



Statement of Purpose

Impact Fostering LTD

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Ofsted Registration Number: 2794418

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Introduction:

Impact Fostering LTD is an independent fostering agency that was registered with Companies House in October 2023. Impact Fostering was founded by Nazam Hussain and Mohammad Ausman. Nazam has 17 years' experience of being a foster carer. Additionally, Nazam and Ausman are both qualified Social Workers and have a combined experience of working with children and young people for over 25 years.

The purpose of the agency is to deliver quality services for children and foster carers in England. Foster Carers have a significant impact on the lives of the children they care for. Impact Fostering has a commitment to providing fostering families with a high-level of support and guidance to ensure the best outcomes for children and to help foster carers be the difference.

This statement of Purpose for Impact Fostering has been produced and developed to meet the requirements of the following guidance and legislation:

- The Children Act 1989
- The Children Act 1989 Guidance & Regulations Volume 4: fostering Services (2011)
- Care Standards Act 2000
- The Care Planning, Placement & Case Review (England) Regulations 2010
- The Care Planning, Placement & Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013
- Fostering Services: National Minimum Standards 2011
- The Fostering Services (England) Regulations 2011
- Assessment & Approval of Foster Carers: Amendments to the Children Act 1989 Guidance & Regulations, Volume 4 Fostering Services (July 2013)
- Children and Families Act 2014
- GDPR Act 2018

Impact Fostering's statement of purpose is available online (www.impactfostering.co.uk) and printed version upon request to:

- Ofsted
- Employees of Impact Fostering
- Local Authority Partners
- Foster carers or prospective foster carers of Impact Fostering
- Children placed with Impact Fostering
- General Public

Impact Fostering also provides children and young people with a welcome guide which is age appropriate and accessible. This is available online or a printed version upon request.

This statement of purpose is reviewed and agreed annually by the Registered Manager and Responsible Individual.

Our Vision, Aims and Objectives:

Our values at Impact Fostering are being:

I INCLUSIVE
M MEANINGFUL
P PROFESSIONAL
A ASPIRATIONAL
C CHILD FOCUSED
T TOGETHER



Impact Fostering wishes to provide quality fostering services for children and young people supporting them in reaching their potential by living in a safe and loving family environment. Impact Fostering is determined to provide a professional service that is enabling, reliable and effective. Impact Fostering envisions a nurturing and empowering environment where every child finds a loving and supportive home that meets their unique needs.

Our commitment is to create stable placements by carefully matching children with skilled and compassionate foster carers. We aspire to foster a culture of continuous learning, ensuring that our staff, managers, and panel members maintain a high level of expertise through effective training and development. By regularly monitoring and refining our policies, procedures, and practices, we strive to provide the best possible care for children in our agency. Our vision is grounded in research-informed practices, aiming to be a beacon of excellence in the field of foster care, dedicated to the holistic well-being and positive outcomes for every child under our care.

Aims:

- Provide a high-quality service for children and young people looked after by our foster carers who meet the needs of these children that have been identified by the responsible local authority through an effective matching process
- To work in partnership with professionals linked to the child and display values of respect, integrity, competence, and fairness so the best outcomes can be achieved
- To run a service that is committed to reflection, development and improvement through evaluation and feedback

- To ensure carers have been recruited, assessed, approved, and reviewed in line with relevant legislation and statutory guidance when placing children and young people with them
- To supervise, support, and provide relevant and informative on-going training to foster carers enabling them to meet the specific needs of the individual children and young people placed in their care.

Objectives:

- To provide a safe family environment for children and young people
- To work in accordance with the child's care plan and individual needs, whilst promoting their best interests
- To provide foster carers, children and young people with 24-hour accessible support that is responsive and professional
- To value diversity and the identity of a child by recognising the importance of and promoting their ethnicity, culture, religion, language, background, gender, sexuality, and any disability if relevant. This will help a child develop a positive sense of identity and self-worth
- To support the child's health and promote their physical, emotional, and mental wellbeing
- To encourage academic success and accomplishment
- To facilitate and endorse agreed contact with the child's family and friends, as outlined in the care plan
- To equip children and young people for the transition to adulthood
- To solicit the perspectives and input of children, encouraging active participation in collaboration with their families and carers
- Delivering easily accessible training to empower foster carers in enhancing their skills and knowledge to effectively address the requirements of the children in their care
- Providing placements that thoughtfully align the specific requirements of the child with the foster carer's expertise and experience
- Conducting regular assessments of placement stability to reduce the risk of placement breakdowns and adverse outcomes for children
- Sustaining the proficiency and knowledge of staff, managers, and panel members through impactful training and professional development initiatives
- Consistently evaluating and revising agency policies, procedures, and practices
- Employing research findings to guide and enhance professional practices

Company Status

Impact Fostering LTD is an independent fostering agency and limited company under the Companies Act 1985. The company number is 15223320. Impact Fostering was established in October 2023. Impact Fostering has produced a Memorandum of Association and Articles of Association in accordance with the Companies Act 1985 and 1989. Copies are available to regulatory and statutory bodies in the UK.



