

Statement of Purpose 2019-2020



Registered Office:

**AGL House Office 205
133 Birmingham Road
West Bromwich
West Midlands
B71 4JX**

Telephone:

0121 582 4005

Email:

info@paramountcare.co.uk

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1. Introduction

This Statement of Purpose has been developed in accordance with appropriate statute law. It is a requirement of the Fostering Services (England) Regulations 2011 and National Minimum Standards for Fostering Services (2011) that each fostering agency produces a Statement of Purpose. Paramount Foster Care sets out what services are provided for children/young people who are placed by our service. It also provides information regarding the principles and standards of care expected by the agency.

A copy of the Statement of Purpose will be made available to any person working for the fostering service, children and young people in our care, local authorities and the wider audience (when requested). This Statement of Purpose will be reviewed and revised annually. Ofsted will be notified regarding any such revision within 28 days. Copies of the revision will be made available to approved Foster Carers and children/young people placed by our agency.

Paramount Foster Care operate in accordance with the principles that are outlined within the following acts, policies and guidance documents:

- The Children Act 1989 and 2004 (and its later amendments)
- The Care Standards Act 2000
- The Fostering Services (England) Regulations 2011 updated 2013
- The National Minimum Standards for Fostering Services (England) 2011
- Children Act Guidance and Regulations Volume 4: Fostering Services 2011
- Care Planning, Placement and Case Review Regulations 2010
- The Disability and Equality Act 2010
- The Human Rights Act 1998
- The Children Leaving Care Act 2000
- The Children's Workforce Development Council - Training, Support and Development Standards for Foster Care 2007
- Working Together to Safeguard Children - a guide to inter-agency working to safeguard and promote the welfare of children March 2015
- Assessment and approval of foster carers: Amendments to the Children Act 1989 Guidance and Regulations. Volume 4: Fostering Services July 2013

2. Our Mission

Paramount Foster Care is set up to provide a high quality, value for money fostering service for looked after children, young people, their foster families and responsible local authorities. Our mission is to transform the lives of vulnerable children and young people placed with our Foster Carers; enabling children and young people them to form secure attachments with their carers.

The agency will ensure fostered children/young people are kept safe, protected and thrive whilst placed in our care. We will always put the needs of children and young people at the heart of everything we do.

We will endeavor to be recognised as an innovative and reflective agency. Everything we do will be built around improving the outcomes for children and young people in our care.

3. Aims, Values and Objectives

Paramount Foster Care aims to establish a strong and quality child/young person-centered service. Our core aim is to provide safe, high quality foster care placements for children and young people that value, support and encourage them to grow and develop as individuals in line with the five Every Child Matters outcomes:

- Being Healthy: enjoying good physical and mental health and living a healthy lifestyle;
- Staying Safe: being protected from harm and neglect;
- Enjoying & Achieving: getting the most out of life and developing the skills for adulthood;
- Making a Positive Contribution: getting involved with the community, being a good citizen and not engaging in anti-social or offending behaviour
- Achieving Economic Wellbeing: not being prevented by economic disadvantage

We will ensure that the five key outcomes of 'Every Child Matters' are central to the agencies development and our day to day practice of our staff' and Foster Carers'.

Our values and objectives

We value that children and young people in foster care should enjoy the same life chances as other children and have the same opportunities to fulfil their potential. We will promote the religious, cultural, linguistic heritage, racial background; and fully consider and support a child's gender, sexuality and any additional needs/disabilities that they may have.

We have a strong belief that, by working together as a team, and with other agencies and professionals, we can make a positive contribution to providing opportunities for children and young people to heal and build resilience; in order to maximise their potential and lead a fulfilled life.

Our service will-

- **S**afeguard - Safeguarding will be paramount to our operations and we will never compromise on quality and safety for children and young people on our care. We will ensure children are safeguarded and their welfare is promoted. We will work tirelessly to provide children and young people in care with a stable, secure and loving home.
- **T**rain- We will ensure all staff including Foster Carers' complete mandatory induction training and be committed to pursuing on-going learning and professional development. All Foster Carers will have Personal Development Plans (PDP) in place and will have access to support and guidance from their Supervising Social Worker.
- **R**ecruit – We will recruit and retain competent Foster Carers' from diverse backgrounds, in order to provide local authorities with appropriate choices

and matches to children and young people referred to us. Our Foster Carers' will include those who are trained and skilled in offering placements to accommodate teenagers, children, asylum seekers, parent and child, to through to those who have a special educational need to disability.

