



# **NEWPORT CITY COUNCIL**

## **FOSTERING SERVICE**

### **STATEMENT OF PURPOSE**

## **Introduction to the Fostering Service Statement of Purpose**

Newport City Council Fostering Service has produced their “Statement of Purpose” in accordance with The Local Authority Fostering Services (Wales) Regulations 2018. PART 2 (5) of the regulations details the requirements for the review of the Statement of Purpose and the provision of the document to relevant stakeholders. The National Assembly for Wales has issued the Code of Practice for Local Authority Fostering Services, which elaborates further requirements as to the contents and arrangements for reviewing the Statement of Purpose.

In line with the requirements of The Local Authority Fostering Services (Wales) Regulations 2018, the Statement of Purpose provides information about Newport’s Fostering Service. The Statement of Purpose includes details of the management and staffing structure, the range of needs of the children for whom the service is provided and how the service is delivered to meet the needs of children and support them to achieve their personal outcomes. The Statement of Purpose will be available to Welsh ministers, approved and prospective foster carers, any child placed by the fostering service, the parents of any such child, persons working for the purpose of the local authority fostering service and any person on request.

In addition to the Statement of Purpose, there is a range of specific and procedural documents that support the aims, objectives, service principles and standards set out for the fostering service.

Consultation with parents, children and young people, social workers, foster carers, staff in the fostering service and other relevant stakeholders informs service improvement proposals. We will update our Statement of Purpose on at least an annual basis or earlier in the event of any changes made to the services provided.

## **CONTENTS**

- Section 1** About Newport Fostering Service
- Section 2** Description of the location of the service
- Section 3** Range of needs for whom Newport Fostering Service provides
- Section 4** How the service is provided
- Section 5** Staffing structure of the service
- Section 6** Facilities and services
- Section 7** Governance and quality monitoring arrangements
- Section 8** Useful contact details

## **Section 1: About Newport Fostering Service**

The Newport City Council Fostering Service is part of Children and Young People Services and consists of two teams. Newport Fostering Team, which is responsible for the recruitment, supervision and support of general foster carers and Newport Family & Friends Team, which is responsible for the assessment and support of both Kinship Foster Carers and Special Guardianship arrangements and completion of financial assessments of all Special Guardians. The Family and Friends team is also responsible for supporting children under a Care Order who live at home with parents.

## **Section 2: Description of the location of the service**

Newport fostering service is based in the Civic Centre, Godfrey Road, Newport, NP20 4UR. During the Covid -19 pandemic staff have been working from home and using the office facilities when safe and necessary.

As a local authority, fostering service we provide a service to children who are looked after placed with Newport approved foster carers. We provide local facilities for the attendance at training and support groups. During the Covid-19 pandemic, much of our learning and development opportunities have been delivered virtually and accessed through MS Teams.

We are part of Gwent regional fostering initiatives, providing opportunities for foster carers to meet across the five Gwent local authorities, and contribute to the strategic work of the National Fostering Framework.

The Family and Friends team provides a service to Newport children, however we also provide support to carers and children who reside out of the Newport area but remain open to Newport Local Authority. For Children under a Special Guardianship arrangement, the team will provide support to the carers and children regardless of where they are placed for three years post order.

## **Section 3: Range of needs for whom Newport Fostering Service provides**

The Newport Fostering Service aims to provide quality care for children and young people who are looked after by Newport City Council. We recruit and approve foster carers who we support to provide a stable and caring home for any child who cannot be cared for by their family, including unaccompanied asylum seeking children. As at 31<sup>st</sup> December 2020, we had **130 general fostering households** and **21 kinship fostering households** approved with the service. Our fostering households consist of single carers and couples.

Newport children services had **155 children** cared for by our general foster carers and **35 children** cared for by family and friends as kinship foster carers.

Our foster carers are approved to care for children, age 0 – 18 years of age, on a temporary basis until they can return home to family members, or on a permanent basis until children reach adulthood. We also approve and support foster carers who provide support care to general foster carers and children who remain at home with their family.

