



Statement of Purpose 2016

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Introduction

This Statement of Purpose has been developed in accordance the National Minimum Standards for Fostering Services and the Fostering Service Regulations 2011.

These regulations require fostering agencies to produce a Statement of Purpose which will be a useful source of information to staff, foster carers, prospective foster carers, children and young people who are placed with Voice Fostering foster carers, their parents and colleagues from partner Agencies/Local Authorities.

Voice Fostering aims to meet and exceed the requirements arising from:

- The Care Standards Act 2011
- The Fostering Services Regulations (England 2011)
- The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013
- The Care Planning and Fostering (Miscellaneous Amendments) (England) Regulations 2015
- The National Minimum Standards for Fostering Services (2011)
- The Children & Young Persons Act 2008

The Statement of Purpose includes:

- The aims and objectives of Voice Fostering
- A statement of the services and facilities provided by Voice Fostering

Voice Fostering will provide a copy of the Statement of Purpose to Ofsted and on request will make a copy of it available to:

- Any person working on behalf of Voice Fostering
- Any foster carer or prospective foster carer of Voice Fostering
- Any child (subject to their age and level of understanding) placed with a foster carer by First Fostering
- The parent of any such child

The Statement of Purpose will be reviewed and updated annually.

Mission Statement

Voice Fostering aim to make a difference, to transform the lives of children and young people by the quality of care they receive in loving caring families, to provide safe and secure foster placements to meet the assessed needs of children in care, promote and safeguard their welfare, and equip young people with the skills necessary to make a positive move into independence.

Children and young people placed with Voice foster carers will know that their views, wishes and feelings are taken into account in all aspects of their care, and are actively encouraged to have an input into the service they are receiving, and to influence and inform the practice of the professionals around them. They are helped to understand why it may not always be possible to act upon their wishes and know how to obtain support and make a complaint. Voice assess each child and young person and along with the child/young person, foster carer and other agencies, tailor a package of care to specifically meet the needs of the child/young person. Voice also respects and considers the views of others with an important relationship to the child and ensures they are heard during the decision making process. We recognise the positive impact that ongoing contact with birth families can have for some young people and therefore welcome and actively encourage relationships with significant individuals from the child/young persons past.

We aim to provide high levels of support training and input to our foster carers as we believe that only by investing in our carers, can we ensure that the children and young people receive the high level of care we are committed to providing. As a service we have adopted Theraplay and all staff and carers will be trained in Theraplay techniques. Our aim is to ensure that as soon as a child is placed they are encouraged to take part in attachment activities that create positive attachments and a sense of belonging to their new permanent family.

We work closely with the foster carers, education and health professionals and the placing authority. This is to ensure that placements promote stability and positive outcomes for children and young people by working in partnership and looking holistically at the needs of the children and young people.

Voice fostering provides a variety of additional services that enable us to offer the children and young people a positive placement. We are able to offer one to one and small groups of educational tuition to children and young people who do not have a secured school place, or booster groups where there is an identified gap in a child's learning, that may be preventing them from succeeding academically. We also have a comprehensive life skills programme that runs from the age of 5 to adulthood that not offers the children regular rewards and certificates to mark their successes, as well as giving them the skills to make a success of their independence. The life skills programme can be used to inform reviews and pathway plans by identifying gaps in a young persons learning and focus on the areas that need to be worked on.

Aims and Objectives

The main aims of our service are:

- Recruit, assess, support and develop a diverse range of foster carers who can provide safe, loving and secure care to children.
- To ensure that children and young people are carefully matched with foster carers capable of meeting their assessed needs and consistent with the wishes and feelings of the child. Thus ensuring a stable placement that fosters positive relationships.
- To ensure that safe care is practised within every foster placement in order that children are protected from abuse and harm. That foster carers have the training required to enable them to ensure children and young people have an understanding of how to protect themselves and keep safe.
- To ensure that a child's ethnic religious, cultural and linguistic needs are properly understood and met in placement. That diversity is celebrated and children and young people develop positive identities and emotional resilience.
- To ensure that people who work in or for the service are suitable to work with children and young people and are managed, trained and supported to ensure the best possible outcomes for children in our care.
- To ensure children live in an environment that meets their educational, health, social and emotional needs, and creates opportunities for them to develop as individuals.
- Give the children/young people the opportunity to let their views be heard and to inform the practise of the professionals around them and ultimately impact on the development of the service.
- To provide foster placements that prepares children and young people for independence and gives them the opportunity to develop life skills that enable them to reach their potential.
- To provide comprehensive, diverse and ongoing training for both the staff and foster carers to ensure continued personal and professional development.
- Provide regular supervision and support for foster carers and ensure that they have access to a 24 hour helpline. All approved carers receive a copy of the agencies foster carer handbook.
- To ensure appropriate records and management information are kept in relation to individual foster carers, child and young people and fostering services.
- To ensure that robust systems are in place to monitor that the service is being run ethically, effectively and efficiently.

