

# 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:  | N.E.W.Fo.Ca.S. Limited                                      |  |
| The provider was registered on:                         | 05/12/2019  |  |
| The following lists the provider conditions:            | There are no imposed conditions associated to this provider |  |
| The regulated services delivered by this provider were: | NEW.Fo.Ca.S. Limited  |  |
|   | Service Type  | Fostering Service                                  |
|   | Type of Care  | None   |
|   | Approval Date   | 05/12/2019   |
|   | Responsible Individual(s)                                   | Kevin Denton                                       |
|   | Manager(s)  | Amanda Starkey                                     |
|   | 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 have an annual Staff Development Review to identify individual training needs. SDRs feed into a Training Needs Analysis document which helps produce a 3-year training plan. Computer notifications of Statutory general training becoming due such as safeguarding, and first aid. Other external training deemed useful and relevant booked ad hoc. Training mainly delivered by zoom or teams hosted by a trainer, however online training, webinars, &amp; face to face training are also used."</p>  |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider                        | <p>Caring and inclusive staff culture<br/>           Staff trusted &amp; respected<br/>           Opinions actively sought<br/>           Regular supervision<br/>           Staff Development Reviews<br/>           Office meetings<br/>           Team development days<br/>           Open-door policy<br/>           Low caseloads<br/>           Generous Holiday allowances<br/>           Flexi &amp; TOIL systems<br/>           Fair rates of pay<br/>           Bonuses as finances allow<br/>           Free tea, coffee &amp; snacks<br/>           Flexible hybrid working system to achieve a work/life balance<br/>           Good access to training<br/>           Birthday cards<br/>           Incidental gifts<br/>           Acknowledge special occasions<br/>           Approachable managers/directors</p> |

## Service Profile

### Service Details

|  |  |
|--|--|
| Name of Service  | N.E.W.Fo.Ca.S. Limited   |
| Telephone Number   | 01244550300  |
| What is/are the main language(s) through which your service is provided? | English Medium   |
| Other languages used in the provision of the service                     | Working towards providing the Welsh language 'Active Offer'<br>Small amounts of Welsh are used in things like E-Mail signatures, some documents & signs<br>Welsh language is desirable for all posts. However, we have a very limited staff turnover & very few staff have any level of proficiency in Welsh. Similarly, very few of our Foster Carers can use Welsh. For this reason we would be highly unlikely to place a child who was first language Welsh or who needs to communicate using Welsh. |

#### Service Provision

##### People Supported

|  |    |
|--|----|
| How many people in total did the service provide care and support to during the last financial year? | 20 |
|--|----|

##### 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? | We consult and hear the views of people who use the service in all sorts of different ways including: <ul style="list-style-type: none"> <li>• Carer Meetings</li> <li>• Carer Training</li> <li>• Therapeutic Action Plan Reviews</li> <li>• Carer Team Development Days</li> <li>• Surveys</li> <li>• 24 hour availability of support means there is always someone to talk to</li> <li>• Supervision</li> <li>• Training</li> <li>• RI Visits</li> <li>• Meet the Directors</li> <li>• Carer Fun Day</li> <li>• Carer Reviews</li> <li>• LAC Reviews</li> <li>• Mid Placement Feedback Forms</li> <li>• End of Placement Feedback Forms</li> <li>• Diary sheets</li> <li>• Facebook</li> <li>• The NEWFOCAS News (Newsletter)</li> <li>• NEWFOCAS Staff Newsletter</li> </ul> |

##### 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   | Yes   |
| List 'Other' forms of non-verbal communication used | 'Drawing and talking', Feedback forms use scales and smiley faces, Making a video to express feeling through imagination, Emoji game to introduce emotions, Handshakes/hugs |

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.

There are a number of different categories of people to consider here:

- Foster Children – Getting any form of feedback from the foster children is difficult so often observing how they seem to be and how they are interacting with their Carers is more enlightening. Foster Carers will often advocate on behalf of the Foster Children and they are very proactive at telling you if something isn't right for the person they are caring for. The Foster Carers feedback will give a good indication of how happy the young person is. My observations of the Foster Children and the snippets of things they will say are all very positive.
- Foster Carers – We provide a service to the Foster Carers to enable them to provide the actual care to the Foster Children. The better the service we provide to the Carers and the happier they are the better the service they provide to the Foster Children. The feedback we receive from the Carers is overwhelmingly positive.
- Local Authorities – The feedback that we receive from Local Authorities is generally very positive. As soon as they get wind that we might have a vacancy a number of the local authorities we work with will seek to fill them very quickly. We have been asked to reserve and hold vacancies until they need them - something we won't do but it indicates that they value the service we provide.
- Staff – We have a loyal, dedicated and stable staff group many of whom have been with the agency for many years. People like working for NEWFOCAS, value the ethical basis of the organisation and appreciate the value to society of the work that we do.

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.

The Foster Children are supported to partake in hobbies and activities and the Therapeutic Action Plans take into account the young people's views and preferences. These are reviewed on a regular basis so if their view changes then so can the plan.

