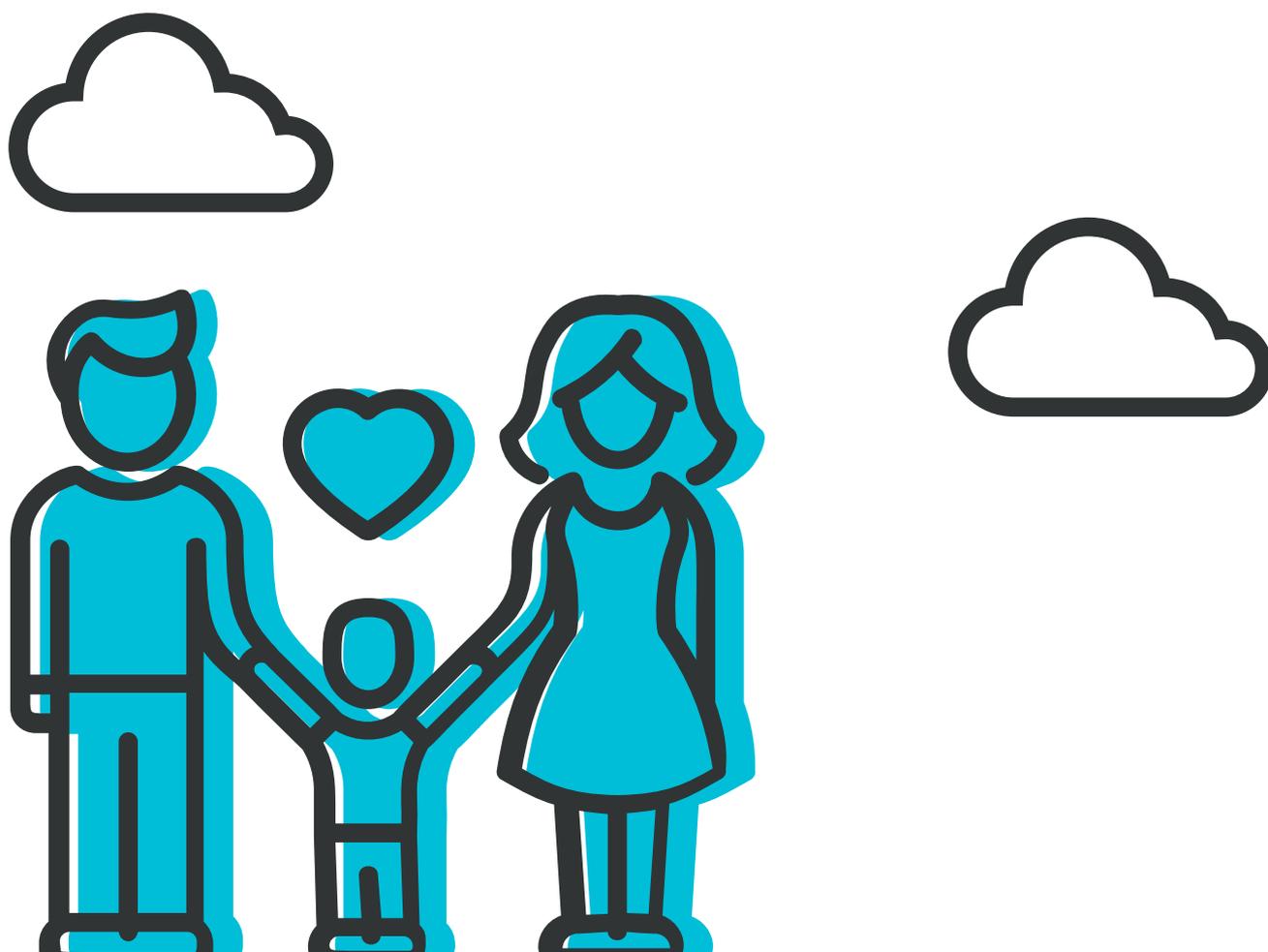


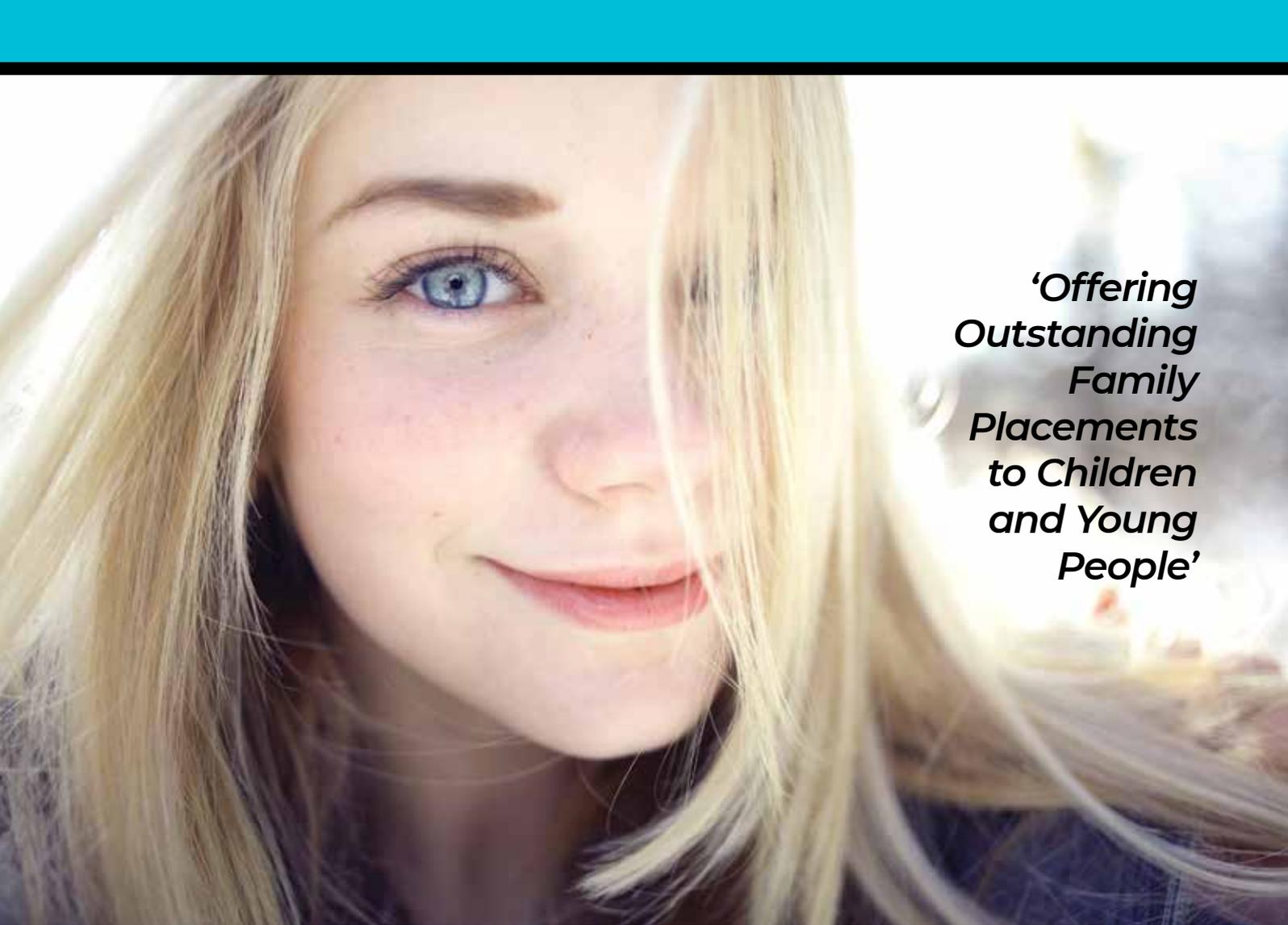


Statement of Purpose 2018/2019

Let us tell you more about fostering



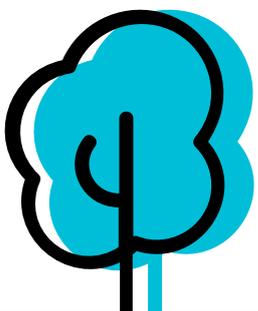
www.enhancedfostercare.co.uk



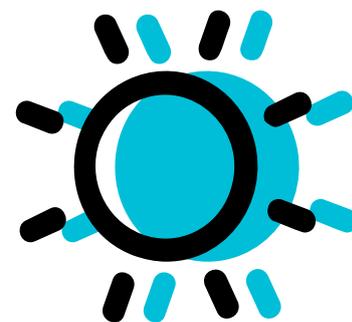
***'Offering
Outstanding
Family
Placements
to Children
and Young
People'***

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This Statement of Purpose



Relates to Enhanced Foster Care; an Independent Fostering Agency.
This document outlines the way the agency operates.

This Statement of Purpose has been compiled in accordance with:

- The Care Standards Act 2000
- The Fostering Services National Minimum Standards 2011
- The Fostering Services Regulations 2011
- The Children Act 1989 Guidance and Regulations Volume 4: Fostering Services 2011 - Working together to Safeguard Children 2011

Copies of this Statement are available on request to:

- Any child cared for within the agency
- Any parent/guardian whose child is placed in the agency
- Any carer/staff members who work for the agency
- Persons /Local Authorities who commission the service from the agency
- Ofsted, who inspect, advise and regulate the agency's activities
- The general public

Enhanced Foster Care is an established Independent Fostering Agency contracted by the Local Authority to provide therapeutic family placements to children looked after.

Enhanced Foster Care approves foster carers to care for children and young people who require a foster placement. This is under a number of diverse arrangements: short term, long term

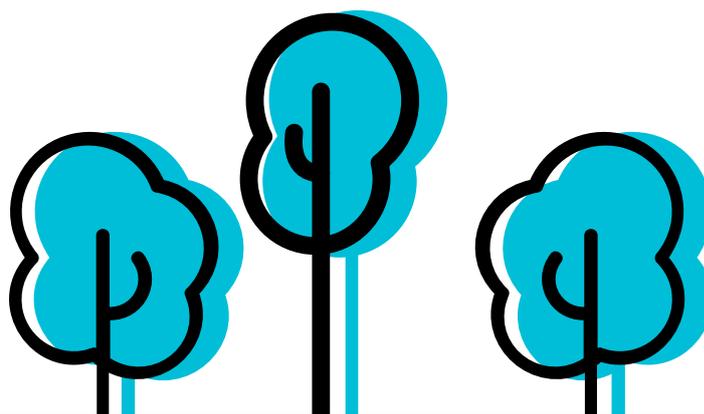
emergency or respite and includes supporting young adults with their transition to adulthood.

We also have a wealth of experience in providing specialist services which assess and support parent and child arrangements.

Enhanced Foster Care has offices in Warminster, Wiltshire and Newton Abbot, Devon that supports our foster carers across the whole of the South and South West of England.

This statement is written in a manner that is understandable to its foster carers, parents of child/young people being cared for and any commissioners of the service. Further to that, a 'children and a young person's guide' has been produced and is written to take account of age, development and level of understanding.

This statement is written in a manner that is understandable to its foster carers, parents of children/young people being cared for and any commissioners of the service



Our vision, mission and values

Enhanced Foster Care is committed to providing a personalised service to our carers, children and young people.

This 'personal touch' promise, often missing from larger, national agencies has held us in good stead over the years and is at the core of what we do.