- **I**ndependence – We will promote the independence of all children and young people that come into our care. We will endeavor to ensure children and young people develop their skills and emotional resilience in order to make positive life choices, maintain good health, maintain relationships and integrate positively into the community. By adopting a holistic approach, we will enable young people leaving care to achieve either or all, of the following: independent living, paid employment, further study.
- **V**iews- The child or young person's welfare is paramount in all our decisions. We will regularly ascertain the wishes and feelings of a child or young person in order to promote participation and ensure they have a say in their care plan. We will always ensure that child/young person's views are gathered in order to develop our service provision.
- **E**ducate – We will work in partnership with multi agency professionals in order to support and promote the educational progress and achievement of children and young people in our care.

Our additional objectives are as follows:

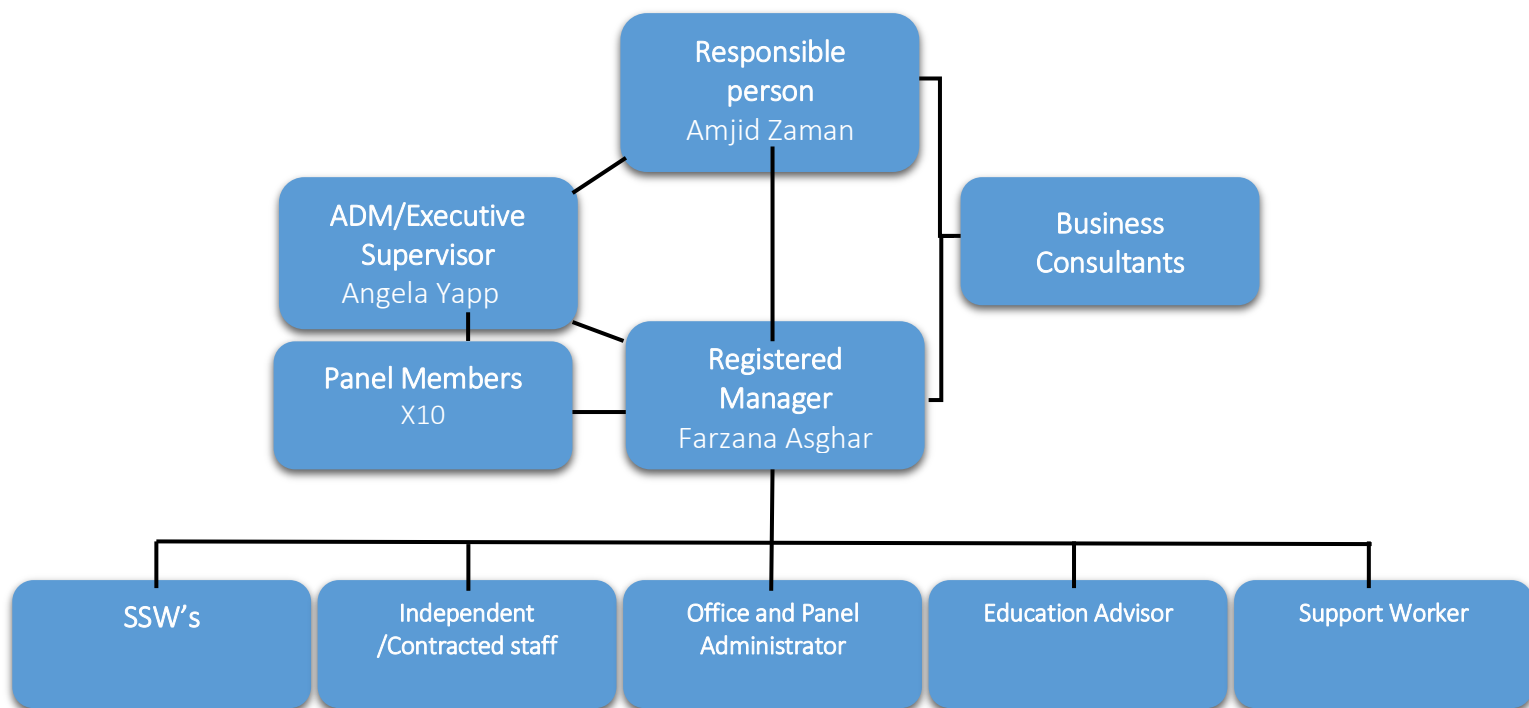
- Provide a high quality responsive and effective placement service, delivered through collaborative working, participation, consultation, compliance and performance. Ensuring careful matching to the needs of children and young people with suitable Foster Carers.
- Embed a culture of review, enabling robust analytical understanding of all areas of our service for the intention of continuously improving our service offer.
- Make a commitment to the recruitment of Foster Carers from diverse backgrounds; so that we can find the right placement for children and young people.
- Ensure the particular needs of disabled children/young people or those that have complex needs are fully recognised and taken into account
- Offer cared for children and young people who have suffered complex (developmental) trauma and associated attachment difficulties the opportunity to experience a therapeutic family environment.
- Be proficient, professional and efficient in delivering best value at all times.
- Strive to create a positive workplace culture underpinned by open and transparent dialogue, continued learning and ongoing training.
- Adopt a culture which will reward and celebrate the good work of our staff. Difficult service decisions on occasions will need to made, only after alternate supportive options have been explored and adopted.
- Adopt an inclusive approach which embraces the needs and expectations of children/young people, their parents, foster carers, local authorities and other professionals involved in their care.

