

Statement of Purpose

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FosterCare^{UK}
Make a Difference



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Putting children and young people at the centre of what we do: FosterCare UK provides high quality, child centred services and invests in positive outcomes.





Introduction

This Statement of Purpose has been developed in accordance with Standard 1 of the Fostering Services: National Minimum Standards (2011) and the Fostering Services (England) Regulations 2011.

It is a requirement of the Fostering Services (England) Regulations 2011 and National Minimum Standards for Fostering Services (2011), that each fostering agency produces a statement of purpose, including its aims and objectives, a description of the services it provides and the facilities that are provided and how outcomes for children and young people will be achieved.

This Statement of Purpose gives an outline of those requirements and also how the service is managed and its fitness to provide fostering services. It shows the policy and performance framework that underpins our work and shows how the welfare of children will be met and good outcomes achieved. It also demonstrates the policies and procedures that we have set in place to recruit, train, supervise and support foster carers.

The Statement of Purpose links with the Children and Young People's Guide to Fostering which are provided to all children and young people, subject to the child's age and understanding at the time of placement.

This Statement of Purpose is available to all members of staff, foster carers, prospective foster carers, children and young people who are placed with FosterCare UK, their parents, carers and colleagues from other agencies and Local Authorities.

A copy of this Statement of Purpose is available online, via our website www.fostercareuk.co.uk and is sent to Ofsted.

FosterCare UK is committed to meeting, and where possible, exceeding the requirements arising from:

- The Care Standards Act 2000
- The Children Act 1989
- The Fostering Services (England) Regulations 2011
- Fostering Services: National Minimum Standards (2011)
- UK National Standards for Foster Care (1999)
- Care planning, placement and case review (England) Regulations 2010

This Statement of Purpose is reviewed and updated regularly by the Board of Directors and, as necessary by the Responsible Individual and Registered Manager.



We can produce this document in alternative formats and/or languages.

Please contact FosterCare UK on 0844 800 1941 or email enquiries@fostercareuk.co.uk for further information.



1. Status & Constitution

FosterCare UK Ltd, an independent fostering service, is a Private Limited Company, registered under the Companies Act 1985 (Company Number: 6139705).

FosterCare UK is part of Capstone Foster Care (Company Number: 06128293) Wootton Chase, Wootton St Lawrence, Basingstoke, Hampshire, England, RG23 8PE.

As an Employee Ownership Trust, Capstone Foster Care Ltd is owned by its employees. We believe that being owned by our employees fits our values and our family culture as a fostering agency supporting carers, children and young people.

The Trust is governed by a Panel of Trustees who ensure that Capstone Foster Care Ltd continues to be managed in the best interests of its employees, Foster Carers and the children and young people we care for. These consist of a range of professionals experienced in the social care sector including:

- Richard Compton-Burnett - member of the Board of Directors for the Capstone Foster Care Group
- Steve Blackwood - Employee representative trustee
- Alison Sargent - Employee representative trustee
- Andrew Winning - Independent Chairman

Our Board of Directors, Richard Compton-Burnett, Simon Constantine and Peter Battle continue to be responsible for the corporate governance of the company, including the organisations:

- The promotion of company culture and values
- Vision and mission
- Strategy and direction
- Regulatory and legal compliance
- Financial management
- Quality assurance systems
- Overall day-to-day operation, including its management of Human Resources
- Development and review of Policies and Procedures and implementation
- Corporate governance, including meeting all legislative requirements

The CEO and the senior management team fulfil the statutory duties and responsibilities and ensure that all matters are reviewed regularly and in a planned way.

Management structure

Capstone Foster Care Group's Board of Directors comprises:

- Simon Constantine (Chairman)
- Richard Compton-Burnett (Non-Executive Director)
- Andrew Burton (Non-Executive Director)
- Charles St John (Non-Executive Director)
- Peter Battle (Chief Executive Officer)

The Board of Directors meets quarterly and is responsible for the overall strategic direction and all corporate and financial responsibility for the company.

There are other mechanisms in place to ensure the appropriate governance of the Group including:

- The Employee Owned Trust Panel of Trustees who ensure that Capstone Foster Care Group continues to be managed professionally on behalf of its employees
- The Senior management Team which meets monthly to direct and monitor the operational and financial performance of the company's activities including business planning and policy development
- The organisation's forums for discussion and monitoring of relevant issues including local management and staff team meetings, attended by Managers, Social Workers and Business Support Staff and whole regional events which inform practice

The organisation's forums for discussion and monitoring of relevant issues including local management and staff team meetings, attended by Managers, Social Workers and Business Support Staff and whole regional events which inform practice.

At the present time, FosterCare UK supports over 80 foster carers and approximately 60 placements.

FosterCare UK Ltd is regulated and inspected by Ofsted (**Registration Number: SC363485**). **The current Ofsted Rating is Good (2019).**

FosterCare UK has organisational membership with:

- FosterTalk (**Reference Number: F140**)
- Information Commissioners' Office (**Registration Number: Z99353130**)
- National Association of Fostering Providers



2. National Legislative & Policy framework

FosterCare UK Ltd is managed in accordance with the principles outlined in the:

- Children Act 1989
- Fostering Services (England) Regulations 2011
- Fostering Services: National Minimum Standards (2011)
- Children Act Guidance and Regulations Volume 4: Fostering Services (2011)
- The Care Standards Act 2000
- Care Planning, Placement and Case Review Regulations 2010
- The Disability and Equality Act 2010
- The Human Rights Act 1998
- The Children (Leaving care) Act 2000
- Department of Education - Training, Support and Development Standards for Foster Care (2007)
- UK National Standards for Foster Care (1999)
- Assessment and approval of foster carers: Amendments to the Children Act 1989 Guidance and Regulations Volume 4: Fostering Services July 2013
- General Data Protection Regulation (GDPR) tailored by the Data Protection Act 2018

All policies, procedures and guidance relating to FosterCare UK are designed to complement the above primary legislation, and reflect and support the key elements of this Statement of Purpose.

3. Policy Statement

FosterCare UK believes that every Child Looked After should be able to enjoy the same quality of life and opportunities as all children.

FosterCare UK works to a clear vision, which states: **“We want all children and young people that are placed with our service to be happy, healthy, safe, successful and free from the effects of poverty.”** We will make sure that every child and young person has the opportunity to achieve their potential because every child matters. We will work to narrow the gap so that every child has the chance to succeed regardless of their background and the barriers they face.

We want to make sure that every young person has the highest hopes for their future and the support to fulfil them. FosterCare UK recognises that a child’s needs are best met by a nurturing family and is committed to placing children who are not able to remain in their own family in an appropriate alternative well matched family placement.

FosterCare UK is a dedicated and comprehensive fostering service that actively works to meet the quality standards required and the diverse needs of the children and young people who become looked after and are referred to our service for a fostering placement.

We are committed to placing children and young people with local foster carers in order for them to maintain contact with families and friends, to continue at the same school and thrive within their community wherever possible.

Each child and young person will have access to services that recognise and address their needs in terms of gender, religion, ethnic origin, language, culture, disability and sexuality. Placement decisions will consider the child or young person’s assessed racial, ethnic, cultural and linguistic needs and match these as closely as possible with the ethnic origin, religion, culture and language of the foster carer(s).