Newport is in the process of establishing a NCC MyST service for foster carers, which will provide NCC foster carers and the children they care for with a therapeutic support service. As part of the

service, we will be recruiting MyST foster carers to care for children with more complex needs and work with the MyST team to provide a therapeutic approach to caring for children placed with them.

As noted above, the Fostering service supports kinship foster carers as well as general foster carers and the new Family and friends team has been developed to ensure that all kinship carers, including special guardians and children who are living with parents whilst under a Care Order, are able to access tailored support which reflects the specific circumstances of the child and carers.

In addition, the Fostering Service supports young people to remain with their foster family post 18 years old through 'When I am Ready' or Supported Lodgings arrangements. Newport fostering service has a dedicated social work post to promote positive post 18 planning for our young people.

Every child has their own individual needs and the overall aim of the Fostering Service is to ensure that children and young people live in an environment that keeps them safe from abuse and neglect, and promotes their emotional and physical well-being and educational development.

#### **Section 4: How the service is provided**

##### How we recruit our foster carers.

In order to provide a service, which meets the needs of children and supports them to achieve their personal outcomes we aim to recruit a range of carers and support them to develop the knowledge and skills to understand the needs of the children and how to care for them.

Newport Fostering Service has a recruitment strategy to promote fostering and attract enquiries from prospective foster carers for Newport City Council. The Fostering Service values the opportunity to work with the local community and businesses to engage local people in the recruitment process. We have worked on a national and regional basis to develop a robust recruitment campaign and are part of the consortium delivering regional recruitment campaigns for local authority fostering services through this year. Our foster carers and staff have also participated in the focus groups to develop a national and regional branding for local authority fostering services to be launched in 2021.

We have a streamline process for responding to fostering enquiries, which are received through both our fostering website and direct telephone contact with the team. We provide further information about fostering for Newport to all initial enquiries within 24 working hours, followed with an offer of an initial home visit. If applicants wish to proceed further and it is suitable to proceed, we invite prospective carers to attend our pre-approval skills to foster training, facilitated by the fostering team and our foster carers. We understand that making the decision to apply to become a foster carer requires information, advice and support and we aim to provide this every step of the way.

Our MyST service will support the recruitment of MyST foster carers by providing a joint initial visit on receipt of an enquiry to become a MyST foster carer and participate in the assessment process of MyST foster carers.

Newport fostering service has experienced assessing social workers to undertake our fostering assessments and each prospective foster carer(s) is allocated an assessing social worker. All fostering assessments are undertaken in accordance with The Fostering Panels (Establishment and Functions) (Wales) Regulations 2018 and include statutory checks, medical assessments, employment and personal references, which will be undertaken for all applicants. DBS checks will also be required for any other adult living in the household. We share the completed assessment report with the prospective foster carer(s) who have the opportunity to make written comment on the process and final report.

If during the assessment any information comes to light, which would mean applicants are not deemed suitable to become foster carers they are notified in writing in line with the requirement of The Fostering Panels (Establishment and Functions) (Wales) Regulations 2018.

Applicants are invited to attend foster panel with their assessor when their assessing social worker presents their assessment report. We aim to make the experience of attending foster panel as comfortable as possible and give applicants the opportunity to contribute to the discussion as well as ask questions of their own. Foster panel will make a recommendation, which is considered by the Fostering Agency Decision Maker. Applicants receive confirmation of the outcome of their application to become an approved foster carer for Newport Fostering Service by letter.

Becoming an approved foster carer is the beginning of a journey. As a fostering service we aim to recruit enough fostering families that will enable us to match children with the right foster family, and also to support our foster carers to develop the skills and confidence to recognise that each child has their own individual needs and how best to care for them.

Since October 2019, the Family and Friends team have taken over the responsibility of completing the assessments required under regulation 26 of The Care Planning, Placement and Case Review (Wales) Regulations 2015 for the immediate placement of children with family or friends known to them. The Family and Friends team also undertakes viability and connected person assessments on persons identified as potential carers for children prior to or during legal proceedings being instigated should alternative arrangements be required.