- Committed to offering quality training and development for our Foster Carers, and our wider staff; ensuring they have the knowledge and skills to deliver an excellent service.
- Develop a Code of Practice which identifies best standards of day to day practice in accordance with Legislation and National Minimum Standards
- Strive at all times to ensure children and young people have positive outcome whilst being placed with the agency.

4. Status and Constitution

Paramount Foster Care is based from their office in West Bromwich, West Midlands. A private limited company registered under the Companies Act 1985 (Company No. 10707917). Year of Company Registration: 04042017. Ofsted registration number:2509967

5. Paramount Foster Care Structure



6. Equality and Diversity

Committed to Equality, valuing Diversity and promoting Inclusion

At Paramount Foster Care, we recognise and celebrate the diverse society and communities in which we all live and work in. Our vision places equality at the heart of our approach to policy making, service delivery and employment.

Paramount Foster Care Equality Policy applies to staff', Foster Carers' and stakeholders. Our Equality Policy is underpinned by the Race Relations Amendment Act 2000, Sex Discrimination Act 1975, The Equality Act 2010, Disability Discrimination Act 2005 and the Geneva Convention on the Rights of the Child 1989.

We are committed to providing inclusive and equal services to a diverse range of children and young people, and promote equality and diversity as part of our recruitment and employment practices. All Foster Carers' and staff will receive training on equality and diversity practice and expectations.

7. Service Provision

Paramount Foster Care, working in partnership with local authorities will offer a wide range of suitably matched safe, secure, and appropriate foster care placements to children and young people. Our service provision will seek to offer the following placements:

Emergency placements

This is commonly known as same day placements (within 24 hours). Paramount Foster Care will accommodate 24/7, all year round emergency placements.

Short break / respite placements

Respite placements offer families, children and young people respite or a break from complex family dynamics. Well planned breaks may prevent disruptions to a placement or problems becoming too difficult to manage in the future. To support placement demands and needs, short breaks/respite will also be offered to our own Foster Carers.

Short-term placements

This placement can last a few days, weeks or months. A child or young person in this placement may be awaiting a more permanent placement with a long term foster family, adoption, move back with birth parents or move to assigned Guardians. In such placements, Paramount Foster Care and its carers will prepare children/young people for this transition.

Long-term Placements

This is where a child or young person is expected to remain in care until independence (usually 18 years). Paramount Foster Care will offer permanent placements for children and young people, where either adoption or rehabilitation to family is not an option. These placements will normally be provided by Foster Carers who have had experience as task-centered carers and have a good understanding of a child or young person's long term developmental needs. Long term placements will provide support for a young person up to gaining independence and beyond.

Sibling placements

Sibling placements are placed together in the same foster household. Paramount Foster Care recognise the importance of keeping families together, unless deemed inappropriate by the placing Local Authority. Paramount Foster Care will have carers' that have been assessed in having sufficient space, skills and qualities to accommodate this type of placement.

Parent & Baby Placements

Foster Carer's with specific training in this area, will enable Paramount Foster Care to accommodate placements for a parent or parents with child/ren. This support mechanism provides parents under or over the age of 18, to receive support and guidance to develop their parenting skills within the fostering household. Foster Care(s) contribute information towards the parenting assessment that is undertaken by the Local Authority.