Children’s safety and welfare will be actively promoted in all fostering placements and they will be protected from abuse and other forms of significant harm.

4. Core Aims

The core aim of FosterCare UK is to provide safe, high quality foster care placements for children and young people that value, support and encourage them to grow and develop as individuals.

As well as promoting their health and general well-being the service is committed to ensuring that foster carers are encouraged, trained, supported and supervised to help children and young people to reach their maximum educational ability.

Foster carers will provide excellent parenting for all children who are looked after and children will be consulted and encouraged to actively participate in their care and family life. We are committed to ensuring that the service offered is based on statutory requirements, sound principles and good practice and works within the principles of “Best Value”.

Our service is committed to multi-agency working and develops partnerships and protocols with organisations that can progress the needs of the children and young people in our care and ensure positive outcomes are achieved.

We provide safety and stability for children in family placements that closely match their individual needs and in doing so, create the opportunity to form secure attachments.

5. Core Objectives

FosterCare UK core objectives are:

- To provide high quality foster care placements where each child will have the opportunity for stability, security and a warm, safe caring environment within families that best match their identified needs.
- To recruit carers from all backgrounds in order to meet the racial, cultural and religious needs of children and young people referred to FosterCare UK.
- To recruit carers with the greatest potential to provide the high quality care needed by the children and young people placed with FosterCare UK.
- To carefully match the needs of children and young people with the skills of foster carers.
- To take proactive steps in supporting children and young people to achieve the 44 nationally agreed outcomes for all children in care.
- To ensure a plan for the child’s future is acted upon within the time scales at each review.
- To ensure all foster carers have access to training, guidance and the support of a fully qualified, designated Supervising Social Worker at all times.
- To ensure a child’s physical and emotional health care needs are met and a positive lifestyle is encouraged.
- To ensure that the cultural and diversity needs of each child are met.
- Work in close partnership with Local Authorities to promote and safeguard the best interests and welfare of the child or

Our way

Why we are here

We exist to ensure that every young person has the highest hopes for their future and achieve them. We believe that every child in care should be able to enjoy at least the same quality of life and opportunities as all children and young people

Our Destination

To be recognised as a specialist therapeutic fostering service with “preferred provider status” with all local authorities within which we have a presence in the UK

Our Journey

We value, support and develop our foster carers and staff, ensuring a major impact and outstanding outcomes for all of our children and young people. We are proactive and innovative, ensuring that sustainability remains at the forefront of our actions

Our Values

Ethical | Outcomes Driven | Solution Focused | Socially Responsible
Accountable | What we do, we do well

How we get there

Being adaptive & responsive

Striving to be at the forefront of our sector

Being a great place to work where people are inspired to be the best they can be

Consistently delivering our commitment to children and young people in care

Work Smart

Act with urgency and Integrity

Remain responsive to change

Have the courage to challenge when required

Work professionally and efficiently

6. Principles & Values

The work of FosterCare UK is underpinned by the following values and beliefs:

- Promoting excellent outcomes for children and young people – building brighter futures into adulthood.
- Putting safeguarding at the heart of the agency and making it everyone’s responsibility.
- Investing in children leaving care, supporting transitions to independence and access to opportunities.
- An outstanding quality of service for foster carers and their families (training, support, professionalism)

7. Commitment to Equality & Valuing Diversity

FosterCare UK is committed to providing holistic services that embrace diversity and promote equality of opportunity. Our goal is to ensure that these commitments, reinforced by our values, are embedded in our day to day working practices with all children and young people, foster carers, colleagues and customers.

We will provide equality of opportunity and will not tolerate discrimination.

8. Quality Standards

8.1 Quality Assurance

FosterCare UK has a strong commitment in continually striving to achieve Best Quality in all its fostering services and as such reviews its policies practices and procedures on a regular, on-going basis. Under the guidance of Fostering Regulations and statutory legislation, we have clear procedures for monitoring and controlling our fostering services and ensuring quality performance.

The Aims and Objectives of our Quality Assurance programme are as follows:

- Provide a quality service in which service user feedback and self-evaluation is a consistent and valued process.
- Ensure that accurate information is available to inform the work of the service and secure the successful delivery of aims and objectives of the service.

Our Objectives are to ensure that:

- All foster carers provide high quality care that meets the assessed needs of children and young people placed with them in line with the care plan or the other identified plans.
- Managers and Supervising Social Workers monitor the work of FosterCare UK services.
- Directors and Managers are aware of the demands being made on FosterCare UK services.
- Managers are aware of the resources available and needed to meet actual and projected demands.
- Resources are used effectively to meet the demands placed on the service.
- The work of the service continues to meet its aims and objectives, the requirements of children

8.2 Monitoring Performance

The performance of FosterCare UK is monitored at a number of levels and in a number of ways:

- Ofsted will inspect regularly to ensure that FosterCare UK complies with legislation and standards (this may be annually or every 3 years dependant on compliance)
- Activity will be monitored at a strategic level against the objectives, performance indicators and tasks as contained in the Continuous Improvement Plan
- Completion of monthly management monitors
- Completion of monthly Regulation 35 reporting
- Monthly auditing and status checks of Charms management system

8.3 Child Protection Procedures

FosterCare UK Child Protection Procedures lay down a clear format for the reporting of any child protection matter to the Registered Manager. The overriding aim of guidelines and procedures is to ensure the protection of children. On receipt of an allegation, FosterCare UK seeks instruction from the child's placing Authority and also liaises and consults with the area Authority in which the foster carers reside.

In addition to this, we have incorporated the safer recruitment principles for recruitment and selection of staff and foster carers, and, as such, have appointed Business Support Administrators who are responsible for the coordination of DBS checks, Local Authority checks, medicals, references and all employment safeguards.

8.4 Confidentiality & Conflicts of Interest

Foster carers are provided with full information about the child or young person placed with them, and expected to observe high standards of confidentiality. As an agency we maintain records on carers and looked after children, who are subject to National Standards and Data Protection legislation. Staff and foster carers are expected to declare any potential conflicts of interest.

8.5 Children & Young peoples' Guide to Foster Care

FosterCare UK has produced a Children's Guide to foster care for under 11 years and a Young Person's Guide to foster care (11-18 years).

Subject to the child's age and understanding, FosterCare UK ensures the child receives the Children's Guide or Young Person's Guide at the point of placement and that the foster carer(s) ensure this content is accessible and well explained. The Children's Guide and Young Person's Guide includes a summary of what the fostering service sets out to do for children and young people, how they can find out their rights, how a child or young person can contact their Independent Reviewing Officer, the Children's Rights Director and Ofsted if they wish to raise a concern or complaint.

8.6 Policies & Procedures

FosterCare UK has developed a comprehensive but easy to understand foster carer policies, procedures and practice manual. It is issued to every approved foster carer. The manual contains information on financials, fostering law, health and safety matters, assessing the needs of children and young people, care planning, health, education, complaints and grievances, training, child protection, record keeping, outcomes and expectations.

The manual is reviewed throughout the year and updates are issued via individual Charms accounts to foster carers annually or more regularly as required.

9. Management Structure & Staffing

FosterCare UK is managed by a Responsible Individual/Managing Director and Registered Manager who are supported by the QA Director, Social Work Manager and Senior Practitioner.