The registered address is 90 Stechford Lane, Birmingham, B8 2AN.

Impact Fostering is registered with Ofsted (registration number: 2794418).

Equality and Diversity

Recognising the prevalence of discrimination, prejudice, and oppression in various aspects of daily life, such as education, employment, health, and social care, Impact Fostering is committed to creating an environment where all individuals, children, young people, foster carers, and employees can achieve their full potential without being constrained by discrimination or oppressive behaviour within our agency.

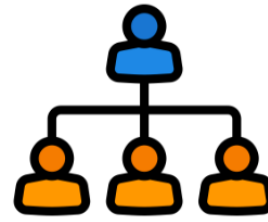
At Impact Fostering, we acknowledge and embrace the rich diversity present in the societies and communities where we live and operate. We celebrate differences, foster respect, and advocate for equal opportunities. Our goal is to attract a diverse range of staff and carers, representing the demographics of the region and effectively addressing the varied needs of the children under our care.

As an agency, we actively promote diversity and understanding among our foster carers, children, and young people through inclusive events that provide opportunities to learn about and appreciate each other's cultures, traditions, and faiths.

At Impact Fostering, our aspiration is for every child, young person, foster carer, and employee to feel valued, treated equally, and fairly. We are dedicated to ensuring that our values permeate our day-to-day operations with all stakeholders and service users.



Management Structure



The Board of Directors at Impact Fostering oversees the strategic direction, service development, and performance of the organisation. Meeting regularly, this board holds responsibility for the overall strategic direction, as well as corporate and financial matters. Among its members are the registered manager and Agency Decision Maker who actively monitor the operational and financial performance of the company, overseeing activities, business planning, and policy development.

The Senior Management Team compromise of the Registered Manager and Responsible Individual who convene monthly to direct and monitor operational performance, business planning, and policy development. The Senior Management Team's responsibilities include implementing continuous improvement initiatives, ensuring day-to-day activities meet the high standards required for the well-being of the children in its care, aligning activities with the board's vision, and maintaining regular communication with foster carers and staff to facilitate an accurate flow of information and responsiveness to changing circumstances.

The Senior Management Team is backed by access to ad-hoc professional support from a variety of experience social workers who have senior management experience in fostering for local authorities and independent fostering agencies. The Senior Management Team emphasises the importance of evidencing outcomes as a genuine measure of the quality it delivers, demonstrating a commitment to even greater transparency and accountability.

The Senior Management Team

The Senior Management Team currently compromises of Mohammad Ausman (Responsible Individual & Agency Decision Maker) and Nazam Hussain (Registered Manager). Mohammad Ausman and Nazam Hussain are qualified social workers and have combined experience of fostering for over 25 years working in various roles including management, fostering panel, fostering support teams, fostering assessment teams, fostering recruitment teams, local authorities, and independent fostering agencies. Nazam Hussain has over 16 years' experience of being a foster carer and has cared for over 50 children from various backgrounds, cultures, and religions. All Social Workers and their managers hold professional qualifications and are individually registered to Social Work England.

Impact Fostering also has access to a pool of independent, self-employed qualified social workers and professionals who specialise in a variety of areas such as therapeutic fostering, educational support, self-harm, mental health and wellbeing, domestic abuse, sexual abuse, and other areas.

Comprehensive checks and inquiries are conducted for staff to safeguard the welfare of children and young people. All individuals engaged in work for Impact Fostering, whether on a permanent, casual, or self-employed basis, are protected by suitable professional indemnity and public liability insurance.

Matching and Services



The process of matching children and young people with approved fostering households is a meticulously thought-out procedure. Achieving precision in this matching process is crucial as it significantly influences the progress, experiences, and outcomes for children. It contributes to enhanced placement stability and retention while fostering positive experiences for children, young people, and their foster carers.

