



*Making Social Care  
Better for People*

# inspection report

## FOSTERING SERVICE

**Jay Fostering Limited**

**Unit 1 Edward House  
Grange Business Park  
Whetstone  
Leicester  
LE8 6EP**

*Lead Inspector*  
Sharon Treadwell

*Announced Inspection*  
8th May 2006      10:00

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

<b>Reader Information</b>	
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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Fostering Services*. They can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

*Every Child Matters*, outlined the government's vision for children's services and formed the basis of the Children Act 2004. It provides a framework for inspection so that children's services should be judged on their contribution to the outcomes considered essential to wellbeing in childhood and later life. Those outcomes are:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a contribution; and
- Achieving economic wellbeing.

In response, the Commission for Social Care Inspection has re-ordered the national minimum standards for children's services under the five outcomes, for reporting purposes. A further section has been created under 'Management' to cover those issues that will potentially impact on all the outcomes above.

Copies of *Every Child Matters* and *The Children Act 2004* are available from The Stationery Office as above

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# SERVICE INFORMATION

<b>Name of service</b>	Jay Fostering Limited
<b>Address</b>	Unit 1 Edward House Grange Business Park Whetstone Leicester LE8 6EP
<b>Telephone number</b>	0116 277 0066
<b>Fax number</b>	0116 277 9859
<b>Email address</b>	enquiries@jayfostering.com
<b>Provider Web address</b>	
<b>Name of registered provider(s)/company (if applicable)</b>	Jay Fostering Limited
<b>Name of registered manager (if applicable)</b>	Mrs Dianne Cynthia Stevenson
<b>Type of registration</b>	Fostering Agencies
<b>Category(ies) of registration, with number of places</b>	

# SERVICE INFORMATION

## Conditions of registration:

1. No further conditions of registration apply.

**Date of last inspection** 25th April 2005

## Brief Description of the Service:

Jay Fostering Limited is a private limited company with shares and operates as an Independent Fostering Agency. The shareholders have appointed three directors to run the company: Mr. Richard Berry is the Executive Director and designated Responsible Individual with responsibility for company matters including finance; Mrs. Joy Berry is the Social Work Director and Ms. Lara Harwood is the Non-Executive Director. The agency was first registered in December 2003.

The agency's Statement of Purpose clearly defines the nature of placement types provided as short term, long term, bridging, respite, pre-adoption and parent and child.

The current Registered Manager was appointed in November 2004. The agency additionally employs a full time Supervising Social Worker, a support worker and an Office Manager.

At the time of this inspection the agency has eighteen sets of carers and has twenty children in placement.

The fees charged by the agency range from £755 for long term placements to £1210 for a mother and baby placement. The agency negotiates fees with placing authorities in relation to the placement of sibling groups.

# SUMMARY

This is an overview of what the inspector found during the inspection.

This was a planned inspection carried out by two inspectors: Sharon Treadwell and Trisha Gibbs, with a pre-inspection visit being made to the agency on April 4th 2006.

The agency is commended on the high standard and comprehensive content of the paperwork submitted to the Commission for Social Care Inspection prior to the inspection, which has informed this report.

For the purposes of this inspection three young people and their foster carers were tracked through the inspection of case files, home visits and discussions with young people, foster carers, placing social workers and relevant agency staff.

At the time of preparing this report, questionnaire responses had been received from 4 carers, 5 placing Social Workers and 5 young people, and the views contained in these have been reflected in the report. No comments have been received from the parents of the young people tracked.

During the inspection the inspector also attended a foster carers' support group meeting.

The inspector did not attend a Fostering Panel since these are only scheduled every two months and no panel meeting was due to take place close to this inspection. A panel was attended in April 2005 and the minutes of previous panel meetings were examined during this inspection and a discussion was held with the Panel Chair.

This was a positive inspection and no requirements have been identified.

## **What the service does well:**

Jay Fostering Limited is a small independent agency and staff were observed to work cohesively as a team and to have good knowledge of the strengths of individual carers and of the specific needs of the children and young people currently in placement. This was noted by the inspectors to impact extremely positively on the matching process, which is undertaken with evidenced consideration of the needs of the proposed placement as well as the needs of other young people already in placement and the particular skills of the carer. Questionnaire responses received prior to this inspection from placing Social Workers would indicate a high level of satisfaction with current placements with Jay carers.

