



## Statement of Purpose



This Statement of Purpose is provided and made available to employees, carers, local authorities, children and young people in placement and to the general public via the Jayfostering website [www.jayfostering.com](http://www.jayfostering.com) or in hard copy when requested

This Statement of Purpose is reviewed by the Registered Manager and agreed annually, by the Senior Management Team.



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## Introduction

This Statement of Purpose for Jay Fostering has been developed and produced to meet the requirements of:

- Care Standards Act 2000
- The National Minimum Standards (2011)
- The Fostering Service Regulations (2011)

It provides information about the agency and the services we provide to foster carers, children, young people, parents and other professionals. The statement of purpose is reviewed and agreed annually by the Registered Manager and the Senior Management Team of the National Fostering Agency Group.

Jay Fostering was founded in 2003 and became part of the National Fostering Agency Group as a partner agency in 2010.

Jay Fostering has a head office based in Leicester which co-ordinates the service delivery provided by Jay Fostering to all its foster carers, children and young people and stakeholders. Social work and foster care staff are based throughout the East and West Midlands to enable a local and flexible response.

As of January 2018 Jay Fostering had 191 children and young people in placements and 115 Fostering families.

Jay Fostering holds the Gold Award for Investors in People (IIP)

All our foster carers have membership to Foster Talk and access to Foster Line.



## Mission Statement

Jay Fostering is committed to providing an excellent standard of care for children, whilst providing a quality service to Local Authorities, which gives value for money.

We work in partnership with Local Authorities, Foster Carers and Children and Young people in placements. We are committed to supporting children and young people to feel safe, nurtured and happy so that they can achieve their full potential and have positive outcomes. We are committed to providing outstanding support and training to our Foster Carers and ensuring the continued development of our professional team.

We provide our foster carers with an excellent support package, including a 24 hour on call service, regular visits from a qualified Social Worker and comprehensive ongoing training. We provide a wide range of support services from our Support Workers.

Jay Fostering values diversity and implements' a stringent equal opportunities policy. We want all children and young people in our placements, our foster carers and employees to feel valued and treated equally and fairly by Jay Fostering. Our goal is to ensure that children and young people achieve their full potential as individuals, unimpeded by discrimination or oppressive behaviour.

### **We actively promote:**

- The racial, cultural, religious and linguistic heritage of children and young people in our care
- The principles within the Children Act 1989 guidance and regulations volume 4: fostering services (referred to as statutory guidance) The National Minimum Standards (2011)
- The Fostering Service Regulations (2011) which underpin the policies, procedures and good practice of Jay Fostering, its foster carers and its employees



## Objectives and Values

Jay Fostering places an emphasis on family life, shared values, choices and positive interactions. The philosophy of the agency incorporates a child centred approach based on the 'Children Act 1989' ideal. The safety and wellbeing of the child is of paramount importance.

- Provide a responsive and supportive 24 hour service for foster carers, Looked After Children and Local Authorities
- To work in partnership with Local Authorities and Agencies to find the right caring solutions for children and young people, many of whom Local Authorities find difficult to place
- To broaden the choice of services on offer to children, young people and their families who are in need of support
- Provide Foster placements for Looked After Children that are stable, safe, nurturing and offer good quality family life
- Recruit and retain foster carers from a wide range of backgrounds to meet the needs of children and young people being referred
- Ensure stringent matching of a child's needs with the skills and abilities of Jay Foster Carers
- In line with the 'Every Child Matters' agenda and Public Health Guidance: promoting the quality of life of Looked After Children and Young People 2010
- Ensure that the cultural and diversity needs of each child and young person are met
- Promote the educational achievement of children and young people to enable them to achieve positive outcomes
- Support and encourage children and young people to develop hobbies and social interests and take part in community activities
- Promote a healthy lifestyle and ensure that every child's emotional and physical health needs are met
- Promote contact for children and young people with their birth families and significant others during their placement if appropriate and in line with their wishes and feelings
- To ensure that all foster carers have access to support, training and guidance from a supervising social worker
- To support the ongoing learning and development of foster carers and staff
- To continue to develop our practice and the services we provide in consultation with foster carers, children, young people and other professionals that we provide services to
- To deliver a professional and quality service that provides best value at all times



## Management Structure and Staffing Structure

Jay Fostering is registered and inspected as an independent agency by OFSTED in accordance with the Care Standards Act 2000.

Jay Fostering is an Independent Fostering Agency registered under the companies Act (1985) company number 4822721 and registered with OFSTED URN number SC053859.