Our vision is simple...

To deliver outstanding outcomes for all children and young people in Enhanced Foster Care by supporting and enabling them to thrive on their journey to adulthood.

- To provide hope and opportunity to all our children and young people.
- To ensure that we become the Local Authority Commissioners preferred provider of mainstream and specialist foster care services.
- To be the first choice agency for foster carers, local authorities and parents through the delivery of outstanding training, operational and financial support.
- To provide overall superior service and exceptional value for money in every market segment and geographical location in which we compete.

Our mission is simple...

- Our primary aim is to facilitate children and young people to overcome adverse childhood experiences and improve their life chances.

Our values are simple...

Be exceptional

We go above and beyond... go that extra mile, and strive to be the best we can.

Focus on the Child

Work therapeutically with children and young people to achieve the very best outcomes. Committed to achieving the best for them, we support them to learn about themselves, assess their experiences, recognise their own resources and generate positive change in their lives.

A Team Approach

We recognise that everyone plays a vital part in providing a holistic and quality service. In short, we have passion and enjoy what we do and this shines through in our positive approach and 'can do' attitude which embraces and encourages partnership working.

Value and Embrace Difference

We seek and strive for a diverse team of foster carers and staff who value and respect differences and diversity.

Look After Everyone

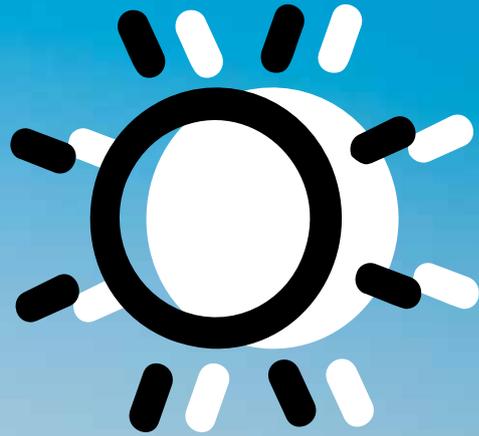
We recognise the importance of support. Whilst you are growing, we recognise the need to grow steadily and responsibly, and look after everyone in the process.

Never Stop Learning

We value continuous professional development and invest in the learning experience of our children, foster carers, staff and managers to continue their lifelong learning.

Best Value

By providing an ethical and transparent service, we demonstrate exceptional value for money through our proposition, service delivery and the outcomes we achieve for all children and young people in our care.



Quality and standards of care

EFC aims to continually improve its services through its robust Quality Standards Framework. We promote a culture of continuous improvement giving particularly close attention to feedback received in relation to our service.

Practice throughout the agency is monitored, measured and reviewed in line with fostering services legislation and best practice industry standards. All results are collated and used effectively for future service development.