Carer support is to a very high standard with all carers receiving monthly visits, at a minimum. In their questionnaire responses and in discussions during this inspection carers spoke extremely positively of the level and standard of support offered to them.

The agencies policies and procedures are comprehensive in their coverage and are extremely well referenced to the Fostering Regulations 2002 and to the National Minimum Standards as well as to other appropriate legislation. They are well reflected in the Carers' Handbook, which informs carers' practice positively.

Young people placed within the agency are achieving well. All are in an educational placement with the majority performing well within mainstream schools.

The agency prioritises young people's welfare and safety by completing robust Health and Safety checks of carers homes, encouraging all carers to develop 'Safe Care' policies appropriate to the needs of young people in placement and by carefully matching young people to placements.

## **What has improved since the last inspection?**

Jay has increased carer numbers therefore providing greater placement choice. This includes the recruitment of some carers with a range of racial, ethnic and religious backgrounds.

The agency has implemented recommendations made during the previous inspection in relation to panel minutes and decision making.

The agency has developed procedural guidance relating to the storage, administration and recording of medication and on the use of non-prescription medication. All carers are now recording medication administration.

The agency has refined its carer recruitment to focus on approving carers who will potentially have the capabilities to manage difficult teenage behaviours and are prepared to accommodate single placements, in line with the type of placement referrals being received. The agency has also streamlined its carer assessment/approval process.

## **What they could do better:**

The agency needs to ensure that carers are fully aware of the role and contact details of Local Authority Children's Rights Officers and should actively encourage carers to use them appropriately and in a timely manner.

The agency needs to be much more pro-active in securing essential information from placing authorities and must clearly evidence any unsuccessful attempts to obtain this information. When difficulties are experienced in obtaining essential background information relating to a young

person from their placing social worker, the agency must take this up at a more senior level.

The agency has been strongly reminded to ensure that its matching form better represents the consideration, which has been given to young people's race and ethnicity issues and should clarify, where these issues have been determined to be a low priority, why this is so.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office.

# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

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Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

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# Being Healthy

## The intended outcome for this Standard is:

- The fostering service promotes the health and development of children.(NMS 12)

**The Commission considers Standard 12 the key standard to be inspected at least once during a 12 month period.**

## JUDGEMENT – we looked at the outcome for Standard:

### 12

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

The agency supports carers well to ensure young people's continued good health.

## EVIDENCE:

In accordance with recommendations made during the previous inspection the agency has updated the Carers' Handbook to include guidance on the storage and administration of medication. All carers now retain a full written record of medicines issued to young people in placement.

Age appropriate sexual health packs are provided to young people and one young person visited was noted to be receiving appropriate guidance in this area from the carers.

All carers employed by Jay Fostering are required to complete basic first aid training during the first year of approval to equip them to deal appropriately with medical emergencies. The agency additionally provides a good range of training focussing on young people's health needs for example 'The impact of trauma on Looked After Children (November 2005) and 'Health and Safety of Looked After Children' (March 2006).

Information provided by the agency prior to inspection details that all young people in placement have had an annual health check within the last year and the manager told inspectors that the agency was currently working on the development of a system, which will provide prompts when these are due for renewal in order that placing authorities can be sent a reminder.

The young people visited during this inspection were receiving a good level of dental and optical care and their general health needs were being well met.

In respect of one young person tracked medical records had not been supplied to the agency by the placing authority. The Supervising Social Worker had recorded eight requests for this information since January and is commended for her persistence.

Carer's monthly summaries contain a separate section relating to medical issues and the records inspected evidenced carers to be diligent in recording medical appointments and their outcomes.

The agency completes an annual summary of medical interventions with each child and forwards this to their placing authority. Carers' monthly reports are also forwarded to placing authorities.

Young people related good examples of carers supporting a healthy lifestyle: 'I do a lot of sport and eat healthy food. I get this from home and school'. 'They ask me what I like best but are pleased that I eat lots of fruit and vegetables. My favourites are Brussels sprouts and bananas but not together'.

During the inspection foster carers raised concerns regarding the requirement with some young people to contact the placing authority for specific consent for minor and essential medical treatments, such as immunisations. These are generally administered in school at short notice and the inspector was concerned that delays in obtaining these consents may result in a young person not receiving the immunisation. Discussions were held with the manager about the implementation of an agency medical consent form rather than reliance on the medical consent contained in the Placement Agreement and Looked After Children paperwork. The manager detailed the reluctance of some Local Authorities to sign these but undertook to hold discussions with the placing authorities of young people in placement.