Peter Battle
CEO

Having recently joined Capstone Foster Care, Peter stated: "I'm really excited about working with the experienced teams we have across the country to make a genuine difference to children and young people's lives. I have worked in the social sector for many years and my passion lies in providing fulfilment to some of the most vulnerable people in society.

We provide the highest quality training and ongoing support to our foster carers to ensure the best possible outcomes for children and young people. The most satisfying part of my role is knowing our foster carers and staff continually go that extra mile to help children overcome challenges and become confident young adults ready to take on the world. Outside of work, my wife and I have two daughters, who have me wrapped around their little fingers.

Steve Blackwood
Area Director - South

Steve has worked within the fostering sector for over 31 years in the UK as well as internationally in America and Canada, since qualifying as a Social Worker. He is passionate about fostering and building brighter futures for vulnerable children.

He stated: "As the Area Director I am extremely proud to have a fantastic group of foster carers and staff that work tirelessly to ensure that the children and young people placed with us have a positive experience and are able to live fulfilling lives, while ensuring we have fun along the way. Our aim is to provide a high-level quality service and our teams work in partnership with all those involved in the lives of the children to enable the best possible outcome for them."

Outside of work, Steve enjoys leisure activities, travelling and spending time with his family.





Marta Salavera **Operational Manager/ Acting Registered Manager**

Marta graduated from Zaragoza University in 1992 and went to work in Domestic Abuse and Children in Need until 2000, when she moved to the UK. While working as a volunteer with Plymouth Probation Service, Marta worked shifts in a young people's care home. The main tasks were supporting their housing and employment needs, as well as supporting them emotionally.

Marta says "Between 2006 and 2010, I was employed by Single Homeless Project in London. There, I created a programme for people returning to employment after a long period of time in prison or when they were involved in drug abuse for many years. After four years I moved to work for Kent County Council as a Senior Social Worker in the Children in Need team and the Fostering Service. In my last year working for the Local Authority, I was a LADO (Local Authority Designated Officer) until I happily moved to join FosterCare UK's big family in November 2018.

Our Therapeutic Framework (MATS)

We currently offer a number of therapeutic fostering packages under a range of frameworks. We have a Clinical Team of experts in place to make a difference. Packages include individual therapeutic treatment plans, clinical support to foster carers and a Team Around the Child (TAC) approach. A detailed service specification is available.



Andrew Davis **MATS Clinical Lead, South East**

Andy completed an MA in Psychoanalytic Studies in 1994 and went on to spend seven years working in a Therapeutic Community with children and young people who had experienced significant abuse and neglect. He moved to work in the Child and Adolescent Mental Health Service as a Therapist while qualifying via the Clinical Training at Tavistock Centre in London.

Andy continues to work in CAMHS while also working independently with young men in residential care. He has an interest in the assessment and treatment of the impact of the early breakdown of primary bonds between parents/ carers and infants, children and young people. He has longstanding experience in working with families, children and young people to understand a wide range of complex developmental, emotional

In addition, FosterCare UK employs qualified Social Workers as Supervising Social Workers. The Supervising Social Workers are responsible for providing support and supervision to foster carers and all have an appropriate Social Work qualification e.g., BA Hons/ DipSW/ CSS/ CQSW and are registered with Social Work England.

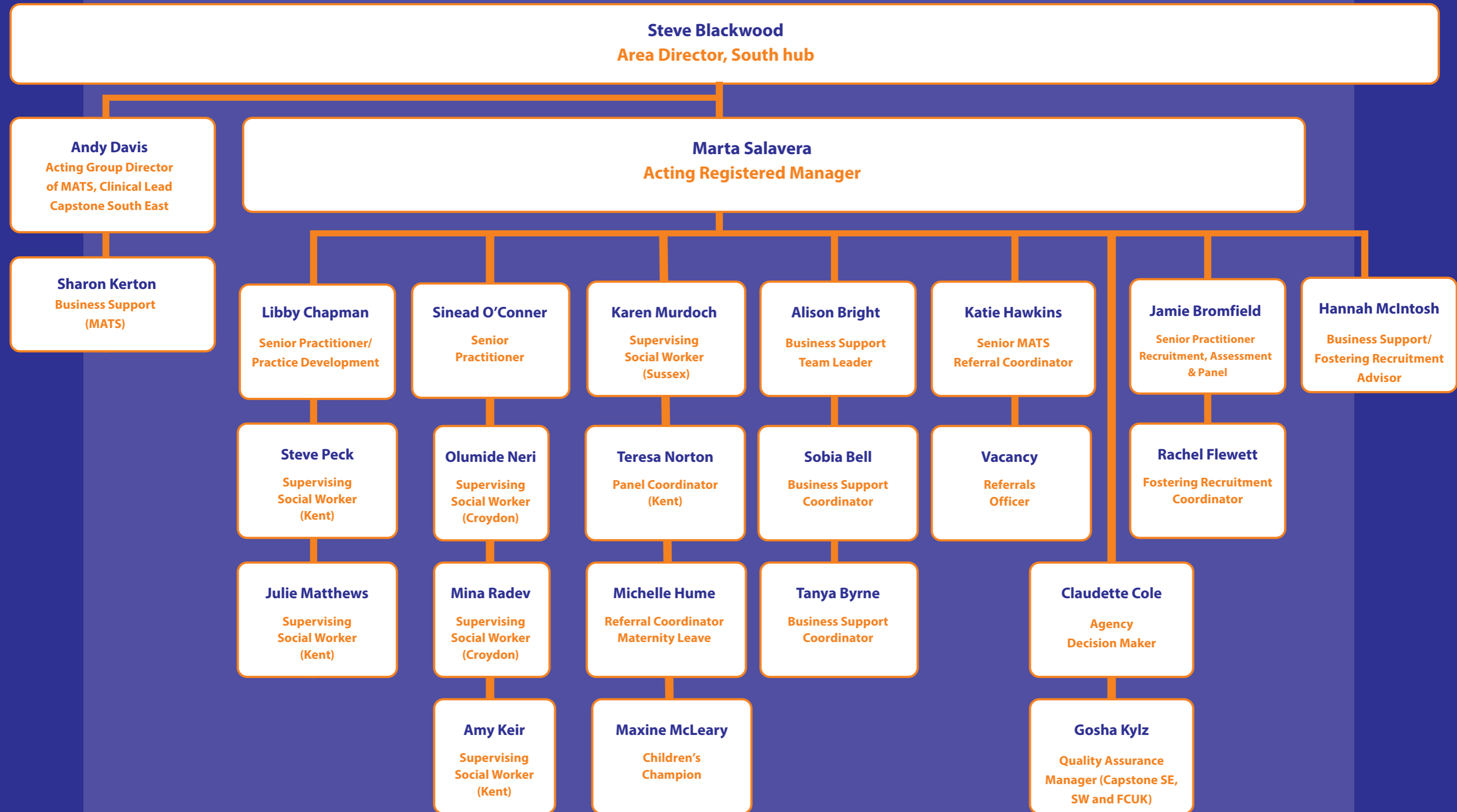
Supervising Social Workers are supervised and supported by the Team Manager and Senior Practitioners, who are supervised and supported by the Registered Manager. Foster carers are responsible for providing a safe, caring and nurturing environment, promoting the welfare of children and young people entrusted in their carer.