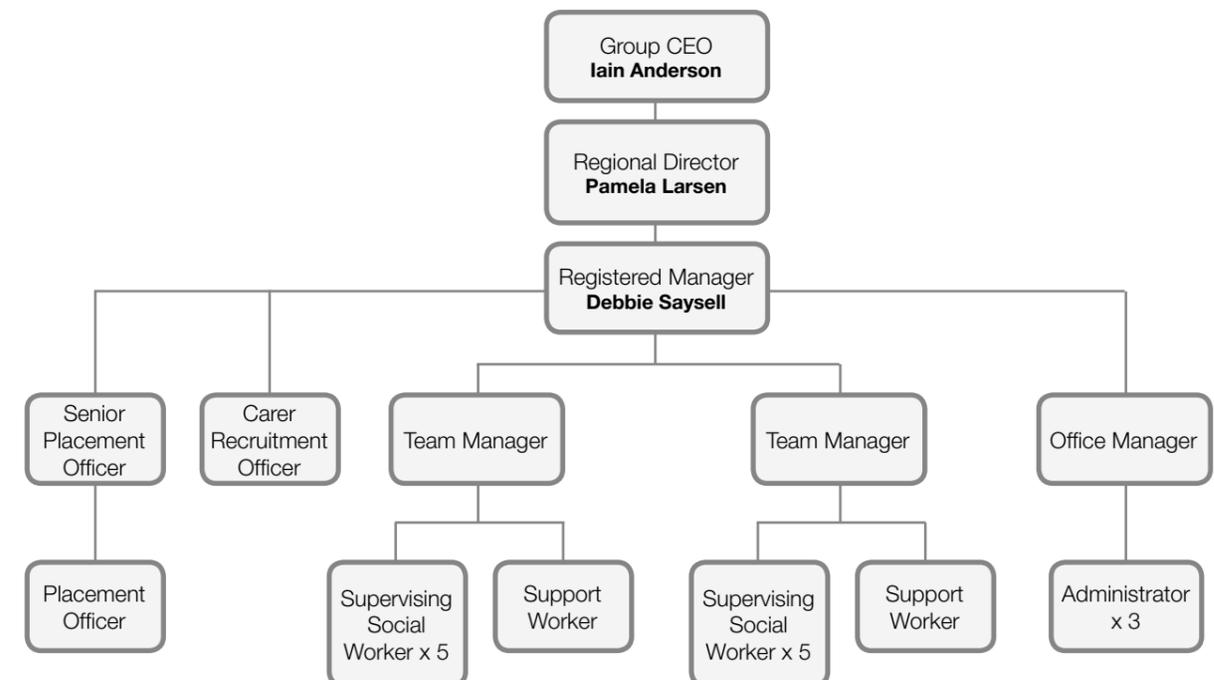
Jay Fostering is part of the National Fostering Agency Group.

The Registered Manager of Jay Fostering meets with Senior Managers on a monthly basis to discuss developments that have taken place in the agency and progress made in line with the Annual Business Plan is reviewed quarterly by the Directors of the National Fostering Agency Group.

### Management Structure

The Jay Fostering Senior Management Group have a wealth of experience and expertise in the field of fostering and social care. The Regional Director and the Registered Manager hold management qualifications and are qualified Social Workers registered with the HCPC. The Senior Management group meets on a monthly basis and are responsible for the overall operational aspects of Jay Fostering. The Registered Manager is responsible for the overall operation of the agency and of the services to foster carers, children and young people.

- Iain Anderson (Group CEO)
- Debbie Saysell (Registered Manager)
- Pamela Larsen (Regional Director)





## The Staff Team

In 2017 Jay Fostering were again awarded the Gold Investors in People Award: Jay Fostering employs 22 staff. The registered office is based in Leicester, but we cover a wide area throughout the East and West Midlands and Supervising Social Workers and Support workers can work remotely to ensure that we meet the needs of our foster carers, children and young people. All our Social Workers hold recognised professional social work qualifications and HCPC registration.

### **The Registered Manager:**

The Registered Manager is responsible for the management of the service. This includes the supervision and management of team managers and overall responsibility for Jay Fostering. The Registered Manager is also responsible for budgetary control of the agency and for producing the business plan. The Registered Manager is also involved with the development and implementation of the strategic aims and objectives of the organisation and meets monthly with senior managers and weekly with team managers. The Registered Manager sits on the Jay Fostering Panel as the Panel Advisor. The Registered Manager ensures all policies and procedures are up to date. They undertake ongoing audits and monitoring of the service to ensure a fostering service of the highest standard. The Registered Manager monitors and advises on serious complaints and allegations and ensures that appropriate procedures are followed and safeguards are in place.

### **Team Managers:**

The service is covered by two Team Managers. Both are responsible for the supervision and management of Supervising Social Workers and Support Workers. The Team Managers and the Registered Manager plan the support for foster carers across three areas in the East and West Midlands. They work closely with the National Fostering Agency group Training and Development Manager to plan the training that best meets the needs of the foster carers. The Team Managers also works closely with the Support Workers in developing the Participation and Engagement strategy for children and young people, ensuring that they have a voice within Jay Fostering and inform the way in which the service is developed. The Team Managers take responsibility for recruitment and assessment, working closely with the Carer Engagement Officer and Placements Officer to plan recruiting carers with the right skills in the right areas to meet the needs of looked after children and young people. The role is also a quality assurance role, working closely with Assessors and the Panel Administrator to support a thorough assessment process and ensuring stringent safeguards are in place.

