

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Foster Care Associates Limited	
The provider was registered on:	20/05/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Foster Care Associates Cymru	
	Service Type	Fostering Service
	Type of Care	None
	Approval Date	20/05/2020
	Responsible Individual(s)	Joanne August
	Manager(s)	April Newman, Anne Armstrong
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Mandatory training to keep staff compliant in terms of regulatory or legislative requirements in order for the individual to fulfil their job role. We then have Continuous Professional Development courses, staff can access either Virtually, Face to Face or through E-Learning, which will meet the diverse learning styles and needs of our audiences. Additional learning is delivered by Management locally and undertaken by teams in order to focus on any learning that has been identified regionally.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We are an Equal Opportunities employer and we insist that all Group staff involved in the recruitment process act consistently and without prejudice. We are proud to be recognised by the Government as a Disability Confident Employer. Interviews undertaken by Hiring Manager and one other senior member of staff who have both undertaken safer recruitment training. To retain staff we have a Wellbeing strategy, offer car allowance, pension, health cover, flexible working, additional payment for OOH.

## Service Profile

### Service Details

Name of Service	Foster Care Associates Cymru
Telephone Number	01745778610
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	N/A

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?

484

### Complaints

What was the total number of formal complaints made during the last financial year?

1

Number of active complaints outstanding

0

Number of complaints upheld

0

Number of complaints partially upheld

1

Number of complaints not upheld

0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

Review Feedback from FP, Young people, Local Authorities, Education and other professionals.  
Survey sent out by FCA to Foster parents and staff to gain their views  
Informal feedback from foster parents and young people at events recorded  
Child in placement visits undertaken - voice of child recorded  
Support groups held monthly - Comments box and a social worker attend to gain feedback  
Staff forum held annually  
RM, Referral Manager meet with Local Authorities  
Foster parent representatives meet regularly with Registered Manager to feedback  
Young people and birth children forums held  
All Cymru staff and foster parents forum held twice a year  
Events held for our young people, foster parents and birth children-QR code used to send in feedback to reach out to anyone with a mobile phone  
Foster parent representative forum held twice a year nationally  
In addition responsible individual meets with children, foster parents and staff on each visit and has contact at other national events.

### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)

Yes

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)

No

Makaton

Yes

British Sign Language (BSL)

No

Other

Yes

List 'Other' forms of non-verbal communication used

Video messages from our staff and participation team to our young people and foster parents

### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>In FCA Cymru there is an importance of foster parents, young people and our staff feeling they have a valid voice and this enables a transparent and positive relationship with the agency. Engagement with foster parent is carried out by offering regular events such as: Monthly support groups, Regional forums, Monthly foster parent rep meetings, open door policy to the management team, quarterly newsletters are produced, walk and talks and an array of events are put on to spend time with our FP and YP to listen and communicate effectively. Our foster parents have annual reviews during which time we obtain the view of: Foster parent, Young person, Parent and child, Birth family – through the Local Authority SW LASW, Education i.e. college/school/nursery. We ensure there are opportunities for feedback and this collated through surveys, QR code, comments box in support groups, at events and activities, during supervision and child in placement visits. During assessment of foster parents, we obtain the views of: Family, Friends, Local Authorities, GPs, Birth children, Previous foster agency if applicable, Ex-partners. We offer engagement meetings to all Local Authorities across Wales, we engage with 4Cs our consortium in regular meetings. We provide our input to help build on relationships with Local Authorities Local Authority comments. Young people and birth children are visited bi monthly by SSW where they are given the opportunity to speak alone, they are often taken out to the park, McDonalds so they can talk freely away from the home environment. The SSW will always explore and discuss with them the care and support they receive. SSW will advocate for our young people at meetings and ensure their voices are heard. Voice of the child is recorded on our system and outcomes are reviewed and signed by a Senior SSW to ensure all young people are responded to. We ensure that all of our young people are listened to, taking on board their requests for specific activities such as quad biking, horse riding and Alton Towers. Young persons and birth children forum is held throughout the year to hear our young peoples opinions and ideas. We have recently implemented a wellbeing strategy for our staff, foster parents and our young people, which came from listening to their voices and requests. Staff are able to attend a staff forum, complete an annual FCA survey and approach the management team daily to ensure their voices are heard and they are responded to.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>In Cymru we are extremely proud to have implemented a Wellbeing Strategy for our Foster parents, young people and our staff. We undertake walk and talks, sea dips, sea weed wrapping sessions, craft sessions, golf days, park runs, dog beach walking and yoga sessions. Our young people were consulted and have been part of developing our wellbeing strategy, we are currently working with them to implement 'We care, you share'. We celebrated our achievements award ceremony face to face. We invited all our families and staff and we presented medal and certificates. We provided a buffets for all the families who attended and we celebrated all the children's achievements. We celebrated foster parents long service awards ceremony, recognising the great work our foster families have done over the years. We continue to send out 'skills for life' folders to children when they reach 14 or are placed with us post 14. This manual is a systematic guide to independence and with the support of the foster parent and the SSW at their visits; this is worked through, showing skills in areas such as budgeting, cooking, managing travel, managing finances, interview skill and more. A group of six young people will be going away this summer to stay overnight with staff undertaking tasks to support them in budgeting by undertaking the shopping they require to then cook an evening meal, independent travel and self care skills will be encouraged, friendships will be built along with building of our young peoples confidence. Charms systems are used to evidence that children are registered with dentists and doctors and this is monitored by our admin and six monthly care planning reviews are undertaken with FSM and SSW where the young persons individual developmental needs are discussed. We ensure we have all rounded communication that suits all the needs of our young people, so that each young person feel fully supported and comfortable to share their voice. We continue to celebrate every achievement and support through every challenge. As part of supporting our young people with their emotional and mental health, we are developing 'Wellbeing boxes'. This is a personal toolkit for our young people supporting their wellbeing when they are feeling overwhelmed. Our education lead supports our young people to fulfil their individual potential by ensuring their interests are developed. Careers events are held annually, we are currently developing our links with local universities.</p>