We employ Business Support Coordinators to conduct statutory enquiries regarding foster carers, maintain policies and procedures and establish systems to maintain full information and records regarding foster carers and children in placement. Appropriately qualified financial personnel at FosterCare UK also undertake financial services including invoices and payments. A qualified Social Workers is responsible for all referrals and duty matters. The Registered Manager, Team Manager and Supervising Social Workers coordinate and take their share in the management of the 24 hour Out of Hours Service. All managers and Social Workers are responsible for a Champion role. Champions attend training, workshops and conferences on subjects such as education, health, Child Sexual Exploitation (CSE), Safer Care, Youth Participation, Preventing Radicalisation, Missing from Care, Preparing for Independence and Parent & Child.

The MATS service is a major strength of the agency and supports placement stability

Ofsted, 2019

Organisational Structure



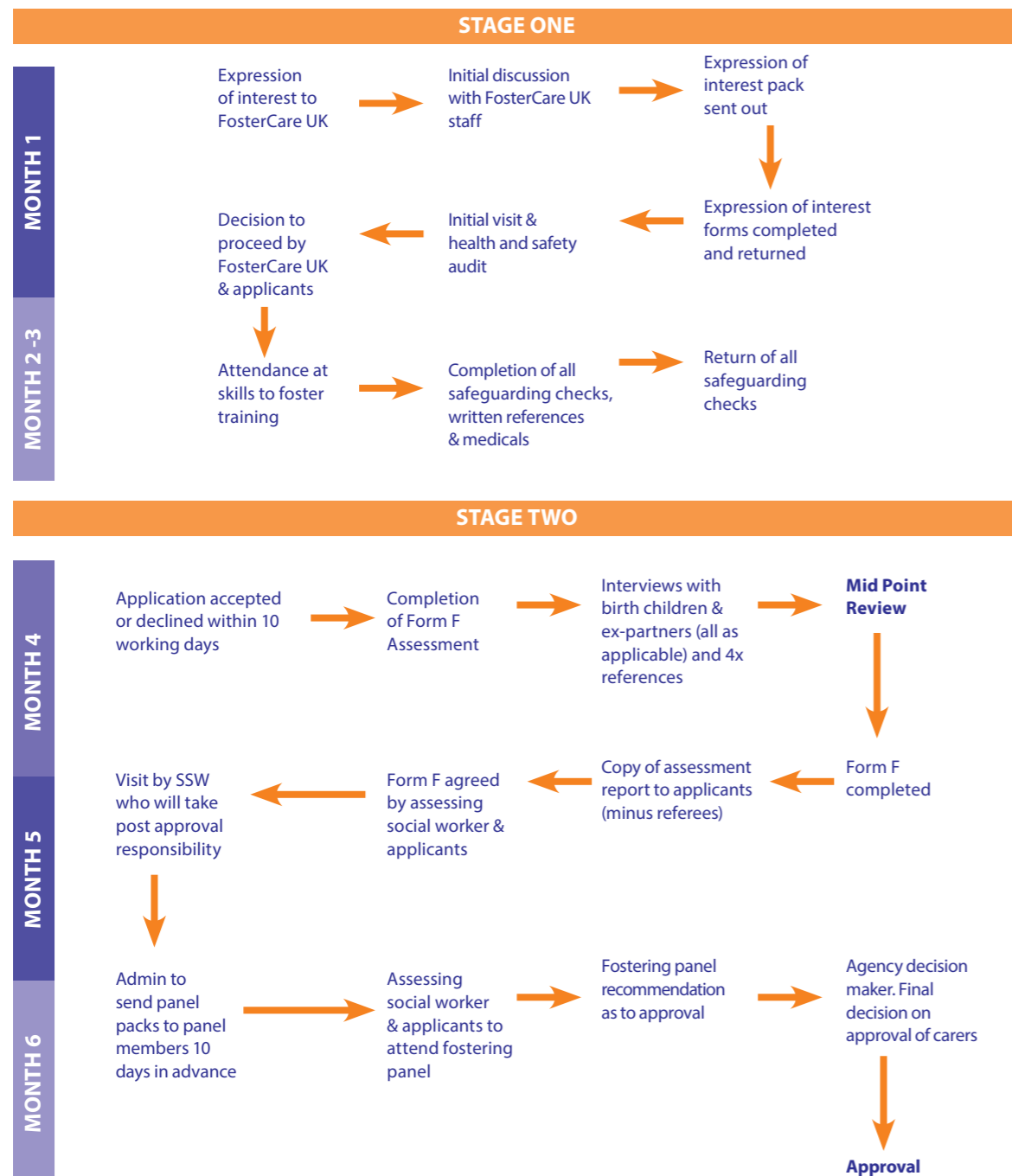
10. Recruiting, Selecting & Approving Foster Carers

10.1 Assessment Process

FosterCare UK is committed to the recruitment of foster carers who can meet the needs of children and young people, through the provision of high-quality care. All prospective foster carers who make an enquiry are subject to the following process:

FosterCare UK requests detailed information and forwards information brochures and a miniature version of this Statement of Purpose, giving full details about the work of the agency, along with application and consent forms.

On receipt of a completed application form and subject to management review, a manager or Supervising Social Worker undertakes an initial visit and Health & Safety audit at the applicant or carer's home.



10.2 Fostering Panels

FosterCare UK hold Fostering Panels at our London and Kent Centres on a monthly basis. Membership of FosterCare UK Fostering Panels (the Central List) consists of people with relevant qualities, skills and experience. They are independent and ensure a positive but rigorous contribution.

Our Panels include individuals with knowledge and experience of:

- Being a foster carer for a Local Authority or Independent Fostering Service
- Living in foster care
- Assessing and supporting foster carers
- Care planning for Looked after Children
- Education of Looked after Children
- Being a son or a daughter of a foster carer
- Health and wellbeing of Looked after Children

FosterCare UK has a list of persons who are considered suitable to be members of our Fostering Panels (the Central List). In addition, there are three non-voting members:

- Panel Advisor
- Panel Administrator
- Panel Medical Advisor

Regulations require that the Fostering Panel should consist of no more than six members. FosterCare UK Equal Opportunities and Diversity Policies have ensured that membership is gender balanced and from a range of cultural backgrounds and sexual orientations.

Legal Remit of our Fostering Panels

- To consider applications for approval and recommend whether or not a person is suitable to act as a foster carer, and, if so, the terms on which they should be approved – e.g., number and age of children to be placed.
- To consider the first review of newly approved foster carers, and any subsequent reviews referred to it by the Fostering service and recommend whether or not they remain suitable to act as foster carers, and if the terms of the approval remain appropriate.
- To oversee the conduct of assessments carried out by the fostering service.
- To monitor and advise on the procedures for undertaking reviews of foster carers.
- To give advice and recommendations on any other matters or cases referred to the Panel by the fostering service.

Panels act independently in respect of comments, complaints, and compliments about the service. They also oversee the conduct of fostering assessments and make recommendation on matters or cases, as the fostering service requires.

The FosterCare UK Panels can only make recommendations; an Agency Decision Maker (ADM) makes the formal and final decision. (The Agency Decision Maker is a fully qualified Social Worker). This process can take up to 21 days from the date the Panel made their recommendation.