### **The Team Managers can now access support in assessments from the National Assessment service within the NFA group.**

### **Supervising Social Workers (SSW's):**

Ten Supervising Social Workers undertake the assessment, support and annual review of Foster Carers. The Supervising Social Workers will also work in partnership with the Looked After Child's/ Children's Social Worker to promote good outcomes for the Looked After Child. Supervising Social Workers also support training and coordinate support groups for foster carers. The Supervising Social Workers also cover a duty and Out of Hours Support Service for our foster carers.

### **The Office Manager:**

The Office Manager undertakes financial duties in the company, including invoicing, carer payments, credit control and accounts payable. The Office Manager is also responsible for health and safety and ensures that the office remains a safe working environment and appropriate risk assessments are completed for staff. The Office Manager supervises the three office administrators, currently two full time and one part time post. The Office Manager meets weekly with the Registered Manager and the Team Managers to set agency actions and monitor progress.

### **Support Workers:**

Support Workers follow the Participation and Engagement strategy of Jay Fostering working directly with children and young people to provide a range of supportive and additional services to Looked After Children. This could be from occasional transporting to supervising contact and supporting young people in developing independence skills. Support Workers run activities and training events for Looked After Children which have been agreed following various consultation events with the children and young people placed in Jay Fostering. Such events are not only for Looked After Children but for the foster carers own children and again there are opportunities for carers own children to meet collectively and share experiences as they have a significant part to play in the fostering family.

### **The Carer Engagement Officer:**

The Carer Engagement Officer is responsible for implementing the recruitment and marketing strategy, organising carer recruitment events and the initial screening of potential foster carers. It is also important that Jay Fostering ensure that it meets the needs of its current foster carers and they feel part of the agency, therefore a significant part of this role is to ensure that current carers feel valued and their voices inform agency development and practice. The Carer Engagement Officer works closely with the managers, the Senior Referral Officer, the Panel Administrator, the National Fostering Agency Group and National Head of Carer Recruitment.

### **The Referral Team:**

The Senior Referral Officer manages incoming referrals and works with Local Authorities in identifying potential placements for foster carers, initially matching children with carers and consulting with the Social Workers, Managers and Foster Carers themselves to ensure that robust matching takes place. The Referral Manager works closely with the Referral Officer who coordinates the arrangements, should a placement be matched with foster carers. The Senior Referral Officer will also meet directly with Local Authority commissioning teams, alongside the Registered Manager to discuss current placements, compliance and how Jay Fostering can continue to develop to meet the needs of the Local Authorities'

The Team are responsible for collating data and working with the Registered Manager to agree contracts and finance for placements.

### **The Administrators:**

Jay Fostering has three office administrators who work closely together and are our first response, either via visits to the office or via the telephone and monitor all post coming into the office. They ensure that all carer medicals are completed and all children receive birthday cards. They complete Local Authority data returns and coordinate training venues, attendees, refreshments and food. They scan information coming into the office onto the data base system. They send out information and write letters, alongside a whole range of admin tasks. The team takes responsibility for coordinating carer training and arranging panel meetings.

Jay Fostering provides supervision and support to all staff and ensures that training and development needs specific to their area of expertise are promoted. All staff undergo appropriate background checks completed in accordance with the requirements of the National Care Standards Act 2000 (National Minimum Standards). All staff undertake mandatory training in child protection and safeguarding, equality and diversity and data protection.



Jay Fostering offers a variety of placement possibilities. Our Foster Carers are experienced individuals and couples who complete extensive training. They are highly supported within a community base. Although the agency engages in short term foster carer placements, it has developed particular specialisms in the following areas over the years based on the ability and expertise of its carers and staff.

- Stable long term placements
- Sibling group placements
- Unaccompanied Asylum Seeker placements
- Parent and Child placements

### **The agency offers the following types of placement:**

#### **Emergency**

Many of our carers can provide unplanned emergency placements for individual children or sibling groups. To ensure robust matching Referrals are required to be made within office hours.

#### **Respite/short breaks**

We have a number of carers who provide respite placements either on a regular basis or one off holiday breaks. During 2017 we have recruited further respite carers to support foster carers, who care for particularly challenging placements.

#### **Short term**

Short term placements usually last up to one year, whilst long term plans are being formulated.

#### **Bridging**

We are able to provide placements with foster carers who are experienced in bridging children to adoption, permanence or independence. Bridging placements form part of a long term plan for the child and usually last up to two years.

#### **Long term/permanency**

Placements are available with long term foster carers who can take individual children or sibling groups. Long term placements are matched in accordance with placing authority procedures. Jay work with Local Authorities to match placements permanently with their foster carers.

#### **Parent and Child**

We are able to provide placements where parents of any age receive help developing parenting skills whilst living with our foster carers. Jay can provide placements where there are two parents if necessary. Foster carers can assist Local Authorities with their assessments by providing information relating to parenting capacity or capabilities of the birth parents.

### Pre-adoption placements

These placements may be for a period of a month up to a year. They are usually time limited and task centred with young children.