In order to achieve the above aims the Voice Fostering will:

Maintain a sufficient number of foster care placements in relation to the numbers, needs, age range and characteristics of the looked after children referred to the Agency and this will be reviewed annually. This enables matching to foster carers specifically approved and skilled to meet assessed needs. It is our aim to ensure placements are made within the approval criteria.

Ensure that prospective foster carers are treated fairly, without prejudice and with respect. All our staff are committed to working in an anti-discriminatory and anti-oppressive way and this will be evident in all aspects of their work.

Ensure specific matching is undertaken on all placements to ensure children's needs are met.

Involve young people and foster carers in all areas of our work and use their feedback in developing appropriate services, including the recruitment of staff and foster carers. As we believe this is key to the continued development of our service

Provide young people with written information about Voice foster care in the Children's Handbook which will be reviewed and updated annually.

Provide foster carers with training, support and a comprehensive handbook that will enable them to fulfil their role, to the high standard Voice fostering expect of them.

All approved foster carers are expected to meet the required standards for foster care. They need to be able to demonstrate an appropriate level of competence and understanding of the needs of children in their care. Pre-approval training is undertaken. It is expected that foster carers continue their professional development through on-going training. A comprehensive programme of training is made available to them.

Where placements require foster carers to have qualities and skills at an enhanced level, Voice fostering will provide specific training and support to enable the foster carers to achieve those skills and develop the knowledge they will need.

Principles and Values

Voice Fostering:

- Is passionate about the rights of children and young people.
- Believe that children and young people have a right to be heard and a say in decisions that affect their lives.
- Believes that providing a multi-dimensional personal service that meets the individual needs of each child will develop a positive identity and self worth in young people.
- Is committed to excellence in childcare provision and provides a child centred service.
- Values the opinions of its foster carers and believe that they should be involved in the development of the service and recognised as core members of the team.
- Believes that foster carers have a right to all the information regarding any child placed.
- Believes that training, supporting and developing foster carers and their staff is an essential part of maintaining best practice.
- Will constantly reflect on the development of its services and strive to continually assess and improve the provision.
- Is committed to listening to its foster carers and young people and acting on complaints.

Status and Constitution

Voice Fostering Agency was established in 2012, it is a family owned Company based in Solihull West Midlands. It is our intention to remain a relatively small Agency, and in doing this it will enable us to give the best support and training to our foster carers and the children they look after ensuring equality and diversity across the service we provide.

Voice Fostering, an independent fostering agency, is a private limited company register under the Companies Act 1985 (Company Registration No:8055329) In accordance with the Companies Act 1985 And 1989 Voice Fostering has produced a memorandum and articles of association.

The Board of Directors comprises:

Samantha Staite - Registered Manager – Diploma in Social Work, Practice Teacher Award in Social Work

Ian Staite – Responsible Individual – BA hons Applied Social Science. PGCE.

Alison McCormick – ADM – BA Hons Social Work, Diploma in Social Work.

The Board meets regularly and is responsible for guiding the organisation in the following areas:

- The culture and values of Voice Fostering
- The vision and mission of Voice Fostering
- The strategic direction of the organisation
- The development and review of policies and procedures.
- Financial management of the organisation
- The day-to-day operation of the organisation
- Corporate governance including meeting all legislative requirements.

Voice Fostering aims to recruit a broad range of qualified Social Workers with considerable post qualifying experience in local authority, especially child protection work, the health service and private and voluntary sectors. All Social Workers are expected to undergo post-qualifying training in childcare. Social Workers will be encouraged to undertake specialist responsibilities in relation to recruitment of foster carers, foster carer training and panel issues.

In addition to permanent staff, Voice Fostering will have a pool of people who will work for the agency on a self-employed basis across a variety of roles e.g. social workers completing assessments of prospective foster carers, independent investigations of formal complaints or direct work to support a child and other specialist consultants in medicine, law and health and safety.