It is FosterCare UK Policy that:

- All fostering applicants attend a Fostering Panel and can bring along a 'supporter', i.e., family member, friend, colleague.
- All assessing social workers attend a Fostering Panel
- All foster carers' First Annual Reviews are presented to a Fostering Panel
- All alternate foster carer Annual Reviews are presented to a Fostering Panel
- The Panel Chair presents a quarterly, six monthly and annual report to the Board of Directors
- The Panel Chair completes a tri-meeting report to the Senior management team
- The Panel Chair completes an Annual Review report and presents to the Senior management Team

Performance of Panel Members

All members appointed to the 'Central List' are informed in writing of their Performance Objectives including participation in induction and training and safeguarding the confidentiality of records and information.

Panel Members' performance against these Objectives are reviewed annually; and the Service's ADM and Registered Manager reviews the performance of the Panel Chair. Views about the Chair's performance are sought from other Panel Members and from those who attend Panel meetings, such as Fostering applicants and Independent Social Workers who present reports.

For all other Panel members, the Panel Chair and Panel Advisor (as per BAAF good practice guidance) conduct their Annual Performance Review. Payments to members of the Fostering Panel are reasonable, and include expenses incurred when attending Panel meetings.



10.3 Foster Care Agreement

Foster Care Agreements are completed and signed following approval and are in compliance with The Fostering (England) Regulations 2011. All foster carers are issued with a Foster Carer's Handbook containing details and guidance on:

- Standards of Care
- Support and supervision
- Annual Carer Review process
- Complaints and Representation procedures
- Training and Development
- Legal Matters
- Insurance provision
- Confidentiality
- Child Protection procedures
- Behaviour Management Policy
- Financial Matters
- Expectations and Requirements

Foster Carers also complete an undertaking to confirm that they will:

- Care appropriately for children and young people in placement, as identified in the Foster Placement Agreement
- Inform FosterCare UK of any relevant significant changes to their household or details
- Follow the Agency's policies, procedures, and good practice guidance within the Foster Care Handbook.

10.4 Foster Carers Handbook

All foster carers have a Handbook that provides factual information about the service. This includes safe caring issues, the role of Social Workers and procedures in a condensed format. The Foster Carer's Handbook is available on the Charms database. Any changes are notified to all foster carers who are required to sign to acknowledge their receipt of the document.

10.5 Foster Carer Annual Review

FosterCare UK has a detailed procedure for completion of reviews of foster carers that reflects the statute law, regulations, National Minimum Standards, and good practice guidance. In addition to the requirements to conduct Annual Reviews, the FosterCare UK procedure clearly sets out other situations in which completion of a Foster Carer Review would be appropriate, e.g., following a serious complaint or incident. The Review procedure focuses on the core competencies for foster carers that appear in the BAAF Form F Assessment format and this includes an appraisal of Training and Development needs.

As set out in the Children Act 1989 and the Fostering Services (England) Regulations 2011 and Fostering Services: National Minimum Standards (2011), all Foster Carers undergo an Annual Review. The main aim of the Annual Review is to determine whether Approval should be renewed and whether there should be any change in the Terms of Approval.

The Review will include written reports from the foster carer's Supervising Social Worker, Senior Practitioner, Registered Manager,

Local Authority Social Worker, children, and young people in placement, children of the household/ foster carers and the foster carers themselves. Once completed it is signed by the foster carers and their Supervising Social Worker.

The Annual Review is an opportunity to look at progress in meeting targets set for the improvement of skills, to set new goals and action plan for the forthcoming year. Training and development needs are assessed and commitment to further training agreed.

Foster carers are required to attend the Fostering Panel on a three-yearly basis as a minimum. It is FosterCare UK's policy to review and update all foster carer's Form F Assessments on a five-yearly basis.

10.6 Training & Development

Pre-Approval Training

Foster carers are expected to undertake preparation training that is based on a programme devised by the Fostering Network known as Skills to Foster.

Experienced foster carers who have had specific training with Fostering Network, managers, staff and young people from FosterCare UK facilitate this training.

The preparation programme is linked to the assessment of a foster carer. The material in the programme is designed to help raise awareness about Fostering issues. People on the programme are asked to give feedback about how they experienced the training. The facilitators presenting the programme give verbal and written feedback about their views of each person attending the programme.

FosterCare UK facilitates Skills to Foster Training at each centre on a bi-monthly basis.



Department for Education (DfE) Training, Support and Development Standards (TSD)

The DfE has produced a set of Standards “Ordinary people doing extraordinary things – the Training, Support and Development Standards for Foster Care”. All foster carers have their own copy of the guidance.

The TSD standards are:

- **Standard 1:** understand the principles and values essential for fostering children and young people
- **Standard 2:** understand your role as a foster carer
- **Standard 3:** understand health and safety, and healthy care
- **Standard 4:** know how to communicate effectively
- **Standard 5:** understand the development of children and young people
- **Standard 6:** safeguard children and young people (keep them safe from harm)
- **Standard 7:** develop yourself

Following approval, FosterCare UK will provide opportunities for foster carers to demonstrate that they reach the standards as laid out in the TSD workbook. For new carers these need to be completed within one year of approval.

FosterCare UK provides a range of learning opportunities that can be linked with the standards. Workers in the team are also helping foster carers in groups and on an individual basis to identify any learning needs or to find ways of evidencing their skills and knowledge.

Supervising Social Workers assist foster carers in providing the opportunities and evidence to show that they meet the standards. They will identify training and development needs and help carers in planning training for the year in monthly supervision meetings.

Once the evidence for the completion of the standards is collected it will be 'signed off' by the Registered Manager. The Certificate of Completion will be forwarded to the foster carers and evidenced on file.

Good level of specialist training enables carers to work therapeutically in their roles

Ofsted 2019

Post-Approval Training

Foster carers are expected to undertake a minimum amount of core and specialist training each year in order to meet the Fostering Service Standards.

FosterCare UK is strongly committed to promoting training for foster carers and to developing more training opportunities available to foster carers. A training programme is sent regularly to all foster carers.

A wide range of training is offered to foster carers; some of this training is specific to foster carers. Some courses are alongside other people involved in promoting the needs of children in care. An annual training plan is produced by FosterCare UK and distributed to foster carers in March each year for commencement in April.

In addition, foster carers can request alternative courses, or their Supervising Social Worker could recommend them to attend a course that would be particularly relevant for their circumstances and Approval.

Mandatory Training

- Safeguarding
- Management of Actual or Potential Aggression (MAPA)
- First Aid
- Advanced Safer Caring & Risk Management
- Equality and Diversity
- General Data Protection Regulation (GDPR)
- Safer Caring and Managing Allegations

Essential Training

- Health and Safety
- Self Harm Workshop
- Missing from care
- Caring for Children Who Have Been Sexually Abused
- Preparing Young People for Independence
- Focus on Good Matching Workshop

Specialist training may be more relevant to some foster carers and not others. For example, foster carers who look after very young children may be more interested in attending some joint training about adoption issues, rather than the Care Leavers Training.

All foster carers have their own Personal Development Plan. A record of training is also kept on the foster carer's file and will form part of their annual review. Foster carer training forms part of the discussions that foster carers have with their Supervising Social Worker within monthly supervision sessions and will also be discussed at support group meetings.

