



# FOSTER CARE SERVICE

## STATEMENT OF PURPOSE

ADOPTED DECEMBER 2003  
REVISED JULY 2009

**This Statement of Purpose replaces the Agency and Foster Care Service Specification Document. It complies with the National Minimum Standards for fostering and Fostering Services Regulations 2002 and the Care Standards Act 2000. This document will be reviewed and updated annually.**

**The Children's guide will be made available to all children and young people in Agency foster placements.**

**A copy of this document will be provided/made available upon request to:**

- **The parents of all children within a Caritas Care placement.**
- **Ofsted**
- **Any person working for the purpose of the fostering service**
- **Any child (subject to their age and understanding) placed with a foster carer approved by Caritas Care**
- **All foster carers approved through Caritas Care.**
- **Placing Authorities will be issued with a copy of the document immediately when a child is placed.**

**DECEMBER 2003**

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## INTRODUCTION

The Diocese of Lancaster first established a childcare agency in 1934. Approved as an Adoption Agency in 1943, the Lancaster Diocesan Protection and Rescue Society directed its energies primarily towards the adoption of infants. As broader childcare activities evolved the Agency became the Lancaster Diocesan Catholic Children's Society.

By the mid 1980's the Diocese was keen to extend the range of social welfare activities. The childcare work became progressively specialised and continues to be at the core of the Agency's activities. Since 1987 a range of services within the community and for adults with disabilities has developed and this diversification was reflected in the change of the Agency's name to Catholic Caring Services. These changes brought with them more robust management structures and central support systems. In March 2009 and as a celebration of its 75<sup>th</sup> Anniversary, the Agency decided to refresh the identity of the Charity by changing its name to **Caritas Care**

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## STATUS AND CONSTITUTION

**Caritas Care** is an autonomous Registered Charitable Company Limited by Guarantee, and founded in 1934 is one of the longest established independent charities in the North West. Caritas Care provides a wide range of services across the North West operating from sites in Lancashire, Cumbria and Greater Manchester.

As a Registered Charity the Company's Memorandum and Articles of Association prohibit the distribution of profits and we are therefore recognised as a voluntary organisation as defined within Section 105 of the Children Act 1989. **Caritas Care** is therefore properly constituted to have the care of children delegated to it by Local Authorities as detailed in the Local Authority Circular (98)2.

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## THE MANAGEMENT STRUCTURE

A Board of Trustees governs Caritas Care. The charity was born out of the Church and our vision is still informed by the social teaching of the church. We work with people of any faith or none, across the region, to enable, empower, encourage, inspire and support them to overcome barriers and transform their lives.

The work of the agency is now structured into two operational areas; Children's Services where the principal purpose is to provide security and permanence for children and young people in need. This is achieved through foster care, adoption or placement within the Agency's therapeutic children's home. Our Adult and Community Services includes day service provision for adults with physical and/or learning difficulties, services to people with sensory impairment and a range of community development services across the North West of England.

The Board of Management is responsible for the direction of the Agency, for defining policy and approving annual budgets. The officers of the agency are accountable to the Board; strategic and operational management is delegated to the Chief Executive Officer supported by a Senior Management Team of three Assistant Directors.

Details of the Management Structure appear in Appendix I

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## **CARITAS CARE - POLICY FOR CHILDREN**

In all its practices concerning the placement of children, **Caritas Care** is first and foremost dedicated to the well being of the child, based upon the belief that it is within the family that a child's needs are primarily satisfied and their rights secured. This should be the principal focus with applicants who wish to foster children.

The agency has for many years pioneered good practice in the field of childcare and is committed to providing secure placements for children seeing these as the fundamental pre-requisite of healthy emotional growth, stability, security and sense of identity, thus enabling the formation of meaningful relationships, which will hopefully endure. A child also needs a full understanding of past events. **Caritas Care** is particularly concerned about children who have lost or are at risk of losing some or all of these rights.

