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:	Family Fostering Partners Ltd
The provider was registered on:	10/10/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Family Fostering Partners Ltd

Service Type	Fostering Service
Type of Care	None
Approval Date	07/10/2019
Responsible Individual(s)	Judith Rees-Howells
Manager(s)	Amanda Davies
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	To deliver a high quality service we rely on having skilled staff. To this end, all staff in the agency have individual personal development plans reviewed regularly as part of monthly supervision by line managers. Staff are allocated to training based on their development needs and interests and we have a ring-fenced budget for staff training which is reviewed annually to ensure sufficiency. Appraisals of staff take place annually providing another opportunity to reflect on learning needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	All staff are employed on full time, permanent contracts and paid at well above the National Living Wage. We review salaries annually, providing uplifts and additional benefits whenever possible. Case loads are kept low with generous annual leave entitlement that provides a healthy work life balance. We operate a hybrid model of office and home working allowing maximum flexibility to manage work and family commitments. Staff wellbeing is a standing item in monthly line management supervision.

Service Profile

Service Details

Name of Service	Family Fostering Partners Ltd

Telephone Number	03300948816
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	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	75

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?	gg

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.

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.	Our service users have a strong voice and choice about their care and support because of the person-centred way in which we work and systems we have in place to monitor all aspects of the service provided. At the heart of our service are positive, trusting relationships which enable children and foster parents to feel informed and respected.
	Our Link Workers visit foster homes fortnightly to ensure they are readily available to foster parents, foster children and birth children. Once a month our visit focusses specifically on the child looked after and their care and support needs. The children are encouraged to take an active part in this visit in a child centred, age-appropriate way. Children get to know and trust their Link Workers and feel confident that they are being listened to and respected. The visit emphasises the importance of children having opportunities to develop interests and talents, and checks that this is happening.
	Our children are aware that they have the option to communicate directly with their Link Workers by phone, text or app. This provides additional opportunity for their voices to be heard. Strong relationships with Link Workers make this an option young people feel comfortable using, especially during times of crises or challenge. It helps them feel respected and involved and can de-escalate difficult situations. Every child is given a copy of our Children's Guide which reinforces the different ways they can ensure their voice is heard.
	Foster parents are encouraged and supported to advocate for children whenever necessary, assisting them to express their views in formal meetings and to make informed choices in their daily living. The line management supervision process for Link Workers monitors and quality assures these visits.
	Children are consulted on a more formal basis through the QPA process established by the 4C's, and for their foster parent's Annual Review when their views are sought using Survey Monkey. Feedback provided is used to improve our service where necessary.
	We use social media and polls on closed Facebook groups to consult with foster parents and children on opportunities to socialise and have fun as a circle of friends. Offering the opportunity for children in our care to meet their peers at planned activities also gives the Responsible Individual an opportunity to interact in an informal setting with service users, and to be reassured that the care delivered is person centred and aspirational.

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.	Establishing trusting relationships with foster parents who have a clear understanding of their role, who can prioritise the foster task, and who are trained and supported to provide the highest quality of care is at the very heart of how we help children to be happy and healthy.
	We recruit foster parents who share our values and can provide children with kindness and affection; routines and predictability; help to understand and manage their feelings; opportunities for developing their talents, and a sense of belonging. Our foster parents are trained to understand the impact trauma has on children's well-being and how safety and stability are the building blocks to promoting their physical and emotional wellbeing.
	We place a positive focus on children's achievements, tracking and monitoring these through foster parent's daily logs held electronically in our secure database. Logs are signed off weekly by our Link Workers and are an important way of identifying progress and spotting any potential difficulties which need resolution. The logs have specific headings to ensure we capture information across a range of well-being factors, including children's physical and emotional health and development.
	Our foster parent training emphasises the adverse effect trauma has on children's ability to learn, and we use our logs and the fortnightly Link Worker visits to track how foster parents are actively helping children to learn and achieve, which includes attending parent evenings and concerts and providing opportunities to take part in extra curriculum activities.
	Foster parents' daily logs are also used to celebrate children's achievements, and when an individual milestone is achieved, we reinforce this by posting congratulation cards to children with a personal message. In the same way we always celebrate birthdays with a personal card from their Link Worker, thus emphasising to every child in our care how much we value them as individuals. Our closed Facebook pages are a great way to involve foster parents and children in capturing precious moments and enhancing their emotional well-being and sense of belonging.
	Every child placed in our care are registered with a doctor, dentist and optician within the first ten days of living with their foster parent. This ensures their primary care needs are prioritised and checked. Our children have Health Passports which documents their individual health needs and logs any medication given.