Newport fostering service has a dedicated social work role as Private Fostering Officer, which has responsibility for the arrangements for children and young people placed in private foster care, this part of the service is inspected under Children (Private Arrangements for Fostering) (Wales) Regulations 2006. The Private Fostering regulations specifies the duties of the local authority in regard to Private Fostering, including the assessment and review of reported arrangements, the duty of other parties to report private fostering arrangements and the duty of the local authority to raise awareness of private fostering with other agencies.

### How we support our foster carers

Newport Fostering Service provides a range of support initiatives for both new and experienced foster carers to assist them to meet the needs of our children.

### **Supervision and Support**

Each fostering household, including kinship foster carers and carers approved under Regulation 26 of The Care Planning, Placement and Case Review (Wales) Regulations 2015 are allocated a

supervising social worker. This social worker will provide home visits and provide supervision and support for the foster family. Foster carers can contact their supervising social worker between visits if needed, when in need of additional support, the frequency of contact and visits can increase.

Kinship foster carers have a designated social worker within the Family and Friends Team who has responsibility for providing support and supervision to all kinship foster carers, including those who have been approved on a temporary basis pending full assessment under Regulation 26 of The Care Planning, Placement and Case Review (Wales) Regulations 2015.

Formal supervision will take place every 3 months between the foster carer(s) and supervising social worker. Supervision will help to consolidate any learning from training, provide an opportunity to reflect on the fostering role and to identify any additional support needed for the child and foster family.

The Supervising Social Worker will complete a Foster Carer Review on an annual basis as a minimum. Annual reviews provide an opportunity for the foster carers, their family, the children they care for and social workers to reflect on the previous 12 months as foster carers. Newport foster panel will consider the annual review reports where it is:

- First annual review
- Change of approval status is being requested
- In the event of a significant change in the fostering household
- Every third year in the event of no change as a quality assurance function
- After completion of a section 47 investigation where an allegation has been made against a member(s) of the fostering household

Foster panel will make a recommendation of the continued registration of the foster carer(s), including any change to their approval status. Foster carers are welcome to attend foster panel with their supervising social worker to contribute to the discussion and ask any questions. Foster panel are keen that foster carers receive the positive comments made by panel members when considering their foster carer review.

Special Guardians do not have a supervising social worker however; they are able to access support and advice from the child's social worker. Should a circumstance arise where it is felt that a separate worker could be required, for example if there was a placement breakdown, then a separate worker for the carer would be identified. Special Guardians also have access to 1:1 support through our family support service as well as specialised training, which has been developed to meet the specific needs of Special Guardians; and started in February 2020.

### **Learning and Development & Support Groups**

Learning and Development opportunities are provided through a variety of methods, such as formal training, 1:1 sessions with our consultant social worker, access to online resources for information and e-learning with The Training Hub, as well as our support groups. During the Covid-19 pandemic, we have provided more on line learning and development opportunities where classroom based training has not been possible. Newport fostering service are supporting our foster carers to access learning and development opportunities from the National Fostering Framework Learning and Development Framework as part of the Gwent Fostering Services implementation plan.

Newport foster carers, including kinship carers, have the opportunity to attend the Under 5s support group and the Men Who Care Group. The Under 5s support group is for foster carers caring for pre-school children and held on a monthly basis in a local venue. Speakers attend the group to provide age related information and advice. The Men Who Care Group is for male foster carers, held on a six-week basis at a local venue, the meeting is an opportunity for male foster carers to network, and have guest speakers attend for part of the evening. Newport fostering service has taken part in the development of a regional Men Who Care group, which is being established in 2021.

We are looking to develop foster carer support groups on a geographical basis to support foster carers in establishing a local support network with other Newport Foster Carers when Covid-19 restrictions allow. We are also looking to develop our support for Sons and Daughters of Foster Carers.