## Staying Safe

### The intended outcomes for these Standards are:

- Any persons carrying on or managing the service are suitable. (NMS 3)
- The fostering service provides suitable foster carers.(NMS 6)
- The service matches children to carers appropriately.(NMS 8)
- The fostering service protects each child or young person from abuse and neglect.(NMS 9)
- The people who work in or for the fostering service are suitable to work with children and young people.(NMS 15)
- Fostering panels are organised efficiently and effectively.(NMS 30)

**The Commission considers Standards 3, 6, 8, 9, 15 and 30 the key standards to be inspected at least once during a 12 month period.**

### **JUDGEMENT – we looked at outcomes for the following Standard(s):**

#### **3, 6, 8, 9, 15, 30.**

Quality in this outcome area is excellent. This judgement has been made using available evidence including a visit to this service.

Children and young people are provided with safe, caring and comfortable homes by carers who are trained and well supported in their task.

### **EVIDENCE:**

Both of the carer's homes visited during this inspection were warm and comfortable, presented as extremely child focussed and provided a high standard of care to the young people in placement.

One young person stated: 'I feel safe because they know about everything that needs to be known to keep me safe'.

A good illustration was noted during the inspection of the agency working to encourage a placing authority to fulfil its responsibilities to safeguard a young person in placement and protect their interests in respect of a serious criminal charge. The foster carers were also noted to be offering a commendably high level of support to this young person. .

The agency utilises a comprehensive Health and Safety audit pro-forma, which is completed in respect of each carer's home at the point of approval and is updated at every annual review. Checks are additionally undertaken on carers' transport (MOT, insurance, seat belts) and this is commended.

The agency's Social Work Director has nominated responsibility for referrals and matching but both the Registered Manager and Supervising Social Worker confirmed that consultation was an integral element of this process.

A comprehensive matching form and matching checklist are completed prior to any placement being considered and agency staff detailed to inspectors that the two major considerations were the appropriateness of placement for the child being considered and the potential impact of the placement on children already in the home.

Discussions with both staff and carers indicated a strong emphasis on appropriate matching of placements and comments by placing social workers supported this: 'The fostering service appear to have made a very good match. Although inexperienced these carers have been well supported by the agency through any difficulties'. The agency's capacity to appropriately match young people to appropriate placements is further evidenced by the fact that only one long term placement has ended in an unplanned way in the last six months.

The Foster Placement Agreement format is commended by the inspectors for its comprehensive detail regarding agency, carer, child and placing authority responsibilities and for its appropriate addressing of the child's potential needs in areas of religion, culture, health, education and contact.

All foster carers have a comprehensive written 'Safe Care Policy', though the agency has been reminded to ensure that these are dated.

Discussions were held with the agency directors and manager around the importance of ensuring that carers providing long-term placements to young people do not become complacent about safe care requirements. This related to an incident involving one of the young people tracked. The agency had undertaken appropriate work with the carers subsequent to the incident, including refresher training.

Carers receive regular updates of safe care and child protection training and have recently received training on the Every Child Matters five outcomes and on 'Understanding and managing teenage behaviour'.

Three sets of panel minutes were examined and these evidenced that the recommendations from the previous inspection in respect of the recording of minutes and the panel's capacity to defer decision making, had been fully implemented. The minutes were reflective of a strong and competent panel, which challenged the quality of form F assessments and thoroughly investigated the commitment of prospective foster carers. This was confirmed by the Panel Chair who felt that all panel members had 'grown in confidence and competence' during the last year.

The agency is commended on the introduction of a review/appraisal system for panel members and on the updates undertaken of written guidelines for panel members.

The inspector noted that the Panel Chair had recently undertaken a number of Form F assessments for the agency. Although she had appropriately stood

down from the panel whilst these were presented, this arrangement seriously compromises the independence of the Panel Chair position and the transparency of the agency. No requirement has been identified in relation to this situation because an undertaking has been given by the Panel Chair and by the Directors of Jay Fostering that a new Panel Chair will be elected at the next panel meeting and the current Chair will resign from her position as a panel member and will continue in her employment with the agency as an independent Form F assessor.