A number of assurance measures are in place to monitor the quality of the fostering service:

- Strong quality leadership by dynamic and creative practitioner managers.
- Full audits of the agency occur on a regular basis which include home visits to each foster home.
- An independent Chairman chairs the panel and oversees advice and feedback to the agency.
- Foster carers annual reviews are conducted by an independent Consultant Social Worker.
- Unannounced visits occur between 1-3 times annually.
- Arranged and random health and safety inspection visits occur annually at foster carers homes .
- The Registered Manager completes announced and unannounced visits to foster homes .
- Dedicated manager for quality assurance.
- Regular review meetings with our commissioning partner agencies are welcomed and encouraged.

Enhanced Foster Care defines its parameters of expected standards in the:

- Employee handbook and code of practice.
- Foster carers handbook.
- Foster carers agreement.



Our therapeutic approach

Enhanced Foster Care provides quality family placements, the majority of which are therapeutic placements.

Central to this is the aim that our children and young people are enabled to believe that:

- The world is a safe place.
- They are capable.
- They are loveable and deserving of love.
- Relationships with others are rewarding.
- They can live a full and satisfying life.

To support with these aims Enhanced Foster Care has a Clinical Team headed up by a Child and Adolescent Psychiatrist and a range of therapists. Collectively they provide a range of clinical services within the agency, such as:

- Key lead for children's therapeutic intervention.
- Monthly foster carers clinical forums.
- Clinical supervision for foster carers.
- Clinical oversight of all Therapeutic Plans, and/or Positive Behaviour Support Plans.
- Comprehensive and relevant training and development.
- Individual therapy for children and young people.

Most children placed with Enhanced Foster Care have experienced complex trauma in their early years that requires high levels of support, intervention and understanding.

We recognise that early Adverse Childhood Experiences (ACEs) lead to substantial developmental disruptions and the need to build a solid foundation for understanding a child's response to trauma. Therefore all our work is underpinned by:

- Attachment theory.
- Trauma theory.
- Child development theory.

A combination of these theories informs our expectations of:

- A child's relational expectation and how this has been influenced by their first experiences of bonding or attachment with their caregivers.
- An understanding of the impact of trauma on a child's mind and body development and relationships.
- How a young person might differ from what is considered to be "normal development" of a child's mind and body.

Attachment and trauma

Our ethos is heavily influenced by Attachment theory (Bowlby), which describes the enduring connection established between the child and the care-giver in the first several years of life that influences the mind, body, emotions, relationships and values.

As well as providing safety and protection there are several other important functions of attachment, and Attachment theory provides a way of understanding the therapeutic process in re-parenting. We strive to provide a safe, secure, consistent and certain environment that promotes positive relationships and supports the different developmental stages a young person may go through. Using the framework for Attachment can help to understand the obstacles to learning and thereby identifies a pathway to remediation and change.

The application of an attachment informed model helps our care-giving team to plan and target their care and intervention effectively and to feel empathy for helping children to develop and achieve their potential.

Trauma can impact a child's body, brain, memory, emotions, relationships, learning and

behavior. We understand the growing body of evidence from neurodevelopmental research that shows that a traumatized child's brain actually develops differently than those of emotionally healthy children.

We ensure our foster children are offered experiences that can begin to restore their learning, and that the parenting experience is relevant and helpful to children's progress.

Therapeutic parenting

We support our foster carers to provide Therapeutic Parenting, the terms used to describe the type of high structure and high nurturing intentional parenting that fosters the feelings of safety so that a traumatized child can begin to heal and attach. We recognize that leaning to parent therapeutically is the single most important thing you can do to help traumatized/attachment-disordered child.

All successful Therapeutic Parenting approached the following key characteristics:

- Focus on Safety – actual safety of everyone in the family, as well as “felt safety”. Often our traumatized children do not feel safe due to what's happened in their past.
- A care balance of High Structure and High Nurture.
- Attuned parenting – therapeutic parents look under the behaviours to what they're communicating. Being playful, curious, and trying to attune to your child are all connected strategies.
- Intentional Parenting – being purposeful about what you do and knowing why you are using a specific tool or strategy. Being intentional means having a plan in place and makes it easier to respond to your child and not react to behaviours.
- Keeping a long-term perspective and practicing self-care, as children often don't heal quickly. Therapeutic parents have to be committed to this intense parenting for a long time, and that requires us finding ways to take care of ourselves physically, emotionally and spiritually so we have the energy to give to our children.

The support you can expect

Foster carers with Enhanced Foster Care receive exceptional support in achieving our aims, including:

- Comprehensive and relevant training.
- A 'key lead' for all children's therapeutic intervention.
- A multi-disciplinary Clinical Team.
- Clinical supervision and consultation to foster carers working with therapeutic placements.
- Support from Social Workers with a small caseload ensuring dedicated support and attention.
- Clinical oversight of children's plans.
- Monthly clinical forums for all foster carers.
- Clinical Assessment for children.
- Opportunities for family therapy a member of the Clinical team to avoid and minimize placement disruption or breakdown.
- Access to a therapeutic Care Farm offering therapy, respite, restorative work and co-working with the foster family to minimize disruption and aid progression.
- Fun days for all the family.
- Individual therapy for children and young people.



Status, constitution, management structure & staff team

Enhanced Foster Care is an Independent Fostering Agency (IFA) registered and regulated by Ofsted.

Enhanced Foster Care is a private limited company (company No: 6192133) registered under the Companies Act 1985. It forms part of a group of owner-managed children's services called Enhanced Children's Services, comprising:

- Enhanced Foster Care (family placements)
- Wessex College (children's residential care)
- Enhanced Learning Services (day special schools)
- Therapeutic care farms

Enhanced Foster Care was established in 2007. The Registered Individual is, Jo Sams, (Chief Executive) and The Registered Manager is, Paul Woakes,

(Operations Manager).

The group management structure is made up of:

- The Chief Executive
- The Group Director
- The Group Finance Director
- The Group Director of Education & Learning
- Heads of each service including fostering, residential, education, people and learning, health and safety/capital assets /Care farm
- Quality Assurance Manager

The above team forms the Board who are responsible for the corporate governance of Enhanced Foster Care.