Specialist Training

These courses provide an opportunity to develop what has been learnt from the Core Training Programme.

Foster carers work within a vast range of areas to meet the needs of children, young people and their families and the following specialist training offers the opportunity to understand in more detail the complexities of some of the issues that may arise.

- Fostering Changes (12 week course)
- Nurturing Attachments
- Child Sexual Exploitation
- Internet Safety / Social Media
- Therapeutic Behaviour Management
- Long Term / Chronic Neglect - LT Contract
- Domestic Abuse - The Child's Perspective
- Fostering Unaccompanied Asylum Seeking Young People
- The Adolescent Task

Carers are extremely positive about the learning and development opportunities provided by the agency

Investors in People

Fostering Changes

The Fostering Changes Programme was established in 1999 by the Conduct Disorder, Adoption and Fostering National and Specialist Team at the Maudsley Hospital. Following the increasing request from foster carers for more practical solutions to their problems they were experiencing with their Looked After Children to manage behaviour and avoid disruptions, the team developed and trialled a course, which is now formally known as Fostering Changes. This is an evidence-based programme that gives foster carers confidence of the foundation theories and constructs of its development. A course supported by DCSF and noted in Care Matters as a premier course for foster carers. A programme that ensures foster carers gain real skills in behaviour identification and management. This course supports the longevity and stability of placements.

Nurturing Attachments

Based on attachment theory and developed by expert author and trainer Kim Golding, this training provides an authoritative set of ideas for therapeutically parenting children. The training course includes theoretical content, and a range of activities. It is structured into 3 modules with 6 sessions per module.

- **Module 1:** Provides an understanding of attachment theory, patterns of attachment and an introduction to therapeutic parenting.
- **Module 2:** Introduces the House Model of Parenting, providing guidance on how to help the children experience the family as a secure base.
- **Module 3:** Continues exploring the House Model of Parenting, with consideration of how parents can both build a relationship with the children and manage their behaviour.

The Fostering Services Regulations (2011) and the National Minimum Standards (NMS) also outline exactly what fostering services are expected to have; the standards specific to carers' training needs are listed below.

National Minimum Standards (NMS) for training

- **NMS 19.7** Joint training between fostering service staff and foster carers is held on a regular basis
- **NMS 23.1.** 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 or young person placed in their care
- **NMS 23.2.** Pre-approval and induction training for each carer includes opportunities to benefit from the experience and knowledge of existing carers. All new foster carers receive induction training
- **NMS 23.3.** All training fits within a framework of equal opportunities, anti-discriminatory practice and is organized to encourage and facilitate attendance by foster carers, for example by including convenient times and venues and by providing childcare and reasonable expenses
- **NMS 23.4.** Where two adults in one household are approved as joint carers, both successfully complete all training. Each foster carer is trained in identified key areas prior to any child being placed in his or her home. Attention is given to the training needs of particular groups, e.g. male carers
- **NMS 23.5.** There is an ongoing programme of training and self-development for foster carers to develop their skills and tackle any weakness
- **NMS 23.6.** Appropriate training on safe caring is provided for all members of the foster household
- **NMS 23.7.** Specific consideration is given to any help or support needed by the sons and daughters of foster carers
- **NMS 23.8.** Each carer's Annual Review includes an appraisal of training and development needs, which is documented in the review report
- **NMS 23.9.** The effectiveness of training received is evaluated and reviewed annually



- Parent and Child Training

11. Services

11.1 A Range of Placements

FosterCare UK has a Duty and Referrals coordinator who is the first point of contact for Local Authorities making referrals or enquiries about placement choice, availability and matching. All placements are appropriately and professionally assessed with a detailed process that matches the needs of children and young people with the skills, competence and experience of foster carers to meet them.

FosterCare UK provides a wide range of placements for children and young people of all ages and needs, these include:

- Parent & child placements
- Long term placements
- Short term placements
- Sibling groups
- Placements for children who are disabled
- Respite placements
- Unaccompanied Asylum seeking children (UASC)
- Therapeutic Fostering Placements
- Bridging placements
- Emergency placements
- Solo placements/complex needs

All placements made with foster carers are undertaken and monitored in accordance with the Fostering Services (England) Regulations 2011.

Therefore:

- Individual 'Foster Placement Agreements' are prepared either before or at the point of placement, which include essential information sharing and care plans
- Wherever possible, pre-placement planning is undertaken, including introductions between foster carers and children and the welcome pack of the identified family being given to the child or young person. In the case of emergency placements, immediate care planning is given timely attention
- A Placement Agreement Meeting is held within 7 days and issues relating to 'Delegated Authority' are agreed.
- A Placement Plan is agreed

11.2 Protecting Children From Harm

FosterCare UK operates a safe recruitment process for all staff employed by the agency following recommendations from the Bichard Enquiry. In addition, there is a rigorous vetting and assessment process undertaken with all potential foster carers. Enhanced DBS checks are repeated every 3 years for all carers and staff and medicals are renewed every 2 years.

FosterCare UK has policy and guidance underpinning our service on safer caring; health and safety; bullying, management of behaviour and foster carer agreements. Our processes and procedures will ensure that any concern is addressed and monitored by the senior management team and will inform service developments.

11.3 Provision of Health Services

FosterCare UK is committed to ensuring the health outcomes for children and young people looked after continually improve. We supervise and support our foster carers and work in partnership with local authorities to promote healthy living and eating and we assist in the tracking of children's dental health and annual health assessments.

11.4 Support for Children and Young People

All children and young people in placement with FosterCare UK are visited regularly as part of the role of the Supervising Social Worker. In undertaking this, due consideration is given to the role and involvement of the Local Authority Social Worker, so that there is clarity between the roles and responsibilities for each agency and Social Worker.

The Supervising Social Worker will ensure that the best interests of the child and/ or young person is being safeguarded and promoted and identify further services that are appropriate to promote their physical, mental and emotional welfare.

FosterCare UK works with a number of qualified, accredited, and experienced, educational and therapeutic professionals to provide educational and psychological support and interventions to children and young people in placement. This support extends to foster carers and Supervising Social Workers as required.

11.5 Provision of Educational Support Service

FosterCare UK works in partnership with a number of professionals to ensure an immediately available educational team. Jointly, we look at improving the attainment attendance and exclusion issues and to improve partnerships with schools and further educational services.

FosterCare UK recognises the need to improve children and young people's attendance at school. We work closely with our foster carers in addressing this issue, resulting in a significant improvement in attendance in recent years. Within FosterCare UK we have an expectation that holidays will be taken in term time and that children are not routinely taken out of school. We work together with our colleagues to ensure that this only occurs in exceptional circumstances and not as a rule.

FosterCare UK works alongside and supports educational initiatives for looked after children by promoting children's educational needs to our foster carers. All foster carers are expected to attend Personal Education Planning Meetings (PEPs) with the young people and, where possible, the Supervising Social Worker will also attend.

11.6 Provision of Leisure, Sport, Cultural and Religious Activity

Foster carer training and supervision promotes the importance of leisure provision for looked after children and young people. The expectation is that foster carers will seek out and support new experiences, hobbies, and activities to enhance children's self-worth, social development and independence.



We support all young people in their religious and cultural beliefs and customs. We ensure that information is available to provide understanding of different cultures and religions. We provide resources that may be needed to ensure young people are able to practise their beliefs and customs.

