

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:	Fostering Solutions Limited	
The provider was registered on:	26/11/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Fostering Solutions Limited	
	Service Type	Fostering Service
	Type of Care	None
	Approval Date	26/11/2019
	Responsible Individual(s)	Stephen Christie
	Manager(s)	Julie Grant
	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	<p>Mandatory training courses are completed by all staff. Additional training is discussed and identified in supervision and appraisals. External training can be accessed.</p> <p>All training is supported by a central Learning and Talent Team. An appointed Associate Trainer is available locally to deliver virtual and face to face courses.</p> <p>All staff can access training opportunities using our bespoke training platform - SHINE, staff are able to request any additional training courses to be added.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>A robust recruitment process is in place with probationary periods following appointment at one, three, and six-month duration. Monthly Supervision is undertaken with all staff and appraisals are held annually.</p> <p>The agency request staff complete the "Good Place to Work Survey", feedback has generally been positive, and changes made, including the introduction of four-day-week and more specialised training.</p> <p>All staff are able to access financial advice and discounted leisure and retail services.</p>

Service Profile

Service Details

Name of Service	Fostering Solutions Limited
Telephone Number	01978311590
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	The Statement of Purpose and Children's Guides are available in Welsh.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	123
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Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
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?	<p>Foster Carer forum meetings are held quarterly with the RI, Directors, and Managers to capture the wishes and feelings of the foster carers within the region. Those using the service have recently asked for the return of face-to-face training following Covid.</p> <p>Consultations with children are undertaken via the Youth Voice App, results are collated and shared with the child and local authority. The App focusses on a child's wellbeing and highlights any unmet need.</p> <p>An Annual Foster Carer survey has been completed and the four-day week trial for staff will continue following positive feedback from the foster carers. Those using the service found that the agency and staff support were of high quality.</p> <p>All foster carers have an open line to the RI and they are encouraged to contact him directly to offer their views, wishes and feelings about how the service is run.</p> <p>Retention of foster carers is high, evidence that the majority are happy with the service provided.</p>

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)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	No

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>Feedback from young people relating to the amount of surveys and questionnaires the service was asking them to complete were always negative and as a result young people came up with the idea of an App. A Youth Voice App was created with the young people and it is used by social care staff to encourage the children to share their wishes and feelings. The App can be downloaded to a mobile phone or laptop. The App questions are responded to by the child using Emoji faces which capture the child's wellbeing whilst giving them a voice to make changes. The Emoji responses are better suited to younger children or those with additional needs or without literacy skills. Information from the App is collated in text and chart formats which are shared with the child. Additional analysis added to the App by social care staff completes the process and information can be shared at LAC reviews, with parents and school. The child is able to retain the charts collated from the App in their memory boxes and compare the results with future reports.</p> <p>The service can offer young people the opportunity to join an expedition adventure with the British Exploring Society. During this period, Young Explorers attend an event in Scotland and one in Canada. The activities help to support and boost outcomes for young people. Personal and social skills are acquired, and the expeditions connect young people with their communities and with nature. Feedback from both young people has been positive and the young person who attended the Scotland Trip is hoping to be chosen for the Canadian Trip in the summer.</p> <p>Regular Participation events are held with young people to empower them to have real influence in decision making as in Article 12 UNCRC. Children are regularly consulted about the service and they have input during any interview process and ask questions of applicants at the Fostering Panel. Children and foster carers meet regularly with the RI and other directors during events and activities.</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>The service requests young people to undertake the Youth Voice App and from these we can evidence that 100% of children felt well cared for living with their foster carers. Foster carer diary logs evidence that children are participating in activities and events after school.</p> <p>All children are registered with a GP, Dentist and optician and are supported to attend any specialist services with their foster carer support.</p> <p>Young people are encouraged to complete the bronze, silver and gold awards for Independent Living consisting of tasks to be completed in each section prior to a certificate awarded and then moving onto the next level until all three have been completed. Several additional resources and rewards are presented to maintain interest and encourage completion of the entire folder. The awards are open to all children within the fostering household where age appropriate. Books are provided in relation to Managing Money and Keeping Safe On Line. The Independent Living awards can be completed at the child's pace as there is no deadline to complete the tasks.</p> <p>All fostering families have access to Education Support via the Education Lead and SENCO. The lead can assist with school settings, unmet needs, support with exclusions, transitions, and PEPs. The Education Support is particularly useful for children who are not in education or training.</p> <p>The service provides all fostering families and staff access to Britannica Online for free. This safe learning resource, with accurate and contemporary information, can be used to encourage reading with its 'read aloud' function. Any page can be translated into a different language for those learners where English is not their first language. Britannica is useful for homework, school projects, phonics work, fact checking and general learning in a safe environment.</p> <p>The service provides a Menopause Support Group for all female fostering families. The group is held every quarter and helps support all female foster carers and staff. Feedback from the group is positive and participants value the safe environment created by the Group Leader to share information and improve wellbeing.</p>

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

The service offers varying levels of Safeguarding Training from Introduction level during assessment to Advanced training for managers and senior workers. Safeguarding training is repeated on an annual basis to ensure that all staff, foster carers and Panel Members, are able to access relevant courses.

Children are given a Children's Guide showing them how to contact professionals if they do not feel safe or want to raise a complaint or concern. A recent Youth Voice Survey has resulted in 100% of children telling us that they feel safe with their foster families and well cared for.

Supervising Social Workers (SSW) see the children on their own at every other supervisory visit and capture their views, wishes and feelings.

SSW supervise foster carers and build a trusting, open and honest relationship for information sharing in a safe environment. Foster carers have told us that they value the support they obtain from their SSW. One foster carer emailed the RI recently to praise the SSW for her support during a challenging time.

Risk Assessments are in place for every child. These are updated regularly and following any incident.

Safer Caring Policies are in place, these are written with the children and are reviewed at least annually or following any incident.

The service has a Whistle Blowing Policy in place which is shared with all.

All foster carers have access to the Fostering Network service for support when managing allegations, financial advice and general guidance with anything related to fostering.

There are a number of policies in place relating to safeguarding and feeling listened to when raising concerns.

Annual feedback from foster carers and children evidence that both experience a high level of care and support. The service has introduced an IRO role for all foster carer annual review meetings, the SSW acting as IRO and undertaking the review asks for feedback about the staff and the service in relation to feeling safe and well supported.

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)	9
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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

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

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	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Riddor Fire Training First Aid Prevent Mindfulness Legionella Therapeutic Parenting IOSH

Contractual Arrangements

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

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)	1
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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy 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

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	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Prevent First Aid Role of Panel Member De-escalation Prevention Control

Contractual Arrangements

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

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)	1
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	1
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	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Therapeutic Parenting Practice Educators Neuro diversity Challenging Behaviour

Contractual Arrangements

No. of permanent staff	4
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)	3
No. of part-time staff (17-34 hours per week)	1
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	4
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

Does your service structure include roles of this type?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?

No