Placements for Unaccompanied Asylum Seeking Children (UASC)

Paramount Foster Care will offer placements for young people who are deemed to be unaccompanied asylum seekers and where their residency status within the UK is yet to be determined. The agency will match UASC with carers' who have the skills and experience to care and support these young people.

Staying-Put arrangements

A Staying Put Arrangement enables young people to remain in their foster placement post 18 to support their transition into adulthood. Paramount Foster Care will provide support to the Foster Carer(s) in accommodating such requests.

Step-Down placements

When available, carefully matched step-down placements will be allocated to carers who have undergone the specialist training and support for a child/ young person who is transitioning from residential care and into a family setting.

Matching children and young people with foster families

Paramount Foster Care will carefully match placements with foster families. We will not suggest a placement if the assessed needs of the child/young person cannot reasonably be provided by the prospective Foster Carers'. The needs of any children or young people already in placement with Foster Carer(s) will also be considered. Foster carers will ultimately have the final say on whether they feel they can meet the needs of the proposed placement.

8. Recruitment and Approval of Foster Carers

Paramount Foster Care is committed to recruiting a diverse range of Foster Carers who can provide high quality care for looked after children.

Prospective foster applicants need to:

- have a spare room
- be over 21 years of age
- be in a stable household
- be committed to adopting and maintaining safe care practices
- be committed to professional and personal development and agree to attend training and support group sessions
- actively promote equality and anti-discriminatory practice
- be able to keep regular and detailed placement record
- be committed to support a child's or young person's attendance to school, therapy, health appointments etc.

All prospective Foster Carers who make an enquiry are subject to a thorough assessment and vetting process. All initial enquiries are subject to a screening call by

the Registered Manager, to determine potential carer's fitness to foster. If successful at this stage the Registered Manager will carry out an initial home visit.

During the home visit, applicants will be given further information about fostering and the assessment process itself. All members in the household over the age of 18 will need to consent to a DBS (Disclosure Barring Service). There will be an immediate exclusion of any applicant who has been convicted of an offence against a child, or any serious offences against an adult. All Foster Carers who have offences against their name will have a risk assessment in place.

Other statutory checks will be explained during the initial visit and information on these checks (including medicals) will also be supplied. In addition, requirements in terms of health and safety standards around the home will be provided to ensure applicants meet the essential criteria. We will also take into account geographical considerations for new applicants, and whether we can realistically support them.

If the home visit is positive, an application form will need to be completed following this visit. The timescale between the submission of the application and approval will be within six months, unless there are exceptional circumstances.

During the assessment process and in addition to the above checks we will undertake the following;

