staff from India.

The director has dismissed two staff for gross misconduct since the last inspection according to recorded reports and confirmation from the director. The inspector was informed by the director that the dismissals related to actions in breach of their terms and conditions of employment, and nothing that impact on the safety and wellbeing of children/young people.

Examination of recorded evidence confirmed the agency ensures all employees undergo appropriate health and employment checks, plus relevant references are taken up, including overseas police reports.

The inspector examined staffing supervision files and had discussions with staff and the social work manager. Indications are that staff receive appropriate support, regular supervision and appraisal from the director and social work manager.

The documented records of minutes of meetings, interviews with carers and senior managers at the agency, also indicated carers are supported through the carers support group and meetings plus supervising visits from the agency's social workers.

Standard 19 (19.1 - 19.7)

There is a good quality training programme to enhance individual skills and to keep staff up-to-date with professional and legal developments.

Key Findings and Evidence**Standard met?****3**

The inspector examined staff training profile and programme and was fully satisfied the agency offers a range of training opportunities for staff in several areas, including: kinship foster care, child protection and risk assessment, effective communication in the work place, joint training with foster carers, IT advance skills, promoting safe caring.

Staff have also indicated on their appraisal/development plans the areas they would like additional training and professional development support.

The information received from the agency indicated a range of training programmes is planned for 2005.

Standard 20 (20.1 - 20.5) All staff are properly accountable and supported.		
Key Findings and Evidence	Standard met?	4
The information received from the social work manager and director, plus examination of staff supervision records, showed that the agency has clear staffing lines of accountability and structure. The inspector was satisfied that each staff appeared to have sound understanding of their roles and responsibilities in the agency. The information also indicated staff receive adequate and regular supervision and support from the senior managers. The feedback from staff interviewed demonstrated they had strong sense of their roles and responsibilities to ensure the safety and wellbeing of children looked after. The inspector also questioned how certain health and safety issues would be dealt with by the social workers. They gave satisfactory answers, which demonstrated their awareness and full understanding of their need to be accountable, plus seek additional guidance and support when necessary.		

Standard 21 (21.1 - 21.6) The fostering service has a clear strategy for working with and supporting carers.		
Key Findings and Evidence	Standard met?	3
The inspector's findings in this standard were based on telephone discussions with foster carers, responses from the foster carers survey questionnaire, reading of reports written in foster carers cases files, minutes of foster carers support group meetings and discussions with the social work manager, director and agency staff. The findings indicated the agency's guide for foster carers outline clear guidelines of the roles and responsibilities of carers, the agency staff, training, supervision arrangements and support network available. The findings also showed that regular foster carers support group meetings and training are carried out to benefit carers. Among the comments from carers were: 'I have no problem with the agency, they do more than I expected,' 'I am listened to and included in discussions and consulted,' 'calling and coming to visit the children plus training courses and feedback.' Report from at least 3 carers about their relationship with agency was not positive and at least two carers complained they have not been approached to foster any children for several months, despite been approved to do so by the agency panel. The inspector would like to advise that the agency carry out a review with all foster carers who are registered but have not been allocated any children/young people for several months; or those who have been deregistered but still listed as fosters cares contracted to the agency.		

Standard 22 (22.1 - 22.10)

The fostering service is a managed one that provides supervision for foster carers and helps them to develop their skills.

Key Findings and Evidence**Standard met?****4**

As indicated in the above standard and elsewhere in this report, the inspector was satisfied the foster services is managed well with clear lines of responsibilities and appropriate support links, supervision and training programmes for foster carers.

The documented evidence examined, plus discussions with foster carers, staff and the majority of responses from the survey questionnaires indicated appropriate supervision is also offered to foster carers, including telephone contacts, home visits, reviews, carers support group meetings and training programmes

The documented evidence seen by the inspector in minutes of meetings showed that the agency provides space and time for foster carers to have regular meetings and receive training and updates.

