

Children's Social Care Fostering Service Statement of Purpose April 2023 – March 2024



The Fostering Services Regulations 2011 Part 2 state that a fostering service must compile a written statement of purpose which sets out the aims and objectives of the service as a whole, and the services and facilities which are provided.

The Statement of Purpose is a significant document that sets a framework for all the business of the fostering service. It must be consistent with relevant legislation, regulations, National Minimum Standards (NMS) and statutory guidance. The statement must be child focused and show how the fostering service will help children achieve positive outcomes.

The manager of the Fostering Service must ensure that the service is at all times conducted in a manner consistent with the Statement of Purpose. This document will be reviewed at least once annually. Any amendments due to changes in legislation or guidance will be incorporated into a new Statement of Purpose.

The Statement of Purpose makes reference to the Croydon Foster Carers' Charter. The Foster Carers' Charter was produced by the Fostering Network with support from a range of organisations including the Department for Education, ADCS and FosterTalk.

The charter represents a commitment on behalf of the placing authority in its role as the corporate parent, the Fostering Service and the foster carer to work in partnership in the best interests of the children for whom they care.

The Charter confirms The Corporate Parenting commitment to provide the best care for the children we look after. The Charter is a statement of Croydon's commitment to ensuring that, unless the child's needs require otherwise, the children in our care will be looked after in a family environment that is safe and nurturing and that supports them to achieve their full potential as individuals.

The Charter is our recognition of the crucial daily role that foster carers have in the lives of the children they have welcomed into their homes and families.

Fostering Service Statement of Purpose 2023/2024

This Statement of Purpose sets out the aims and objectives of Croydon Council Fostering Service. The Fostering Services [England] Regulations 2011 require all Fostering Services to provide a written annual Statement of Purpose setting out the aims and objectives of the service and the services and facilities provided. The information to be contained in the Statement of Purpose is prescribed in the Fostering Services (England) Regulations 2011 and the National Minimum Standards. The Statement of Purpose is to be regularly reviewed and formally updated every twelve months. This document is made available, upon request, to foster carers and prospective foster carers, any child placed by the service, the parent of any child looked after and staff. It is also available on Croydon Council website.

The Statement is informed by:

- Children Act 1989 Guidance and Regulations, Volume 4: Fostering Services
- Fostering Services [England] Regulations 2011
- The Fostering National Minimum Standards 2011

Values, Aims and Objectives

Croydon Council Fostering Service is committed to providing safe, excellent and professional foster care for every Croydon child that needs this service, in compliance with the Fostering National

Minimum Standards and the Paramountcy Principle of The Children Act 1989. The most significant themes that run through the latest Standards and Regulations are:

- the foster carer as a parental figure
- the child as an active agent of change
- the importance of relationships

Priorities – Children, Young People and Education

In line with the values and priorities set by the Council, the fostering service's aim is to work in partnership with children in care, parents & colleagues across the Council and with other agencies to ensure that children in care have the same opportunities as all children within the borough. This is achieved by offering placement choices so that children are matched to a carer who can then be supported in meeting their needs.

The child's welfare, safety and needs are at the centre of their care. Children should have an enjoyable childhood, benefiting from excellent parenting and education, enjoying a wide range of opportunities to develop their talents and skills leading to a successful adult life.

Croydon Fostering Service is committed to ensuring that Croydon children are with foster carers who are in or around Croydon unless their needs would be best met further afield. We continue to invest resources in increasing placement choices and the quality of in-house provisions. The service works closely with children's services within social care to meet the needs of children and with foster carers to continuously improve and develop the service.

The service is committed to recruiting, maintaining, supporting and training foster carers from a wide range of diverse backgrounds. The diverse needs of Croydon's children and young people in terms of sexuality, ethnicity and disability require the service to address these issues with foster carers during the assessment process and after approval, and to be supported to meet these needs and feel supported in relation to their own identity.