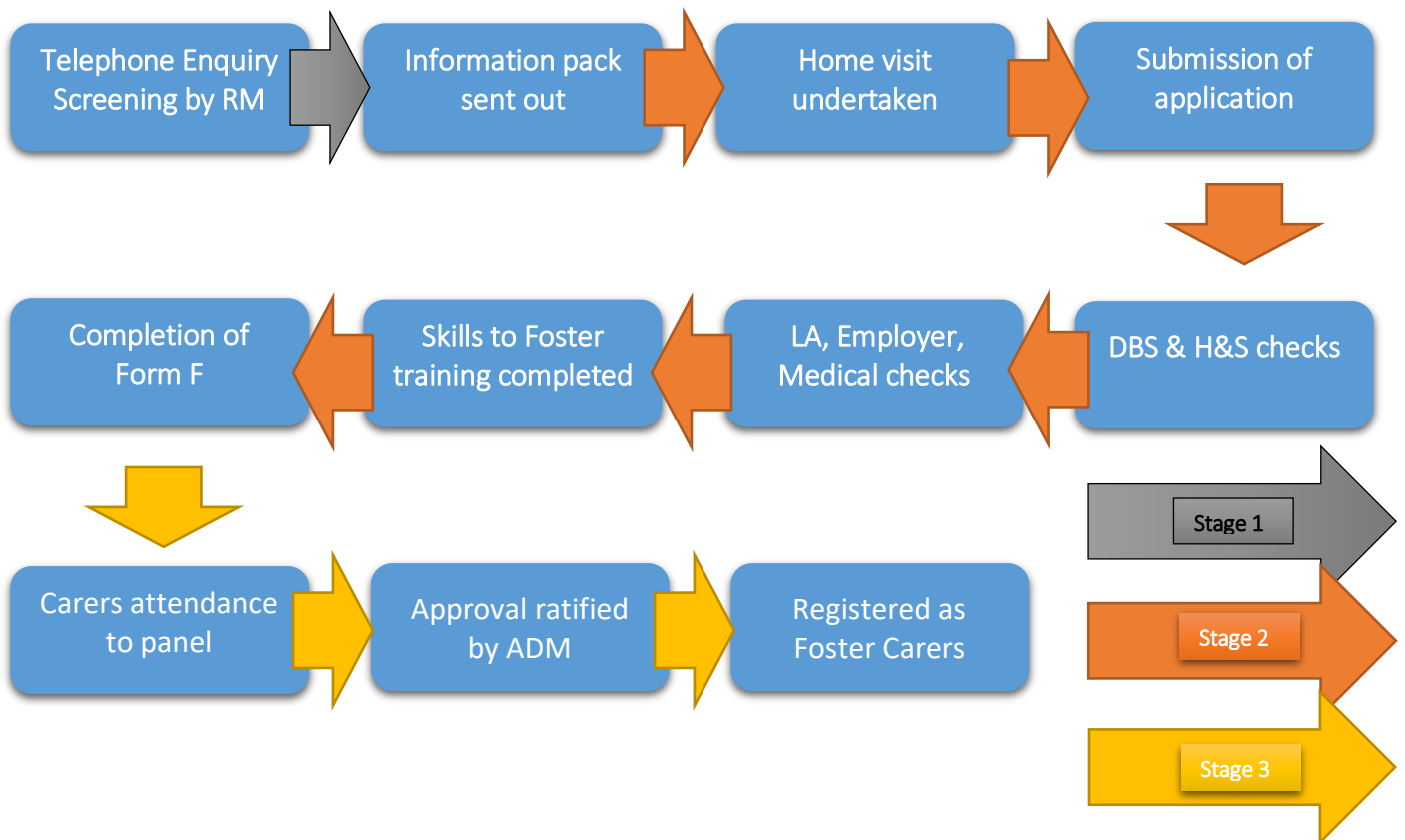
- obtain at least two personal references plus one life-time referee where possible
- A full employment history, together with a satisfactory written explanation of any gaps in employment
- carry out local authority checks
- obtain school/health visitor reports
- obtain and complete a medical report
- Where a person has previously worked in a position whose duties involved work with children or vulnerable adults verification, so far as reasonably practicable, of the reason why the employment or position ended

During the assessment or as soon as possible after the assessment the applicants will be required to complete Skills to Foster training. Assessments on prospective Foster Carers are carried out in accordance with the requirements of the Children Act 1989 and the Fostering Services Regulations 2011. All information is held on file in accordance with the Fostering Services Regulations 2011 and the General Data Protection Regulation (GDPR).

Following completion of the assessment, applicants are invited to attend a fostering panel with their assessor. Our central list of Panel Members include individuals from diverse backgrounds including a care leaver, social workers', health professional, education.

Applicants are informed immediately following their attendance at panel of the recommendation and the final decision is made by the Agency Decision Maker (ADM). Applicants are notified within seven day. If the applicants are unhappy with the decision they have a right to appeal. This can be made directly to the agency or through the Independent Review Mechanisms

9. An overview of the assessment process



10. Review of Foster Carers

In compliance with the Children Act 1989 and the Fostering Service Regulations 2011, all foster carers and their approval status is reviewed annually. The Annual Review determines whether approval of the carers should be renewed and / or whether there should be any changes made. If significant changes take place before the Annual Review, Paramount Foster Care will hold an extraordinary review meeting. Some of the examples below are the reasons why this meeting would take place before the scheduled Annual Review:

- Serious concerns or allegations made relating to a carers practice and section 47 investigations have not been pursued or the presentation of information surrounding a final strategy meeting post section 47 investigations.
- A breakdown between the approved Foster Carers, with one carer no longer residing at the approved household.
- Foster Carers or agency requires an emergency change of approval.
- Serious illness or death of an approved foster carer.
- When the carers lifestyle has significantly changed, which has started to impact the carers fostering role/s
- Paramount Foster Care deciding that the fostering household is not working in partnership with the agency.

Prior to a panel review taking place, Paramount Foster Care's Social Worker will prepare a full report and obtain feedback from placing agencies, linked social workers, Foster Carers, children and young people, education staff and any other professional involved in the child's or young person's care.