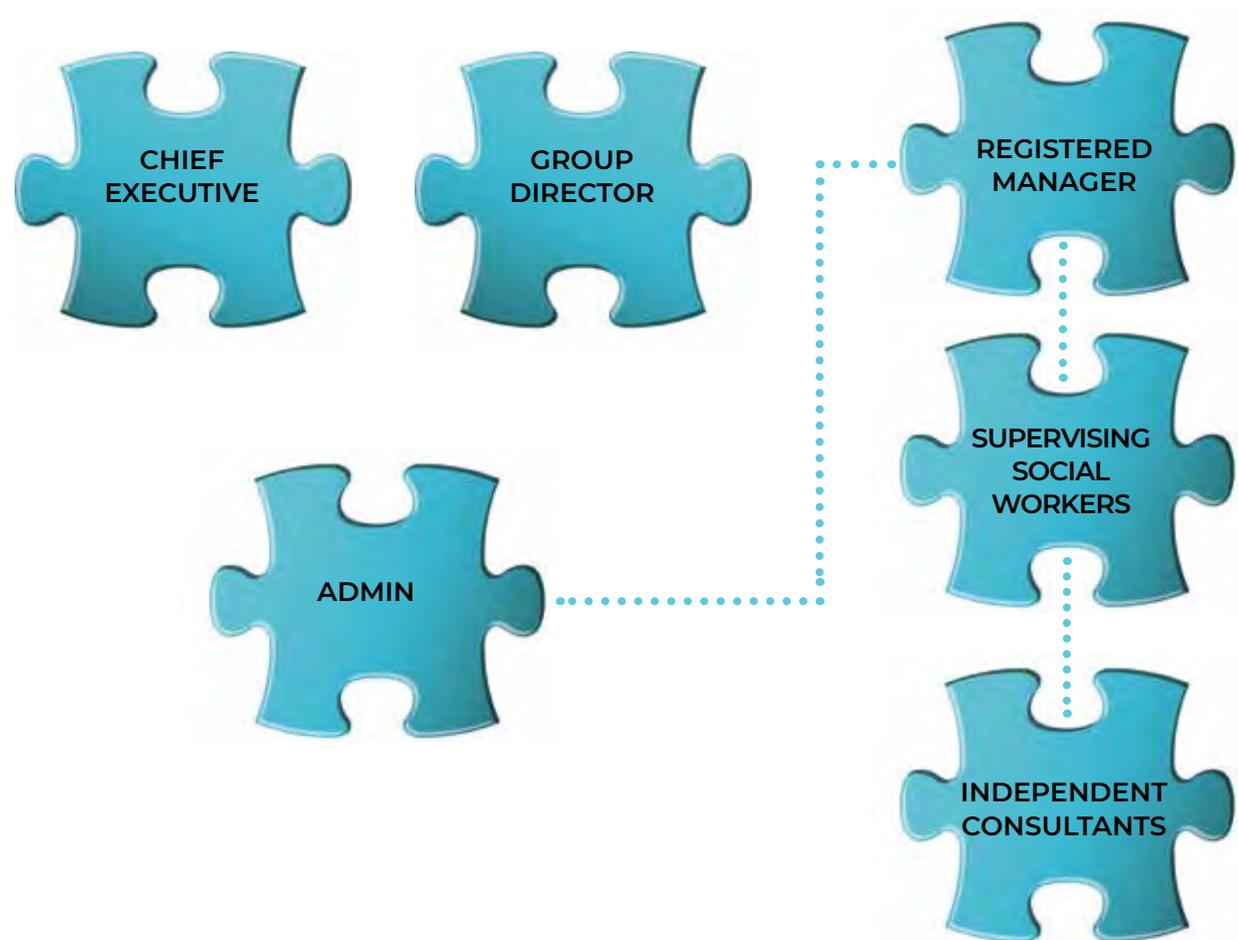


The Board meets regularly to determine and review the company's:

- Business Management
- Performance targets & rewards
- Financial management
- Legal compliance
- Quality assurance
- Policies and procedures

In addition to the immediate staff team, Enhanced Foster Care benefits from expertise across the group of service within Enhanced Children's Services. There are a number of independent consultants that work closely with the agency including Social Workers, Clinical Child and Adolescent Psychiatrist, Psychologists, Trainers and Assessors.

Enhanced Foster Care | the team structure



Service provision

Enhanced Foster Care offers a range of care settings tailored to the needs of the child or young person and their placing authorities.

Enhanced Foster Care offers a differential in levels of service provision

Standard Placements

are offered to children with lower level or 'mainstream' identified needs, with no obvious challenging behaviour. Foster carers receive regular support from the Social Work Team.

Complex/Solo

Placements provide a service to children with complex needs. Children with such complex needs are often unable to live alongside other children and may require constant individual attention. They require foster carers with a high level of skill and expertise are supported heavily by the Clinical Team.

Enhanced Placements

provide an increased level of service to children with additional needs who are placed with foster carers who have the skills to meet their therapeutic or behavioural needs. Social Work Team support is increased and carers are also supported by the Clinical Team.

Enhanced Foster Care offers the following type of placements:

Emergency Placements are arranged at short notice and allow children to stay for few days to provide them with an immediate place of safety.

Respite Fostering allows a child to stay on an occasional basis. This may be as a one-off or on a regular basis to support their birth family or another foster family.

Short-term Placements last for days, weeks or even months whilst the best plans for the child's longer-term future are made.

Long-term Placements provide children with a long-term home where they can remain until adulthood and can live independently, often offering them a sense of permanence.

Sibling Placements are placements where siblings live together or where they are placed separately in two of our families with us facilitating contact between the siblings.



Therapeutic placements

Therapeutic Placements are provided to children and young people with therapeutic and behavioural needs who would benefit from therapeutic parenting. Our model and philosophy in therapeutic placements addresses the many difficulties that children and young people experience including, complex trauma, child sexual exploitation, attachment problems, aggression, low self-esteem, self-harm, and eating disorders. As a multi-disciplinary team, we offer a clinical therapeutic service that aims to support children and young people who experience mental health, psychological difficulties or display challenging behaviour. Our team offer this therapeutic service that enhances the well-being of children and young people, and ultimately leads to a positive attitude, noticeable and rewarding, behavioural change and positive outcomes.

Enhancement Packages are for children and young people with therapeutic and behavioural needs, they are provided with placements of a therapeutic nature. Therapeutically parented by experienced and highly trained foster carers who in turn are supported by an experienced social work team and a skilled Clinical Team.

Specialist placements

Harmful Sexual Behaviour Placements are for children and young people, who through their own difficult experiences exhibit harmfully sexualised behaviours.

These specialist placements provide a therapeutic and safe environment in which clinical intervention programmes guide children and young people to develop an understanding of their difficulties and assist them through the process of change to achieve positive and safe futures.

Step-Down Placements are a therapeutic service, whereby children and young people placed in residential care are supported to move to an identified foster family through a specialist approach of introductions. Enhanced Foster Care's close links with Wessex College (children's residential care provision) and surrounding local authorities has assisted in the development of this specialist service and enabled children to access family environments not previously felt available.

Youth Offending Fostering provides placements to young people who are accused, or who have offended and are remanded by the Courts to the care of the local authority. This is sometimes seen as an alternative to placing young people in a secure unit or prison.

Unaccompanied Children are provided with a safe and empathetic foster home whilst plans are made about their future. Every effort is made to preserve their individual identify, culture and religious needs. Enhancement Packages are also available to assist children and young people with their therapeutic and behavioural needs, they are provided with placements of a therapeutic nature. Therapeutically parented by experienced and highly trained foster carers who in turn are supported by an experienced social work team and a skilled Clinical Team.

Staying Put placements are for young people who need additional assistance with the transition to independent living and want to remain living within their foster family.

Therapeutic placements and **Family Assessment Placements** are also provided within our specialist placements range.



Referrals and matching

We work incredibly hard to carefully match the identified needs of children and young people with our carers, believing that a quality match is at the cornerstone of foster care.