### Solo placements

If the Local Authorities require the child/young person to be the only placement, this would need to be discussed at the referral stage to enable the placement to be matched with vacancies accordingly.

### Assessment placements

Specific assessments can be carried out to Local Authority requirements. Typical assessments include the child's development, current/long term needs and therapeutic requirements.

### Sibling placements

Many of our foster carers who have the accommodation and capacity are able to care for large sibling groups to enable children to stay together. This is always done in line with matching considerations and the care plan for sibling groups.

### Unaccompanied children

Several of our foster carers are very skilled in providing placements for children/young people who are unaccompanied from overseas.



### Recruitment of Foster Carers

Jay Fostering are committed to recruiting a diverse range of Foster Carers who can meet the needs of children and young people by providing high quality care. During 2017 Jay Fostering have been further supported by the National Head of Carer Recruitment and a small team of fostering advisors, who ensure that all enquiries are responded to quickly and initial enquires passed onto the Carer Engagement officer.

All prospective foster carers who make an enquiry are subject to a vigorous assessment and vetting procedure. All initial enquiries are subject to a screening call by the Carer Engagement Officer, who discusses the outcome of this call with Team Managers, if a decision is made to proceed, an application pack is sent out and an initial home visit is made by a Social Worker. The Social Worker is able to provide information about the agency and fostering and consider what the applicant can offer to fostering. All applicants must have:-

- A spare room
- Be able to provide transport for children
- Agree to attend training and support groups
- Actively promote anti-discriminatory practice
- Be over 21 years of age
- Able to keep detailed placement records and attend all relevant meetings
- Have some IT skills

If this meeting is successful, the applicants are invited to the Skills to Foster Introductory Training. Jay Fostering run two sessions either at the weekend or during the week to provide flexibility for all applicants to attend. The Team Managers will allocate an assessor who will start the assessment process which includes:-

- At least three referees
- Previous partner references
- Usually between 6-8 meetings with applicants and household members
- Medical report
- Identity checks, Enhanced DBS
- Pet assessment
- Employment reference
- Education reference
- Probation reference
- Health and Safety checks
- A two stage assessment process
- A full Jay Fostering assessment

Assessments on prospective foster carers are carried out in accordance with the requirements of the Children Act 1989 and the Fostering Services Regulations 2011. All information is held on file in accordance with the Fostering Services Regulations 2011 and Data Protection Act.

Following completion of assessment the applicants are invited to attend the fostering panel with their assessor, whereby the panel will make a recommendation on approval. The panel members experience derives from a variety of backgrounds, including a member who has previously been a care leaver, a foster carer from a local authority as well as individuals with education, health and social care background. Applicants are informed immediately following their attendance at panel of the recommendation and a final decision is made by the Agency Decision Maker and applicants notified in writing a few days later. If the applicants are unhappy with the decision they have a right to appeal. This can be made directly to the agency or directly to the Independent Review Mechanism.

### Post Approval

The applicants will receive written confirmation of their approval and a foster carer agreement. Where approval is given and all checks are complete, the household details will be entered onto the CHARMS system, which acts as a central register, and the carer allocated to a Jay Supervising Social Worker and a foster carer buddy.

Newly approved carers will have their own Carer Profile, usually a two sided page of pictures of them, other people who might live in their house, any pets, their house and garden and pictures of the fostering bedroom(s). They will also meet the Referral team who will explain the referral process to them in more detail and discuss what sort of placements might match with them best.

Newly approved carers will be expected to undertake further induction training and complete their TDS standards within their first year as foster carers.



All children and young people are closely matched to ensure that their needs are met by the skills and experience of our foster carers. At Jay Fostering we recognise that all children and young people are different and thus all placements are unique.

Jay Fostering considers all the factors in terms of the child's individual needs and wishes, location, education and contact plans to ensure that families can provide the necessary support that is required.

Jay Fostering has dedicated Referral Officers, who are available to receive referrals from Local Authorities during normal office hours. The Referral Officers establish as much information as possible regarding the child/young person's circumstances then works closely with the Team Managers and the duty Social Worker to consider any potential matches with foster families.

### The matching process will consider:

- Safeguarding
- School and education
- Expectations around contact, particularly in relation to the foster carers part in facilitating and/or supervising such contact
- Foster carers abilities to meet children's needs
- Foster carers approval
- Other family members or existing placements
- The proposed length of time and that tasks required are compatible with the carers experience and ability
- Foster carer is trained in the area of care or skill required
- Any risks that have been identified have a risk assessment plan that the carer can implement.
- If a child is placed with carers from a different race or culture to their own, consideration will always be given to providing them with appropriate support to minimise the possibility of them becoming estranged from their race or culture or suffering a confused identity
- If the child had specific health needs, that these can be met in placement and the carer is within reasonable travelling distance of any specialist services that might be required

Jay Fostering will not propose a placement if the assessed needs of the child cannot reasonably be provided by the proposed foster carers. Jay Fostering will also ensure that the needs of any children or young people already in placement with foster carers are fully considered and seek a placing alongside agreement from the local authority social worker, if the needs of all children will be met. The company matches carefully so that any placement offered is matched as closely as possible to the child or young person. The foster carer will be consulted about any potential matches and have the final say on whether they feel that the potential placement is something that they can consider at this time.