# Enjoying and Achieving

## The intended outcomes for these Standards are:

- The fostering service values diversity.(NMS 7)
- The fostering service promotes educational achievement.(NMS 13)
- When foster care is provided as a short-term break for a child, the arrangements recognise that the parents remain the main carers for the child.(NMS 31)

**The Commission considers Standards 7, 13, and 31 the key standards to be inspected at least once during a 12 month period.**

## **JUDGEMENT – we looked at outcomes for the following standard(s):**

### **7, 13.**

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

Young people's educational and leisure needs are appropriately met.

Young people's cultural, religious and disability needs are well met by carers who are provided with good written guidelines and support by the agency.

## **EVIDENCE:**

Since the previous inspection the agency has successfully recruited some carers with a range of racial, ethnic and religious backgrounds.

Evidence was noted during the inspection of carers being actively supported by the agency to appropriately meet the cultural and religious needs of two asylum seeking children, in the provision of literature, contacts and equipment. The carer of one of the young people visited, demonstrated a good insight into the potential future needs of the young person placed in relation to cultural heritage.

The agency has been strongly reminded to ensure that the matching form better represents consideration of race and ethnicity issues. In relation to one of the young people tracked consideration of these issues had not been fully evidenced, although this had not impacted on the suitability of the placement and relevant issues relating to race and ethnicity had been appropriately addressed within the pre-placement meeting.

The results of a recent survey of young people's views, undertaken by the agency, were supplied to the inspectors. These indicated that young people

were engaging in a wide range of leisure activities with their carers and were very satisfied with these. One young person visited was very active in the local football team.

Young people placed within the agency are achieving well. Data supplied prior to the inspection details that 18 of the young people have Personal Education Plans, 16 young people attend mainstream schools, 2 attend special schools and one attends a Pupil Referral Unit. The Registered Manager has recently worked hard, with a young person's foster carers, to obtain an alternative school place for a young person who had been excluded.

The agency retains a record of attendance in respect of each young person placed and is currently developing systems to record levels of achievement. Carers' monthly summaries record achievements currently and detail school meetings attended.

The inspector commends the introduction this year of an annual certificate of achievement awarded to each young person in placement.

The carers spoken to evidenced a strong commitment to young people's education and felt supported by the agency in this: 'Jay have recognised and supported us in getting the best for our child who is very intelligent academically and an all round excellent sportsman'; 'They (Jay) attend any planning meetings with us at school. They closely monitor a child's strengths so these can be developed'.

One carer visited was providing numeracy and literacy support, including supplying extra learning materials to promote achievement in these areas. Young people also felt they were well supported: 'I am encouraged to learn and I hope to go to college or university'.

The inspector strongly supports the request by the panel for school reports to be sought in respect of prospective carers' own children, as part of the approval process, to demonstrate their commitment to education.

Jay Fostering only provides respite care services to its own carers and has one carer approved for respite only.

# **Making a Positive Contribution**

## **The intended outcomes for these Standards are:**

- The fostering service promotes contact arrangements for the child or young person. (NMS 10)
- The fostering service promotes consultation.(NMS 11)

## **The Commission considers Standards 10 and 11 the key standards to be inspected at least once during a 12 month period.**

## **JUDGEMENT – we looked at outcomes for the following standard(s):**

### **10, 11.**

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

Agency staff and carers consult regularly with young people to confirm that their foster placement meets all their needs.

## **EVIDENCE:**

The Foster Placement Agreement includes a comprehensive section detailing the child's envisaged contact requirements and clarifying responsibility for arrangement and supervision of contact. The inspector commends the inclusion of contact details on each young person's database.

Agency guidelines clearly detail carers' responsibilities in relation to contact and the carers visited were found to promote and facilitate contact arrangements for young people in placement.

One young person commented: 'When my mum says something that upsets me I can tell my foster carers and they make everything better'.

Young people tracked were consulted within their annual reviews about the appropriateness of levels of contact. Where carers are involved in supervising contact a risk assessment pro-forma is forwarded to the young person's social worker for completion.

One young person spoken to during the inspection raised concerns about the transport arrangements for contact visits, telling the inspector that the taxi often turned up late, sometimes as much as an hour. The result of this is that contact visits are shortened. Transport is organised by the young person's placing authority and the foster carers have appropriately raised the issue with them. The inspectors spoke with the Registered Manager and suggested that the agency also needed to support the young person and contact the placing

authority to detail the adverse impact this situation was having on the young person's contact arrangements.