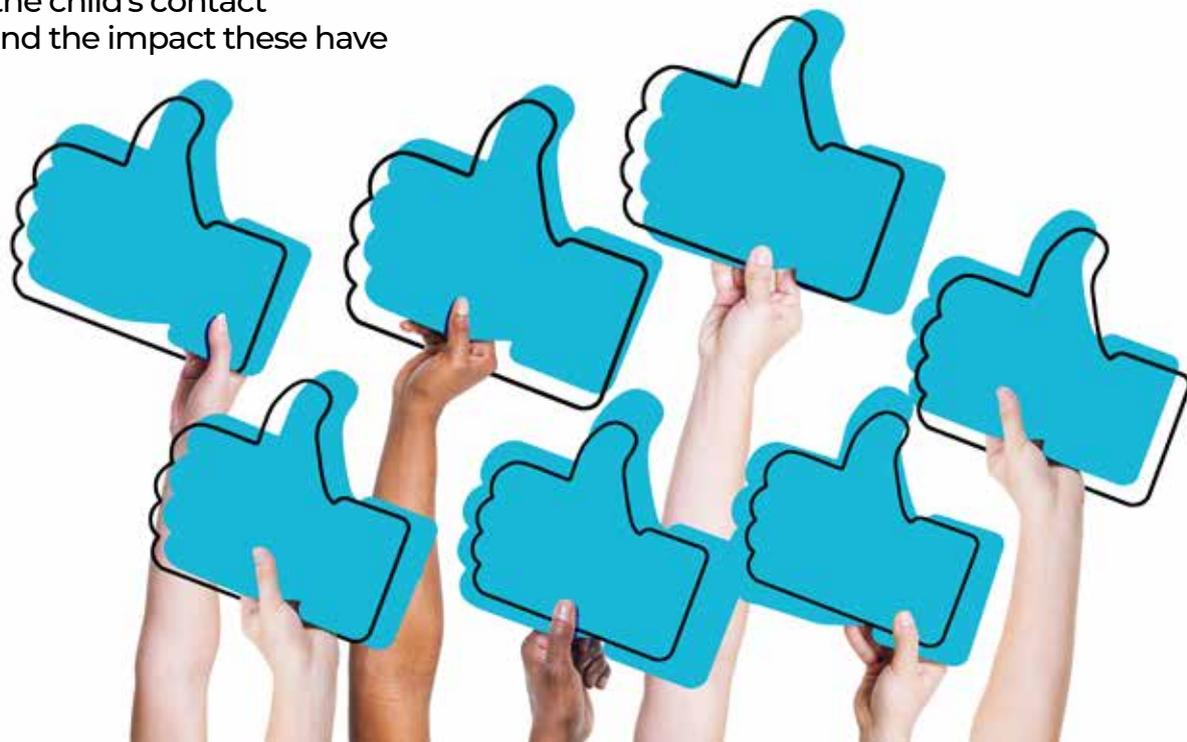
Our dedicated and skilled Referral Team is on hand to assist local authorities and carers in finding the best possible match.

The matching process we believe begins with considering the child's needs and we do this as follows:

- Placing focus on the children's Educational arrangements
- Understanding and exploring the child's history
- Evaluating and considering the child's behaviour, past and present.
- Gathering knowledge around the child's health, both physical and emotional.
- Developing an awareness around the child's identity/culture/race/religion and discussing the child's contact arrangements and the impact these have

The matching process then considers the foster carers abilities to meet those needs, and does this by exploring the following:

- Carers individual's experiences, skills and knowledge
- Their location and current accommodation commitments, such as any other children in placement
- Foster carers own children and pets
- Foster carers availability both emotionally and practically
- Any deficit identified in the matching process is explored with the aim that these can be addressed through either specific support or training for the foster carer or a referral to a specialist consultant to oversee the placement.



Children's and young people's rights

The ethos and philosophy at Enhanced Foster Care is to enable children and young people to better understand themselves and their situations, to acquire more effective ways of dealing with situations and to facilitate their overall development. By doing this, we provide information and resources to children and young people, focus on their own strengths and intrinsic protection systems and facilitate positive change.

Central within this child centered approach and ethos, is a focus on children and young people's rights. In doing so, we encompass the work of the following:

The Children's Commissioner

The Children's Commissioner has the responsibility for speaking out on children's rights and providing them with 'a voice'. Enhanced Foster Care ensures that the latest initiatives produced by the Children's Commissioner are embedded within service developments – see www.childrenscommissioner.gov.uk



Children's and young people's rights

UN Convention of the Rights of the Child

Compiled by UNICEF, the UN Convention on the Rights of the Child provides provision and principles on the treatment, rights and opportunities for all children and young people.

Enhanced Foster Care believes that all our children and young people should:

- Have a right to life
- Have a right that adult in making decision, do the best for the child
- Have a right to learn about their rights and to be consulted and give an opinion on decision that affect them, that is taken seriously
- Have a right to privacy and confidentiality within reasonable limits
- Have a right to protection from all forms of abuse including sexual exploitation, violence and neglect
- Have a right not to be separated from their family unless that is absolutely for their own good
- Have a right to special protection where they do not live with their own family
- Have a right to an education
- Have a right to meet and make friends and a right to play
- Have a right to develop their own sense of identity and enjoy their own culture, religion and language.



Supporting Carers to Children and Young

The support and management of foster carers is given primary importance within Enhanced Foster Care. All foster families are allocated a qualified and suitable experienced Supervising Social Worker. It is this close working relationship, backed up by the wider management team that ensures quality family placements are provided where children's welfare is paramount.

Visits

Our foster families are visited a minimum of once a month by their Supervising Social Worker. This is a planned opportunity to discuss the day-to-day needs of foster children and progress/ any difficulties being experienced. Foster carers support and training needs are also discussed and any support outside of these visits occurs via telephone calls and emails,

Foster families are visited between 1-3 times per year on an unannounced basis to assess the quality of care provided. Random health and safety inspections

may also occur at foster carer's homes to ensure the standard of accommodation on offer is of the highest quality and levels of safety.

The sons and daughters of foster carers and other members of the household are also consulted with on a regular basis and their views recorded in the annual reviews for foster carers.

Annual Reviews

Supervising Social Workers prepare an annual report on the progress made by the family in fostering. Views from a wide range of people are collated, including



Care for People

the views of the foster child and the sons/daughters of the foster carer. All 1st year reviews, significant changes and serious complaints are re-presented to the panel as a matter of course and to ensure due-diligence and best practice.

In the best interests of independence and impartiality a Consultant Social Worker conducts all foster carers annual reviews.

Support Groups

Peer Support Groups are informal 'coffee morning' groups organised and hosted by foster carers. These groups provide peer support and mentoring and the attendance of a Supervising Social Worker at the end of the group provides opportunity for feedback to the agency.