Newport fostering service facilitates a PACE Parenting Programme, foster carers completing the initial 6-week training have the opportunity to attend a PACE drop in, which is held on a monthly basis by a social worker and our consultant social worker. Foster carers have the opportunity to network but also to have 1:1 discussion with the consultant social worker and social worker on how to use the PACE parenting model for a child they care for. We have developed a virtual PACE parenting programme, which continues to support our foster carers.

In relation to Special Guardians as noted above, they have the opportunity to engage with formal training both during the assessment process and once an Order has been granted. Special Guardians are also able to access our Family Support Team where tailored support can be provided for a time-limited period to support with specific difficulties or issues.

The Family and Friends team have developed a newsletter, which is due to be sent out to all carers twice per year to advise carers or various support groups and points of contact. Currently the Friends and Family team have developed an under 5's stay and play where Special Guardians can attend, with children, to access support from other carers, receive informal advice and support from social workers within the team and have an opportunity to discuss any areas of concern. It is planned that this will expand and be offered to carers of children from all age ranges and will include speakers to provide additional support in areas such as housing.

## **Financial Support**

Foster carers, including kinship carers and those approved under Regulation 26, and are provided with financial support to care for a child in the form of a weekly fostering allowance to cover the cost of caring for a child and a weekly placement fee for the foster carer. The fostering allowance and the placement fee is provided for each child placed with the foster carer(s) and vary according to the age of the child. Fostering allowances are set using Welsh Government recommendations of a National Minimum Fostering Allowance. Information about fees and allowances and other financial support is updated at the beginning of the new financial year and distributed to all foster carers.

Foster carers can access additional financial support through the Placement Additional Support Scheme (PASS).

**PASS** is a short-term intervention aiming to improve the quality of a foster placement, which may be at risk of breaking down. Additional support packages would be agreed via a request from both the fostering carers' and child's social workers, which would be time limited and provide additional individualised support and resources required to address the issues faced in the placement. Examples of support could be additional regular respite, access to therapeutic support and additional finances for the foster carer to use to support the placement.

Newport fostering service has a supplementary payment scheme for foster carers who care for children with a high level of physical disability. Requests for additional financial support are made by the supervising social worker and the child's social worker.

Foster Carers are paid travel expenses for transporting children to school, health appointments, contact etc. Newport fostering service has clear written guidelines for making claims.

Newport fostering service provide foster carers with equipment such as bedroom furniture, pushchairs, cots and travel seats in order to care for a child. We will work with our colleagues in Health to ensure children with a disability have the equipment needed in their foster home. Newport fostering service has clear written guidance on what equipment is provided for foster carers.

Special Guardians also have a weekly allowance which is means tested against their current level of income; consideration is also given to the number of children in placement. Special Guardians are able to claim all child benefits in relation to the children in placement however; the Local Authority can provide additional financial assistance, if this was necessary, in exceptional circumstances or for children with additional and complex needs. Additional funding can be agreed on a case-by-case basis.

### **Additional Support**

Home contents insurance – Newport Fostering Service has a home contents insurance policy, which will consider claims that could not be processed through the home contents insurance of the foster carer(s). Our insurance policy also covers public liability claims.

Support care – Newport Fostering Service recruit support foster carers to provide support for the foster carer and child, if appropriate for the child and agreed by their social worker.

Out of hours telephone support - is provided by staff from the fostering service each evening from 8.30pm – 10.30pm and 11am – 1pm on weekends and bank holidays. In the event of an emergency, out of hours support is also available from the South East Wales Emergency Duty Team.

Care First – foster carers have been given access to telephone and face-to-face counselling services through Care First, which is also available to Newport City Council employees. The service is confidential, can be accessed directly and used to give advice and support on a wide range of issues.

Newport Fostering Service pay for Membership of The Fostering Network for each fostering household, which allows access to free learning and development opportunities, a Fostering advice line and any other initiatives developed by the organisation. Our corporate memberships allows the fostering team to access the advice and support from The Fostering Network.

Foster carers can access education advice and information from the Looked After Children Education Co-ordinators, and advice and information regarding health from the Clinical Nurse Specialist (CLA).