The aims of Croydon Fostering Service are:

- To ensure that the right placement is made for the child at the right time and without delay, with clear action plans agreed to ensure the earliest achievement of desired outcomes for each child.
- To have a robust, transparent and efficient process of recruiting foster carers.
- To recruit, assess, and approve more than sufficient foster carers, within the nationally prescribed timescales, who can meet most, if not all, of the needs of every child referred to the Fostering Service.
- To ensure that a good match is achieved in all placements, and that any obstacles or potential delays are identified and dealt with at every step of the matching process.
- To provide children and young people fostered, and foster carers with handbooks, which are a guide to foster care.
- To provide fostering support service to foster carers to enable a child to remain with a foster family and to ensure that the child reaches their full potential.

- To provide support, supervision and staff care for all those engaged by the Fostering Service.
- To provide opportunities for foster carers to increase their skills and knowledge in fostering through the provision of training and development.

Named Persons

Registered Person: Briege Gilhooly, (Interim) Head of Service for Specialist Services.

Registered Manager: Brian Amos, Service Manager, Fostering Service.

Fostering Agency Decision Maker (ADM): Dawn West, Head of Safeguarding and Quality Assurance

Qualifications and Experience

All senior and middle managers are qualified social workers and are registered with Social Work England.

Organisation and Structure

The Fostering Service is part of Croydon Council's Children, Young People and Education directorate. The Head of Service for Specialist Services is responsible for the Fostering Service.

The Fostering Service and its social workers are responsible for fostering placements and management of the assessment, recruitment, support, supervision and development of applicants and approved foster carers.

The current structure of the Fostering Service is designed to meet the requirements of the Fostering Services' National Minimum Standards, The Children Act 1989 and associated regulations and guidance relating to the delivery of Fostering Services.

There are four fostering teams within the Fostering Service, led by the Fostering Service Manager. Supervision and support teams 1, 2 & 3 and the foster carer recruitment team are led by Team Managers.

The fostering recruitment team is the first point of contact for people who are thinking about becoming a foster carer for Croydon. They screen potential applicants and, where relevant, go on to carry out the necessary assessment and training.

The supervision and support teams provide support, supervision and development to Croydon's approved foster carers, with managers taking lead responsibility for key practice areas, for example, foster carers' support groups, continuous professional development training and Staying Put.

There are two Family and Friends teams based within the Fostering Service, one focusing on the assessment of family and friends' carer and the other on post-order support. These teams carry out the majority of the Regulation 24 assessments, all of the Connected Persons' assessments and Special Guardianship assessments. Occasionally, the initial stage of the Regulation 24 assessment is carried out by the child's social worker.

A Connected Person is defined as a relative, friend or other person connected with a child. The latter is someone who would not fit the term 'relative or friend', but who has a pre-existing relationship with

the child. These assessments are to determine an individual's suitability to provide care (long term or short term) to a child.

The Fostering Service has a staffing establishment of:

Service Manager: 1
Team Managers: 6
Assessing Social Workers: 8
Supervising Social Workers: 18
External Sessional Assessors: 6
Fostering Reviewing Officers: 2
Fostering Panel Advisor: 1
Business Support Officers: 6

Relevant qualifications and experiences of staff

All Social Work Managers and Social Workers hold social work qualifications and are registered with Social Work England and have relevant experience working with children and families.

Services provided:

The fostering teams provide a range of fostering services:

Task focused or short-term foster carers who provide placements for children and young people at the point of need and in accordance with their care plan, either to return to birth family or to move to a permanent placement.

Permanent or long-term foster carers who make a commitment to care for a child or young person until they reach independence.

Connected persons carers, often known as family and friends' carers are foster carers approved to look after a specific child or children. These carers are family members or friends who knew the family, child or children before they became looked after by Croydon.

Foster to adopt foster carers who are approved adopters, temporarily approved as foster carers for a named child, where the intention and Local Authority care plan is that the child will be adopted by this family

Parent and child foster carers a specialist type of fostering where a parent often a mother and their baby stays with the foster carer for a short time.