At Impact Fostering, we acknowledge the unique individuality of children and young people, each possessing a diverse range of needs and talents. Consequently, we recognise the importance of fostering placements that are equally individual. Our foster carers will exhibit a diverse array of skills, knowledge, and experience. Our responsibility lies in carefully pairing children and young people with foster carers who possess the appropriate skill set and attitude to meet their individual needs.

The matching process takes into consideration the child's needs in relation to:

- Objectives and outcomes for the placement in line with the child's care plan
- Safeguarding the child
- The child's individual personal history
- The child's views, likes, interests and aspirations.
- The child's identity, ethnicity, culture, religion, age, sexuality, and gender
- The child's physical, mental, and emotional health including any disabilities
- The child's behaviour and managing any risks
- Meeting the requirements for contact with family and other significant people
- Supporting the child with their education, training, and career aspirations

Impact Fostering will also consider the following in relation to foster carers:

- The foster carers availability and commitment
- The foster carers terms of approval
- The foster carers knowledge, skills, and relevant experiences
- Practical considerations such location, transport, distance to school, contact, and the local authority.
- Any other looked after children in placement and the foster carers own children, family, and networks.

Foster carers are equipped with all information available to the agency, enabling them to make fully informed decisions regarding their capacity to meet the individual child's needs and care plan. Carers play an integral role in the matching process and ultimately have the authority to make the final decision on whether they can offer the child or young person a placement in their home. The foster carers allocated supervising social worker will also support as needed.

Impact Fostering will not suggest a placement unless the assessed needs of the child can reasonably be met by the proposed foster carer(s). In cases where a child is placed with carers from a different ethnicity or culture, there will be a consistent emphasis on preserving the child's identity and heritage through both practical and emotional support. Impact Fostering will provide foster carers with appropriate guidance and resources to support a child's identity.

For children identified with specific health needs, careful consideration will be given to whether specialist health resources are available within a reasonable travel distance of the foster home. Impact Fostering is committed to securing additional specialist training, where necessary and appropriate, to ensure that the carer is fully capable in addressing any specific health needs.

The BAAF Form F Assessment and Foster Carer Profile are shared with the Local Authority for any placement offers made, providing them with detailed information about the proposed carer and fostering household.

Types of Placements:

Impact Fostering will offer a variety of placements for children and young people between the ages of 0 – until a child turns 18 years old with foster carers. These include:

Emergency:

Impact Fostering will provide a 24-hour service with foster carers who have the ability and drive to accept emergency, unplanned placements for individual children or sibling groups.

Respite:

Respite placements usually offer support for short periods allowing foster carers to have a break from caring such as holidays, family issues, significant family events, bereavement, health issues and so on.

Short-term, Bridging and Transition:

These types of placements could be anything from a few days, to weeks, months or sometimes even years whilst plans are made regarding the future of a child with the local authority and other professionals. This could include assessment placements which allow for the allocated social worker to complete an assessment of birth

parents, bridging placements which prepare a child for a move such as reunification with family, long term fostering, semi-independence/independent living, adoption, or other permanent options. Transition placements help a child move from residential placement settings to a family environment which may mean remaining in foster care. Foster carers must have relevant experience, skills, confidence, and knowledge to form positive bonds with children and meet their specific needs.

Long Term Permanent:

The long-term plan for some children is to remain in foster care until the age of 18 years old. If the child is (or becomes) established and comfortable with a specific fostering family, an arrangement may be reached for the child to continue residing with the same fostering family until the age of 18 or beyond. The benefit for the child/ren in permanent placements lies in the stability it provides, fostering the development of a strong attachment between the foster carer and the child.

Sibling groups:

Certain foster carers have the capacity to provide care for groups of siblings, ensuring that children can remain together. At Impact Fostering, maintaining the unity of siblings is a priority whenever feasible. Recognising that these children have already experienced significant losses, it is crucial for us to strive to preserve any enduring relationships that may prove beneficial to them. Fostering placements that accommodate siblings are equipped with the necessary space, time, and energy to address the needs of all the children under their care.

Parent and child:

Parent and child placements are needed for parents encountering challenges in caring for their children. Foster carers play a crucial role in aiding local authorities in their assessments by offering insights into the parent's capacity to care for their child safely. Parent and child foster carers are tasked with supporting the parent in care to enhance their parenting skills, with the ultimate goal being that the parent gains the skills and confidence to independently care for their child. Such placements are exclusively extended to experienced foster carers who have undergone training specifically tailored for parent and child placements. Qualified staff from Impact Fostering can also prepare court reports and statements if required.