All casual or self-employed workers have to have the necessary qualifications and experience relevant to the work they are undertaking. Voice Fostering carries out the same range of checks and enquiries on casual and self-employed workers as those for permanent staff. This ensures

that the welfare of children and young people is not compromised. These checks include enhanced DBS Checks, 2 references (one of which must be current or most recent employer) and follow-up telephone calls to referees. Checking of identity is also undertaken i.e. verifying appropriate photographic evidence and documentation i.e. original qualification certificates.

Voice Fostering will have an ever-increasing and dedicated team of people working with us. Everyone's role within the organisation will be clearly defined and is as important to our success as is the quality of our foster carers.

Service Provision for Children

Voice offers experienced and trained foster carers that are supported by a professional fostering team. Voice aims to provide placements for a wide range of children/young people aged 0-18 years, including sibling groups, of various ethnic origins. Voice ensures that all children placed with foster carers are safeguarded from abuse, neglect, significant harm or accident by providing them with regular support, supervision, policies, procedures and guidance. Voice is also concerned with education, health and young people's transition to independence.

The welfare of all children placed with Voice Fostering is promoted at all times. Before any decision is made to place a child, the wishes and feelings of the child, having regard to their age, understanding, religious persuasion, racial origin, cultural and linguistic background will be considered. Children will be carefully matched to a foster placement and foster carers will have full information about the child with regard to the child's circumstances, including any significant recent events. This will help the foster carers understand the child's behaviours and through support meet the child's needs. Voice will ensure that they contact the responsible authority where all such necessary information has not been provided.

Children need to feel safe and be safe

Further information on safeguarding children can be found in our Child Protection and Safe Care Policies. These also include the relevant procedures to be taken in the event of any allegation of abuse or neglect and in accordance with the policies and procedures of the Solihull Safeguarding Children Board.

Voice is able to provide the following services to local authorities:

- Long and short term placements
- Supervised Contact
- Life story work
- A comprehensive independence skills package
- One to one educational tuition for children who do not have a school place
- Educational booster groups for SATS and GCSE's.

On admission all children are provided with a "Children's Guide" which includes a summary of what Voice sets out to do for children. This guide is available in different formats to meet the needs of different groups of children taking into account their chronological age and level of understanding. The guide contains information on how a child can access independent support and about how to complain.

Health

We know that children in public care have frequently had their health care needs neglected. We aim to ensure that their physical and emotional needs are met and that they are provided with information that will help them manage their own health as they grow.

Voice Fostering will ensure that all children/young people live in a healthy environment where their physical, emotional and psychological health is promoted and where they are able to access the services to meet their health needs.

Our foster carers are expected to promote children's health by providing a good diet and a healthy lifestyle. They will ensure all health care needs are met in accordance with their placement plan, and ensure regular checks and follow up appointments are attended. Foster carers are aware of the need to gain consent for any medical intervention. All children placed with voice fostering are registered with local Doctors, Dentists and Opticians.

Educational Services

The Fostering Service promotes the educational attainment of all children and young people in foster care with a focus on inclusion, appropriate and local school placements, attendance and personal & academic achievement. Each child has a Personal Education Plan which is regularly reviewed.

If a child/young person is excluded from school, we have in place a scheme to support the foster carers and young person. We have a full time member of staff who is a qualified teacher with over 20 years experience. A package will be put together to include individual home tutoring for the young person and support staff will engage the young person in activities away from the foster home to allow the carers a break. This is to support our foster carers so that situations do not become too stressful, and to support the child enabling them to get into a good routine until we can secure a suitable educational placement.

We will continue to support the young person on their return to a formal educational placement and work with that placement to ensure the transition is smooth and positive for the young person.

Voice fostering has developed a comprehensive independence skills programme that will be tailored to meet the needs of the individual child. The programme can be accessed by any young person regardless of age or level of understanding.

Out of Office Hours Service

Voice Fostering have an out of hours service which operates 24/7. This is available for all foster carers and local authorities. We believe that as our foster carers play a central role as members of our team that they should receive high levels of support and supervision. This ensures the safeguarding of vulnerable children and promotes good outcomes for them.

This service is operated by a team of social workers and support staff, who are available to offer emergency social work support to all client groups.

Access to leisure and other facilities

The fostering service is keen to promote self esteem and resilience for children through sport, after school clubs, and outings. Voice provides annual outings, activities and days out with looked after and birth children in an effort to promote foster carers to involve the children and young people placed with them in activities all year round. This is to encourage all children to enjoy their interests, develop confidence in their skills and are supported and encouraged to engage in leisure activities.