## Matching Children with Foster Families

continued

Foster Carers will need to ensure that they share information with their Supervising Social Worker or Referral Officers about when they might not be available, for example on holiday. This information is recorded on the carer vacancy tool kit, which is reviewed weekly to ensure that we understand the current needs of our foster carers and availability.

The Foster Carers Form F assessment and Profile will be sent to Local Authorities to help with decision making and to establish the right match for the child/young person. Local Authorities may also request the latest Annual Foster Care Review report if applicable.



## Finance

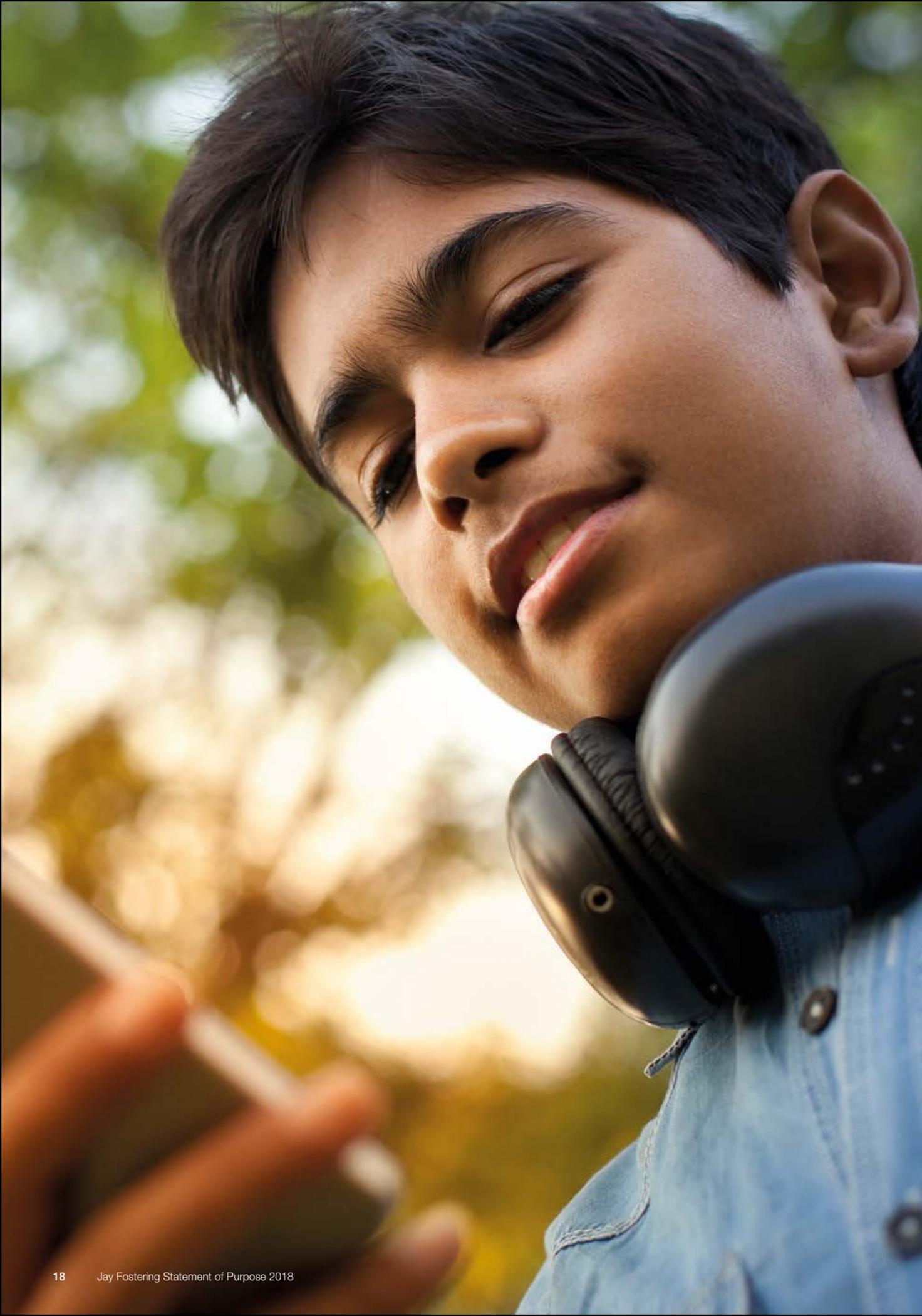
Jay Fostering carers receive a competitive allowance paid fortnightly into their bank accounts. The allowance covers a payment to the foster carers for their skills and all maintenance payments, clothing, pocket money, birthdays and seasonal allowances as well as a respite allowance to enable the foster carer to take up to two weeks respite per year if required.

Savings for children in care are deducted at source and saved in individual accounts administered by the NFA group.

