

# 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 Group Wales Cyf	
The provider was registered on:	17/01/2020	
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 Group Wales	
	Service Type	Fostering Service
	Type of Care	None
	Approval Date	17/01/2020
	Responsible Individual(s)	Dawn French
	Manager(s)	Stefanie Whetton
	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	Needs were identified through appraisals and supervisions. Staff had a training budget to access external courses as well as access to FCGW's own training programme, local authorities' training programmes and over 200 online courses. Practice meetings were held quarterly to explore emerging issues across the fostering sector. Two new social workers were supported through their induction and basic training programme, and two members of staff were supported to undertake ILM qualifications.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	2 new staff members were recruited within the last financial year, both posts were advertised locally, nationally and on the agency website. Staff wellbeing has been a priority this year and 2 anonymous consultations have taken place with positive responses. Suggestions for staff training, development and support have been encouraged and acted upon. Loyalty rewards are in place at 5 and 10 years' service. A staff wellbeing day also took place.

## Service Profile

### Service Details

Name of Service	Foster Care Group Wales
Telephone Number	02920689849
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
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?	78
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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 parent consultation group (meets 3 times per year)</p> <p>Young people's consultation group (meets 3 times per year)</p> <p>Anonymous online survey for foster parents - 2 x's per year, in line with quality of care reviews</p> <p>Anonymous online survey for young people - 2 x's per year, in line with quality of care reviews</p> <p>Annual General Meeting</p> <p>1:1 consultations with children by supervising social workers at least 3 x's per year</p> <p>Social Media updates on average twice per week</p> <p>Foster parent consultation whatsapp group</p> <p>Newsletter - 3 x's per year</p> <p>Foster parent reflection for annual review (paper copy or online survey)</p> <p>Young person's reflection at end of placement (paper copy or online survey)</p> <p>Education, Health, Independent Reviewing Officer and Local Authority feedback sought for each foster parent review (email and online survey)</p> <p>Local Authority Placement &amp; Commissioning team feedback 2x's per year, in line with Quality of Care reviews</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>There is good evidence that children's voices are being heard and that they are well-supported to have choices and opportunities made available to them. There has been a significant change in the approach to consultation with children, with a strong shift from 'paper-based' consultation to a clear relationship-based ethos, focussing on individuality and meaningful relationships. Relationship-based practice is now well-embedded and regular audits demonstrate that children are seen regularly by their supervising social workers (SSW's), both within and outside of the home. Recordings show that positive relationships between children and SSWs are enabling them to share their feelings about a wide range of subjects, including sensitive issues. Evidence of good practice is also apparent in relation to seeking the wishes of young people regarding children being placed alongside them, and around support-care arrangements. The new young people's consultation group has already provided unique insight that is being utilised by the agency to improve practice.</p> <p>There have been many changes within the agency during this review period and it is positive to see that both staff and foster parents have been supported to share their feelings openly. Foster parents report that they are able to speak freely with their SSWs and that they value their support and guidance. A range of consultation methods are utilised to gather foster parents' views, including online surveys, consultation group meetings and a recently established WhatsApp group. Feedback from foster parents is very positive about the service they receive and there is evidence that the agency are pro-active in seeking foster parents' views in relation to ongoing development.</p> <p>Consultation with staff suggests that they are supported to share their wishes and feelings and are confident that these are respected and valued. The fostering panel also inform that they feel supported and encouraged to share their views freely in the knowledge that they will be respected by the agency.</p> <p>There is strong evidence of the agency's commitment to seeking a range of views to inform quality of care reviews as well as foster parent reviews. Within this review period, 100% of reviews incorporated external professional feedback (from IRO's, schools, local authorities etc.). Overall, these suggest that the agency's foster parents are not only meeting the needs of the children in their care but are also acting as excellent advocates.</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>A wealth of evidence suggests that children feel well-supported, cared for and happy within their families. Children's consultations, and reports from professionals, indicate that children have warm relationships with their foster families and experience a sense of belonging. There is strong statistical evidence that the agency is promoting stability for young people with a high percentage of long-term placements. Analysis also demonstrates that a very high proportion of children are being supported to remain with their siblings, significantly impacting their wellbeing.</p> <p>There is evidence of children being provided with a wide range of experiences and opportunities that promote their development and wellbeing. Audits and case recordings, as well as external feedback, suggest that children's health and education needs are met consistently and they are well-supported to meet their potential. Young people take pride in their achievements and these are celebrated by their foster families. Foster parents are developing positive relationships with schools and feedback suggests that they are having a direct impact on children's progress.</p> <p>Following a period of adjustment, with staff returning to 'regular' work settings following the pandemic and changes within the team, (including new management), the agency has completed 2 consultations with staff and foster parents. Staff report being very happy in their work-life, there is evidence of a positive culture and staff report that they are well-supported, valued and their development is promoted.</p> <p>Foster parents report high levels of satisfaction with the support provided by the agency and positive relationships with their supervising social workers. There is evidence of flexibility in meeting the needs of individual families and offering additional support as required. Foster parents' ongoing development is supported through a range of training opportunities and their feedback is considered when devising the training schedule. The agency have identified some planned changes in relation to the processes around foster parents' learning and will be looking at ways to improve the current system.</p> <p>Many changes have been made in the last 12 months and there is now evidence of a clear strengths-based approach to outcomes monitoring for young people. Staff identify that the agency has been pro-active in implementing new initiatives and there is evidence of a reflective culture with ongoing development across the service.</p>