Service provision for Foster Carers

Voice is able to provide the following services for foster carers:

- Full professional foster carer assessments by a qualified Social worker
- Full preparation training
- A comprehensive ongoing training package
- 24 hours support with a dedicated out of hours telephone helpline for foster carers
- Ongoing regular supervision for foster carers
- Personal and career development for all foster carers
- Representation at all meetings
- Local regular support groups

Recruitment and Assessment: Foster Carers

Applications for assessment to become a foster carer are welcome from different groups of people regardless of gender, marital status, sexuality, race, disability, religion, culture or employment status.

Recruitment

Voice Fostering will regularly advertise for foster carers in the West Midlands area. We do not aim to recruit outside this area due to the logistics of travel.

We also receive applications from people who have heard of our good reputation and by word of mouth. We aim to capitalise on the publicity generated by events such as National Foster Care Fortnight and any relevant media programmes which may have a positive impact on recruitment

Stage 1 of the assessment

When a person applies to a fostering service to become a foster carer, the fostering service may assess their suitability to foster, the fostering service should assess their suitability in accordance with regulation 26. Regulation 26(1A) requires the fostering service to:

Obtain the information specified in Part 1 of Schedule 3:

- The applicant's full name, address and date of birth;
- Details of the applicant's health, supported by a medical report;
- Particulars of other adult household members;
- Particulars of children in the applicant's family (whether or not they are members of the household) and any other children in the household;
- Particulars of the household's accommodation;
- The outcome of any request or application made by the applicant, or any member of the applicant's household, to foster or adopt children or for registration as an early or later years provider under Part 3 of the Childcare Act 2006, including particulars of any previous approval or refusal of approval;
- The name and address of any fostering service that the applicant has been an approved foster carer for in the preceding 12 months;
- Names and addresses of two persons who will provide personal references for the applicant;
- In relation to the applicant and each member of their household aged 18 or over, an enhanced Disclosure and Barring Service (DBS) Certificate;
- Details of any current and any previous marriage, civil partnership or similar relationship.
- Consult the local authority in whose area the applicant lives, if this is different to the fostering service; and
- Interview at least two personal referees and prepare written reports of the interviews; or, if the person has been an approved foster carer for another fostering service in the preceding twelve months, request a written reference from that fostering service.

Once an applicant has contacted the fostering service to which they are applying, the fostering service should seek the information required by regulation 26(1A) as soon as possible.

Regulation 26(1B) and (1C) provide that at any point during stage 1 of the assessment process, if the fostering service's decision maker decides that the applicant is not suitable to foster, they must write to the applicant informing them of this decision and give full reasons for it. At the latest, the decision about whether or not the applicant has successfully completed stage 1 must be reached, and the applicant informed, within 10 working days of all the stage 1 information (regulation 26(1A)) being received.

If, within this timeframe, it is decided not to continue with an assessment because of information collected as part of stage 1, the applicant must be informed that they can complain via the fostering service's complaints process if they are unhappy with the way in which their case has been handled. The complaints process should address whether or not the applicant's case has been handled in a reasonable way, rather than the question of the applicant's suitability to foster.

Stage 2 of the assessment

Stage 1 of the assessment process is intended to provide the decision maker with basic information about the applicant to enable clearly unsuitable applicants to be sifted out without unnecessary bureaucracy or expenditure of time and resource by the fostering service or the applicant. More detailed information is collected in stage 2 of the assessment.

If it is decided to undertake stage 2 of the assessment, regulation 26(2) requires the fostering service to obtain the information about the applicant set out in Part 2 of Schedule 3:

- Details of personality;
- Religious persuasion and capacity to care for a child from any particular religious persuasion;
- Racial origin, cultural and linguistic background and capacity to care for a child from any particular racial origin or cultural or religious background;
- Past and present employment or occupation, standard of living, leisure activity and interests;
- Previous experience (if any) of caring for their own and other children;
- Skills, competence and potential relevant to their capacity to care effectively for a child placed with them.

This information must be taken into account in considering the suitability of the applicant to become a foster carer, and the suitability of their household, and be included in a written report to the fostering panel along with recommendations regarding any terms of approval. There are no specific requirements about the way in which assessment information must be collected or presented to panel.

