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:	FosteringMatters Ltd
The provider was registered on:	21/11/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	FosteringMatters	
	Service Type	Fostering Service
	Type of Care	None
	Approval Date	21/11/2019
	Responsible Individual(s)	Mike Castledine
	Manager(s)	Joyce Masson
	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	Team Meetings and Practice Meetings are held fortnightly. Staff have minimum monthly supervision. Retaining professional curiosity is crucial in our work. Staff have annual appraisals, team development days and a Panel Business Day for panel members and staff to evaluate quality assurance themes. Mandatory training is updated; internal and external training courses are attended. Staff training records are retained. We evaluate training annually.to reflect the needs of children and society.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have retained a stable staff group thus stability being crucial in maintaining a quality service. We retain low caseloads and positively promote training and professional development All managers are easily accessible. Fostering families and children known to all staff. This builds a sense of belonging and value. We provide a blended approach to our work; at times working from home, having virtual meetings or in office. Recruitment would be word of mouth or advertising.

Service Profile

Service Details

Name of Service	FosteringMatters

Telephone Number	01452309210
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?	15

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	1
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Other's views are sought within carer reviews, LAC reviews, end of placement feedback and with frequent and formal discussion with those centrally involved. We obtain feedback from various sources including schools, YPs, carers, staff, panel, other health, and social care professionals, Guardian-at-Litums, LA frameworks and monitoring and regulatory bodies such as CIW and Ofsted. Feedback is overwhelmingly positive. We also do receive negative feedback or even complaints at times and we treat all feedback, negative or positive as an opportunity to consider, reflect, learn and to make changes as necessary to improve our service and outcomes. Although at times FM receives negative feedback the bulk is positive feedback about our efforts to secure and understand the voice of the YPs we care for. We have a high rate of successful outcomes, including independence and choices for YPs including WIR if not ready just yet to move on to independence.

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)	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.

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 & Ps meet requirements of 2014 Wellbeing Act, 2016 RISCA, 2018 Panels and 2019 Regulations. Underpinning principle is inclusion of YPs we strive to hear the voice of YPs & ensure others understand it. Childrens/YPs guides are shared with YPs, the guides explain our service and what they can expect from us, who YPs can talk with, YP's rights and who YPs can complain to. Inclusion involves YPs views in: Initial matching to placement, Individual safe care plans and placement agreements which helps keep them safe, LAC reviews, carer reviews, difficulties/allegations, anti-disruption meetings. Questionnaires from directors, 4 Cs fed back to operations. SWA/SSWs direct work with YPs which sustains difficult placements and supports the YP individually, parent/ guardian LASW others views sought as appropriate: FM has much positive feedback from LASWs stating that we do extremely well in obtaining YP's views and assimilating such into their case work and Care Plans. Effective staff that can work with, understand, and get the voice of the YPs, SSWs are qualified/experienced/registered with SCW, SWE & CIW/Ofsted meeting training expectations of each. Staff have: appropriate training, regular supervision, annual appraisals/reviews complete with action plans, managed caseloads enable reflective practice and quality, attend monthly practice meets in a learning culture. Complaints/compliments managed effectively data based, assimilated/opportunity to learn. LASW : "thank you for all your support which has made my life so much easier". FM has developed the role of SWA to include an element as child participation officer, including direct work with YPs and within this gain information about the YP and their wishes which is fed back to operations to help produce a better outcome for the YP choices. Engage YPs in our online training. improves accessibility to issues as gangs and drug use. Care plans are always in place and a central focus of what we do, engaging with YP and others involved as necessary to compile and regularly review.
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.	100% of our YPs are in education, registered with GPs and all YP health appointments are attended/monitored. YPs are encouraged and supported: to attend health appointments, physical activities, extracurricular activities/interests. Reasonable and achievable expectations of YPs are worked out with the YP which help YPs behaviour and development. YPs say that we help them with their schoolwork, sign them up to after school clubs, help them arrange meet ups with their friends, teach them how to do stuff like laundry, work the dishwasher, how to cook. Data regarding these elements of YPs are reviewed & monitored regularly, and discussed at: LAC reviews, SSW/manager supervisions, manager meetings and contribute to Ofsted/CIW/Framework returns & LA framework monitoring, which demonstrates effectiveness/change required. Feedback is excellent: LASW: the children cared for in this fostering agency have a positive relationship with the carers who provides stability, positivity, and appropriate boundaries. LASW: We have many quotes from LASWs expressing their satisfaction at FM effective involvement with YPs to improve their health and well being. Independent Reviewing Officer: It has been a real joy to see how the carers consistent care, attention and praise has allowed YP to become more confident and content now presenting as relaxed, cheeky, and cheerful at placement. Each YP has an individual safe care plan, compiled with them to identify, and address all risks, including helping YPs to understand risk and contribute to their own risk taking and safety. This includes older YPs that we care for and who are moving toward independence and gaining direction to do so with pathway plans. Some of these youngsters are not ready to move into independence when they are 18 years old at which time, we engage WIR placements, planned and time-scaled with the YP and carer. Staff effectiveness is enhanced with peer support and reflection via monthly practice meetings and team meetings. We have considered group activities with YPs, when almost all the YPs did not want to join a group, we must respect their views. YP feedback: "I don't won't to join any kids' groups, I want to be left to do my own stuff and be treated like normal."