The agency sends out age appropriate consultation documents to young people in placement and carers' own children prior to the carer's annual review. Completed forms were examined on the carers' files tracked. This year the agency has introduced a quarterly newsletter for young people. The newsletter provides good information on healthy lifestyles and on personal safety and contributions from young people are being actively encouraged. At the time of the inspection one young person had submitted a very impressive poem.

The agency inserts contact details for the placing authority Children's Rights Officer into the Children's Guide supplied to the young person at the point of admission. However, during this inspection carers were found to be unaware of these details. In the case of one young person tracked the Children's Rights Officer should have been involved and had not been contacted. The agency should ensure that carers are aware of the role and contact details of Local Authority Children's Rights Officers and should actively encourage carers to use them appropriately

# Achieving Economic Wellbeing

## The intended outcomes for these Standards are:

- The fostering service prepares young people for adulthood.(NMS 14)
- The fostering service pays carers an allowance and agreed expenses as specified.(NMS 29)

**The Commission considers Standards 29 the key standard to be inspected at least once during a 12 month period.**

## **JUDGEMENT – we looked at outcomes for the following standard(s):**

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

Carers have a good awareness of the need to prepare young people for independence.

Carer allowances are clearly stated and promptly paid.

## **EVIDENCE:**

None of the young people visited during this inspection were close to leaving care.

The agency has developed the guidelines in the Carers' Handbook to identify twelve skill areas, which need to be encouraged to prepare young people for independence. These areas are strongly linked to the desired five outcomes and represent a sound basis for encouraging the development of independence skills.

Carers have recently been provided with training focussing on the needs of teenagers, skills for life and independence.

One carer commented:

'Jay have proven to be excellent in the way in which they handle the whole process of moving on'.

Jay foster cares are paid on a rising scale, which reflects competence and experience and payments are assessed as an integral element of the annual review process. Carer payments are made promptly. The Carers' Handbook gives full detail of the inclusions in the payment rate relating to provision for young people in placement such as clothing, pocket money, food and holidays and leisure activities.

The agency is commended on the provision of an additional allowance, during school holidays, sufficient to facilitate the pursuance by each child in placement of one weekly sporting/leisure activity.  
Each carer has an entitlement to two weeks respite per year, which is claimable as payment should the carer opt not to take respite.

# Management

## The intended outcomes for these Standards are:

- There is a clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.(NMS 1)
- The fostering service is managed by those with the appropriate skills and experience. (NMS 2)
- The fostering service is monitored and controlled as specified. (NMS 4)
- The fostering service is managed effectively and efficiently.(NMS 5)
- Staff are organised and managed effectively.(NMS 16)
- The fostering service has an adequate number of sufficiently experienced and qualified staff.(NMS 17)
- The fostering service is a fair and competent employer.(NMS 18)
- There is a good quality training programme. (NMS 19)
- All staff are properly accountable and supported.(NMS 20)
- The fostering service has a clear strategy for working with and supporting carers.(NMS 21)
- Foster carers are provided with supervision and support.(NMS 22)
- Foster carers are appropriately trained.(NMS 23)
- Case records for children are comprehensive.(NMS 24)
- The administrative records are maintained as required.(NMS 25)
- The premises used as offices by the fostering service are suitable for the purpose.(NMS 26)
- The fostering service is financially viable. (NMS 27)
- The fostering service has robust financial processes. (NMS 28)
- Local Authority fostering services recognise the contribution made by family and friends as carers.(NMS 32)

**The Commission considers Standards 17, 21, and 24 the key standards to be inspected at least once during a 12 month period.**

## **JUDGEMENT – we looked at outcomes for the following standard(s):**

**1, 4, 16, 17, 21, 24, 25.**

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service.

The agency is managed and its performance monitored in a professional and competent manner reflecting a dedication to supervising and supporting carers to appropriately meet the needs of children and young people in placement.

## **EVIDENCE:**

The agency's Statement of Purpose is commendable. It provides full detail of its constitution, aims, objectives and working practices and a clear statement of the types of placements, which it is able to provide. Policies, procedures and the Carers' Manual have all been reviewed and updated within the last year. The agency produces three children's guides, which are age defined and provide comprehensive detail to young people about being fostered with Jay, in attractive formats and appropriate language.

There are clear lines of accountability within the agency, robust financial procedures and sound systems for monitoring performance. One member of staff commended the Registered Manager's introduction of greater structure and accountability during the last year. All staff spoken to spoke positively about the skill levels and commitment of other team members. The agency is commended on its commitment to operating fully within the Fostering Regulations and National Minimum Standards. It is to the agency's credit that a number of issues raised during this inspection were addressed immediately.