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## **PRINCIPLES UNDERPINNING THE SERVICE**

To ensure the child is safeguarded and their rights promoted, our work is informed and underpinned by the following principles expressed through professional practice of a high standard which:

- Meets the needs of children and young people, by upholding as paramount their welfare.
- Provides children looked after with safe, secure and life enriching experiences.
- Enables children, young people and adults to have increased responsibility for their own lives.
- Recognises the wholeness of human experience including the spiritual.
- Respects confidentiality and privacy of information about individuals who use our service and those whom we employ.
- Provides those who are socially excluded or discriminated against because of a disability, difference or disadvantage with real opportunities to exercise choice and achieve their full potential.
- Works in partnership and collaboration with other agencies, groups and individuals committed to the best interests of those children and young people with whom we work.
- Allows the child, parent(s), carers and other people of significance to participate in decision-making processes, which challenge unfairness or injustice.
- Allows the involvement of all parties in determining and encouraging the child's welfare through consultation, working in partnership and co-operation in order to achieve the best outcomes for the child.
- Explains and advises the child and parent(s) of the powers, responsibilities and duties of all individuals involved in the provision of care for the child.
- Takes care to recruit and develop people who have appropriate professional qualifications and experience and who are committed to our mission and values.
- Does not compromise our independence but sustains our freedom to respond to changing needs of society thus creating new opportunities which further the development of our services.

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## THE FOSTER CARE SERVICE

The mission, values and ethos of the agency together with the principles embodied in the United Nations Convention on the Rights of the Child guide our work and we have a proven track record of our ability to meet the needs of children. The foster care service alongside the adoption and residential services has the commitment of a skilled workforce to develop and sustain a service that will continue to deliver the highest standards of foster care to aid the longer term plans and outcomes for children in public care.

The foster care service within **Caritas Care** was developed following substantial research and consultation, which confirmed the need for a 'not-for-profit' service which would increase placement choices for Looked After children.

Since the inception of the foster care service in April 1998, **Caritas Care** has been instrumental in providing alternative family placements for an average of 35 children in need each year. We strive to build upon our reputation as providers of a quality foster care service based upon the secure foundations of the Agency.

The principles which underpin the policies and practice of the fostering service are consistent with the vision and values of the agency, the Children Act 1989, the Children Act 2004 and the principles of the Human Rights Act 1998, that all individuals have the right to family life.

The fostering service also aims to provide placements for children and young people which promote the five outcomes described in Every Child Matters;

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a positive contribution
- Achieve economic well being

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## THE SERVICES OFFERED

At **Caritas Care** the foster care project currently offers a range of placement options for children of all age groups, which are non-denominational.

- **Long term:** for children who cannot return to their parents, and the Care Plan is for a permanent substitute foster family.
- **Short term:** the placement of younger children needing care for brief periods providing relief and support at times of significant stress in families though primarily where children are subject to care proceedings.
- **Pre-adoption:** placements for infants where adoption may be the long-term plan.
- **Bridging placements:** such placements form part of a long term plan for children and can last up to two years in duration. Our foster carers offering such placements will work with children to prepare them for: adoption, a move into a long term foster placement, independent living, or work with birth parents towards reunification.

- **Task centred:** these will be time-limited placements with a specific focus such as parental assessment, bridging from one placement to another or to facilitate direct work or therapeutic input.
- **Respite Care:** a support resource for parents or foster carers of children in need.
- **Parent and child:** a limited number of placements are available for mother and baby where the foster carers will provide support and guidance to both mother and child.

Many children arrive in their foster home feeling unhappy, confused, isolated, and sometimes rejected. It is important to address such feelings through the provision of a supportive, caring and secure environment with consistent boundaries. Some children are emotionally damaged, have special needs or display very challenging behaviour, and consequently require a high level of supervision and support. In such circumstances **Caritas Care** are able to access therapeutic or psychological consultancy support for foster carers. If through the process of consultancy a need is identified for a particular type of specialist input or therapy for the child, a referral for such can be facilitated by the Agency on behalf of the Local Authority.

All children placed within a **Caritas Care** foster placement will be supported in accessing appropriate education through the involvement of our Education Support Worker whose role is to work with families and children to promote their learning and overall achievement.

Whilst **Caritas Care** is concerned to respond to need, and indeed has established this service as a consequence of perceived need, it expects its service to be a planned intervention wherever possible. The agency does not offer emergency placements out of office hours.

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## **ADDITIONAL SERVICES**

As a long established charity, **Caritas Care** has developed a range of additional services for children, and undertakes specific pieces of work to assist Local Authorities in the placement of children, including:

- Friends and Family Assessments.
- Step-parent adoption applications.
- Membership of adoption/permanence panels.
- Family finding for children within our residential establishment.
- Life story work.
- Preparing children to give evidence in court.
- Independent Assessments as required or directed through the court i.e. contact, parenting capacity, attachment.
- Independent Assessments as required by Local Authorities.

