

# 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:	Resilient Foster Care Ltd	
The provider was registered on:	18/10/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Resilient Foster Care	
	Service Type	Fostering Service
	Type of Care	None
	Approval Date	18/10/2019
	Responsible Individual(s)	Hannah Rogers
	Manager(s)	Nigel Fenlon
	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	No staff employed.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	No staff employed.

## Service Profile

### Service Details

Name of Service	Resilient Foster Care
Telephone Number	01443806752
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	The Directors are Welsh learners and we have two Foster Care rs who speak Welsh.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	15
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#### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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>Our young people know us well and are seen during most fortnightly visits to the placement. We ordinarily see them at a range of activities throughout the year - several of which do not include the Foster Carers. They are consulted about their Carers' annual review.</p> <p>We provide monthly reports to placing authorities regarding the progress of their young people and are open to responses.</p> <p>Our direct involvement with the birth families of our young people tends to be at the young person's statutory reviews. We listen to anything they have to say about the care being provided for their children and will act on any concerns accepted within the review as legitimate. This has not arisen. We believe this is because our Foster Carers are very conscientious and committed to maintaining the young people's links with their families. Following consultation we have recently supported contact arrangements by involving a birth parent and a young person's siblings in our activities.</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>From the outset we make young people aware of what they can properly expect from their placement and what to do if they have concerns, worries or what to do if they want to complain. This is conveyed through our Young Person Guide and in person at the time of placement and reinforced at subsequent contacts as appropriate.</p> <p>We feel our young people are able to talk to us because we see them during most visits to the placements and within a range of group activities we offer throughout the year and they know we will advocate on their behalf as necessary. (Our young people often decide with us the activities we are going to undertake.)</p> <p>Most of our young people choose not to attend their statutory reviews and we attend all of these to ensure that alongside our Foster Carers their voices are heard.</p> <p>In the past year we consulted with our young people about the value of unannounced visits and responded to their view that these are not necessary when we are in such regular contact with them.</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>We believe we are doing everything we can to ensure our young people are fully supported and happy – and the best way to do that is to ensure the same is true for our Foster Carers. If we feel that our Foster Carers and young people are in need of support we will do what we can to see that it is provided. In recent years we have arranged for our young people to receive counselling with a qualified Therapist to help with anxieties about going to school and college and funded this. This was something the Local Authority and CAMHS would not provide. We have developed a working relationship with a qualified and experienced teacher so that she can advise us and our Foster Carers about any educational issues impacting our young people.</p> <p>We strive to work in partnership with our colleagues in local authorities but will challenge them if, and when, we feel this is necessary and would never put a business interest above the interests of a young person.</p> <p>We require our Foster Carers to report in writing on all these areas and together with our own observations we report to the placing authorities each month in what we call our internal reviews. These record the progress the young people are making as well as areas that are in need of attention.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We are repeatedly clear with our young people and Foster Carers that if they are unhappy about anything they need to tell us or someone else. This is detailed in the Young Person's Guide that young people are given when they are first placed.</p> <p>Last year we consulted with our designated Inspector and subsequently 'raised a concern' with Care Inspectorate Wales because we felt the young person was being left at risk of significant harm.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>2</p>

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
<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	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.	Completed Team Manager Development Programme - Managing Practice Quality in Social Care with Oxford Brookes University. AFA Cymru - Improving Placement Stability for Children Looked After in Foster Placements.
Contractual Arrangements	
No. of permanent staff	0
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
Staff Qualifications	
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	2
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
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?	No