Remand:

Remand placements are needed when a child is awaiting a court date, and the courts have mandated the local authority to arrange a suitable home environment for the child during this period. Remand foster carers play a crucial role by providing heightened supervision, establishing strong and appropriate boundaries, and actively participating in regular meetings and discussions. Children placed on remand typically exhibit their best behaviour, as a failure in the remand placement could lead to spending this time in a prison setting. The provision of this type of placement is

restricted to experienced foster carers who have undergone specific training for remand placements.

Complex needs:

Foster carers who express willingness and have the capability, offer placements for children facing the risk of sexual exploitation, trafficking, and/or exhibiting harmful sexualized behaviours, or presenting other complex needs. Impact Fostering provides specialised training and supervision to foster carers who care for children with complex needs.

Solo:

Foster carers who are willing and capable offer solo placements to children who pose a potential risk to other children or themselves, or whose behaviour is exceptionally challenging to the extent that foster carers cannot provide sufficient support if other children are present. Solo placements are exclusively offered to experienced foster carers with relevant skills and knowledge.

Children with disabilities:

Impact Fostering endeavours to provide a variety of services for children with disabilities, encompassing long-term, short-term, short break, and emergency placements. Impact Fostering identifies foster carers possessing the requisite skills and experience to address this specific needs of the child, and when necessary, provide additional training and wider support.

Unaccompanied Asylum Seeking Children (UASC):

Staff at Impact Fostering have extensive experience of working with UASC. UASC require the assistance of foster carers who are knowledgeable about, or willing to learn, the asylum application process and are able to meet the identity needs of children from diverse ethnicities and cultures, especially those for whom English is not their first language. Many unaccompanied children also require specialised support in recovering from intense war, difficult journeys, and other forms of trauma. Foster carers interested in supporting unaccompanied children are required to undergo the necessary training beforehand.

Staying Put:

Staying Put arrangements enable young people to continue residing in their foster placement beyond the age of 18, facilitating a smoother transition into adulthood. This arrangement can potentially extend until the age of 25. Impact Fostering actively promotes the establishment of enduring relationships between foster carers and the children in our care whenever feasible.

Support and Social Work Services:

The Support Service for Children and Young People plays a vital role in sustaining and enhancing placements by recognising and addressing the unique needs of individual children/young people and their foster carers. Supervising Social Workers actively contribute to our aim for children and young people to engage in services. This includes organising and overseeing activities, as well as facilitating consultation, feedback, and events. Additionally, they offer the following services:

- Providing out-of-hours duty support in response to crises and emergencies.
- Arranging transportation for a child/young person to attend school, contact visits, or activities.
- Organising excursions, trips, and social activities for foster children/young people.
- Facilitating social activities for the sons and daughters of foster carers.
- Overseeing contact sessions between a child/young person and their birth family.

Each foster carer at Impact Fostering is assisted by a designated supervising social worker. The responsibilities of the supervising social worker include:

- Ensuring the safety of every child by conducting regular supervision, unannounced visits, training sessions, and participating in the review process of foster carers.
- Conducting minimum monthly supervision sessions and maintaining frequent communication with foster carers and children in placement through visits, phone calls and other methods of communication.
- Making unannounced visits to the foster home, offering advice, guidance, and out-of-hours support to foster carers regarding the care of children in placement.
- Coordinating additional support services as needed, such as support work, respite care, and therapeutic intervention.
- Promptly raising and escalating any safeguarding concerns to the designated safeguarding officer within the organisation.
- Assisting foster carers in achieving the Training Support and Development Standards during the formative stage of their fostering career.
- Collaborating with other professional service providers involved and contributing to formal meetings related to care plans for children and foster carer reviews.
- Identifying and addressing the training needs of foster carers.
- Maintaining thorough records of the progress of placements and the achievements of children.

Supervising social workers possess a broad range of experience, with many having specific expertise, including life story work, working with UASC, leaving care preparation, and various assessment-related tasks.

Recruitment, Assessment and Approval of Foster Carers:



Recruitment:

Impact Fostering is dedicated to recruiting a broad spectrum of foster carers capable of fulfilling the needs of our children and young people. Impact Fostering actively seeks individuals and families from diverse ethnic, cultural, religious, and socio-economic backgrounds across the community, aiming to incorporate a range of skills, knowledge, and experiences into the fostering task.