The review also provides an opportunity for the carers to reflect on the past year and plan for the year ahead. The review recommendation made by the panel will be presented to the ADM. The carer will then receive confirmation of their re-approval in writing a few days later.

11. Training for Foster Carers

At Paramount Foster Care we will provide an extensive range of training opportunities to benefit and develop our carers'. Our aim is to equip Foster Carers' with the most effective tools possible to support children and young people in their care. Protection and welfare of children/young people placed with our Foster Carers will be paramount and our training programme will reflect this.

All Foster Carers will complete Skills to Foster training. Foster Carers are also expected to complete their TSD standards within their first year.

Paramount Foster Care will also offer the following training programmes and workshops (non-exhaustive list):

- Child Protection and Safeguarding
- Safer Caring including Allegations
- Communicating and Recording
- Managing Challenging Behaviour
- Understanding Attachment and Bonding
- First Aid
- Working with professionals
- Safe-Handling and De-escalation (SHADES)
- Recording and Reporting
- Separation and Loss
- Supporting children and young people in Education
- E-Safety
- Administering of Medication
- Valuing Diversity
- Remand Fostering
- Contact issues and working with birth parents
- Caring for UASC minors
- Child Sexual Exploitation
- Radicalisation and Extremism
- Working with sexually abused children
- County lines
- Life Story work
- Moving children/young people on
- Parent and child assessment training
- Therapeutic Parenting - PACE training (Playfulness, Acceptance, Curiosity, Empathy)
- Calm Brain

For newly appointed carers, core induction training will require completion within the first year of initial approval. All carers are expected to attend an update on core training every three years. This will enable carers to keep up to date with key changes to relevant policies and guidelines.

Paramount Foster Care is also committed in providing bespoke courses, specific to the foster carer's skills and interests, or relating to the particular needs of any child/young person in placement.

Paramount Foster Care's training courses will be regularly reviewed and updated to ensure they include the most up to date research and legislative changes.

12. Support for Foster Carers'

Post panel, successful applicants will join a team of other foster families, where they will be supervised, supported and advised continually by a Supervising Social Worker (SSW).

Families will be contacted by telephone on a weekly basis and visited at home every month. Twice per year, every foster family will receive an unannounced visit to quality assure the continued quality and suitability of carers and their placements. One of these visits will be undertaken by another SSW or the Registered Manager. All visits will be recorded, timed and signed.

Paramount Foster Care will be committed to promoting Foster Carers participation, in order to improve our service provision.

Support Out of Hours

Paramount Foster Care will offer a high level of personal, local support 24 hours a day, 365 days of the year. This support in the first instance be provided by the allocated social worker. If, however the allocated social worker is unavailable then another local supervising social worker will be 'on call.' The Registered Manager will similarly be available out of office hours to support their staff and foster carers should a serious incident arise, or if required, offer general support, advice and guidance.

Support Group meetings

All Foster Carers will have access to a support group which will meet regularly and these will be facilitated by the Registered Manager. Support groups provide a level of peer support, encourage peer to peer learning offer a platform to carers to raise topics of interest. Smaller scale 'seminar' style training will also be provided at these sessions and facilitated by Supervising Social Workers and invited guests.

Support Workers

Placement stability is very important to Paramount Foster Care. Support workers will provide extra support for carers and work closely with children and young people on a 1-1 or group basis. Support workers will also facilitate the young person council; a platform where children and young people's views and opinions will be captured to inform practice and agency development

Carer Mentors

If required, Paramount Foster Care will match experienced Foster Carers with newly recruited carers.

Carer Champions

Experienced Foster Carers or those that have additional skills around social work, education, therapeutic work, will have the opportunity to become Champion Carers and share their knowledge and expertise with other carers.

Membership to Fostering Network

Paramount Foster Care will provide membership to Fostering Network for every fostering household registered with the agency. Fostering Network provide independent support and advice for Foster Carers, including those facing allegations and complaints.

Further benefits of the Fostering Network's membership include:

- Legal expenses insurance cover
- 24-hour legal assistance
- Accountancy advice
- Counselling helpline
- Education Advisory Service

End of Year Celebrations

All Foster Carers will be invited to an end of year celebration which will mark the festive season. We will also provide recognition in the form of various awards to Foster Carers for their hard work, commitment and success throughout the year.

