

# 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:	The Supported Fostering Services Charitable Trust	
The provider was registered on:	25/10/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Supported Fostering Services (SFS)	
	Service Type	Fostering Service
	Type of Care	None
	Approval Date	25/10/2019
	Responsible Individual(s)	Andrew Stirk
	Manager(s)	Gaynor Cleverly
	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	<ul style="list-style-type: none"> <li>• Staff training needs are reviewed during supervision so each individual has their own plan directed to meet their development needs and preferences</li> <li>• Some training is arranged collectively, e.g. Safeguarding</li> <li>• Some training is with other groups, for e.g. joint staff and panel training</li> <li>• Training is generally bought in from external providers to ensure a wide range of expertise</li> </ul>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<ul style="list-style-type: none"> <li>• No staff were recruited during the period</li> <li>• No vacancies have arisen</li> <li>• We have maintained staffing ratios within targets</li> <li>• We aim to support staff, get to know them, operate a lot of give and take to ensure staff needs are met alongside the business needs of the organisation</li> <li>• We aim to pay competitive salaries</li> </ul>

## Service Profile

### Service Details

Name of Service	Supported Fostering Services (SFS)
Telephone Number	02920460004
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?	62
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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?	<ul style="list-style-type: none"> <li>• Supervising Social Workers (SSW) are required to form a relationship with children and young people with whom they meet regularly to consult, answer questions they may have, these are recorded and taken forward wherever possible. If we can't do something about an issue we say so and try and help find the right person to help.</li> <li>• SSWs and Foster Carers are expected to advocate for children and young people and support them to express their views if possible at formal reviews</li> <li>• Children and young people are consulted as part of the foster carers review mostly in paper or digital form provided this meets their needs</li> <li>• An independent third party collates feedback to inform our Regulation 63 report which is presented by the Responsible Individual and Service Manager to our trustee board to monitor</li> <li>• From time to time we run workshops and activities with children and young people, some of these consider the views and opinions about the service</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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
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.

#### Feedback from Children and Young People in placement

I feel that my carers always listen to me 5,5,3,5,5,5,5,5,5

My foster carers help me to take part in meetings about me. 5,5,3,5,5,5,5,4

I can make choices about my day-to-day care. 5,5,5,5,5,5,5,5

66.6% of young people over the age of 10, who were asked if they were treated like a member of their foster family, scored this as 5 out of a possible 5 on their questionnaires, the remainder scored this as a 4, indicating a positive overall response.

Young People were asked to list the good things about living with their foster carers, the not so good things and how their carers have helped them:

Good things about living with my carers:

- Everything
- They listen to what I have to say and everyone is treated the same and fairly.
- I really like everyone; I really like having fun and going out on day trips.
- I like the dinners especially the Sunday dinner and all the help I get.
- Even though sometimes I don't look happy I am happy inside I am just very serious.
- I get a lot of free time; she cares a lot and always gets us what we need.
- I love it here a lot.
- Feels safe being 'here'.
- They understand me very well.
- I think of them as my true family and I couldn't have a better one.
- They care for me and do everything for me and I appreciate it.
- I get good things; I go to good places and I like to get spoiled.
- My family is exciting and there is always someone to talk to and play with.

Not so good things about living with carers:

- There is nothing because it is just so perfect.
- Its noisy sometimes but I can be noisy too.
- Getting grounded.

Examples of how your carers have helped you:

- They are always there for me; they help me and make me happy and are doing their best to help me.
- Good opportunities, my holidays, going to scouts and having fun.
- They help a lot when I am sad and with contact.
- If I forget something they help me remember.
- They do my lunch and help when I find things difficult.
- They are always there for me.
- They helped me when I was ill. They have helped me do lots of new things, helped me get things ready for school and helped me to stay calm.
- My education
- Help to find my love of football
- They help me to make better choices
- Help me to pack for trips and teach me how to iron my cadet uniform.
- They listen to my problems and they provide good information if I am stuck or worried.
- Getting me into clubs and sport and working with the school.
- Help me

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 feedback we receive from our routine consultations speaks for itself and evidences our performance in ensuring that children and young people in our care are happy and supported to maintain their wellbeing outcomes. SFS pride themselves on making good matches, children are only placed with foster parents when we are confident that the carers have the skills and expertise to meet that child's identified care and support needs.

Foster parents are supported and trained to meet the specific needs of the children placed with them and are seen to work exceptionally well, as valued members of the professional team.

We receive very positive feedback from our foster carers, children in placement, their social workers and IROs. We also ensure that birth families are consulted with, usually via the local authority social workers and Independent Reviewing Officers.

Feedback from children and young people in placement with SFS

My foster carers encourage me to eat healthy food 5,5,3,5,5,5,4,5,5

My foster carers help me to have a healthy lifestyle 5,5,4,5,5,5,5,5,5

My foster carers support my education and learning 5,5,5,5,5,5,4,5,5

My foster carers encourage me to take part in leisure activities 5,5,5,5,5,5,5,5,4

My foster carers help me with my behaviour 5,5,3,5,5,5,5,5,5

My foster carers help me to feel good about who I am (e.g., my culture, gender, religion, background, ethnicity and sexuality) 5,5,2,5,5,5,4,5,5

My foster carers help me to look after myself 5,5,4,5,5,5,5,5,5

In addition it was noted from the feedback forms that all of children over the age of 10 indicated that they knew how to complain if they were unhappy with their foster parents.

Feedback from local authority social workers and Independent Reviewing Officers (IROs):

They go up and beyond, all of his needs are met to a high standard, he feels part of the family and refers to them as if they were his own.

They have excelled tremendously in all aspects of allowing him to live his life fully in their care. He is thriving, continuing to take part in language lessons, healthy and educated with no concerns in respect of the placement.

The foster parent carefully and sensitively worked to make her feel safe and secure.

The foster parents work really hard to understand behaviours and have completed specific training and reading. There are excellent routines in place which provide much needed structure and security for the children. They have consistently supported the children..

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

Staff and carers are required to undertake safeguarding training which is updated every three years. SFS ensures that Safeguarding training is up to date for all staff and carers.

Safety in each carer's home is routinely monitored and a full health and safety audit is undertaken annually.

Every household has an up to date Safe Care Plan in place, setting out clear expectations and boundaries.

The Foster Care Handbook includes information to support safeguarding practice. Safeguarding policies and procedures are up to date and available to staff and carers.

Local Authority Social Workers and IROs are satisfied in terms of our safeguarding practice.

Feedback from all of the children in placement evidence that they feel safe at home with their foster families.

All the young people aged over 10 years, who completed questionnaires rated feeling safe in their foster home.

I feel safe living with my foster family 5,5,4,5,5,5,5,5,5

IRO's and Local Authority Social Workers were asked to rate how well the carers help the children to stay safe and enjoy freedom from abuse, victimisation and exploitation. 100% rated the service as being excellent or good in ensuring that children are helped by carers to stay safe.

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

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	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### 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?	No
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#### Other supervisory staff

Does your service structure include roles of this type?	Yes
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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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	6
Dementia	0
Positive Behaviour Management	12
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### 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 to be registered with Social Care Wales as a social care worker	5
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
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#### Other social care workers providing direct care

Does your service structure include roles of this type?	No
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#### 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.	Office Manager

#### Filled and vacant posts

No. of staff in post	1
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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.	<p>Various training on Cyber Security including specifically for the Social Care Sector in Wales</p> <p>Training on new software in order to facilitate training for foster carers</p> <p>Training in relation to DBS</p>
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0