When searching for foster carers to care for our children Newport Fostering Service use all the information provided to assess the foster carers skills and ability to meet the cultural, linguistic & religious needs of children. Newport Fostering Service has several fostering families who care for Unaccompanied Asylum Seeking Children. Foster carers are supported in their role by accessing services from The Sanctuary, which is a local community project providing a welcome and support for refugees and asylum seekers in Newport.

Newport fostering service support our foster carers' learning and development to care for our children and be able to support the children in relation to their sexual orientation and gender identity. We have offered foster carers training opportunities from The Fostering Network, such as a Fostering LGBTQ Children and Young People Masterclass, and signpost our foster carers to relevant services such as Umbrella Cymru and Mermaid UK. Umbrella Cymru is a gender and sexual diversity specialist support organisation that offers a range of services to people across Wales, including advice and guidance, information and signposting, counselling, advocacy and emotional and practical support.

Newport fostering service also support our foster carers in meeting children's' language and communication needs. Each child who is looked after has a health assessment completed by the Clinical Nurse specialist, which will identify any speech and language problems and advise on the process for making a referral to the Speech and Language Team. Foster carers who care for unaccompanied asylum seeking children have access to Language Line and interpreters provided, where appropriate, for the young person's wishes and feelings to be clearly established. Newport children have access to a range of schools, which deliver education in the Welsh medium and the local authority has a translation service to ensure information is provided in the Welsh language for children and adults in line with the Welsh Language Standards Regulations.

#### How we consult with our children and foster carers

Newport fostering service has a variety of methods used to consult with our foster carers and children both on an individual basis and as a collective.

**Foster Carer Annual Reviews** – provide the opportunity for children in the foster family to give feedback about what they do and do not like about living with their foster family. We also ask the foster carers' own children for their views about being an approved foster family and for the foster carers to express their views. We encourage comments on the wider fostering service as well as their personal views. Newport fostering service has systems in place to collate and rate the feedback received, which informs the six month Quality of Care Reviews completed by the Fostering Team Manager.

**Foster Carer Forum** – Newport foster carers are invited to attend the Foster Carer Forum, which is an opportunity for foster carers to meet senior management and the elected member responsible for fostering in Newport City Council. We use the forum to provide foster carers with updates on national and regional fostering service developments as well as consult on proposals for local service developments. Foster carer forums have been established over the past 5 years and are now held as a regular event twice a year.

**National and regional consultation** – we use email to distribute requests for consultation from a variety of external partners as well as in-house practitioners e.g. National Fostering Framework and The Fostering Network. Foster carers contribute directly to these consultations, usually through a link.

**Consultation with children** - Newport Youth Council (NYC) is a youth-led forum to give a voice and influence in decision-making on issues that matter to young people in Newport and meets on a monthly basis at the Civic Centre in Newport.

Newport City Council employ a Participation Officer to advise on effective consultation with children and young people using the seven Children and Young People's National Participation Standards to make sure, the process, quality and experience of all work involving the participation of children and young people.

**Children looked after reviews** – children and foster carers contribute to the looked after reviews. Consultation was undertaken with children and foster carers about changes to the consultation documents used by foster carers and children for the looked after reviews, which are now being used.

#### How we keep our children and foster carers safe from abuse and neglect.

Children in Local Authority Foster placements receive regular visits, in line with statutory requirements, from a qualified social worker where their needs are assessed, their views sought and the suitability of the placement considered. All children who are looked after have regular review meetings where the placement is reviewed and the child's wishes and feelings are sought.

All foster carers and Kinship foster carers undergo a robust assessment including enhanced DBS checks to ensure their suitability to care for a child. Equally, all children placed have an up to date care plan, which identifies their specific needs to ensure children can be appropriately matched to their carers. Any challenging behaviours are considered to ensure that these can be suitably managed by either general or kinship carers. All Foster carers undergo regular supervision and training, which serves to help them understand the needs of children and ensure both children, and foster carers are kept safe from abuse and neglect.