The extent to which people feel safe and protected from abuse and neglect.	Our manager is our Safeguarding lead & has a close working relationship with Safeguarding, including officers in hubs, Local Authorities & the police. Our notifications to CIW in the last 12 months have all been resolved positively. Reflection on our practice has led to a lower threshold point at which we engage Safeguarding making our practice and YPs safer. The manager supervises all SSWs on safeguarding so is aware of risks, progress and actions & compiles all into a risk register for consideration. The manager ensures staff, carers, and panel members training is up to date. We use safe recruitment practices for all staff & carers & safeguarding is reconsidered at carer reviews, staff appraisals, contentious issues/allegations.
	Safeguarding training for staff, carers & panel is mandatory & regularly updated. The team is knowledgeable, experienced, & effective in Safeguarding. All SSWs have regular formal supervision when safeguarding in cases is a standing item.
	We return carer allegations/complaints to panel with a SOC report (including historical concerns so any patterns can be identified) this helps ensure effective safeguarding as carer approval is considered not only by operations but also by the Foster Panel and ADM.
	Feedback is positive from working with external colleagues and the below quote offers written evidence of this:
	LASW quote: "In regard to Fostering Matters: the collaboration over the period of placement ending has been excellent, thank you to FM SWs and managers. Prompt replies, investigation and follow ups and great support in terms of 'after care' for YP. I have enjoyed working with both and value their professionalism.
	The recent support through SWs and manager has been excellent and a huge improvement. Support was excellent".
	Working with a YP/subject of safeguarding is complex & needs to be undertaken sensitively, e.g. YP making an allegation may result in the negative experience stopping, but the cost may be a loss of placement/negative experience such as prison for the offender and consequential feelings of relief and guilt for the YP. It is hard as the YP has to live with the consequences of what they have said. It is very difficult working through such feelings with the YP and supporting them to do the right thing and to protect themselves and others, especially difficult for our YPs who are already usually disadvantaged by their previous negative experiences and functioning. Our staff are effective in this work.

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)	10

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	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.	There have been 76 courses completed in this financial year by all staff including training around regulations and standards. Child Protection, Data Protection and Safeguarding Children,, Adults and children with disabilities. Supervising staff and carers has also been completed. There are 14 mandatory courses that all staff and carers have to complete on a 3 year cycle and these have also been maintained and updated when required.

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

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	0
Health & Safety	0
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.	Additional training has been completed around de-escalation and behaviour, attachment, diversity, missing from care, first aid, anti-radicalisation and promoting education. They have also completed training around parent and child arrangements. additionally to this all mandatory training is completed on a 3 yearly cycle.

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

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	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	2
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All courses are completed on a 3 year cycle, additional courses undertaken during this period include Anti radicalisation, behaviour management, attachment, first aid, promoting education and reporting and recording.

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 social care worker	2
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.	support worker - Undertake direct work with children and offer additional support to foster families to maintain stability of placements

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	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.	additional training around creative ways of working with children and children with ADHD, Anti radicalisation, safeguarding children with disabilities, diversity, promoting education and secure attachment. All mandatory courses are updated on a 3 yearly cycle.

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	0
No. of staff working toward required/recommended qualification	0