Detailed information and guidance on rates and allowances is provided to foster carers in the Foster Carers Handbook and an annual statement is provided to each foster carer.

Foster carers are self employed and must seek their own advice on liability for income tax and national insurance. Jay Fostering provide membership for foster carers with Foster Talk, who will provide specialist guidance and information in regard to completion of carer tax returns.

Local Authorities should contact Jay Fostering for information pertaining to our charges for different types of placements and support services offered.



## Annual Reviews

Each Fostering household will have an annual review, unless there are significant changes to their circumstances in which case we will conduct an extraordinary review at that time.

The circumstances include:

- After the final strategy meeting of a section 47 investigations involving the carer(s)
- Where allegations have been made regarding a carer(s) child care practice and no section 47 investigation is pursued
- Where there has been a breakdown in the approved foster carers relationship resulting in one carer moving out of the household. Both carers in this instance will be subject to review except where one/or both carers has given notice of their intention to resign
- Where there has been significant change to the carer(s) lifestyle
- Where there has been a death of a foster carer
- Where a carer has been diagnosed with a serious illness
- Where a carer has stopped or started living with a partner
- Where a carer is not working in partnership with the agency, including a lack of willingness to attend training
- Where a change of approval is requested

The Annual review will consider the foster carer(s) training and developmental needs for the next year and suggest, if required, alterations to their approval status. The Every Child Matters outcomes are covered to provide a picture of how the foster carer(s) work with the children and young people in their care. Reports will also be sought from other household members and all children and young people in the household, from the child's Social Worker, and birth families if appropriate. The review report is completed by the Supervising Social Worker. The carers first review report and any reviews where changes have been requested or an extraordinary review is required will be heard by the Fostering Panel for their comments and recommendation for approval. Carers are expected to attend all panel reviews. Where a Review report is not being heard at panel this will be chaired or overseen by an Independent Reviewing Officer or a Team Manager.



## Support Provided to Foster Carers

### Support from Supervising Social Worker

Each Foster carer has a named Supervising Social Worker whose role is to provide them with advice, guidance and support in relation to a child's care plan and placement plan, the principles of this are:

- To work with foster carers in developing and supervising their skills as well as offering regular structured support
- To represent Jay Fostering in our relationships with Local Authorities and to seek to ensure that child care plans are made and followed whilst a child is in placement
- To review foster carers skills and achievements on an annual basis
- To promote and participate in training aimed at foster carers, their birth children and children in placement

Support is a combination of listening, understanding and helping the foster carer to find solutions to manage the challenges of fostering. The relationship should allow the foster carer to talk openly about any of their own family problems and issues with fostering whilst aiming to ensure the care plan for the child is achieved. The relationship is also one of monitoring; ensuring that the placement is safe and that outcomes for Looked After Children are being achieved.

It is important that the Supervising Social Worker sees the children in placement frequently in accordance with fostering regulations and agency policies.

Supervision visits are made at least monthly and a supervision format is followed to ensure that a written record of the meeting is made. Foster carers are provided with a copy of these records and any action that needs to be taken is recorded.

Supervising Social Workers are required to carry out at least one unannounced visit per year, Jay Fostering have an expectation that two unannounced visits take place per year and that one should be made by another Supervising Social Worker or the Team Manager.

Supervising Social Workers also cover duty 24/7 on a rota basis, therefore there will always be someone foster carers can contact directly.

Supervising Social workers work together, so that the duty OOH Social Worker will know if there have been any issues during the day that might need following up after office hours. They record any matters that might arise on OOH and email the carers Supervising Social Worker, so that they can follow up any further issues. The duty Social Worker is backed up by a duty Manager, who can be called upon for advice or to make decisions when required. The duty Social Worker always has full access to all foster carer records, so that foster carers do not have to provide them with general details when they might be managing a complex matter.

### Support Workers

Placement stability is very important and Jay Fostering are proud to have a very high stability rate. All placements are RAG rated by the Supervising social worker, so that Jay Fostering are aware of placements that need extra support. Support workers can provide extra support or crisis support to support placements and carers. This is monitored by the Supervising Social Workers and the

Team Managers to ensure the right support is provided when required. The Support Workers also work closely with children and young people placed in Jay through 1-1 work, group work and direct consultation meetings. Support workers ensure that all Children living in fostering families have a voice and their views and opinions inform practice and development within the service. Support workers have developed a Childrens council to ensure that children and young people lead the way in decision making.

### Support groups

Jay Fostering run monthly support groups in three areas, Leicestershire, Nottinghamshire, and the West Midlands. Supervising Social Workers facilitate these groups and carers are consulted as to the format these might take. The purpose is for foster carers to meet together informally. Support groups cover information sharing, workshops on particular topics and charity events. Carer Forum members are expected to attend support groups and feed information from the carer forum meetings into the support groups and visa versa. For the past three years Jay Fostering carers have held fund raising coffee mornings for the McMillan Cancer Support. Jay Fostering also provide carer lunches periodically. All Foster carers are invited to attend an end of year event and thank you gifts are given to each foster carer. Support group minutes are sent to all carers in each area to support the communication and involvement of all our carers in the fostering service.