A professional fee, currently of £50.50 per hour, is charged for these additional services.

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## **THE AIMS AND OBJECTIVES OF THE SERVICE**

The foster care service is committed to:

- Recruiting a broad range of foster carers who are able to demonstrate through assessment their suitability for the task.
- A child centred approach.

- Providing high quality care in an alternative family setting.
- A locally based service within a national framework thus leading to a greater choice of placements which will increase the possibility of meeting the needs of a wider range of children.
- Anti-discriminatory practice and equality of opportunity.
- Regard to the importance of a child's racial, religious, cultural and linguistic needs including the provision of continuity in a child's life, wherever possible.
- Consideration of the gender, sexuality, special needs and any disability of children and young people.
- Continuous improvement, quality assurance and the delivery of a high quality service.
- Providing robust and effective support for foster carers.

**Caritas Care** through the provision of foster care aims to provide placements which:

- Meet the child's needs in an environment which positively promotes their emotional, physical and psychological well being.
- Encourage a healthy and active lifestyle.
- Helps a child to develop some understanding and acceptance of past events.
- Helps a child to build a positive sense of identity and self worth.
- Enables children to achieve their educational potential.
- Protect children from emotional, physical and sexual abuse.
- Encourage children to develop their own personal resources and strengths in preparation for independence.
- Provide stability, security and a safe, caring environment in which children can positively thrive.
- The cultural and diversity needs of each child are met.
- Seek the views of children in relation to the development of the foster care service they receive.
- Safeguard children's welfare, by ensuring that foster carers are rigorously assessed and subject to Criminal Records Bureau checks, references and medicals.
- Promote children's health and development.
- Are carefully matched to meet the individual needs of children placed.
- Enable partnership working between carers, social workers, parents and others.
- Promote and encourage contact with a child's birth family and significant others if this is deemed appropriate.

In order to achieve these aims **Caritas Care** offers to all its foster carers:

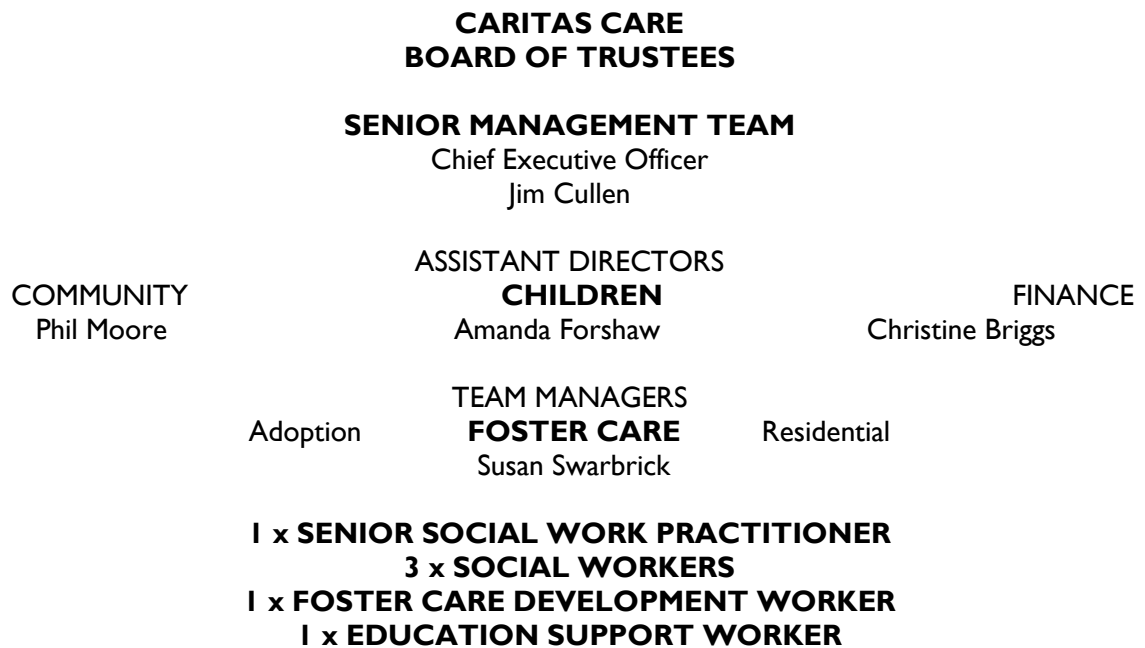
- A service which values carers through the provision of positive, structured support and supervision.
- A designated social worker to advise, support and guide in relation to the child/ren in placement.
- Regular visits and telephone contact from their social worker.
- Careful matching of children, in line with the identified skills and approval categories of carers.
- Out of hour's access to and support of a qualified social worker.
- A programme of preparation and post approval training.
- Quarterly Foster Carers support group meetings.
- Annual Reviews which include consultation with carers, social workers and children placed.
- Allowances and expenses relating to the children placed in their care.