Application Process:

The Impact Fostering website will provide prospective carers with information, case studies, frequently asked questions (FAQs) to assist them in making informed decisions about fostering with Impact Fostering. Enquiries can be submitted online or by telephone. Within 2 working days of the inquiry, a member of staff will conduct a screening call. Based on this information, a decision will be made regarding whether to proceed with the inquiry, and if positive, an enquiry pack will be sent to the prospective carers via email or post if preferred.

There is an expectation that all applicants must:

- Have at least one spare bedroom available for fostering
- Be aged over 21 years old
- Be able to keep detailed logs and records relating to the child in their care
- Be able to transport the child as required e.g. to school and contact
- Be able to attend all meetings relating to the child as needed e.g. Looked After Children Reviews, professional meetings etc.
- Promote equality, diversity and inclusion
- Have basic IT skills
- Have a positive attitude and commitment towards learning and development

Initial Visits:

Following the Screening Call, a manager will assign the Initial Visit (IV) to a suitable member of staff. This visit will occur at the home of the prospective applicant, offering an opportunity for Impact Fostering to gain more detailed information about the realities of fostering, address any questions, and assess the accommodation. The discussion will encompass an exploration of the applicant's skills, knowledge, motivation to foster, and any practical requirements.

If appropriate an Application Form will be provided, or a link to the online Application Form will be given. Subsequently, all IV reports undergo a review by a manager, and the outcomes are shared with the prospective applicant.

Transferring Carers:

Impact Fostering acknowledges that foster carers have options, and there are instances where decisions are made to switch between fostering service providers. In such situations, Impact Fostering Protocols are adhered to, and the agency collaborates closely with the responsible Local Authorities. This ensures that the care experiences of any children in placement are not adversely impacted by the transfer. Prior to the transfer a transition meeting will take place between the old agency, allocated local authority social worker(s), and Impact Fostering to provide an opportunity for information to be shared and for the transfer to be as smooth as possible minimising the impact on the carers and child(ren) in placement.

Assessment Process:

All fostering assessments rely on the BAAF Form F, which is completed by qualified and registered social workers. These assessments adhere to relevant legislation, guidance, and policies. The two-stage assessment process (Stage 1 & 2) is anticipated to conclude within a maximum of 4 months. The assessment encompasses various statutory checks and references, including DBS, Local Authority Checks, Medical, Ex-Partner References, Personal References (x3), Employer References, Home Health & Safety checks, and Letting Agent consent (if applicable). The assessor collaborates with the applicants to establish a schedule of visits, ensuring a timely and focused completion of the assessment.

Applicants are invited to participate in Skills to Foster Training, conducted by qualified trainers. Feedback from this training is integrated into the assessment process. The assessment is comprehensive and evidence-based, generating a report that covers individual applicants, current and previous significant relationships/partnerships, support networks, interviews with birth children and adult household members, lifestyle, parenting capacity and experience, and valuing diversity. The report provides recommendations on the terms of approval, such as the number of children, age range, and placement types. It is then presented to the agency's Fostering Panel who will consider the approval of the applicant(s) and make a recommendation to the Agency Decision Maker who ratifies this.

In addition to the assessment, applicants are required to complete a Safe Care Policy, Fire Evacuation Plan, and Foster Carer agreement.

Fostering Panel:

Impact Fostering recognises the Fostering Panel as an invaluable and essential source of quality assurance, professional accountability, and feedback. This panel provides recommendations on applications and assessments for prospective foster carers, annual reviews, re-approvals, changes of approval, and the termination of new or existing Foster Carers.

In compliance with the Fostering Service Regulations 2011, the fostering panel comprises of individuals from the organisation's central list, which encompasses members from diverse backgrounds and professions with knowledge of the local areas relevant to the cases under consideration.

Impact Fostering's fostering panel will only proceed if at least the chair or vice-chair, one social worker with a minimum of 3 years post-qualifying experience, and at least three other members from the central list are present. The vice-chair assumes the role of chair in the absence or vacancy of the chair.

Applicants are invited to attend the Panel, and they have the option to bring another individual for support if they wish to. The Panel subsequently offers a recommendation regarding the suitability of the applicants for approval as foster carers. The comments and recommendation from the panel are then forwarded to the Agency Decision Maker. This individual holds the ultimate decision-making authority regarding approval on behalf of Impact Fostering.