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

The average length of our current placement is 3.3 years whereas most of the young people who come to us have bounced around various and numerous placements before coming to NEWFOCAS which indicates that they are well settled in the placement. The educational achievements of our placements generally makes for very positive reading. These two things are unlikely to happen if the young people do not feel safe and protected from abuse. On occasions young people have felt unsettled and have expressed a desire to move placements. We understand that matching is not an exact science and it is not possible to get it right first time on every occasion so we will do what is possible to achieve this desire.

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) 15.90

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.<br><br>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   | 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. | Smearing Faecal Matter and Scattering<br>ADHD Training<br>Self-Harm Training<br>De-escalation Training<br>Addressing Trauma-Based Shame in Children who Hate Themselves  |     |
| 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  |     |

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|--|---|
| <b>Staff Qualifications</b>  |   |
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager  | 3   |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager  | 1   |
| 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.  |   |
| <b>Filled and vacant posts</b>   |   |
| No. of staff in post   | 1   |
| No. of posts vacant  | 0   |
| Training undertaken during the last financial year for this role type.<br><br>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.  | Lone Working<br>ADHD Training<br>Compassion Fatigue |
| <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   |
| 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   |
| <b>Staff Qualifications</b>  |   |
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager  | 3   |

|   |  |
|---|--|
| 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  |
| <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  | 4  |
| 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   | 1  |
| Equality, Diversity & Human Rights  | 0  |
| Manual Handling   | 0  |
| Safeguarding  | 2  |
| Dementia  | 0  |
| Positive Behaviour Management   | 1  |
| Food Hygiene  | 0  |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.   | Addressing Trauma-Based Shame in Children who Hate Themselves<br>NIRP (Neurosequentially Informed Recovery Programme) and TAP<br>Smearing Faecal Matter and Scattering<br>Sex Mind and the Menopause<br>Compassion Fatigue<br>Skills the foster Day 3<br>ADHD Training<br>Skills to Foster Day 2<br>Self-Harm Training<br>Foetal alcohol spectrum disorders<br>Exploring the experience of being groomed in sexual exploitation and abuse by CSE fostering<br>Lone Working |
| 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  |
| <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)  | 1  |
| No. of part-time staff (17-34 hours per week)   | 3  |
| No. of part-time staff (16 hours or under per week)   | 0  |

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|--|---|
| <b>Staff Qualifications</b>  |   |
| 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?  | 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.  |   |
| <b>Filled and vacant posts</b>   |   |
| No. of staff in post   | 5   |
| No. of posts vacant  | 0   |
| Training undertaken during the last financial year for this role type.<br>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.  | Compassion Fatigue<br>ADHD Training<br>Advanced drawing and talking course.<br>Fostering Form F Assessment Training<br>Self-Harm Training<br>Exploring the experinece of being groomed in sexual exploitation and abuse by CSE fostering<br>Smearing Faecal Matter and Scattering<br>Compassion Fatigue / Secondary Trauma and Toxic stress<br>Allegations Process & Support Training<br>Risks & Benefits of Outdoor Learning<br>County Lines in Session 2 - Free Parent Webinar (3,4,5)<br>Self-Harm Training<br>Skills to Foster day 1 and 2<br>Skills to Foster Day 3<br>Menopause Training<br>Drawing and Talking Foundation Course<br>Drawing and Talking advance course<br>Still Method - Supporting Anxious children<br>Introduction to the BUSS model |
| <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   |
| 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)  | 1   |
| Staff Qualifications   |   |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker   | 5   |
| 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   |
| 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.<br>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.  | Smearing Faecal Matter and Scattering<br>Compassion Fatigue<br>ADHD Training<br>Self-Harm Training<br>Exploring the experience of being groomed in sexual exploitation and abuse by CSE fostering |
| 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)   | 0  |
| 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   | 2  |
| 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.   | <ul style="list-style-type: none"> <li>• 1 Responsible Individual</li> <li>• 7 Administration Staff <ul style="list-style-type: none"> <li>o Carer Administrator</li> <li>o Finance Admin</li> <li>o Childrens Admin</li> <li>o Referral Co-ordinator</li> <li>o Social Work Admin</li> <li>o 2 x Report Co-ordinators</li> </ul> </li> <li>• 1 Cleaner</li> </ul>   |
| Filled and vacant posts  |  |
| No. of staff in post   | 9  |
| No. of posts vacant  | 0  |
| Training undertaken during the last financial year for this role type.<br><br>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   | 1  |
| 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.  | Stage 1 - Detection - The first layer of cyber-defence in depth strategy<br>Stage 2 - Protection - The second layer of your cyber-defence in-depth strategy<br>Live analysis of three advanced phishing emails<br>The behavioural science on why people fall for attacks<br>Supporting the LGBTQ+ community to become foster carers<br>Proud 2B Parents introduction video<br>Smearing Faecal Matter and Scattering<br>Compassion Fatigue<br>Self-Harm Training<br>Exploring the experience of being groomed in sexual exploitation and abuse by CSE fostering<br>Menopause Training |
| 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 |
| <div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div> |   |
| No. of full-time staff (35 hours or more per week)   | 2 |
| No. of part-time staff (17-34 hours per week)  | 5 |
| No. of part-time staff (16 hours or under per week)  | 2 |
| <div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>   |   |
| No. of staff who have the required qualification   | 9 |
| No. of staff working toward required/recommended qualification   | 0 |