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

There is strong evidence (within consultations with children and professionals) that children feel safe within their foster families and that foster parents are supported to understand their roles and responsibilities in relation to safeguarding children. Regular training is in place to ensure that both staff and foster parents have an understanding of up-to-date safeguarding policies and procedures. There is a very low level of safeguarding incidents and those that have occurred have been well-managed. There is evidence of the agency reflecting on any incidents in order to identify any potential lessons learnt and taking prompt action where required. There have been no complaints or whistleblowing incidents within this review time-frame and a number of compliments and positive feedback have been received from other professionals about the quality of care provided.

The agency's approach to safeguarding is suitably nuanced and relevant to the setting, including a focus on promoting the voice of the child and ensuring that there are plentiful opportunities for children to speak to a trusted adult. There is strong evidence of supervising social workers building meaningful relationships with young people and speaking to them away from their homes. Safer care policies are a vital tool in ensuring the safety of all members of the foster family and there is a well-established process for their completion and on-going review. There is a robust auditing system to identify any that become over-due and this is an on-going area of focus for the management team. There has been vast improvement in the last 6 months and changes to staff supervision have been made to ensure that the agency's quality standards are being consistently met in this area.

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)	7
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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
	<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	0
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 PACE Role of supervisor Child development When I'm ready/Promoting independence0
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  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	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ADHD and Autism training Blocked Trust/Blocked Care
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  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	1
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Promoting placement stability, Panel advisor, Foster parents reviews
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)	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	1
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?	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	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	2
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Charms training, Eating disorders, Promoting placement stability, Form F training, Role of supervising social worker, Blocked Trust/ Blocked Care
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
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
<b>Other types of staff</b>	
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.	<p>Placement Officer. To identify and match children/ Young people with suitable Foster Parents whilst Liaising with all relevant professionals. Invoices local authorities and completes carers wage analysis for the finance officer for payment. Also responsible for the agencies social media.</p> <p>Business support worker. To answer calls, send out documentation to relevant parties, run reports when requested.</p> <p>Also panel administrator co-ordinating panel dates and times. Responsible for co-ordinating the agencies training programme.</p> <p>Finance officer. To pay wages to Staff and foster Parents. Pay Bills, expenses and subscriptions and provides end of year statement for accountant.</p>
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
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	0
Manual Handling	0
Safeguarding	0

Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ILM business level 4, promoting placement stability. Panel administrator role.
<b>Contractual Arrangements</b>	
No. of permanent staff	3
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0