Foster Carers Clinical Forums

There are formal monthly support groups provided to families. The groups are run by our Pastoral Tutor and supported by our Consultant Child and Adolescent Psychiatrist and provide:

The groups provide:

- Support in developing a therapeutic parenting approach
- Support in managing complex and challenging behaviour
- A sense of inclusion and togetherness, strengthening peer relations
- Increased knowledge and learning opportunities
- Access to specialist knowledge in how best to support individual needs, provided by the Clinical Team.
- Evidence in the benefits of working collaboratively
- Opportunity to provide direct feedback about the agency, the team and any advances being made.

The Operations Manager and Supervising Social Workers always drop in to either the start or the end of any forum as we believe this assists in supporting partnership working and a stronger sense of togetherness.



Outreach Service

Our team of experienced and qualified workers not only assist foster carers in therapeutically parenting the children and young people they care for, but also offer occasional additional support by befriending and mentoring their individual children or young people. This often involves social workers and carers coming together and spending time with the children or young people at our numerous social or activity led events.

Respite, Back-Up Carers and Child-Sitting Service

Our carers benefit from access to an established respite system where other carers provide support to enable main foster carers to have a break if needed.

We also support foster families by helping them identify members of their own family or close friends who are appropriately checked and assessed to provide occasional 'child-sitting'. Where appropriate, 'back-up' carers are identified within a foster carer's own family who are themselves assessed to care for the foster child for a temporary period, thereby minimising disruption for the foster child going to a respite carer.

Out of Hours Support

We know that continuous support is essential for foster carers and that things sometimes do not go as planned. Foster carers therefore have access to 24 hour/365 days per year support which includes access to professional support out of office hours and throughout the weekend.

Social Events

From the Easter Bunny BBQ to the Christmas Party, Foster Carers and social workers are encouraged to be part of the Enhanced Foster Care family and meet up on a regular basis as a collective and larger group. These events provide a real sense of togetherness and allow everyone to have some fun!

Insurance and Membership

Enhanced Foster Care foster carers are covered by a robust, specifically designed, insurance policy that insures them against the liability of personal injury and damage in their home. Enhanced Foster Care also pays for the foster carers membership with The Fostering Network which offers them:

- Legal protection insurance and legal advice for foster carers.
- Subscription to the Fostering Network magazine 'Foster Care'.
- Access to support, advice and information on fostering issues
- Special member's prices for publications and training courses.





Recruitment, assessment and approval

Staff

Enhanced Foster Care has a robust recruitment policy and practice in line with all current safe recruitment guidance and industry standards.

Staff within the agency hold necessary professional qualifications, ranging from:

- Leadership and management
- Social work
- Educational
- Health and safety
- Human resource
- Financial
- Clinical

All have current registrations with their professional bodies and are subject to professional indemnity insurance.

All staff, be they permanent or consultant, are subject to stringent checks and enquiries, including:

- Enhanced Disclosure and Barring Service checks.
- Verbal and written references from current and previous employers.
- Identity checks.

Foster Carers

Foster carers are recruited in a similarly robust fashion. The process usually takes between 4-6 months and every effort is made to avoid unnecessary delay.

The process includes:

Preliminary

- Initial telephone screen
- Initial home visit
- Pre-approval training and screen

Stage 1

- Identity checks and Enhanced DBS including overseas checks
- Medical assessment
- References – employer, personal, vulnerable groups, ex-partner and school
- Health and safety check

Stage 2

- Form F assessment which includes 8-10 interview/assessment sessions with an assessor.
- Sons and daughters of prospective carers are also interviewed.

Enhanced Foster Care seeks carers to reflect the diversity of the community and in line with the needs of the children placed. The agency therefore welcomes carers from a range of ethnic, cultural and religious backgrounds. Applicants can be single, same sex couples, unmarried or married couples. We do not distinguish applicants on grounds of age, though expect applicants to have the physical stamina and emotional maturity for the role.

Statistics and outcomes

Enhanced Foster Care has a growing and vibrant foster carer population that has enjoyed periods of consolidated growth and successful recruitment campaigns in the South and South West.

Our statistics and successes in 2017 speak for themselves....

82% of our children and young people have been cared for by Enhanced Foster Care from between 1 and 6 years. 48% are girls and 52% are boys. Enhanced Foster Care continues to provide family placements in line with the local authority's greatest needs:

03% Aged 0-4
37% Aged 5-10
41% Aged 11-15
21% Aged 16-18
05% Aged 18+

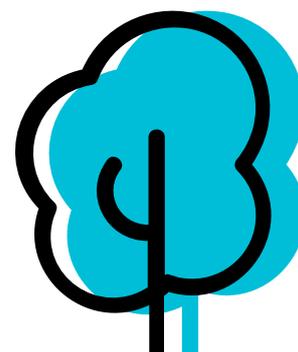
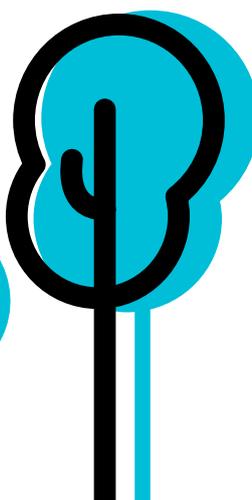
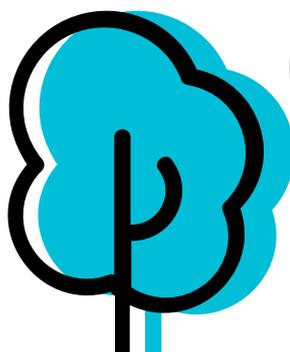
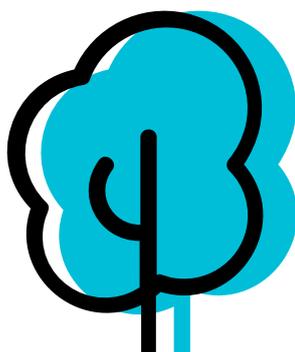
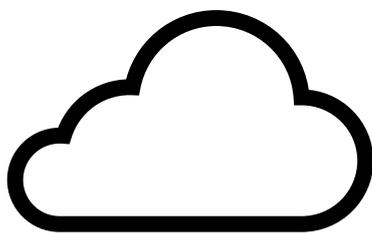
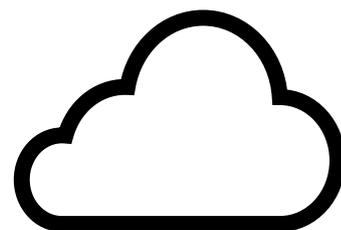
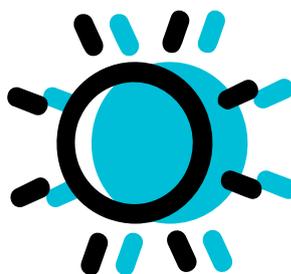
63% of our carers have been fostering with us for two to six years

68% of carers receive specialist, therapeutic parenting support from Enhanced Foster Care's Clinical Team.

14 local authorities continually commission placements off Enhanced Foster Care as a preferred provider of choice.

100% of our children and young people attend education.

100% of our foster children have their own, personalised bedroom.