We are committed to directly challenging racism and discrimination and ensure that all children and young people who access our services are aware of our policies in relation to anti-oppressive practice and anti-racism. We ensure that all people are treated equally, regardless of age, gender, sexuality, ethnicity, disability, or religion. Our Supervising Social Workers support and guide foster carers with issues with trans-racial placements.

11.7 Social Work Support and Supervision

In addition to the child's Social Worker a qualified Supervising Social Worker is allocated to support and supervise every foster carer.

The Supervising Social Worker:

- Maintains regular contact with the foster carer and children in placement through monthly placement visits (minimum) and daily/weekly telephone calls (minimum)
- Makes at least one unannounced visit to the foster carer's home per year
- Provides advice, guidance and support to the foster carer on their care of children in placement
- Participates in the Out of Hour's management and support service to foster carers and Local Authorities
- Investigates and coordinates other support services that may be appropriately identified
- Liaises with other professionals and contributes to Reviews and formal meetings in respect of care planning
- Provides formal supervision and identifies and responds to foster carer's training and development needs
- Completes an Outcomes Tracker for each young person at least twice a year
- Keeps accurate electronic and written records and provides at least monthly updates to the Local Authority Social Workers of the young people in placement and the Placements Team

FosterCare UK employs Supervising Social Workers who are suitably qualified and experienced to undertake the role. Every effort will be made to match children and families that reflect their religious, cultural and diversity needs. Issues around child protection will be dealt with immediately in line with agreed Policies and Procedures.

School attendance and academic achievement is promoted and recorded for all children and young people. Electronic daily logs on each child or young person are maintained and provided to placing Authorities on request.

Corporal punishment will NOT be used in any circumstances. Guidance is provided on the use of sanctions and a written record kept of any implementation.

FosterCare UK and its foster carers will maintain vigilance and confidentiality. Foster carers will have continuing training, including Diploma Level 3 and TSD standards, specialist training, and regular support group meetings. FosterCare UK ensures each foster carer and foster home fulfils all Health and Safety and Risk Assessment requirements and these inspections are undertaken by internal staff. FosterCare UK keeps a record of annual Gas inspections from qualified personnel. Foster carers will work to an agreed Care Plan and within the terms of the placement and foster carer's agreement. Foster carers promote agreed contact with the children's families unless this is considered detrimental

to the child or young person.

Foster carers receive regular support and supervision visits (at least once a month) from Supervising Social Workers and regular telephone contact (weekly or daily, dependent on need). An Out of Hours support service is provided to foster carers by experienced, qualified social workers, with management support as required.

11.8 Matching

All children and young people's placements are closely matched to ensure their needs are met by the skills and experience of foster carers. Many of our foster carers have a wealth of experience or specialise in areas including those who have been abused, have challenging behaviours or for children who may have a specific medical requirement or require a transition from residential care.

FosterCare UK has a dedicated Referrals Coordinator, who is the first point of contact for enquiries about placement availability and liaises closely with managers, Supervising Social Workers, foster carers and Local Authorities to ensure the best possible and appropriate match for the child or young person and foster carer. All children and young people's needs are unique and therefore all placements are uniquely matched. Where more than one young person is due to be placed in the same family, a matching risk assessment form is completed by the Supervising Social Worker to consider the potential impact of competing needs and demands.

11.9 Financial

Foster carers receive an appropriate weekly fostering allowance, which is paid directly into their bank accounts via BACS transfer on a monthly basis. In addition, foster carers also receive two weeks paid respite per child, per year (additional respite support is provided as and when identified).

Detailed financial information and guidance is supplied to foster carers within policies and procedures and the Foster Carers Handbook. Local Authorities may contact FosterCare UK for details pertaining to charges and fees. FosterCare UK operates an age related charging structure. The current charging structure is banded into children and young people aged 0–10 years and 11 years +. Parent and child placements, remand placements, residential transition placement, therapeutic fostering placement and other specialist placement are charged following detailed discussion and assessment of need and requirements.

11.10 Emergency Support & On Call

At weekends, during the evenings and at night, foster carers are provided with an immediate and responsive on-call service, which is staffed by managers and Supervising Social Worker's.

Foster carers are encouraged to contact the 'on-call' service for support and guidance. Telephone numbers are diverted to the Out of Hours Supervising Social Worker. In addition, the Registered Manager or a Senior Practitioner is also always available for additional guidance and support.

FosterCare UK also provides a 24-hour referrals and placement service to Local Authorities in the event of a child or young person requiring an emergency placement. All Out of Hours Referrals are managed and matched in line with the daily procedures. FosterCare UK also provides an Out of Hours email service: oooh@fostercareuk.co.uk

11.11 Supervisory Visits

Supervising Social Workers are responsible for ensuring that the care provided to children and young people living in a foster home is of a high standard, including safe and excellent caring practices and assisting carers to achieve evidenced outcomes for the children and young people in their care.

Supervision meetings are a good opportunity for all parties to raise issues of concern and also allow for the opportunity to discuss placement progress and complete outcomes monitors. The Supervising Social Workers also have a primary responsibility for assisting in the career development of carers, establishing training needs with them and making plans

11.12 Unannounced Visits

Part of the monitoring of the work of the foster carer is at least one unannounced visit by the Supervising Social Worker per year. These visits are not intended to be intrusive in any way and far exceed the requirements of the NMS and Fostering Regulations 2011.

11.13 Outcomes Trackers

At the commencement of placement, Supervising Social Workers complete an online Outcomes Tracker, noting the 44 national outcomes. This document is reviewed in line with every Child in Care review.

**Advocacy for children
and young people is
strong**

Ofsted 2019

12. Complaints

Complaints procedure

At FosterCare UK, we strive to provide the highest standard of service to children, parents, foster carers and Local Authorities.

We encourage feedback from anyone who receives services from us. We are proud to note that over the years we have received overwhelmingly positive reactions to the services we provide. However, sometimes we get things wrong, and on such occasions our complaints procedure will be implemented.

Who can make a complaint?

- Any child who is being looked after by FosterCare UK or a person acting on their behalf.
- A parent of him or her, or person with parental responsibility
- Any foster carer or a family member.
- Any staff member
- Any person whom FosterCare UK considered has sufficient interest in a child's welfare to warrant his or her representations being considered by them.

How to make a complaint?

You can call any one of our regional offices and ask to speak to the Team Manager or if he/ she is not available speak to a Senior Manager. Alternatively, you can use one of our leaflets and return it to us or email us at complaints@capstonefostercare.co.uk

The complaints procedure

There are two stages, but a complaint can be resolved and completed at either stage, depending on whether the people involved agree on the outcome.

Who can make complaints or representations?

Any child, foster carer, member of staff, family member or, indeed, any person who has had an involvement with FosterCare UK is entitled to comment about the quality of any of the services, whether positive or negative. A foster carer, relative or friend can also do so on a young person's behalf. A comment or complaint may include such things as quality of communication, staff behaviour or attitude, decisions we have made, support for carers or children, or quality of care in the home. If the matter is urgent, e.g., a safeguarding issue, an allegation or an incident involving the child's health and safety, please call the office or the out of hours number directly.

Who can make complaints or representations?