### Buddy Scheme

Newly Approved Foster carers are asked if they would like to be linked to an experienced foster carer who either lives in their area or will be providing similar placements. Many foster carers have taken this opportunity and found it invaluable, particularly when attending training or support groups as they have a face that they know.

### Newsletter

Jay Fostering have produced a Quarterly newsletter that ensures that foster carers are kept updated with changes in the agency, support groups and training events. They are updated with any changes to policies and notified other news of interest. Carers are asked to make their own contributions and send in good news stories. Jay Fostering have listened to feedback from carers, who felt these newsletters were too long and should be more frequent and from January 2018 Monthly newsletter bulletins will be sent to all foster carers. Jay Fostering carers also receive the NFA group newsletter link lines.

Jay Fostering Children and Young people receive the NFA group Newsletters, Kids lines and Teen lines, articles about children and young people are included, as well as quizzes and useful child friendly information which will be beneficial to all children. Jay Fostering children and young people have featured in several articles, including the winners of our short story completion, with their stories featured and holding their winning kindle prizes.



## Training and Development

Training is an essential element in the ongoing process of knowledge and development of skills. Jay Fostering is committed to ensuring that foster carers are highly skilled and equipped to give children and young people placed with this agency a positive experience of fostering. The statutory framework for fostering informs the comprehensive training programme delivered to our foster carers to ensure their continued provision of high quality care.

The protection and welfare of the children placed with our foster carers is our priority. This is reflected in our training programme for foster carers. Jay Fostering believes that placement stability is crucial to the needs of children and incorporates a secure base model throughout our training programme.

Fostering Applicants are expected to attend our Skills to Foster training covering what foster carers do, identity, heritage, anti-discriminatory practice, safer caring and child protection. Child care laws, working in partnership, recording, promoting contact, behaviour management and transitions.

All Foster carers have a PDP completed with their Supervising Social Worker which is reviewed periodically during the year and annually.

During their first year foster carers are expected to complete the Training and Development Standards (TDS) which establishes a base line in a formal way.

All Foster Carers will also be requested to complete mandatory training courses via skill gate. Currently we expect carers to complete the following using skills gate:

- Introduction to the Data Protection Act -1998
- How to Manage Information Securely

### Jay Fostering Core Courses

It is essential that all Jay Fostering Carers complete the Core Induction courses (of which there are 5) within two years of their initial approval at panel. These courses have been developed in conjunction with The Fostering Network and the Department of Health to include the most up to date information, policy and guidelines from Central Government and Jay Fostering.

All our Core and CPDC courses have been cross referenced with the TSD (Training, Support & Development) induction standards and with the Every Child Matters 5 outcomes.

Jay Fostering expect foster carers to update on core training every three years. This will enable carers to keep up to date with key changes in policies and guidelines and reinforce their practice as carers. Core training consists of:

- Record keeping – secondary carer can complete on line
- Safer Caring/Allegations – face to face training for both carers
- Understanding Behaviours Part 1 – secondary carer can complete on line
- Attachment & Bonding in Abused & Neglected Children – secondary carer can complete on line
- Child Protection & Safeguarding – face to face training for both carers

All Carers are expected to attend Induction Training and First Aid Training.

### Continued Professional Development Courses (CPDC)

Jay Fostering have an expectation that where there are two foster carers, both complete the TDS standards and attend relevant CPDC in line with their PDP. To support both carers to access training, Jay Fostering provide a number of on line courses and training packs that can be completed with the Supervising Social Worker, extra workshops and a number of opportunities to suit the foster carers preferred learning style.

Jay Fostering encourages experienced foster carers to participate in the delivery of some training courses, this is particularly important in the skills to foster training, where applicants have found the input from foster carers to be the most useful for them. Young people are also involved in Skills to Foster sessions. Foster carers are consulted in regard to planning further training sessions and this informs new training plans.



## Support and Consultation Provided to Children and Young People

When a placement is made, Jay Fostering ensure that the child/young person receives a welcome pack and a copy of our children's guides, which were developed by our looked after young people for different age groups to tell children and young people about being fostered with Jay Fostering carers. The Support Worker will read through this with the child/young person to provide them with information about what to expect and who they might contact if they need to. When required the Support worker will present this information, with support from an interpreter.

Where placements can be planned, children can be invited to visit the foster home prior to placement with their Social Worker and their parents if appropriate and have the opportunity to create a foster placement agreement before being placed.

All children and young people placed will have support from their own Social Worker. In addition to this support they will also have the opportunity to meet with the Supervising Social Worker to discuss any concerns or what is going well. They also have Support Workers who can support them to find or pursue a hobby or interest, support their attendance at groups for LAC by going with them or supervising contact with their families.

At Jay Fostering we believe that all children and young people have a fundamental right to experience the right education which enables them to meet their full potential. Each child/young person has a Personal Education Plan which is reviewed and monitored regularly. Additional support is provided to children who are at risk of exclusion to maintain their place in education or identify a more appropriate educational provision that meets their needs.