The Fostering Task

The task of securing high quality foster care includes:

- Advertising for and recruiting prospective foster carers;
- Quality assuring the assessment of prospective carers under Regulation 26 (The Fostering Services (England) Regulations 2011) for approval by the Fostering Panel or, in the case of family and friends carers or connected persons conducting planned assessments for temporary approvals in accordance with Regulation 24 (The Care Planning, Placement and Case Review (England) Regulations 2010) assessments;

- Consultation with other professionals, foster carers and families around making appropriate placements for children and 'matching' children with carers who can meet their needs;
- Family-finding for children needing permanent placements, support and supervision of foster carers in their work with children, children's families, departmental social workers and other professionals;
- Attendance at various professional meetings to ensure that foster carers are actively supported in carrying out a child's individual care plan;
- Completion of annual reviews with foster carers;
- Delivering a programme of on-going training for foster carers;
- Support and training in completing the Children Workforce Development Council Standards for Foster Carers (TSD);
- Contributing to investigations into complaints and allegations made against carers and supporting them through the process;
- Providing daily fostering duty service from 9am - 5pm, Monday to Friday;
- An out of hours rota of supervising social workers providing advice and support to foster carers during evenings and at weekends;
- Working in partnership with the Croydon Foster Carers' Association.

Procedures and processes for recruiting, approving and reviewing Foster Carers

Recruitment

The two staged approach, known as Stage One and Stage Two are followed to support applicants to find out more about fostering and to assess their suitability to care for children looked after and become registered foster carers.

Stage One

Includes undertaking a range of statutory and reference checks and offering preparation training.

Stage Two

Involves the in-depth assessment, also known as the Home Study.

Interested applicants can find out about fostering by telephone, completion of an online application form, visit Bernard Wetherill House or attend one of the frequently held information sessions held at the Town Hall. Details of this process are described in the Croydon Information Pack for Foster Carer Applicants which is available online on the Croydon Website, www.croydon.gov.uk/fostering. The Croydon Fostering Service also has a dedicated phone number (**0300 222 2112**) and an email address: iwanttofoster@croydon.gov.uk.

The aim is to provide applicants with ongoing support, advice and information at each stage of the preparation process, whilst also assessing in a transparent way their suitability to become registered foster carers and provide safe and quality care to Croydon's children looked after and young people.

Information Meeting

All enquirers are invited to attend an information meeting run by fostering social workers and current foster carers who can discuss their fostering experiences. This is not required although applicants are encouraged to attend these valuable sessions.

The purpose of these sessions is to provide people with basic information about fostering, explain what Croydon Council is looking for and outline the preparation and assessment process. At the meeting, details of attendees are recorded, and feedback is sought to support continued development of the service and to help evaluate the effectiveness of recruitment methods.

Initial Telephone Assessment

This is completed by one of the assessment social workers to gather more details from applicants, establish their current circumstances and to provide them with more information about fostering for Croydon. When there is the potential to progress further, an assessing social worker will undertake an initial home visit to gather more information about the applicant and to provide them with further details. If this is possible for the service and the applicants, they are invited to submit their application which triggers the start of Stage One.

Skills to Foster Group Training

The main purpose of the groups is for training and to provide more details about the role and tasks of fostering. Direct information is provided by way of presentations and DVDs; there are small and large group discussions and exercises, and applicants are encouraged to participate fully in the discussions through case studies.

The training and groups are co-led by a social worker from the fostering team and experienced foster carers. An important secondary purpose is evaluation and applicants are informed at the beginning that the facilitators' observations will form part of the assessment process. Applicants may also be counselled out at this stage as the groups will encourage them to explore their own motivation, strengths, and abilities to foster, helping them to decide whether fostering is right for them.

Statutory Checks and References

The Fostering Service provides administrative support in managing all statutory checks, medicals and DBS. The Service will take appropriate action on DBS disclosures as soon as possible and before they are presented to the Fostering Panel.

Written references are required from three personal referees who must be interviewed by the assessing social worker. A report attached to the Form F should give details of these interviews, including the worker's assessment of the references.

Other checks include:

- The applicants' employer (continuity of employment must be addressed and any gaps investigated)
- Previous partners
- The applicants' children's school
- A full medical history

- Evaluation of financial stability
- Safeguarding and Criminal Records (DBS checks).

Regulation 26(5) prohibits the approval of any person as a prospective foster carer where they or any member of their household is known to have a conviction or caution for specific offences. All offences must be brought to the attention of the Panel chairperson and the Fostering Service Manager who will decide whether or not to proceed with the assessment. This also concludes stage 1 of the assessment process.