The extent to which people feel safe and protected from abuse and neglect.

We provide two monthly visits to children in our care, Birth children are seen and spoken to, any comments about their wellbeing or views they may express are followed up, and at times, therapy services from FCA have been provided in order to help birth children manage their role as a child in a fostering family. The therapy service within FCA has provided consultations to birth children, with the agreement of parents at which time they are given the space to talk about their experience of fostering and if they feel safe and happy about the present situation and changes to their household. Unannounced visits are carried out minimum of one per year whereby the children in care will always be seen alone and in their bedroom will be seen, giving the child space to talk freely about how they feel. SSW will at times take the children out or students will support us with this. We have worry monsters provided to all SSW so they can use these when they meet with children; one of our foster parents is also knitting a worry monster for all foster families; we have however renamed the worry monster, to Sam our Feelings Friend, which we feel, is more positive. The review process asks birth children and children in care for comments about how they feel and this gives them a chance to speak openly. Our participation officers meet with the children and birth children to get their views, helping them to build on relationships with the child and giving them a chance to be open and honest. Young people are also able to contact us and provide feedback via a QR code. Out of hours' services provides support after 5pm so foster families feel supported when their child may have gone missing or at risk of CSE; additionally, they may have had an accident or incident whereby the foster parents feel the need to keep in close contact with FCA; these measures makes sure that we are providing support to further safeguarding the child. With planned referrals, we do our utmost to carry out introductions with the child's new foster family. This allows the child to have a say about where they are going to live; it also allows relationships to start building before the child moves to their new family. It also helps a child feel safe from the outset as well as reassured before going to live with them longer term. With emergency referrals, it is often difficult to carry out these introductions; it is often difficult to carry out these introductions; however, we do provide a welcome booklet.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	25.06
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Registered Manager is currently completing Level 5 Management and Leadership course Polaris Internal Leadership programme completed Diversity and Inclusion Adult safeguarding briefing Designated Safeguarding lead Data protection
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Adult safeguarding briefing Child review lessons learnt Designated Safeguarding lead Safer sleeping Adultification Professional Curiosity Professional Boundaries Dog safety Cyber security Medication Data protection

#### Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Other supervisory staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

#### Filled and vacant posts

No. of staff in post	5
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No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	0
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Adult safeguarding Lessons learnt- Child review Cyber security Menopause awareness Modern slavery awareness Respond report record Safer recruitment
<p>Contractual Arrangements</p>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	2

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	5
Equality, Diversity & Human Rights	3
Manual Handling	0
Safeguarding	5
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safer sleeping Lessons learnt safeguarding Professional boundaries Cyber security Safer recruitment Unconscious bias Promoting positive behaviour Reflective practice Adultification Dog safety Professional curiosity

#### Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

#### Filled and vacant posts

No. of staff in post	7
No. of posts vacant	2



Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	9
Equality, Diversity & Human Rights	10
Manual Handling	0
Safeguarding	10
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Adultification Dog safety Professional curiosity Professional Boundaries Suicide prevention Talk about alcohol Lessons learnt - safeguarding Adult safeguarding briefing Team Parenting ASYE Attachment ASYE Safeguarding CSE Compassion fatigue Critical analysis and reflection Cyber security Disguised compliance Introduction to self harm Mindfulness Keeping good records Sensory workshop Menopause awareness Child development for staff Creative play 0-4 years Life story work Managing challenging behaviour Understanding child development for foster parents

#### Contractual Arrangements

No. of permanent staff	9
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administrator- Responding to telephone calls, panel admin and minutes, running compliance for managers, DBS checks, health and safety, fire warden, supporting the organising of events, booking venues Participation officer - Supporting young people to reach their potential, organising events and trips, education, social value lead Referral Officer- Responding to referrals on CCSR, liaising with Local Authorities and SSW in regards to matching, undertaking visits to foster parents, ensuring welcome booklets are completed
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	1
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	10
Equality, Diversity & Human Rights	10
Manual Handling	0
Safeguarding	10
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Helping children to succeed in education Gangs and knife crime Fostering panel forum Fire warden Cyber security Autism awareness Channel awareness Child development and play for staff Communication and team work Child development Menopause awareness Mental health awareness Safer sleeping Sensory workshop Talk about alcohol The role of panel
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	11
No. of staff working toward required/recommended qualification	0