The evidence also showed reminders are sent to foster carers who have missed important meetings, visits by social workers or submission of their monthly reports and updates about the children looked after.

Standard 23 (23.1 - 23.9)

The fostering service ensures that foster carers are trained in the skills required to provide high quality care and meet the needs of each child/young person placed in their care.

Key Findings and Evidence**Standard met?****3**

The inspector noted that although 19 training courses were offered to foster carers in 2004, several foster carers failed to attend some essential training programmes. The issues were raised at foster carers support group meetings. The director informed the inspector the training courses for 2005 have been reviewed and numbers reduced from 19 to 10 training courses.

This action was reportedly taken in response to suggestions from fosters carers that there were too many training courses which several people find difficult to attend.

The focus for 2005 according to the director will be to concentrate on key essential and mandatory training courses for foster carers. These will include training on how to meet National Minimum Standards (NMS), managing challenging behaviour, child protection and managing risks, positive endings of foster placements, diversity and differences, safety in the home/first aid, promoting health and educational needs of children/young people, drugs and alcohol awareness.

The agency will also need to ensure that continued effort is made to ensure all foster carers attend essential or mandatory training as part of their foster care skills development.

Records

The intended outcome for the following set of standards is:

- All appropriate records are kept and are accessible in relation to the fostering services and the individual foster carers and foster children.

Standard 24 (24.1 - 24.8)

The fostering service ensures that an up-to-date, comprehensive case record is maintained for each child or young person in foster care which details the nature and quality of care provided and contributes to an understanding of her/his life events. Relevant information from the case records is made available to the child and to anyone involved in her/his care.

Key Findings and Evidence

Standard met?

3

The inspection findings indicated the agency's has adequate and essential records, plus administrative staff with responsibility to update, review and maintain records and documents.

Examination of case files, policy documents and other records showed that many were updated few weeks prior to this inspection. Essential documentations such as foster cares Form F1 applications and assessments were also completed.

However, the inspector advised the social work manager of the following shortfalls: additional work was needed on certain records/documents to ensure all relevant and essential information were fully updated. For example, some files needed to have index to enable easier accessing and tracking, incorrect date of birth in one case, photo ID of a foster care was missing, information on some case files needed to be filed in correct order.

Full details should be given about arrangements that are made/in place to assist children at home with their education/homework tasks.

The manager's self-assessment also indicated the computer database and confidential section in carer's file need to be monitored and reviewed annually by managers.

Standard 25 (25.1 - 25.13)

The fostering service's administrative records contain all significant information relevant to the running of the foster care service and as required by regulations.

Key Findings and Evidence

Standard met?

3

As indicated above, the inspector was satisfied the agency has all relevant information and significant documentation as required by regulation to operate the service.

These included information on all carers, children and young people, foster care panel policy and procedures, staffing and recruitment policy and procedures, management/staff structure and support, accounting systems, training and development.

The agency also has sound and secure storage systems for its records and information of confidential nature. The agency has an effective alarm system and public access to the building is restricted unless staff accompany visitors.

The inspector advised the social work manager of several minor shortfalls identified in the agency's updating of records and administrative systems. The manager assured the inspector she would discuss these shortfalls with staff at the next team meeting and ensured they were dealt with promptly.

Number of current foster placements supported by the agency:			107
Number of placements made by the agency in the last 12 months:			20
Number of placements made by the agency which ended in the past 12 months:			89
Number of new foster carers approved during the last 12 months:			19
Number of foster carers who left the agency during the last 12 months:			3
Current weekly payments to foster parents: Minimum £	307	Maximum £	525

Fitness of Premises for use as Fostering Service

The intended outcome for the following standard is:

- The premises used as offices by the fostering service are suitable for the purpose.

Standard 26 (26.1 - 26.5)

Premises used as offices by the fostering service are appropriate for the purpose.

Key Findings and Evidence

Standard met?

4

The inspector was fully satisfied the agency's premise is spacious, well maintained, has good security system, is accessible to users of the service, adequate parking, close to public transportation services, user friendly and owned on a freehold basis.