Transport to and from school is provided locally by our foster carers. All children and young people receive a copy of their own magazine Kidslines or Teenlines filled with articles from children and young people and other interesting news.

At Jay Fostering we understand that the impact of fostering on the foster carers birth children and grandchildren can be difficult. We have a group for these children and young people to meet together during school holidays to talk about different aspects of fostering and participate in a fun activity to develop the group. The group have been bowling and participated in a fun day at a trampoline centre, providing them with an opportunity to share their views about the challenges of fostering, but also to have fun.

### Events

During school holidays we hold activity days for children and young people, their carers and staff and also events just for children. This provides the opportunity for staff to meet with the carers and children in an informal setting and have some fun. Staff can also talk to them about how things are going and see what progress they have made. Events we have held include several craft events, bowling events, Cricket competition for our UASC young people. Halloween parties and Diwali parties. Short story and card design competitions. Children and Young people receive gifts or certificates for any recognisable achievement not just those associated with success academically but other achievements that are less evident but equally worthy of acknowledging. In 2017 we held a very successful Awards Events for both Children and Foster Carers at the Marriot hotel in Leicester, planned by young people, carers and staff together. This was attended by almost 300 carers, children and young people, who received gifts and achievement certificates.

At Jay Fostering we have a high number of children from abroad and we have established a group that participate together in fun activities, but also look at issues particular to them. This provides an opportunity for them to build new friendships in a relaxed atmosphere.



## Complaints and Outcomes

All children and young people placed with Jay Fostering carers have a right to be safe, protected and listened to. The children's guide explains who they might complain to if this doesn't happen or they have any other issues to raise. This includes helplines e.g. NSPCC, child line and OFSTED.

As well as visits from the child's Social Worker, the Supervising Social Worker will also talk to the child on a regular basis. All children's Social Workers are given a copy of our Statement of Purpose which includes information on how to complain. The children's council reviewed the Complaints procedure to consider how the information provided to children and young people could be better presented.

Jay Fostering has a stringent anti bullying policy, foster carers are given advice and training on how to recognise the signs of bullying and strategies are formulated on how to support the child and ensure they are protected.

Jay Fostering aims to give the best possible service but if things go wrong, we put them right and learn from our mistakes.

All children and adults within this service or who come into contact with this service have the right to receive a good and professional service. If this is not the case, they have the right to complain and be listened to. The preferred option would be to find a way forward by talking directly to the person with whom they have the complaint. Where this is not possible a meeting will be arranged between the complainant and the line manager of the person being complained about. A letter of resolution will be issued by the line manager detailing how the outcome was arrived at.

If the complainant is not satisfied with the outcome, they should write to the Registered Manager, who will respond in writing within 5 working days. The Registered Manager will either investigate the complaint or appointment an independent person to investigate the matter. Following this a report will be made available to the complainant outlining the outcome of the investigation. If the complainant remains dissatisfied, they must put their reasons in writing to the Registered Manager, who will arrange for this to be reviewed by an independent panel. Once the panel has reached a decision, the complainant will be advised within 7 working days. If the complainant is still dissatisfied they may take advice from the Regulatory Authority.

### Ofsted

Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

### Children's Commissioners

Children and young people may also make a complaint to the Children's Commissioners based in England. They can do this by going to the website:

[www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk) – for England

### Support

Jay Fostering try to ensure that its complaints procedures are assessable, effective, fair and as independent as possible. Sometimes adults and children need help to make a complaint.

The child may have support from his/her parent, Social Worker, Independent visitor or foster carer. A child who wishes to make a complaint about any aspects of his/her care should receive assistance and access to independent advice and support from their independent reviewing officer. Any complaint made by a LAC will also be referred to a recognised advocacy service if the child wishes.

Foster Carers may enlist the help of a supporter or advocate or their Supervising Social Worker, as appropriate, to make a complaint about the agency under this policy or where appropriate, about the placing authority under the relevant local authorities complaints procedure.

### Allegations of abuse

If a complaint is made to any employee of Jay Fostering that is clearly of a child protection nature, that complaint will be immediately passed onto the relevant local authority, LADO, the responsible authority and OFSTED will be informed.

If at anytime during an investigation it becomes clear that there may be child protection implications, the current investigation will be halted and the relevant Local Authority LADO will be informed.

Where a complaint is made against the registered person, the complaint will be investigated by the Regional Director managing Jay Fostering.



### Responsible Body

Jay Fostering is designated as a Foster Carer Agency managed by:

- Debbie Saysell

### Registered Address

- Jay Fostering, Unit I, Edward House, Grange Business Park, Whetstone, Leicester, LE8 6EP
- Telephone: 0116 2770066
- Email: [enquiries@jayfostering.com](mailto:enquiries@jayfostering.com)

### Registered By

- Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
- Telephone: 0300 123 1231
- Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)



INVESTORS  
IN PEOPLE

Gold  
Until 2019

# Jayfostering

**Jay Fostering Statement of Purpose 2018**

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