'The foster carer put highly effective transition plans in place and his move to a new educational setting has been extremely successfully. Excellent practice'

(Head Teacher)

'She is in the best placement possible and they have been great for her. I understand she is thriving under their care and is feeling more secure now. She knows she won't be moving again and her happiness is of upmost importance'

(parent)

'I receive an excellent level of communication from Enhanced Foster Care'

(Local Authority Social Worker)

'They are very respectful of our son as a person within their family. They are very good with boundaries. Also academically he had flourished and is doing well'

(Adoptive parents)

'It feels like a warm and nurturing environment for my son to be staying – thank you to all'

(parent)

'They are new foster carers but their parenting experience and understanding of the child's needs means that they are extremely competent'

(Local Authority Social Worker)

Very competent foster carers who provide excellent day-to-day care, evidenced in my visits & LAC Reviews'

Excellent care provided to both young people. Carers go 'over and above' to ensure the boys needs are met'

'The carers have enabled this young person to have a supportive, stable home life. All her needs are met and she seems a much happier person and her maturity has increased'

(SENCO)

'The carers are always happy to come into school if required, attend parents evenings and support school and the child with their homework, playing an active part in the school community'

(Head Teacher)

'The foster carers do a fantastic job and he loves being with them'

(parent)

'Both carers provide an excellent level of care and both children are flourishing' (Local Authority Social Worker)



Learning, training and development

Enhanced Foster Care is commitment to the training and professional development of its foster carers and staff. The training programme exceeds the requirements of the Fostering Services National Minimum Standards (2011) and Fostering Services Regulations (2011).

Pre-Approval Training – Skills to Foster

This is the initial course for prospective foster carers covering the skills needed to become a foster carer.

Induction Training

This is an induction programme following approval which consists of a home-based visit covering the practice, legal and regulatory requirement of the fostering role. The Training, Support and Development Standards for Foster Carers covers the minimum standards for foster carers and must be completed within 12 months post approval. Delivered through a workshop learning environment to impart the knowledge that foster carers need to compile their portfolio to demonstrate a level of competence in all seven standards.

The Enhanced Training Programme

Courses cover essential skill-based learning, delivered by external awarding bodies through on-line learning or classroom-based learning. These provide foster carers and staff with the building blocks of essential practice of the foster caring role. Courses consolidate learning and focus on enhancing skills and knowledge within fostering practice.

The SPECIALIST Training Programme

These are specialist learning routes that provide foster carers with the opportunity to develop specialist and expert skills in three distinct areas of fostering practice:

- Parent and child assessments
- Therapeutic foster care
- Trauma Recovery

The above courses are run through a variety of mediums including classroom attendance and on-line courses to complete at home.

Professional Qualifications

Enhanced Foster Care affords the opportunity to its foster carers to undertake professional qualifications, including the Level 3 Diploma in Health and Social Care.

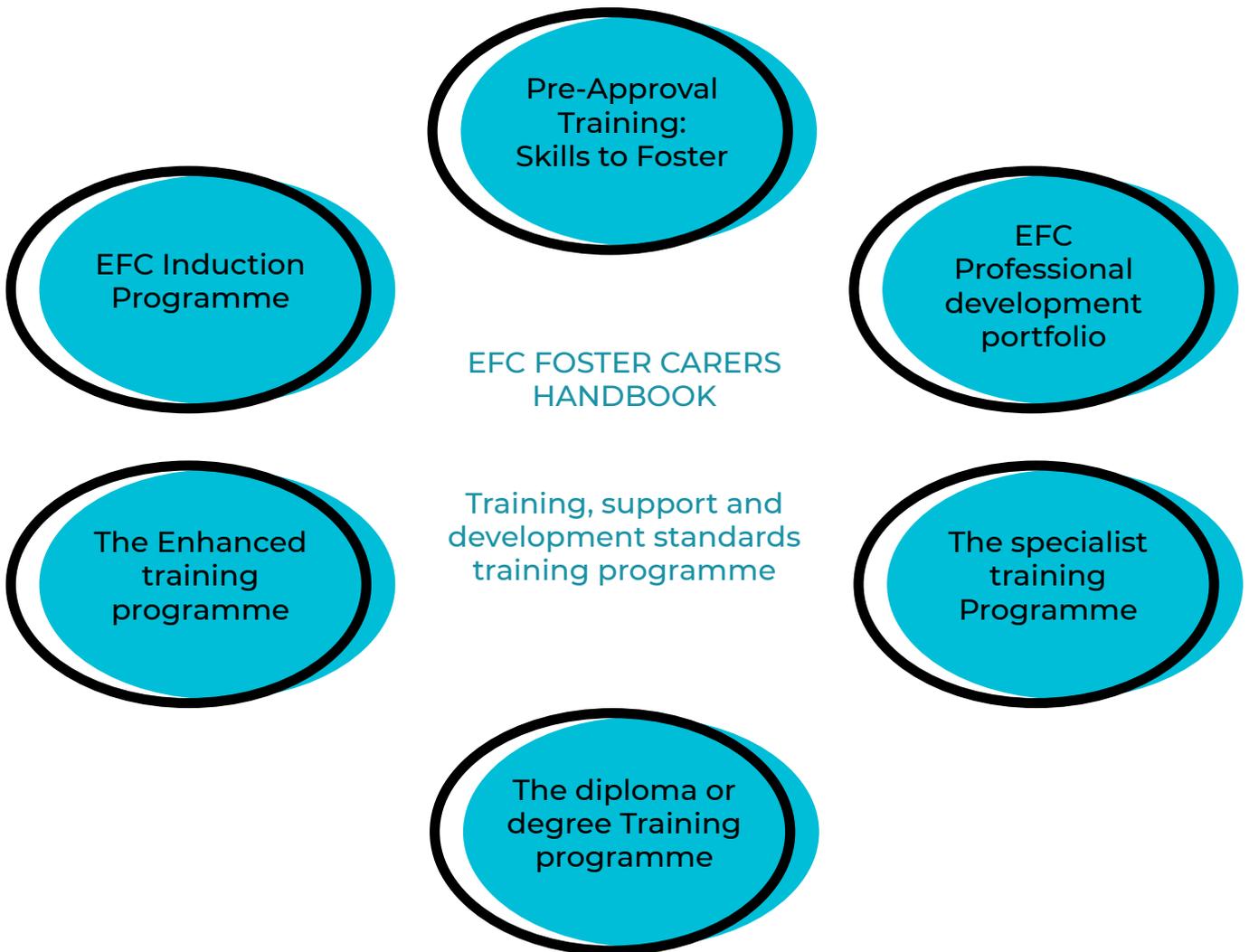
Foster carers undertaking the award will consolidate their learning within a universally recognised framework and to guide and assess the development of their knowledge and skills relating to the Children and Young People's Workforce.

Staff Development and Career Progression

All staff members are encouraged to identify, through their annual appraisals/reviews, areas of special interest and through their Personal Development Programmes, relevant training courses are identified in their portfolio and pursued.

Opportunities for informal support, modelling, mentoring and guidance is a feature of the approach adopted by Enhanced Foster Care and contributes to the acquisition of evidencing competency in line with qualification requirements.

Enhanced Foster Care is currently sponsoring colleagues in our social work team in completing degrees in Social Work and managers in completing degrees in Leadership and Management.