- Support from the Foster Care Development Worker, who has extensive experience in the fostering task.
- Appropriate insurance cover via The Fostering Network Insurance Scheme and Caritas Care.
- A comprehensive handbook detailing their responsibilities, entitlements, advice and guidance on issues which may arise in the course of caring for children.
- A copy of the Statement of Purpose in relation to the Foster Care service.
- A service with sound, robust policies and procedural guidance in accordance with the requirements of the Fostering Services National Minimum Standards and Fostering Services Regulations 2002.
- Access to a complaints procedure.

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## THE STAFFING STRUCTURE

The Assistant Director for Children's services strategically manages the foster care service of **Caritas Care**; operational management is delegated to the Foster Care Team Manager who is registered with Ofsted:



The Assistant Director has direct line management responsibility for the foster care team manager who is delegated with line management responsibility for the social work practitioners and development worker. In the absence of the Foster Care team manager, the Assistant Director will deputise.

All staff employed within the foster care service has been carefully selected through an equal opportunities process in recognition of the guidance within the Warner Report 'Choosing with Care' and are required to subscribe to the values and ethos of **Caritas Care**. Criminal Records Bureau checks are undertaken for all newly appointed staff and renewed on a 3 yearly basis for existing staff members.

All staff members receive a contract of employment detailing the conditions of service surrounding their appointment and take part in a thorough process of induction in relation to the Agency and Foster Care Service.

Details of the staffing structure appear in Appendix I.

Foster care team members are professionally qualified social workers. The foster care development worker has appropriate experience having previously been approved as a foster carer for a Local Authority; she undertakes her duties under the supervision of qualified staff.

**Caritas Care** is committed to enabling all staff to achieve an acceptable and healthy work/life balance. Policies and procedures encourage the retention of salaried staff by offering flexibility in work patterns, regular structured supervision and annual appraisal, commitment to on going training, manageable workloads and staff welfare. Personal and professional development is important.

The work of the Foster Care Service is effectively and efficiently supported by well established administrative and finance departments.

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## THE FOSTER CARE PANEL

The Agency Foster Care Panel, established in April 1998, is supported by clear policies and procedures, which meet the Fostering Services National Minimum Standards, Fostering Service Regulations 2002, The Independent Review of determinations (Adoption and Fostering) Regulations 2009 and the Fostering Services (Amendment) regulations 2009 .

The role and function of the Panel appointed by **Caritas Care** is to:

- Ensure that that the assessment process has been adequately carried out and the requirements of the law and agency policy have been fully adhered to.
- Examine applications thoroughly and consider whether there is evidence of the applicant's abilities and suitability to foster. (Applications where there is a disclosure, through the CRB process where a person is considered to pose a risk to children are automatically considered unsuitable and will not therefore be presented to Panel for consideration.)
- Make recommendations in relation to the approval, review and termination of foster carers.
- Advise on professional standards and practice, and any other issue which the Chief Executive Officer wishes them to consider,
- Monitor activity of the Fostering Service.

Membership of the Foster Care Panel is coterminous with **Caritas Care** Adoption Panel. Members are subject to Criminal Records Bureau checks and required to sign a 'Statement of Confidentiality'. The Panel membership comprises people with complimentary experience within the professional arena of child care and lay members with relevant personal life experience. Medical and Legal advisors are also appointed and effectively serve the Panel.