Regulation 26(3) provides that if, before the assessment is complete, information comes to light indicating that the applicant is unlikely to be suitable to foster, a 'brief report' can be compiled setting out details of the assessment done and the reasons for considering the applicant unsuitable. The applicant must be:

- Notified that the brief report is to be sent to the panel;
- Provided with a copy of the brief report; and
- Given 10 working days from the date of the notification to send their observations to the fostering service provider.

The brief report should then be presented to the fostering panel for consideration, along with any observations submitted by the applicant and any other relevant information. The decision maker's determination about whether to terminate the assessment following a brief report must take account of the recommendations of the fostering panel.

A stage 2 assessment that has been started must be completed, unless:

- The assessment is terminated following a brief report;
- The applicant withdraws from the process;
- The applicant is deemed unsuitable as a result of stage 1 of the assessment (where stages 1 and 2 have been carried out in parallel); or
- It becomes apparent that the applicant or an adult member of their household has been convicted of, or cautioned for, a specified offence (defined in regulation 26(6)).

Stage 2 assessment information can be obtained, and the assessment carried out, in parallel with stage 1 of the assessment. However, if the decision maker determines that an applicant is unsuitable to foster more than 10 working days after the information required by regulation 26(1A) has been received, or as a result of information required by regulation 26(2), then the provider must follow the stage 2 procedure and the determination must take account of a fostering panel recommendation informed by either a brief report or a full assessment report.

Upon completion of stage 2, a written report covering both stages 1 and 2 of the assessment should be compiled, with recommendations about the applicant's suitability to foster and any terms of approval. As with a brief report, the applicant must be notified that the full assessment report is to be sent to the panel, provided with a copy of the report and given 10 working days from the date of the notification to send their observations to the fostering service provider. The full assessment report must then be presented to the fostering panel for consideration along with any observations submitted by the applicant and any other relevant information. A full assessment should be undertaken within a timescale which allows the fostering panel to make a recommendation on approval within eight months of the applicant first applying to be assessed. The decision maker must take the panel recommendation into account.

Supervisory Visits:

Supervising social workers are responsible for ensuring that the standard of care offered to children in foster care is of a good standard, including safe caring practises, and assisting carers to achieve a good standard of care for the children. Supervision meetings should be an opportunity for all parties to raise issues of concern.

The supervising social workers also have a primary responsibility for assisting in the career development of carers, establishing training needs with them and making plans to meet these. The report of each supervision meeting should record any concerns expressed, any support needs expressed by the carer and how these will be met. A pro-forma will be used and all parties will sign the report at the end of the supervision meeting. The foster carer will be given a copy of the report.

The original supervision record will be kept on the carers' file. The supervising social worker should endeavour to see all children in placement regularly. Supervision and Support meetings will take place at least once a month for full-time carers.

Unannounced Visits:

Part of the monitoring of the work of the foster carer is occasional unannounced visits by the supervising social worker. There should not be a regular programme of unannounced visits unless there is a particular reason for this, for example, if a carer is being closely monitored for some reason, which will be made explicit to the carer. There will be a least two unannounced visit each year.

Emergency Support:

At weekends, during the evenings and at night, foster carers are offered an on-call service, which is staffed by a supervising social worker, who in turn is supported by an appropriately qualified Social Work Manager.

When a foster carer has a difficult placement, or in the case of a newly approved foster carer with their first placement, a supervising social worker is then on hand to offer advice and support at any time. When a serious emergency arises, and a home visit is required, carers may contact the 'Out of Hours' social worker. The office telephone numbers are diverted 'out of hours' to the on-call social worker. In addition, a Senior Manager is also always available via a mobile phone.

Foster Care Review

As set out in the Children Act 1989 and the Fostering Service Regulations 2011 all foster carers must undergo an Annual Review. The main aim of the Annual Review is to determine whether approval should be renewed, and whether there should be any change in the terms of approval.

The Review will include written pro-forma reports from placing social workers, children and young people in placement, children of the household/carers and their supervising social worker. The Annual Review is an opportunity to look at progress in meeting targets set for the improvement of skills to highlight good practice and areas needing improvement, to set new goals and action plan for the next year. Training needs are assessed and commitment to further training agreed.

Most carers enjoy training and attend courses which are offered. If, however, a carer refuses to attend ongoing training, then approval as a foster carer will eventually be withdrawn, as the skills of the carer will not be able to reflect current practice.

The Review Report should be referred for a recommendation to the Fostering Panel and then a final decision made by Voice Fostering.