13. Specialist Support Services

At Paramount Foster Care we will train all our carers to become therapeutic parents, by supporting them to develop a child's underdeveloped sensory processing; in this way we will endeavor to heal the child/young person. Our approach will provide our foster carers the tools required to build resilience and enhance their emotional wellbeing in order to promote good mental health and enable children and young people to enjoy a fulfilled life.

In addition, we will work relentlessly to explore and invest in any placement that was at risk of breaking down and resulting to the child/young person placed within a residential setting. If support was in place, we would be looking to offer ways of working with the child/young person to help overcome any deep-seated anguish that they are experiencing, by providing one or more of the following:

- Sensory Integration
- Art/Music Therapy
- Play Therapy
- Psychological Counselling
- Bereavement Counselling
- Life Story Work
- Peer Mentoring

14. Educational Support

At Paramount Foster Care we will aim for all our cared for children and young people to be happy at school, make friends and meet their educational goals. Every child/young person will have a Personal Education Plan (PEP), which is monitored by the school, social worker, virtual school head and the carer. Paramount Foster Care's Education Advisor will equip carers with the necessary skills in order for them to be able to support the child/young person's education. Our Education Advisor will also advocate or support carers on occasions where the child/young person's progress is limited or when additional funding is not used adequately to benefit the child/young person.

The agency will work in partnership with schools/carers to capture educational and social developmental milestones. Paramount Foster Care will offer additional services to enrich educational experiences and break down barriers to learning. Examples of these include:

- Researching suitable school placements and providing advocacy support for the child/young person to secure an appropriate educational provision.
- Supporting the child/young person's PEP and contributing to their reviews.
- Providing advocacy support when the child/young person is at risk of exclusion.
- Facilitating out of school/holiday enrichment/learning experiences.
- Supporting young people in their transition between schools and then into further education, employment and independent living.
- Providing extra EAL support groups for young people arriving into the country as UASC who do not speak English.
- Providing additional tuition for young people who are preparing for their GCSE's.
- Signposting services for Gifted and Talented individuals to pursue or channel their talents in a positive way.
- Offer gifts or certificates for any child/young person's recognisable achievement not just those associated with success academically but other achievements that are less evident but equally worthy of acknowledging.
- Facilitate specialist wellbeing/safeguarding workshops.
- Utilise education & therapeutic professionals to provide assistance directly to children or advice to our social workers.
- Giving Foster Carers advice and training on how to recognise the signs of bullying.

15. Support Provided to Children and Young People

Each foster child/young person will receive a welcome pack and an age appropriate Children's Guide when they come into the care of our agency. They will also have the chance to meet their Supervising Social Worker and discuss what is going well and what concerns they are having when moving into a new fostering household. In addition the following services are available for children and young people in our care:

- Opportunity for young people to participate in Passport to Parliament an outreach project by APPG-Become Charity; empowering looked after children and young people to be agents of change within the care system.

- Support to find or pursue a hobby or interest.
- Personal worker to support transition into care.
- Individual or group work, including structured activities for children out of school.
- UASC support with transition into the country, individual and group sessions on life in the UK delivered supported by interpreters.
- Supervised or unsupervised contact with birth families as determined by the Local Authority.
- Support in carrying out Life Story Work.
- Specialist support and advice to be made available to child and carers who are supporting a child into Adoption.
- Specialist support/training for young people in preparing for transition into adulthood
- Offered Independent Advocacy Services, if required
- Partake in a Christmas activity and receive a Christmas present
- A day out for Foster children/young people and their Foster families

Participation

Paramount Foster Care aims to be a child-centred service and as such will strive to include children and young people, as appropriately, in as many aspects of Paramount Foster Care's services as deemed practical.

Paramount Foster Care recognises that children and young people should play an integral part in the development and delivery of the service we will provide. Therefore, Paramount Foster Care will establish and support Paramount Foster Carer's Consultation Groups.

16. Finance

Foster Carers will receive financial allowance in order to provide and support all the practical needs for a cared for child/young person. This is outlined in accordance with National Minimum Standards 2011 Standard 28. Some of the allocated allowance will be required to be spent on leisure, travel money, clothing, providing money etc. This expenditure outlay will need to be recorded. Where carers feel that a particular need cannot be met by the allowance, carers are asked to address this with their Supervising Social Worker.

Detailed financial information and guidance will be supplied to Foster Carers within their Foster Carer handbook and a detailed annual statement will be provided at the end of each financial year.