Foster Carer Supervision and Support



Ensuring the highest quality of support for foster families at Impact Fostering is crucial. The primary responsibility for managing and supporting the carer in the fostering task lies with the Supervising Social Worker. Despite not having case management responsibility for the child, Impact Fostering's Supervising Social Workers understand the paramount importance of meeting the needs of the child in the placement.

Impact Fostering considers its carers as the life of its service. Recognising that insufficient general support to carers is closely linked to their discontinuation of fostering, Impact Fostering provides its Foster Carers with a comprehensive package of professional support and financial remuneration. Both carers and the looked-after children/young people benefit from an exceptionally high level of support from the management and staff at Impact Fostering.

The primary areas of support available to foster carers encompass the following:

- Every Foster Family will have an allocated Supervising Social Worker
- All carers will have access to 24-hour support to a member of staff
- Foster carers will be provided with free comprehensive training available both online and face to face
- Foster carers will receive a visit from their supervising social worker at least once per month, but usually more frequently than this depending on the needs of the carers and child(ren) in placement
- The supervising social worker will keep regular telephone contact with the foster carer to stay updated and informed
- Support group and social gatherings will be available to all carers to allow for skills, knowledge and experience to be shared amongst carers and for networks to be developed
- Impact Fostering has access to independent councillor and therapist services that can be utilised to support foster carers and children if needed
- Impact Fostering also provides family trips for foster carers and their families such as theme park visits, restaurant meals, celebration events and so on.
- Impact Fostering also facilitates support groups for the birth children of foster carers
- Updates via Impact Fostering's newsletter which also recognises contributions and achievements from foster carers, children, staff, and management.
- Educational specialist support from a professional with qualified teaching status (QTS)
- Access to a discount scheme which provides offers with several high street shops, gyms, theme parks, activities, and online businesses.

Training, Finance and Reviews

Training:

Impact Fostering is dedicated to delivering ongoing, high-quality training that is both accessible and pertinent for all our foster carers. Impact Fostering provides an extensive array of online training modules as well as face to face training.

Recognising the challenges inherent in fostering, we have developed a comprehensive training program covering essential areas such as behaviour management, health and safety, first aid, safeguarding, logging and recording, allegations, attachment theory, communication in a professional environment, fostering regulations, and law, among others.



Impact Fostering actively supports its carers in achieving and completing the training, support, and development standards (TSDS) within their first year of fostering. The training program aligns with National Minimum Standards and adheres to the criteria recommended by the Children's Workforce Development Council. This ensures that all foster carers undergo relevant induction and receive continuous professional development throughout their fostering journey.

In addition to the Skills to Foster course, which is an integral part of the assessment, Impact Fostering provides a comprehensive training program and workshops for foster carers. These courses include:

- Fostering Essentials
- Behaviour Management
- Missing and Absent children in Fostering
- First Aid
- Health and Safety for Foster Carers
- Attachment Theory
- Anti-Radicalisation
- Caring for UASC
- Transitions in Fostering
- Parent and Child Fostering
- Remand Fostering
- Working Together – Team Around the Child (TAC)
- Logging and Recording in Fostering
- Child Sexual Exploitation
- And others...

Finances:

All Foster Carers operate as self-employed individuals and are responsible for managing their own tax and national insurance payments. They will be offered appropriate support to manage this as required. Impact Fostering have links with chartered accountants who specialise within fostering finances. Impact Fostering foster carers will receive a generous weekly fostering allowance directly into the Foster Carer's bank account through BACS. Detailed financial information and guidance on managing finances are provided to Foster Carers in the Foster Carer Handbook.

Impact Fostering ensures the prompt, professional, and fair handling of all financial aspects. Concerning the fostering allowance, specific minimum amounts are designated for various purposes, such as pocket money, travel costs, leisure activities, clothing allowance, and other areas. Foster Carers are advised that the allowance is intended to cover all the needs of the children and young people in their care. They are encouraged to budget accordingly to meet larger expenses such as bicycles/phones/consoles. If carers find that a particular need cannot be met with the allowance, they are encouraged to discuss it with their supervising Social Worker.

The fees paid to Foster Carers vary based on the type of placement, and the fostering allowance is not applicable when there is no child in placement. Local Authorities can obtain details of our charges from our office, and confirmation of any fees will be agreed upon before any placement is accepted.