Foster Care Handbook

Voice Fostering issue a Foster Care handbook to each approved foster carer. This contains all relevant policies and procedures to aid them in the fostering task. It is a document that is easy to understand and is comprehensive.

It is kept under review and updated annually.

Record Keeping

Foster carers are expected to keep a record of significant events related to the children in placement. Maintaining diaries is considered an important part of the Foster Carer's role, and accurate, factual and unbiased recording is therefore paramount. It should also be noted that these diary recordings could, should the need arise, be used as evidence in the court system.

This record will be kept in a daily diary, one for each child in placement. Diaries are supplied by Voice Fostering, and remain the property of Voice Fostering, so at placement end, the diaries should be returned to the Agency, who will ensure safe keeping and availability for a child to view in the future, should they wish. These confidential diaries **MUST** be kept locked away. Confidentiality and discretion must be maintained at all times.

Peer Support

A "buddying" scheme is in operation, whereby new carers are introduced to an established foster carer who will provide advice and support.

Voice Fostering enrolls all foster carers as members of the Fostering Network (financed by Voice Fostering) as this provides excellent up-to-date information and legal insurance should carers be the subject of a false allegation.

Investigation into Allegations

All allegations of abuse made by children against foster carers, or members of the foster carer's family, will be thoroughly investigated in an unbiased way. Local Authority procedures for handling child protection procedures will be adhered to.

Support for the carers throughout the process will be offered by their supervising social workers, or an independent social worker, as appropriate, and in addition an independent support person if necessary.

Foster Carer Training

Carers will be offered a range of appropriate training opportunities over the years they continue to foster. There is an expectation that carers will attend training and refresher courses offered. If they do not attend, their approval status may be withdrawn.

Voice fostering uses the 'Skills to Foster' programme but also sources external specialist training and in-house training. All of our Foster Carers are expected to complete the TSD standards within the first year in line with the fostering regulations.

Voice Fostering have adopted Theraplay as a therapeutic tool that underpins the way our carers parent the children and young people in their care and the workers support them.

Financial information

Foster Carers will be paid a weekly fee as well as a boarding out payment per week per child. Carers are self-employed and must ensure they pay their own Tax and National Insurance..

Placements and Matching information

All placements are 'matched' to ensure that the needs of the child and young people are met by the skills and experience of foster carers. Many of our foster carers have a wealth of experience or specialise in areas to meet the needs of children who have been abused, have challenging behaviours or for children who have specific medical requirements etc.

Some children require short placements in foster care due to illness of parents: others need to live in their foster placement until they are able to move into their own accommodation. Some children and young people have extreme behaviour difficulties and Voice foster carers will receive specific training to help support these young people. Voice fostering believes that all children and young people are different and all placements are unique.

We therefore need to recruit a range of foster carers and amongst them will be specialist foster carers who are able to care for the children whose behaviour makes them difficult to place. Some of these young people will have been living in a residential environment, and as such a specialist foster placement is an alternative to residential care.

The service has begun a review of our matching process and a new form has been devised for use in 2016 that has a built in review after three months of a child or young person been placed

allowing us to assess if the placement is meeting all their needs and if there is any further training or interventions required to support this.

Foster Placement Agreements

A foster placement agreement will be completed for each child or young person that is placed with a Voice Foster Carer's. This will ensure there is written background information for each child and will detail arrangements for contact with families, education and healthcare provision. This enables foster carers to provide the best possible care. Care Plans will be obtained so foster carers can work to agreed priorities.

Complaints and Outcomes.

Voice Fostering Complaints Procedure places emphasis on resolving complaints at a local level and an early stage. Complaints that move to stage 2, (a more formal level) are dealt with by an Independent Complaints Person who will conduct a full investigation and take their findings to Panel for consideration. Complainants still not satisfied are referred to the local Ofsted office.

Voice Fostering views complaints received as serious matter, but also as a way to hopefully learn inform and improve the level of service provided. In relation to complaints received Voice Fostering aim to reflect and take appropriate action in order to change Policies, Practises and Procedures, in order to address the complaint and resolve matters identified.

Voice Fostering is fully aware of the need not to become complacent, and with this in mind, will constantly review policies, practises and procedures in order to offer a supportive and competitive all round package to Foster Carers so that they remain happy and know they play an important part to the contribution of offering positive outcomes to children and young people.

Contact Voice Fostering

Voice Fostering
481 Streetsbrook Road
Solihull
West Midlands
B91 1LA

Tel 0121 709 4730 or 07976588074
E mail info@voicefostering.co.uk