The Assessment of Foster Carer applicants using objective, robust, fair, and transparent criteria.

All applicants are assessed by an individual process to establish their suitability to be registered as a foster carer, in accordance with Regulation 26 and 27. The Foster Carers' Report (Form F or Form C for connected persons) will be used to record the assessment and the format for assessment interviews will normally follow the guidelines. Applicants are encouraged to engage fully in the preparation of the assessment, including providing evidence and completing certain sections themselves where possible.

As well as the general areas covered in the Form F guidelines all assessments must cover the following specific issues:

- Health, including use of alcohol and tobacco.
- The applicant's own background and attitude to issues of race, culture, religion, sexual orientation and disability.
- Any issues of concern identified from statutory checks or referee interviews.

Under the Fostering National Minimum Standards 2011, the expectation is that prospective foster carers' completed reports will be presented to the Fostering Panel within eight months of application. However, within Croydon the aim is to achieve this within a four-month timescale.

The completed Foster Carers' Report (Form F/Form C) is shared with the applicant(s), who will retain a copy. If applicants are unhappy with any of the content of the report the assessing worker should seek first to deal with this by negotiation. If this is not possible the applicants are invited to submit their own comments in writing for presentation to the Fostering Panel. All applicants are expected to attend Panel in person.

All Prospective Foster Carers' Report (Form F/Form C) are quality assured by the recruitment team manager; the Form F/Form C must also be signed by the assessing worker and the applicant(s).

The Fostering Panel

The Fostering Panel is chaired by an independent person who ensures that the panel is able to fulfil its quality assurance function free of undue influence. The Panel is constituted from a central list in line with fostering regulations and the requirements of the National Minimum Standards. The Panel meets three times a month or, as and when required, and is supported by a panel adviser and administrator.

The statutory functions of the panel are:

- To consider applications for approval and to recommend whether a person is suitable or not to become a foster carer and to recommend the number and age to be placed.
- To consider the first annual review of the foster carer and other subsequent annual reviews that are referred to it.
- To ensure the assessments undertaken by the assessor are balanced and of sufficient quality.
- To advise and monitor the effectiveness of procedures. To offer advice and make recommendations on any other matter or cases referred to panel by the Fostering Service.
- Consider Standard of Care issues and make recommendations as necessary.
- Consider matching of children with foster carers where the plan is for children to remain in long term foster care.
- Decisions are made by Croydon's Agency Decision Maker after considering the recommendations of the panel.

Presentation of Assessment Report to the Fostering Panel

The assessing social worker must attend the Fostering Panel in person to present the prospective foster carer's report. Applicants are expected to attend the Panel. The Panel will make one of three recommendations:

- Recommend to the Agency Decision Maker approval of the applicant as a foster carer.
- Recommend to the Agency Decision Maker that the applicant is not approved as a foster carer.
- Defer - ask for further information on any relevant matter.

Foster carer applicants are given written information explaining the panel process and are positively encouraged to attend. Their feedback is sought as Croydon and the Panel are committed to continuous learning and seek to consider any developments and improvements they may need to make. The feedback is collated and considered by the Service and Panel yearly.

Connected Persons Assessment.

Regulation 24 of the Care Planning, Placement and Case Review (England) 2010 provides for the temporary placement of a child with a relative or friend who is not an approved carer for a period of up to sixteen weeks. If the child is to remain beyond sixteen weeks, a further eight-week extension can be agreed by the Head of Service.

Before the temporary approval expires the carer must be approved under Regulation 26 of the Fostering Services (England) Regulations 2011. Immediate placements under Regulation 24 may only be made provided that prior to placement:

- the carer and all other persons in the household over 18, have been interviewed;
- the accommodation has been inspected;

- information has been obtained about all other members of the household;
- the carer is a relative or friend or other person connected to the child (a friend being normally defined as someone previously known to the child and a connected person someone who knows the child in a more professional capacity);
- notification in writing setting out the terms of the approval, followed by a written agreement made between the carer and the Local Authority covering the matters set out in schedule 5 to the Fostering Services (England) Regulations 2011; and
- The authority is satisfied that the placement is the most suitable way of performing their duty under Section 22(3) of the Children Act 1989. The child's social worker will complete a referral form, initiate DBS and other checks and refer the matter to the Fostering Service. The manager leading on recruitment and assessment will then allocate a social worker to carry out a Regulation 24 assessment of the friend and family carer with a view to seeking specific approval at the Fostering Panel within sixteen weeks. In exceptional circumstances temporary approvals can be extended for up to twenty-four weeks.