#### **Section 5: Staffing structure of the service**

All staff in the Fostering Service are employees of Newport City Council and as such have the same rights, responsibilities and benefits of any employee within the council. Newport City Council promotes the well-being of their employees through a number of schemes, which are available to staff, such as:

- Agile working policy
- Family Friendly policy
- Employee Assistance Program, initiatives such as 'Zest' and 'Lifestyle' promotes mental and physical well-being and provides advice, information and access to a counselling service.

#### Numbers and qualification of staff – general fostering team –

Currently the staffing structure of the Fostering Service consists of qualified social worker posts and unqualified posts, with both part time and full time positions:

Role	Number in Team	Full/Part Time	Qualification Level
Team Manager	1	Full Time	BA Hons in Social Work with Dipsw. NVQ Level 4 in Management. Certificate in Public Services Leadership.
Consultant Social Worker	2	1 full time post job share	BA (Hons) Social work Studies, working towards MA CAMH. BA (Hons) in Social Work
Senior Practitioner	1	Full Time	Senior practitioner holds a professional social work qualification.
Social Worker	5	Full Time	All social workers hold a professional social work qualification.
Social Worker	4	Part Time	All social workers hold a professional social work qualification.
Social Work Assistant	1	Full Time	All social work assistants are educated to 'A' level standard.
Placement Officer	1	Full Time	NVQ level 3 caring for children and young people

Since October 2020, the fostering team have had a part time social work post taking a lead on service development of post 18 planning and improving outcomes for our young people with WIR arrangements.

Supervision arrangements - all staff within the foster service receive regular monthly supervision in line with the Newport City Council supervision policy and use iTrent to set objectives and give/receive performance feedback.

Staff training - all qualified social workers are registered with Social Care Wales and training opportunities are provided to maintain their registration, meet regulatory requirements and to promote continuous professional development.

Staff in other roles have learning and development opportunities to develop their skills and knowledge in their current roles and promote continuous professional development to move onto other roles, such as the social work traineeship scheme.

In regards to the Family and Friends team, the staffing structure currently consists of qualified social worker posts and unqualified posts, with both part time and full time positions. The supervision and training for both social worker and social work assistants in the Family and Friends Team are in line with the general fostering team. All staff members receive monthly supervision and receive appropriate training opportunities. The positions are outlined below:

Role	Number in Team	Full/Part Time	Qualification Level
Team Manager	2	Part Time	MA in Social Work BA in Social Work
Senior Practitioner	1	Full Time	MA in Social Work
Social Worker	5	Full Time	Workers are qualified to with either an MA in Social Work or BA in Social Work
Social Worker	4	Part Time	Workers are qualified with either a DIPSW or BA Social Work
Social Work Assistant	1	Full time	All social work assistants are educated to 'A' level standard.
Social Work Assistant	2	Part time	All social work assistants are educated to 'A' level standard.

## Section 6: Facilities and services

Newport Fostering Service is based in the Civic Centre on Godfrey Road in Newport. While the fostering team have a dedicated workplace, employees are supported to use agile working arrangements, with fostering staff having their own laptops and smart phones.

While working from home all the fostering team have undertaken DSE training and completed a Working from Home checklist. Equipment needed to work from home safely and comfortably has been provided on request.

Good communication is promoted between the child's social worker and the supervising social workers by the Child Protection and Pathway teams being based with the Fostering and Family & Friends Team in the same workplace area. In the absence of regular office contact, other alternatives will be used such as WhatsApp groups or the use of MS Teams.

Both Fostering and the Family & Friends teams have a dedicated duty system with a dedicated contact number and email address, which is used by staff and foster carers to contact the fostering team.

### Information about facilities to securely store records

Foster carer information is stored electronically on the authority's secure network. Access to this secure network is arranged by IT when new staff join the authority, and the staff email address and password is required each time the network is accessed. Staff use laptop computers to record, access and store information and these are encrypted so that if they are lost or stolen it would not be possible to use the computer or gain access to any information stored.