There were adequate facilities for public and staff, including time set aside for Muslim staff to practice daily prayers.

Financial Requirements

The intended outcome for the following set of standards is:

- The agency fostering services are financially viable and appropriate and timely payments are made to foster carers.

Standard 27 (27.1 - 27.3)

The agency ensures it is financially viable at all times and has sufficient financial resources to fulfil its obligations.

Key Findings and Evidence

Standard met?

3

The inspector was given a copy of the agency's financial statement for the period up to March 2004. The recorded information indicated the agency continues to be financially viable.

The director also confirmed the agency is financially viable and has adequate financial resources to remain viable for the foreseeable future and fulfil its obligations.

Standard 28 (28.1 - 28.7)

The financial processes/systems of the agency are properly operated and maintained in accordance with sound and appropriate accounting standards and practice.

Key Findings and Evidence

Standard met?

3

The agency employs an accountant whose responsibility is to administer the daily financial transaction and arrangements at the office.

The accountant spoke with the inspector and outlined her role and responsibilities. The inspector also observed the accountant at work during the inspection process.

The director informed the inspector the agency uses the SAGE IT system to administer and manage its accounting procedures. The director stated the agency's accounts are audited by external accountants.

The inspector's grading is therefore based on the verbal information provided by the director.

Standard 29 (29.1 - 29.2)

Each foster carer receives an allowance and agreed expenses, which cover the full cost of caring for each child or young person placed with him or her. Payments are made promptly and at the agreed time. Allowances and fees are reviewed annually.

Key Findings and Evidence**Standard met?**

4

The inspector reviewed a number of documents and reports relating to this standard, plus had discussion with the social work manager.

The manager confirmed payments to foster carers are made at the end of each month and advance can be made to individual accounts if requested.

The agency's allowance to foster carers is inclusive of holiday payment for foster children. If a travel ticket cost exceeds £200, the agency can approach the local authority concerned and request help with additional funding to meet the cost.

However, the assistant director confirmed there is no guarantee that a local authority will help with additional funding. The foster carer would then have to pay the additional cost. This is also explained in the foster carer's handbook.

One foster carer spoke to the inspector about their dissatisfaction with the above arrangements and that the agency advised them to go back to the council and seek additional funding.

In addition, the agency deducts £10 weekly from each child/young person's allowance, which is paid into a reserve children/young person account that earns interest. When a child or young person finishes a placement, they are given the amount of money saved on their behalf.

The manager gave examples of two recent placements which ended where payments of £4000 and £1000 respectively were given to the children/young people concerned.

The manager assured the inspector the financial arrangements are regularly reviewed and discussed with foster carers at meetings.

Fostering Panels

The intended outcome for the following set of standards is:

- Fostering panels are organised efficiently and effectively so as to ensure that good quality decisions are made about the approval of foster carers, in line with the overriding objective to promote and safeguard the welfare of children in foster care.

Standard 30 (30.1 - 30.9)

Fostering panels have clear written policies and procedures, which are implemented in practice, about the handling of their functions.

Key Findings and Evidence

Standard met?

3

The inspector was not able to attend any of the agency's fostering panel meetings during this inspection process. However, the report of a foster panel meeting held on 17 January 2005 was examined and discussed with the chair or the panel.

The inspector was satisfied with the agency's policies and procedures relating to how the panel should exercise its functions and responsibilities.

The chair assured the inspector that he had 13 years experience as a foster carer, he is a qualified social worker with several years senior and management experience in child protection, mental health, fostering and adoption, team manager for a fostering service, an NVQ assessor and lecture in NVQ level 5. He has also received the registered manager award.

He assured the inspector that all panel members were selected on the basis of their experience and expertise in childcare and fostering.

The inspector had concerns about issues relating to foster carers and the breakdown of their relationship. The chair was able to provide satisfactory explanation to the inspector that the welfare of the children was not compromised during the marital breakdown and separation of the foster carers concerned.