Complaints

Complaints and representations are taken seriously and dealt with in a responsive manner.

In accordance with the Fostering Services Regulations 20 (Reg 18) and National Minimum Standards (S.1 & 21.11), the agency has a two staged process whereby informal or minor issues are dealt with by way of the Comment process. More significant issues are dealt with by way of the Complaint process.

Complaints are those where resolution at a comment stage has not been possible, or where the complainant has elected to invoke the complaint stage directly.

Complaints are dealt with by Registered Manager. Where greater independence is required, Consultant Social Workers may be commissioned to complete a formal investigation. Appeals invoked following complaints are addressed by the Responsible Individual.

All records of comments and complaints are held for inspection by Ofsted and other regulatory bodies.

The Registered Manager can be contacted on **01985 218505**

Complaints by Children, Parents, Social Workers or the Public

Children, young people, their families, foster carers, staff, placing authorities and members of the public are made aware of the comment and complaint processes. All children and young people placed have a statutory right to make a complaint through independent means.

Complaints by Foster Carers and Staff

Complaints by foster carers and staff are initially discussed. Enhanced Foster Care provides means of independent support and mediation to foster carers subject to a complaint.

Enhanced Foster Care also runs a compliment service.

Ofsted's Head Office
Piccadilly Gate
Store Street
Manchester M1 2WD
Tel: **0300 123 1231**

Complaints Manager

National Business Unit
Royal Exchange Building
St Ann's Square
Manchester M1 1AE
Tel: **08456 404040**

Safeguarding

For any Safeguarding matters, please contact our Designated Safeguarding Lead - Sarah Battlebury on **01985 218505**.

Fostering panel and approval

The completed Form F assessment will be presented to Enhanced Foster Care's fostering Panel.

The prospective foster carers will be expected to attend the panel. The panel will make recommendations about the approval of applicants. The Agency Decision Maker will approve the recommendations on behalf of the service.

Enhanced Foster Care has a fostering panel made up of agency representatives and independent members of its Central List who have a range of experience and expertise in childcare, the needs of looked after children and fostering best practice.

The function of the panel considers all applications from prospective foster carers.

The panel considers and makes recommendation on:

- BAAF Form F assessment for approvals or re-assessments
- Annual reviews De-registrations
- Whether terms of approval remain appropriate.

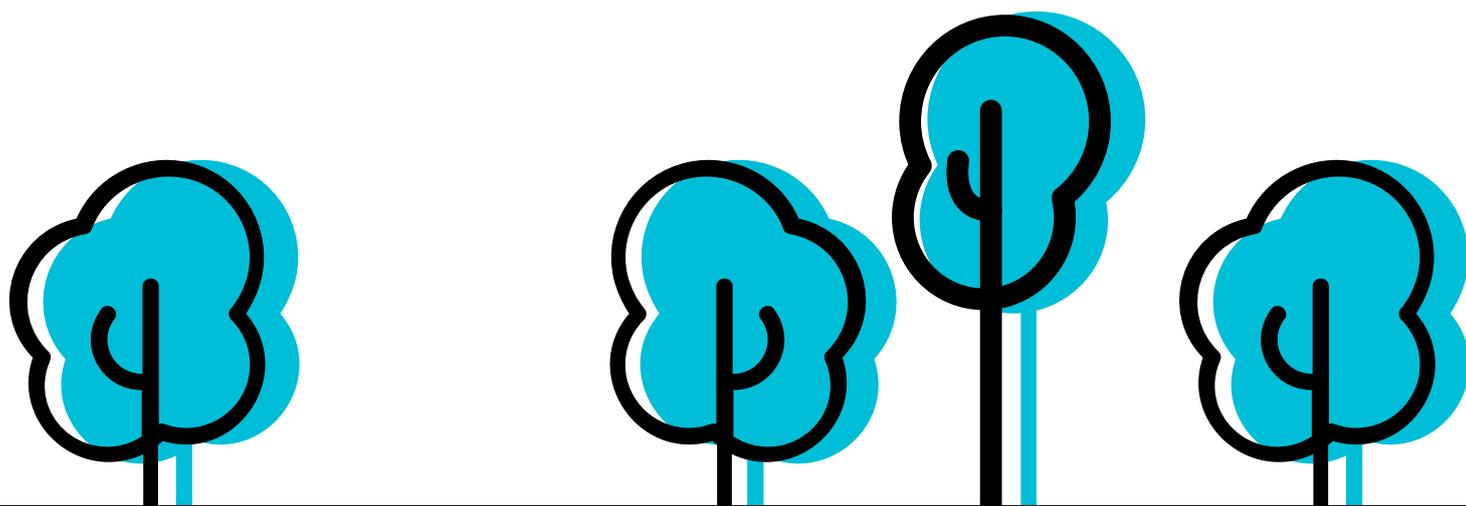
The Chair of our panel was previously employed by the British Association for Adoption & Fostering (BAAF) and has extensive experience in social work and management was previously engaged in training, consultancy and research for BAAF.

Comprehensive minutes are compiled and recorded of all panel meetings and panel members are subject to formal annual reviews and attend annual training.

Quality Assurance Function

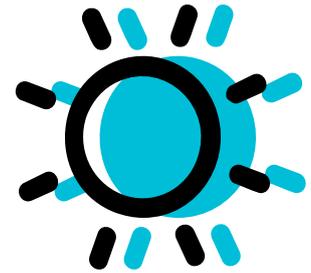
The panel provides a quality assurance feedback function to the agency both in terms of quality of assessment, but also on practice issues and broader development issues.

An annual report is compiled in respect of panel activity and a panel guide and resume are available on request.



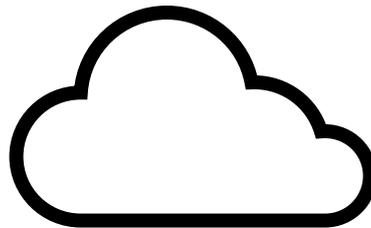


Contact us



Head Office Warminster:

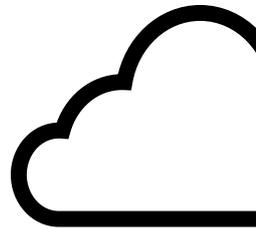
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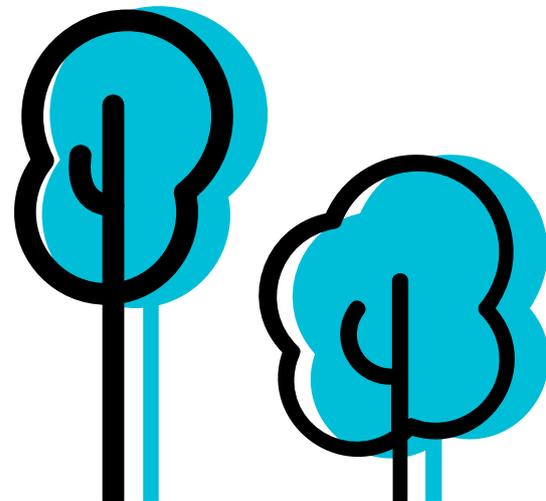
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