The agency has a small staff team and communication was noted to be good. The agency has an excellent recruitment policy and clear and comprehensive staff handbook. Good incentives are provided to encourage staff retention. The agency has however experienced considerable difficulties during the last year in recruiting a qualified social worker to join the team. The agency currently has five new carers completing the 'Skills to Foster' initial training and fully appreciates the need for additional qualified social work input. Contingency plans are in place to utilise an independent assessor to take on the supervision of a group of carers.

At the time of this inspection the agency's support worker was found to be providing supervision to five foster carers. This was in accordance with her job description. Standard 22.3 clearly states that carers must be 'supervised by a named, appropriately qualified social worker'. The agency's directors and Registered Manager immediately gave an undertaking that this practice would cease immediately and, in relation to a supervision visit timetabled for the following day, the support worker was accompanied by a qualified social worker. No requirement has therefore been identified within the report relating to this practice. The agency is however reminded to amend the job description.

Social work staff and carer recruitment procedures are thorough and include all the required checks. Both staff and carers spoke of good levels of support, supervision and good training opportunities:

'Link workers, social workers and management support us in a very positive manner'; 'Always there at the end of a phone for help and advice'; 'Very supportive in recognising us as an individual placement whilst fulfilling all recognised professional guidelines'; 'Jay recognise us as individuals and will do anything within the guidelines to promote this whilst working as a team, which we feel an important part of'; 'They personally know the children. They are approachable, available, respect confidentiality and keep us up to date with legislation'.

The inspector commends the development of a flow chart clarifying the process of carer recruitment and approval.

The young people visited during this inspection spoke very positively about their current placements and their records evidenced that considerable progress had been made.

Carers were critical of the background information received from placing social workers in relation to young people placed. In relation to one of the young people tracked no Looked After Children paperwork was available despite this young person being in long-term placement. The agency should be more proactive in chasing essential information from placing authorities and should better evidence its attempts to obtain this information.

All records, both in the Jay office and in the carers' homes visited were appropriately retained and stored securely. All agency records are computerised with varying levels of password access and a comprehensive back up system and the agency has a detailed 'access to records' policy. Carer recording (weekly and monthly reports) is scanned onto the system as it arrives in the office and is then destroyed.

# SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Fostering Services have been met and uses the following scale.

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

"X" in the standard met box denotes standard not assessed on this occasion  
 "N/A" in the standard met box denotes standard not applicable

<b>BEING HEALTHY</b>	
<i>Standard No</i>	<i>Score</i>
<b>12</b>	3

<b>STAYING SAFE</b>	
<i>Standard No</i>	<i>Score</i>
<b>3</b>	3
<b>6</b>	3
<b>8</b>	4
<b>9</b>	3
<b>15</b>	3
<b>30</b>	3

<b>ENJOYING AND ACHIEVING</b>	
<i>Standard No</i>	<i>Score</i>
<b>7</b>	3
<b>13</b>	3
<b>31</b>	N/A

<b>MAKING A POSITIVE CONTRIBUTION</b>	
<i>Standard No</i>	<i>Score</i>
<b>10</b>	3
<b>11</b>	3

<b>ACHIEVING ECONOMIC WELLBEING</b>	
<i>Standard No</i>	<i>Score</i>
<b>14</b>	3
<b>29</b>	4

<b>MANAGEMENT</b>	
<i>Standard No</i>	<i>Score</i>
<b>1</b>	4
<b>2</b>	X
<b>4</b>	4
<b>5</b>	X
<b>16</b>	3
<b>17</b>	3
<b>18</b>	X
<b>19</b>	X
<b>20</b>	X
<b>21</b>	4
<b>22</b>	X
<b>23</b>	X
<b>24</b>	2
<b>25</b>	3
<b>26</b>	X
<b>27</b>	X
<b>28</b>	X
<b>32</b>	N/A

No

Are there any outstanding requirements from the last inspection?

### **STATUTORY REQUIREMENTS**

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Fostering Services Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action
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### **RECOMMENDATIONS**

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations
2	FS24FS9	The agency should be more pro-active in chasing essential information from placing authorities and should better evidence its attempts to obtain this information.

## **Commission for Social Care Inspection**

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