The composition of the Foster Care Panel is as follows:

**Chair**  
**Vice Chair** Independent, (LA Social Work Manager)  
**Member** Independent, (Adoptive Parent)

Robina Murdoch  
Steve Barsby  
Lorraine Egan

**Member** Independent, (Local Authority Foster Carer)  
**Member** (Adoption Team Senior Practitioner)  
**Member** (Foster Care Team Senior Practitioner)  
**Member** (Board of Trustees)  
**Member** Independent (Medical Adviser)  
**Panel Adviser**

Franz Steindl  
Louise Young  
Julie Dawkins  
Jo Craven  
Dr Judith Chaloner  
Amanda Forshaw

- An accurate account of the business and proceedings of each Panel meeting is documented.
- The minutes of each Panel meeting details the reasons for all Panel Decisions.
- The Foster Care Panel decisions will be made within the meeting and recorded in the Foster Panel Decision Book.
- Written notifications of decisions are issued to applicants and social workers.
- Statistical records are maintained for performance monitoring, service development and the annual report.

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## THE RECRUITMENT AND APPROVAL PROCESS

The Children Act 1989 requires that Agencies recruit foster carers who reflect the geographic and ethnic mix of the community. In this respect the recruitment process undertaken by **Caritas Care** is currently operational within the North West of England with operational bases for Children's Services in Lancashire, Cumbria and Greater Manchester. We aim to recruit potential carers twice yearly using local media/press coverage, Open/Information sessions and as an on going process by word of mouth based upon our reputation.

Applications for assessment to become a foster carer are welcome from people regardless of gender, marital status, sexuality, race, disability, religion, and culture or employment status. Anyone over the age of 21 years of age may apply and there is no upper age limit, but the applicant must be healthy and active to enable them to care appropriately for a child placed with them.

**Caritas Care** will respond to every enquiry by providing the enquirer with the opportunity to discuss the fostering task with a qualified social worker. In so doing the Agency then subsequently follows the requirements of the Fostering Services Regulations 2002 by;

- Undertaking a competence based assessment of potential carers as recommended by BAAF.
- A professionally qualified Social Work Practitioner undertaking the assessment.
- Obtaining authorisation for and carrying out statutory checks and references, CRB and Local Authority checks on all adults, over 18, resident within the household.
- Obtaining written consent from applicants for a health assessment to be undertaken.
- Requesting a minimum of two personal references and subsequently endorsing these through interview.
- Seeking employers' references particularly where an applicant has worked directly with children or vulnerable adults.
- Verifying the identity of each applicant.
- Considering the necessity of checking any adult non-household member who may have regular contact with any child placed.

- Seeing the applicants together and on an individual basis as part of the assessment process, all other relevant parties will also be seen, particularly any children of the applicants.
- Completing the BAAF Prospective Foster Carers Report, this will be shared upon completion with the applicants (excluding confidential references).
- Inviting all applicants who are being assessed and prepared to become approved as foster carers to undertake the 'Skills to Foster' training programme hosted by Caritas Care.
- Inviting applicants to attend Panel when their application is being considered.
- Presenting the application to the Agency Foster Care Panel either upon completion of the assessment or for early consideration, if appropriate. The Agency Decision Maker subsequently considers the recommendation from the panel, after which the applicants are informed of the outcome in writing within 7 working days.

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## **FOSTER CARER TRAINING**

Throughout the application process, the aim of the foster care service is to empower applicants to make their own decisions based on accurate and honest information. We believe that training plays an important part in carer's development. As part of our training and assessment framework, which incorporates the Children's Workforce Development Council (CWDC) training, support and development standards for foster carers, all prospective foster carers are required to attend the Skills to Foster training programme. Training continues throughout a foster carer's career on a variety of core topics pertinent to the carer and the demands of their placements.

Training is provided to:

- Enable foster carers to deliver the best possible care for children.
- Establish a comprehensive and accessible framework within which carers can operate.
- Enable carers to understand the effects of discrimination and how this impacts upon the children in their care.
- Ensure that foster carers are competent in delivering safe care for children in placement.
- Encourage carers to develop a range of skills and knowledge required in the provision of foster care.
- Enable carers to acknowledge and meet their own learning needs.