Foster Carer Reviews:

Each fostering household will have an annual foster carer review (AFCR), unless there are significant changes to their circumstances in which case, an earlier review will be conducted. These circumstances include:

- After the final strategy meeting of a Section 47 investigation involving a carer(s)
- Where serious allegations/complaints or section 47 investigations were initiated against a carer
- Where there has been a relationship breakdown in the approved carers, relationship resulting in one carer moving out of the household. In this instance, both carers will be subject to review except where one or both carers have given notice of an intention to resign
- Where a carer has started living with a new partner
- Where there have been significant changes to the carers' lifestyle
- Where a carer has been diagnosed with a serious illness
- Where there has been the death of a carer

- Where a carer is not working in partnership with the agency, including a lack of engagement and attendance with training and continued professional development.

The Supervising Social Worker is required to prepare a detailed report for the AFCR, in consultation with the foster carers. The report will seek and take into account feedback from the child/young person, their Social Worker, school, other professionals involved in the child's care, including birth family (if appropriate). In addition, it should include the views of the carer's own children too, in particular those residing in the fostering household.

The report should cover how the carers have met and progressed the outcomes for children, and provide a clear picture of how the carer works with children and young people in their care. The AFCR provides an opportunity for both the agency and foster carer to reflect on the past year, and plan for the year ahead; this includes a full review of the individual carer's training and development needs, detailing any actions for the year ahead. The report makes a clear recommendation regarding continued approval, or any changes to the terms of approval, including the rationale and evidence to support those changes.

Following approval, the carers first review report and every third annual review will be presented back to the Fostering Panel for their recommendations. All review recommendations are presented to the Agency Decision Maker for decisions, and carers notified, in writing, of those decisions.

Complaints



The procedures for handling complaints at Impact Fostering are designed to address received complaints promptly and fairly. The responsibility for monitoring complaints and their resolutions lies with the Registered Manager and the Responsible Individual.

Every child and adult in contact with Impact Fostering is entitled to receive a high-quality, professional service. If individuals feel that the service provided falls short of these standards, they have the right to voice their concerns through a complaint, which will be attentively considered. All complaints will be acknowledged within seven working days, and an indication will be provided as to whether it is resolvable at Stage 1 or necessitates further investigation at Stage 2.

Stage 1 – Informal resolution:

Whenever possible, our goal is to address complaints informally at the local level, and this is the preferred approach. Complainants are encouraged to initiate a conversation with the person involved in the complaint as a first step, providing an opportunity to explore the issue and seek clarification, often leading to an informal resolution.

If an informal resolution is not achievable, a meeting will be arranged between the complainant and the registered manager. The registered manager will then issue a resolution letter detailing how the outcome was determined.

In the event that the complainant remains dissatisfied with the Stage 1 outcome or wishes the matter to be progressed beyond Stage 1, they are requested to write to the Responsible Individual. The Registered Manager will then contact the complainant within seven working days to inform them that the Responsible Individual has been assigned to investigate the complaint.

Stage 2 – Formal investigation:

The Responsible Individual will conduct a formal investigation and provide a written response within 21 days, delineating the findings of the investigation.

Subsequently, the Registered Manager will extend an invitation to the complainant for a meeting to discuss the report, where deemed necessary and appropriate.

Should the complainant remain dissatisfied with the outcome of the Responsible Individual's report, they are required to articulate the reasons for their dissatisfaction in writing to the Registered Manager. The Registered Manager will then facilitate an independent review of the complaint within 28 days.

Stage 3 – Independent Review:

If the complaint has not been resolved at Stage 1 or 2, and the reasons for this are made clear in writing; the complaint will proceed to Stage 3 for independent review. This is often conducted by an independent experienced Social Worker with management experience, allowing 28 days for investigation and every effort will be made to achieve complaint resolution. If the complainant remains dissatisfied, they may take advice from the Regulatory Authority.

If any complaint is made about the registered manager, this will be handled by the responsible individual. If required, an independent and external professional can be appointed to investigate.

If any complaint is made about the responsible individual, this will be handled by the registered manager. If required, an independent and external professional can be appointed to investigate.

Name and Address of Inspection Body:

All the activities of Impact Fostering are inspected and regulated by Ofsted who can be contacted at the following:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

General Enquiries: 0300 123 1231

About Concerns: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Children's Commissioner

Children and Young People may also make a complaint to the Children's Commissioner, Dame Rachel de Souza, based in England. They can do this by going to the appropriate website: www.childrenscommissioner.gov.uk (for England).