17. Quality Assurance

Paramount Foster Care shall maintain effective quality control measures and procedures to ensure that the service is supplied in accordance with the Fostering Service Regulations 2011, National Minimum Standards 2011 and the Children Act 1989. Such systems shall include daily supervision and carrying out quality assurance audits at least once every month.

Below are examples to a number of quality assurance measures that will be in place to regularly and diligently monitor the performance of Paramount Foster Care's service:

- Fostering panels will be chaired by an independent person and regular liaison will take place between the Chair of the Panel and the agency to identify any quality assurance issues and training requirements.
- Reviews of Foster Carers will be undertaken by their allocated Supervising Social Worker.
- Progress of agreed objectives within each of the five ECM outcomes will be monitored.
- All papers presented to the Panel will be quality assured by Panel Advisor/Registered Manager.
- Foster Carers will have access to a complaints procedure.
- Monthly file audits will be completed by the Registered Manager.
- A supervision performance audit will be devised and placed on the front of each foster carers file.
- Paramount Foster Care will undertake periodic satisfaction surveys of Foster Carers.
- The views, wishes and feelings of children and young people placed will be sought via a variety of communication channels.
- All staff will have regular supervision and annual performance appraisals.

18. Policies and Procedures

Paramount Foster Care policies and procedures are in line with current legislation regulations, National Minimum Standards and good practice guidance. These policies will be held centrally and made available to all our stakeholders.

Foster cares will have access to all the policies and procedures. These policies and procedures will be reviewed throughout the year and updated accordingly when changes take occur.

19. Safeguarding, Complaints and Compliments

Paramount Foster Care will be committed to providing the highest level of care and services to children and young people, their foster families and the responsible authorities. The Registered Manager will be the senior person in charge of Safeguarding and Child Protection and the Responsible Person will oversee any escalated complaints.

All allegations or complaints of abuse or maltreatment of children will be taken seriously by Paramount Foster Care. The complaint will be immediately passed onto the responsible authority, Local Authority Designated Officer, and Ofsted will be informed.

All staff and Foster Carers will be made aware of the organisations whistle-blowing policy and should feel confident to voice concerns about the attitude or actions of colleagues. All children and young people placed with Paramount Foster Care will be advised on the comments and complaints procedure. Paramount Foster Care will take immediate action if a child's complaint is received. Cared for children/young people will receive a copy of the Children's Guide which notifies

them on how a complaint can be made or where to go for help if they are sad, frightened or worried. The Children's Guide will provide a list of contacts including, Ofsted and the Children's Right Director, NSPCC etc.

Foster Carers will have access to the agency's complaints policy and procedures. and the contact number for Ofsted will also be made available to them. Paramount Foster Care will document all verbal and written complaints received and the action taken in respect of each complaint. All complaints will be managed in line with Paramount Foster Care's Complaints policy. The agency may seek external investigation where necessary.

The complaints policy will also be made available to all staff of the agency and upon request to others wishing to make a complaint.

Compliments

All compliments received from children, young people, Foster Carers, Local Authorities and any other body, will be recorded and monitored and shared amongst our stakeholders.

20. Our Premises

The agency is based at AGL House, 133 Birmingham Road, West Bromwich, West Midlands, B71 4JZ. The premises comprise of one secure working office providing appropriate back office resources and a training/meeting room on the first floor. There is ample car parking space on site.

21. Essential Addresses and Contact Details

Paramount Foster Care

Registered Manager and Complaints Officer
Farzana Ashgar
AGL House Office 205
133 Birmingham Road
West Bromwich
B71 4JX
Tel: 0121 582 4005
Email: fashgar@paramountcare.co.uk

Paramount Foster Care

Responsible Individual & Escalated Complaints Officer
Amjid Zaman
AGL House Office 205
133 Birmingham Road
West Bromwich
B71 4JX
Tel: 0121 582 4005
Email: azaman@paramountcare.co.uk

Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231
Email: enquiries@ofsted.gov.uk

The Office of the Children's Commissioner

Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT
Tel: 020 7783 8330
Email: info.request@childrenscommissioner.gsi.gov.uk

Safeguarding Officer

Registered Manager
Farzana Ashgar
Tel: 0121 582 4005
Mobile: 07792193400

Deputy Safeguarding Officer

Responsible Individual
Amjid Zaman
Tel: 0121 582 4005
Mobile: 07746726899



Paramount Foster Care

"In pursuit of Excellence in Care"