Any child, foster carer, member of staff, family member or, indeed, any person who has had an involvement with FosterCare UK is entitled to comment about the quality of any of the services, whether positive or negative. A foster carer, relative or friend can also do so on a young person's behalf. A comment or complaint may include such things as quality of communication, staff behaviour or attitude, decisions we have made, support for carers or children, or quality of care in the home. If the matter is urgent, e.g., a safeguarding issue, an allegation or an incident involving the child's health and safety, please call the office or the out of hours number directly.

Complaints by, or on behalf of, children and young people

Any looked after child or young person may complain about an aspect of their care to their placing Authority, whose own Complaints and Representations Procedure will be available to the child via the social worker. When a complaint is made directly to the Capstone Foster Care Group by, or on behalf of, a child the placing Local Authority Social Worker will be informed. An agreement will then be reached with the placing Local Authority about which agency will investigate the complaint. If any complaint relates to an aspect of the service provided by FosterCare UK and is brought to our attention, this will always be investigated.

Our Children's Guide contains written information on how to make complaints, including the availability of independent support and advice. Children will be assured that their complaints will be taken seriously, investigated thoroughly in accordance with the Stages set out below, and that they will receive written notification of the outcome.

Complaints by a foster carer

Complaints may be made about any aspect of the service received from the agency. The complainant will receive written acknowledgement of the complaint and details of the planned investigation. All complaints will be investigated in accordance with the stages set out below. All FosterCare UK foster carers are members of FosterTalk, who they can approach to seek independent advice and support.

Informal Discussion

We hope that most matters someone is concerned about can be settled by speaking to a person they normally deal with in the Capstone Foster Care Group, and this is the informal route we would like people to try first. We would always encourage someone to talk with their Supervising Social Worker or the Team Manager about any concern that they have and to try to resolve the matter with them. An informal discussion to resolve the situation should take place and be resolved within five working days and a note of the course of action taken and the outcome recorded on the foster carer or child's case record.

Formal Complaint Stage 1 - Internal Investigation

If someone is not satisfied with the informal response they get, or if they wish straightaway to complain formally, they can do so to our Registered Manager (the 'Complaints Officer'), at the office address. They can put their concerns in writing if they wish or phone the Registered Manager directly.

FosterCare UK will acknowledge receipt of the complaint within five working days, including an indication of whether it is planned to try to resolve the complaint via internal investigation (Stage 1) or, in the case of potentially serious complaints, to move straight to the independent investigation (Stage 2).

The Registered Manager will investigate the complaint and interview all relevant people or will allocate another Manager to do this. This stage of the process should be completed within 28 days of the commencement of the investigation, unless it is exceptionally agreed with the complainant this period may be extended. The investigating Manager will complete a written record with findings and recommendations for the resolution of the complaint which will be available to the complainant. If the complainant is dissatisfied with the outcome, they may request, within 28 days of the date of dispatch of the report to them, that the matter be referred to Formal Complaint Stage 2.

If the complaint involves the Registered Manager

If the complaint involves the Registered Manager, then the Formal Stage 1 complaint should be directed to Steve Blackwood, Area Director, via email:

Steve.Blackwood@capstonefostercare.co.uk

Formal Complaint Stage 2 - Independent Investigation

A request for an independent investigation should be made in writing to the Registered Manager or the Area Director. The request will be acknowledged in writing within five working days, including details of the proposed investigation. The Area Director will appoint an independent person to investigate the complaint. This person will be independent of FosterCare UK or the Capstone Foster Care Group, will hold a professional Social Work qualification and have experience in foster care services.

If the complaint is against the Area Director, then the Operations Director or CEO will be involved in identifying an independent person. The independent person will interview persons involved in the complaint and will have access to Policies and Procedures and, with relevant permission, access to the foster carer's and/or the child/young person's case records. They will prepare a report of their investigation, including conclusions and recommendations for the resolution of the complaint. This report should be completed within 28 days of the independent person's appointment, unless it is agreed with the complainant that this period may be extended.

The Operations Director, or the CEO, if the complaint relates to the Area Director, will consider the independent person's report, and write within 10 days of its receipt to the complainant, setting out their proposals for resolving the complaint.

This marks the end of the complaints process. If the complainant is not happy with the outcome, or indeed at any stage of the Process, they can contact Ofsted.

Peter Battle, CEO, can be contacted via email if a complainant relates to the Area Director, here:

Peter.Battle@capstonefostercare.co.uk

Any recommendation made by the person investigating a complaint will be considered by an appropriate Director for the necessary course of action and Ofsted will be informed of the outcome immediately. Complaints can also be made direct to Ofsted. Their contact details are below:

Contact details:

Ofsted, Piccadilly Gate, 26-32 Store Street, Manchester, M1 2WD

Tel: 0300 123 1231

Email: enquiries@ofsted.gov.uk

www.ofsted.gov.uk

13. Why are we different?

Basically, we are good at getting the important things right. We:

- Offer therapeutic assessed placements
- Provide specialist training including 12 weeks Fostering Changes and MAPA
- We work hard to provide the highest quality service to the children and young people in our care
- Provide a high-quality specialist service
- Are well organised and have efficient systems and procedures
- Recruit and support carers to be their very best as foster carers
- Provide foster carers with excellent training and support
- Recruit and train qualified, competent and experienced staff
- Create bespoke services to meet the needs of children and young people
- Have a collective attitude to deliver success
- Communicate regularly and have a no-blame culture
- Committed to provide the best service to our Local Authority partners
- Are well-established with a reputation for innovation and flexibility providing quality care for children and the provision of outstanding support to our foster carers
- Our careful approach to matching children with foster carers and the volume of referrals that we receive supports our efforts to achieve good matches between carers and children. This, then, in practice serves to promote our carers' successes and the continued positive outcomes for children and young people.

14. Ofsted

Ofsted is responsible for regulating, inspecting and monitoring fostering services provided by both Local Authorities and independent foster care providers, under the provisions of the Care Standards Act 2000. The outcome of FosterCare UK's latest inspection under this legislation can be found at www.ofsted.gov.uk and also www.fostercareuk.co.uk

Contact Details:

Ofsted
Piccadilly Gate, 26-32 Store Street, Manchester, M1 2WD
Tel: 0300 123 1231
Email: enquiries@ofsted.gov.uk
www.ofsted.gov.uk

15. Contact FosterCare UK

Please email us should you require any further information to:

Marta Salavera, Acting Registered Manager, FosterCare UK Ltd

Email: ms@fostercareuk.co.uk





Contact 0844 800 1941

London Centre

FosterCare UK Ltd
Airport House Business
Centre, Airport House
Purley Way, Croydon CR0 0XZ
T: 020 8226 6654

Kent Centre

FosterCare UK Ltd
Newbury House
Court Lodge Farm, Hinxhill
Ashford, Kent TN25 5NR
T: 01233 210668

Sussex Centre

FosterCare UK Ltd
Basepoint Centre
Little High Street
Shoreham-by-Sea BN34 5EG
T: 0844 800 1941

 enquiries@fostercareuk.co.uk
referrals@fostercareuk.co.uk

 fostercareuk.co.uk

 [@FosterCare_UK](https://twitter.com/FosterCare_UK)

 [WeAreFosterCareUK](https://www.facebook.com/WeAreFosterCareUK)



Reg. in England and Wales No: 6139705