The inspector informed the chair that the notes from the panel meeting were sparse and lack attribution in some cases. The chair agreed and it was felt the agency must ensure full reports of each panel member's contribution are recorded and attributed.

It was also discussed that the appropriate training must always be available to match the recommendations of the panel to foster carers. The social work manager reported that the agency has introduced a new tracking system to deal with recommendations made by the panel.

Short-Term Breaks

The intended outcome for the following set of standards is:

- When foster care is provided as a short-term break for a child, the arrangement recognises that the parents remain the main carers for the child.

Standard 31 (31.1 - 31.2)

Where a fostering service provides short-term breaks for children in foster care, they have policies and procedures, implemented in practice, to meet the particular needs of children receiving short-term breaks.

Key Findings and Evidence	Standard met?
This standard was not inspected.	

Family and Friends as Carers

The intended outcome for the following set of standards is:

- Local authority fostering services' policies and procedures for assessing, approving, supporting and training foster carers recognise the particular contribution that can be made by and the particular needs of family and friends as carers.

Standard 32 (32.1 - 32.4)

These standards are all relevant to carers who are family and friends of the child, but there is recognition of the particular relationship and position of family and friend carers.

Key Findings and Evidence	Standard met?
---------------------------	---------------

This standard was not inspected because it was not applicable to the agency.	
--	--

PART C

LAY ASSESSOR'S SUMMARY

(where applicable)

Lay Assessor

Signature

Date

PART D

PROVIDER'S RESPONSE

D.1 Registered Person's or Responsible Local Authority Manager's comments/confirmation relating to the content and accuracy of the report for the above inspection.

We would welcome comments on the content of this report relating to the Inspection conducted on **31/01/05, 18 & 9/02/05** and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Action taken by the CSCI in response to the provider's comments:

Amendments to the report were necessary

YES

Comments were received from the provider

YES

Provider comments/factual amendments were incorporated into the final inspection report

YES

Provider comments are available on file at the Area Office but have not been incorporated into the final inspection report. The inspector believes the report to be factually accurate

NO

Note:

In instances where there is a major difference of view between the Inspector and the Registered Provider responsible Local Authority fostering service Manager both views will be made available on request to the Area Office.

D.2 Please provide the Commission with a written Action Plan by 20 April 2005, which indicates how statutory requirements and recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.

Status of the Provider's Action Plan at time of publication of the final inspection report:

Action plan was required

YES

Action plan was received at the point of publication

YES

Action plan covers all the statutory requirements in a timely fashion

YES

Action plan did not cover all the statutory requirements and required further discussion

NO

Provider has declined to provide an action plan

NO

Other: <enter details here>

Public reports

It should be noted that all CSCI inspection reports are public documents. Reports on children's homes are only obtainable on personal application to CSCI offices.

D.3 PROVIDER'S AGREEMENT

Registered Person's or responsible Local Authority Manager's statement of agreement/comments: Please complete the relevant section that applies.

D.3.1 I Mr Aijaz Ahmad of Rainbow Fostering Services Ltd confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) and that I agree with the statutory requirements made and will seek to comply with these.

Print Name _____

Signature

Designation

Date _____

Or

D.3.2 I Mr Aijaz Ahmad of Rainbow Fostering Services Ltd am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons:

Print Name _____

Signature

Designation

Date _____

Note: In instance where there is a profound difference of view between the Inspector and the Registered Provider both views will be reported. Please attach any extra pages, as applicable.

Commission for Social Care Inspection
33 Greycoat Street
London
SW1P 2QF

Telephone: 020 7979 2000
Fax: 020 7979 2111

National Enquiry Line: 0845 015 0120
www.csci.org.uk

S0000031621.V202685.R02

© This report may only be used in its entirety. Extracts may not be used or reproduced without the express permission of the Commission for Social Care Inspection



The paper used in this document is supplied from a sustainable source