

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:	SAfER Fostering CIC	
The provider was registered on:	01/10/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	SAfER Fostering	
	Service Type	Fostering Service
	Type of Care	None
	Approval Date	01/10/2020
	Responsible Individual(s)	Alison Douglas
	Manager(s)	Alison Douglas
	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>All staff complete the Level 2 CACHE Award in Therapeutic Parenting when they join the agency. This ensures that everyone working for the agency understands the ethos and approach regardless of role.</p> <p>Supervision and appraisal processes identify additional courses and a CPD Plan documents this. Staff are also attend all therapist led training jointly with foster parents. In addition, staff are provided with Staff Reflective Groups facilitated by the attachment therapist.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>It's important that we recruit staff that have a basic understanding trauma and therapeutic parenting. They must be committed to this approach (interview questions reflect this). Staff are attracted through word of mouth and adverts via social media.</p> <p>This year we have recruited another social worker and a child support worker for West Wales.</p> <p>In order to promote retention, the agency is currently piloting a 4 day week (no loss of pay). Staff also have access to our therapist for personal use.</p>

Service Profile

Service Details

Name of Service	SAfER Fostering
Telephone Number	02920894888
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	45
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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>Children are seen in person by the supervising social worker, and where appointed, the child support worker. Children are seen alone and given the opportunity to talk about how they are feeling and comment on any aspect of the service as appropriate. Children are also consulted routinely for the foster parent's annual review.</p> <p>At Safer, we are conscious that looked after children do not respond well to repeated requests for feedback or requests to complete a long form. Staff therefore use a more informal and creative approach so that children's views can be captured.</p> <p>Children's events have not taken place due to covid and staff availability. These will need to be carefully planned due to the complex needs and risks associated with group events. These can provide an opportunity to hear children's views, wishes and feelings and will be planned for the coming year.</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	No
British Sign Language (BSL)	No
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>SAfER Fostering provides opportunities for children to give their views about their experience of foster care. The agency understands that children and young people do not always enjoy formal methods of consultation such as questionnaires and are often weary of being asked to complete them. In Wales such requests can be numerous and include those from the 4Cs (Children's Commissioning Consortium Cymru), local authority social workers, IROs, Children's Commissioner etc. Frequent formal questionnaires can also reinforce feelings of difference that arise from being in foster care. SAfER Fostering is therefore careful to make consultation a more creative and naturalistic experience for children and young people. First and foremost the CSW or SW will get to know the child / young person and help them express their views in an age appropriate way. This could be through drawing, writing a poem or responding to questions that are asked carefully within a conversational context.</p> <p>SAfER Fostering will hold children's events where consultation will be a focus. This will be completed in an atmosphere of fun and engagement whilst also ensuring that children's views on the service they receive are skilfully elicited.</p> <p>Children and Young People will have the opportunity to contribute to their statutory reviews and the Foster Parent and / or the Child Support Worker will help them prepare for this.</p> <p>Where we have a planned entry to foster care, the agency provides details and photos of the foster home that the child can look at with their social worker. They can also discuss likes / dislikes and any activities that the child might like to do when they move. This can be in form of a booklet about the child's new home tailored to their age and understanding.</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>Foster families are provided with a therapeutic service which underpins the child's stability in the foster home. This makes a positive impact on the child's emotional health and well-being. Foster parents complete an initial qualification in therapeutic parenting which begins during assessment. They are required to attend post panel training with our attachment therapist and also engage in one to one sessions as needed. This ensures that foster parents have the nurturing and therapeutic responses and strategies to presenting emotional need and behaviour. Foster parents are at the forefront of helping children make sense of their trauma histories that in turn enable to have a sense of belonging and a positive self esteem. As a therapeutic agency, we understand that children will be unable to learn (in an academic sense) without first feeling settled in their foster home and a part of that foster family. Once this is achieved, children can begin to make academic progress.</p> <p>Children who have experienced trauma often struggle with peer relationships and social interaction. Through training and professional therapeutic development groups attended by staff and foster parents, families learn how to help children fill in the missing building blocks that did not happen for them due to their trauma. Children may have missed development stages such as 'object permanence' for example and will follow a chosen friend (or foster parent) around too closely for fear of them disappearing. Foster parents give reassurance and talk to the child when out of sight, keep the TV and movement downstairs at audible level etc when the child is in bed, so that the child knows the parent is still there. This will build a sense of object permanence for the child that can then translate to their peers.</p> <p>Foster parents are responsive to children's physical needs and health issues that may arise. Through supervision, health and wellbeing is also monitored.</p> <p>Foster parents learn how to parent the child at their emotional age and are careful not to overwhelm a child with too much stimulation, especially when first placed in the family. Social interaction with new extended members of the family or friends, happens slowly and gradually once the child starts to trust their foster parents as their unassailable safe base.</p>

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

The greatest means of keeping children safe is to instil a commitment to listen to children and take seriously what they say, whilst also training staff and therapeutic foster parents in the ways in which children make allegations and the impact of trauma on memory.

On arrival in the fostering home, all children are given a copy of the Children's Guide. The Guide for younger children is a child friendly story which also includes information about who a child can contact to discuss any concerns or safeguarding issues.

Mandatory training on Safeguarding takes place for foster parents and is repeated every 3 years. A Safe Caring Plan is updated with the arrival of each new child, as well as an individual risk assessment.

SAFER Fostering works strictly within the Wales Safeguarding Procedures (arising from the Social Services and Well-Being (Wales) 2014 Act) and staff working with children have the Safeguarding App. on their phone for easy reference.

All staff and future staff read the Safeguarding Policy as part of their Induction into the company and their line manager ensures their understanding of required procedures. This document is also shared with foster parents. Staff must also complete Safeguarding training during Induction and all staff working with children must renew this training every three years.

The agency ensures that each Foster Parent's home has a satisfactory annual Health and Safety check.

Each Therapeutic Foster Parent is allocated an Empathic Listener. The EL provides a useful listening ear to help to identify potential safeguarding issues at an early stage.

Safer Recruitment Guidelines are observed in the recruitment of all staff working for the organisation, whilst extensive checks are undertaken on Foster Parents, in a context of a robust culture of exploring prospective foster parents' histories and motivation.

Clear procedures are in place in relation to critical incidents, dealing with complaints, allegations and standards of care concerns. Any such incident must immediately be reported to the Operations Manager.

The OM / RI provides regular reports to the management and executive team regarding all such concerns, including their outcome. Following allegations and standards of care issues, Foster Parents are reviewed, and the review is presented to fostering panel.

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)	5.20
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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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Service Manager already has the NVQ 4 in Management Service Manager has completed Level 2 in Therapeutic Parenting (previous year) Additional course this year: Education and the Traumatized Child
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
<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>	

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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Deputy Manager has management qualification as prescribed by SCW. Deputy Manager has completed the Level 2 Award in Therapeutic Parenting (previous year)
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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
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
Other supervisory staff	
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
<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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	6
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid
<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)	0
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	0
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	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	5
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Education and the traumatised child

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 social care worker	0
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	3
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	2
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	3
Dementia	0
Positive Behaviour Management	8
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Understanding Children and Young People's Mental Health
Contractual Arrangements	
No. of permanent staff	2
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	1
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)	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	1
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.	Office Manager
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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.	The Office Manager has completed the Level 2 Award in Therapeutic Parenting (previous year) Introduction to Havening
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	1
No. of staff working toward required/recommended qualification	0