Information and records are stored on the foster carer's personal file on the WCCIS database. Access to this database is initially granted to individual staff following an authorised request from the employee's manager. Once approved the employee will need to use their email and password each time the database is accessed.

Information is also stored on the carer's file, which is located in a shared folder on the computer network and Fostering Team, and other staff who may need access and are approved on an individual basis can only access this.

Paper records are now stored in our secure archive area in the Civic Centre, files can be retrieved by staff who have been authorised to enter this area and withdraw specific files which may be requested.

## **Section 7: Governance and quality monitoring arrangements**

### Governance Arrangements

Governance of the fostering service is provided through the management structure, with lines of accountability, delegation and responsibility in descending order consists of:

- Chief Executive is **Beverly Owen**
- The Strategic Director (People) is **Chris Humphrey**
- The Head of Children and Young People Services is **Sally Jenkins**
- The Service Manager for the Fostering Service is **Joanne Llewellyn**
- The Team Manager for the Fostering Team is **Catherine Hywood**
- The Team Managers for the Family & Friends Care Team are **Laura Pritchard and Laurie Ryall**

Newport foster carers including kinship foster carers have the opportunity to meet and speak with senior management and elected members who are invited to many of the events held for children who are looked after and our foster carers, such as:

- Christmas Party inviting foster carers, their own children and foster children
- trip to the Pantomime for foster carers, their children and foster children
- Achievement Awards ceremony to celebrate the achievements of our children being cared for by foster carers,

Newport fostering service also arranges a Foster Carer Forum on a regular basis throughout the year for foster carers to meet with the Head of Childrens Services, Service Manager for Fostering and the Cabinet Member with responsibility for Social Services to discuss changes to the fostering service and topics of interest. We ensure the forum is held in both the daytime and evening to give foster carers who work the opportunity to attend.

### Quality of the Service

In line with the requirements of The Local Authority Fostering Services (Wales) Regulations 2018, regulation 52, the Fostering Team Managers completes a Quality of Care Review on a six-month basis, which is shared with the Service Manager for Fostering and the Head of Childrens Services.

Quarterly reports on the adequacy of resources, prepared by the Fostering Team Managers, feed into the Quality of Care Review and are shared with the fostering team as well as senior management.

Feedback from foster carers, children and young people and their social workers on the quality of the service and the care provided are gathered through the foster carer review process and is monitored by the Fostering Team Manager to identify areas for improvement or recognise areas of good practice. Information collated is included in the Quality of Care Review.

### Arrangements for dealing with complaints

Newport Fostering Service recognise the views of Foster Carers and the Children and Young People placed with the carers are important and essential for service delivery monitoring and improvements. As well as this promoting Children Rights to be heard.

Foster Carers and the children/young people accessing the service will be encouraged to raise their concerns without recourse, with the assurances that their concerns, wishes or feelings have been heard appropriately.

On receipt of any complaint or concerns being raised, the service will assist the individual to address these concerns in a way that meets their needs and where appropriate seek to resolve informally. Should this not be resolved informally, individuals will be advised of the next stage of the process. Newport City Council have a Complaints Team who are also available to support individual with their concerns in many formats to include, email, written, orally or via online services.

Individuals can also be supported to access services such as advocacy or the Children's Commissioner for Wales.

## **Section 8: Useful contact details**

### **Care Inspectorate Wales**

South East Wales Regional Office  
Government Buildings, Rhydycar, Merthyr Tydfil CF48 1UZ  
Tel: 0300 7900 126

### **Social Care Council**

South Gate House, Wood Street, Cardiff CF10 1EW  
Tel: 0300 3033 444

### **Children's Commissioner for Wales**

Oystermouth House, Charter Court, Phoenix Way  
Llansamlet, Swansea, SA7 9FS  
Tel: 01792 765600

### **Public Services Ombudsman for Wales**

1 Ffordd yr Hen Gae, Pencoed, Bridgend. CF35 5LJ  
Tel: 0300 7900 203