The Skills to Foster programme covers the following core issues:

- What is Fostering
- Listening to young people
- Working together
- Fostering skills
- Child protection
- The birth parent perspective
- Attachment
- Valuing heritage, equality and diversity
- Managing behaviour
- Safe care
- Allegations
- Moving children on/Life story work

- Recording

Post approval induction training covers:

- Placement process and meetings
- Record keeping
- Finance
- Introduction to Agency Policies and Procedures
- Contact

Within the first 12 months of approval carers are required to attend the following core training in line with the CWDC Induction Standards for Foster Care

- Attachment
- Safeguarding Children
- Promoting healthy living
- Equality and Diversity
- Behaviour management
- Education for looked after children

Additional post approval training for carers includes:

- Basic first aid
- Safer caring
- Life story work
- Contact
- Anti-Bullying
- Parenting children who have been sexually abused
- Drug/Alcohol Awareness
- Children's rights
- Communicating with Children
- Sex and sexuality
- Workshops for children

Carers' attendance at post approval training will be a requirement and become an integral part of their Annual Foster Care Review.

Carers unable to attend training events will receive all necessary information via their social worker. The training offered by **Caritas Care** is subject to continual evaluation and review.

The Agency supports carers to complete the CWDC Induction Standards workbook within 12 months of their approval and offers its carers the opportunity to undertake NVQ level 3 in Health and Social Care Children and Young People Award.

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## **FINANCES**

Foster carers receive generous allowances which vary dependent upon the age of the child. These are paid weekly in arrears directly into their bank account, via BACS transfer. An additional amount is paid for birthdays, Christmas or Religious festivals and holidays.

All carers receive a reward element within the allowance and are entitled to up to 21 nights paid respite per year. Membership fees to the Fostering Network are paid by **Caritas Care**.

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## FOSTER CARER SUPPORT

The Agency's investment in the Foster Care project is considerable both financially and ethically. From the outset of our relationship with carers, and the start of a placement, we believe that openness, honesty, thoroughness, professionalism in planning and recognition of carers as partners are imperative. We have learned from research what can go wrong in foster care, and lead to disruptions. We recognise from this the essential importance of offering high quality support to carers, in contributing to both the success of placements, improved outcomes for children and to carers feeling valued by the Agency.

The main tasks of the social worker in supporting carers are:

- To monitor and supervise foster carers.
- To assist in the carer's career development.
- To establish training needs.
- To ensure that carers are apprised of developments within the service and Agency.
- To provide continuity.
- To assist and enable carers to develop effective problem solving skills and techniques.
- To advise on behaviour management.
- To liaise with social workers and other professionals.
- To advise on what other support services may be available.
- To keep a written record of all contact and developments within the placement.
- To undertake unannounced visits.
- To ensure that foster carers feel valued members of **Caritas Care**.

The social workers primary concern is the welfare of the child. The support offered to carers is therefore not unconditional. Issues of performance, expectation or service delivery will subsequently be addressed where there appears to be a conflict or contradiction with the expectations of the service, Agency or requirements of the Fostering Standards and Regulations.

As with training, there is an expectation from the service, that foster carers will access support, as we believe these are important elements of the care task.

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## FOSTER CARER REVIEWS

In accordance with the Fostering Services Regulations 2002 Part 5 Regulation 29, the approval of foster carers and their households will be subject to annual review.

**Caritas Care** will review carers in the following circumstances:

- On the anniversary of their initial approval and annually thereafter.
- A placement disruption.
- If a complaint or allegation is made against them.
- Where there is a major change in circumstances e.g. relationship breakdown.
- Death of a child in their care.
- At the carer's request.

In all reviews, the Regulation requires that the agency seek and take into account the views of foster carers, the support worker and social workers of children placed through the review period, or had children placed with the foster carers though the placement may have ended.

The Foster Care Service has incorporated contributions from children who have received the service, their birth parents and birth children of the carers into the process.

The purpose of the review is to provide an appraisal of the carer's abilities and experience over the year and will concentrate on the following areas:

- General standards of care.
- Health and hygiene.
- Working with the agency.
- Working with other agencies.
- Understanding of the child/young persons needs.
- Training.
- Complaints and allegations.
- Working with birth families.
- Any significant change in circumstances.
- Recommendations for the future.

The review may also consider any wishes the carers may have about changes to their approved status e.g. the ages or numbers of children placed.

All reviews will be presented to **Caritas Care** Foster Care panel for their consideration and any subsequent recommendations.

Copies of the review will be shared with placing authorities and will be available with the Prospective Foster Carers Report to authorities considering placements and their Panels.

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## **TERMINATION OF APPROVAL**

If on review **Caritas Care** no longer feels satisfied that a foster carer is suitable to provide care for children, a recommendation that their approved status be terminated will be presented to the Foster Care Panel. Formal notification will subsequently be issued in writing to the carers and Local Authority within 24 hours.