The extent to which people feel safe and protected from abuse and neglect.	There is robust management, leadership, oversight of the service, with safeguarding mechanisms in in place to ensure people using the service feel safe and are protected from abuse and neglect. The agency has clear policy and procedures on safer recruitment for staff, and prospective foster parents undergo a thorough assessment process, with all necessary checks and balances in place to ensure only those suitable for the role become foster parents for the agency. Our foster parent agreements set out clearly the standards of care that we work to as an agency. Policies and procedures are in place which ensure that staff and foster parents have a clear framework for understanding safeguarding and know what response to take should they have any concerns. All staff working directly with foster parents and young people receive specific training in safeguarding. Fortnightly visits to foster parents provide an individual focus on safeguarding for each child, including the actions foster parents can take to help children keep themselves safe from harm, in both the real and virtual world. These visits also check foster parents can balance managing risk with supporting children to take age-appropriate risks as a normal part of growing up. Every child care has an individual safe care plan and risk assessment completed, with behaviour management plans also in place when appropriate. These are living documents, reviewed as necessary and updated prior to each child looked after review. Safeguarding training is mandatory for all foster parents, with a variety of delivery methods to encourage all to attend. When children's needs dictate, then additional training is routinely offered to foster parents dealing with specific safeguarding issues. Two unannounced visits are completed to foster parents during a twelve-month period when the foster child is seen and spoken to alone, and their bedroom and clothing checked to ensure standards of care are maintained. Policies and procedures are in place for children who go missing from care, with systems for the notification of accidents, illness and injuries. Whistleblowing policies are also in place. We have a 24/7 out-of-hours service with management back up support and guidance available for the on-call worker. The Responsible Individual is visible in the agency regularly attending social events where foster parents and children are present and speaking directly with service users to further assess standards of care.

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)	16

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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Employment Law for Leaders Secure Base Trauma and Brain Development Managing Allegations Designated Safeguarding Person Safer Recruitment Child Protection Supervision Skills

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

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	0
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.	ILM Level 5 - Principles of Leadership and Management (Completed in Jan 2023)

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

Other supervisory staff	
Does your service structure include roles of this type?	Yes

No. of staff in post	9
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	0
Safeguarding	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Understanding the Process of De-Registering Carers (1 staff member) ILM Level 5 - Principles of Leadership and Management - Completed January 2023 (1 staff member) Training for Child Protection Trainers - (1 staff member) Employment Law for Leaders (3 staff members) Secure Base Training (1 staff member) Trauma and Brain Development (1 staff member) Designated Safeguarding Officer Advanced - (1 staff member) Dyadic Developmental Psychotherapy [DDP] level 1 (1 staff member) The Role of Independent Reviewing (1 staff member)

Contractual Arrangements

No. of permanent staff	9
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)	9
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	3
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

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

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.	Finance Manager - responsible for processing invoices and remittances Administrators (2) - provide office support to the operational and business staff Commercial Manager - responsible for the management of contracts and projects Fostering Support Worker - providing support in the form of transportation and day care for foster parents

Filled and vacant posts

No. of staff in post	5
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	0
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.	Certificate in Marketing –Level 3 Foundation Professional Course in Digital Marketing (1 staff member) First Aid at Work (3 Staff members) Introduction to Safeguarding and Child Protection (1 staff member)

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	5

No. of staff working toward required/recommended qualification	0