Foster carers in this situation will have had opportunity to discuss the recommendation of the assessing social worker, prior to the Panel meeting with their link worker and/or the foster care team manager.

The social worker will ensure that the foster carers are aware of the Complaints Procedure verbally and that they are in possession of this in writing.

### **Circumstance under which a foster carers registration will be terminated:**

- Where there are serious concerns with regard to a foster carer's ability to meet the child's needs and promote their welfare.
- In the event of a child protection investigation which identifies potential risk to children.

- Where an allegation of abuse of any description is founded in any area of a carers life.
- Where an offence had been committed which could pose a risk to children and disclosed within a CRB.
- Where a carer consistently fails to work in partnership with the agency and in doing so fails to safeguard or promote the welfare of any child placed.

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## **COMPLAINTS AND REPRESENTATIONS PROCEDURE**

Any complaint received will be treated seriously and fully investigated by an independent party

This procedure is to enable users of the fostering service provided by the Agency, including children, to make representation including a complaint about any aspect of the service. This procedure requires agency staff to attempt to satisfy the complainant through negotiation, arbitration and mediation aimed at resolving the complaint. However, should these methods prove to be unsatisfactory the matter will be pursued through the formal processes outlined below.

### **COMPLAINT RECEIVED**

#### **INFORMAL STAGE**

Aim is resolution through negotiation, arbitration, and mediation

Timescale – 7 days

#### **FORMAL STAGE**

Independent person appointed to undertake formal investigation and response to complainant

Timescale – 28 days

#### **REVIEW STAGE**

Complainant dissatisfied 28 days to request review

Review conducted by review panel of three

(1 member will be independent of the agency)

Recommendations made to agency and complainant notified in writing

Timescale – 28 days

- Information relating to Complaints and Representation is contained within the application pack issued to carers at the point of their initial interview following their enquiry to the Agency.
- Complaints will be recorded and retained on file, including the outcome and action taken. All formal complaints will be recorded in the 'Complaints Record File' located in the Chief Executive Officer's office.
- Complaints of a child protection nature are referred immediately to the placing authority.
- Children are provided with information relating to this process within the Children's Guide in an age appropriate accessible format.
- Complaints regarding the registered manager of the service should be made to the Assistant Director, the Chief Executive Officer or the Trustees.

- The complainant will be kept informed at every stage regarding the progress of the investigation of their complaint.
- The complainant will be advised of their right to approach Ofsted to raise concerns regarding any aspect of the service.

Ofsted can be contacted at:

National Business Unit  
 Royal Exchange Buildings  
 St Ann's Square  
 MANCHESTER M2 7LA  
 Telephone: 08456 404040  
 E-mail: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
 Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

**NUMBER OF COMPLAINTS RECEIVED BY THE FOSTER CARE SERVICE  
 1.4.08 – 31.3.09**

One

**NUMBER OF CHILD PROTECTION ENQUIRIES INITIATED IN RELATION TO  
 CHILDREN IN PLACEMENT 1.4.08 – 31.3.09**

Two in relation to one young person.

<b>Number of approved Foster Carers as @ 01/03/09</b>	<b>Number of children placed as @ 01/03/09</b>
24 families	35

## **Appendix I – List of Staff Members and Qualifications**

<b>Name</b>	<b>Position</b>	<b>Qualifications</b>	<b>Commenced employment with CCS</b>
Jim Cullen	Chief Executive Officer	BA. MSc. CQSW. DMS.	February 1984
Amanda Forshaw	Assistant Director	BA. CQSW. DASS Certificate in Management	October 2003
Susan Swarbrick	Registered Manager	Dip SW. Approved Practice Teacher Award. NVQ4 Management Award	August 1998
Julie Dawkins	Senior Practitioner	CQSW. BA. PQI	April 2000
Rebecca Quigley	Social Worker	BA. Post-graduate Dip SW. MA Social Work	September 2008
Kate Wilson	Social Worker	BA. Post-graduate Dip SW.	November 2003
Bernie Galt	Social Worker	Dip SW. PQI	November 2003
Brenda Griffiths	Foster Care Development Worker	Certificate in Family Placement	February 2000
Susan Butterworth	Education Support Worker	NNEB, BA in Primary Ed. and Children's Development and Learning with QTS	July 2009