Immediate or emergency placement by the Local Authority with a connected person

The Children Act 1989 (amended by the Children and Young Persons Act 2008) requires a local authority to seek first to place a child looked after with a relative, friend or someone connected to him or her. This requirement is strengthened by the Public Law Outline, which requires local authorities to show that they have considered family members and friends as potential carers at each stage of their decision-making process.

A child who is placed by the Local Authority with a family member, friend or connected person, will be a Child Looked After. A Child Looked After is a child or young person up to age of 18 years who:

- Birth parent(s), or anyone having Parental Responsibility, has asked the LA to care for them on their behalf. The child is 'accommodated' under Section 20 of the Children Act 1989, or
- Is subject to a Care Order, including an Interim Care Order, under Section 31 of the Children Act 1989.

Criteria for making a Regulation 24 placement

When an immediate or emergency placement is required, it can only be considered under Regulation 24. Although the determining factor in the placement being made is that it is felt to be in the child's best interests, the LA must be satisfied that those who will be caring for the child will be able to prioritise and meet their needs and will work in partnership with the LA and other professionals. Therefore, an assessment is carried out prior to the child being placed.

Pre-placement assessment (Schedule 4 report)

The proposed carer(s) for the child have to be approved and an assessment is carried out using Schedule 4 of the Care Planning, Placement and Case Review Regulations 2010. This outlines the information and checks, including a local police check, required before a child can be placed. The LA has a duty to safeguard and promote a child's welfare and before a decision can be made it is important to have as much information as possible about the carers and all those living in the household.

The assessment is carried out by the placing social worker or another social worker. The assessment, which must be substantially completed before a child is placed, will determine if approval is given.

Approval of a placement with a connected person

The assessment is considered by the manager of the placing team in conjunction with the relevant Service Manager. The potential carers' assessment is presented to the Agency Decision Maker (ADM) for fostering, who will consider whether to grant temporary approval as foster carers for 16 weeks only. A The substantive assessment is to be completed by the Family and Friends team and presented to the fostering panel within 16 weeks. The ADM will again consider the panel's recommendations and all other relevant documents in considering whether to approve.

If the assessment is not completed within 16 weeks, temporary approval can be extended for up to 8 weeks by the ADM.

Applicants Not Approved by Panel

The Agency Decision Maker will write to all applicants whose applications were not recommended for approval by the Panel and will advise the applicants of their qualified determination. The letter will give the reasons for this and advise the applicants of the various appeal routes available including the Independent Review Mechanism (IRM).

An equal opportunities policy that covers all aspects of fostering

Croydon Council Fostering Service works to the Council's Equality and Diversity Strategy, which is available to all staff via the Council's intranet.

The Fostering Service will treat all service users fairly, openly and with respect throughout the assessment and recruitment process. Applicants wishing to be approved as foster carers will be considered irrespective of age, ethnicity, religion, class, gender, sexual orientation or disability and on the basis of being able to parent and to meet the needs of children looked after.

Foster Carer Annual Reviews

The Fostering Services (England) Regulation 2011, Regulation 28 requires that carers be reviewed at least once a year. A review can be held at other times if there has been a significant change in circumstances or if concerns arise.

The review considers the foster carer's previous year of fostering and make recommendations about their continued fostering registration. Reviews are carried out in the carer's home and are chaired by a fostering independent reviewing officer, who will consider the recommendation of the social worker and will make their own recommendation based on the evidence in written reports and the discussion held in the review meeting.

All registered foster carers in the household must attend the review meeting.

The views of children, their social workers, independent reviewing officer, birth parents and the fostering family will be sought in the annual review. Health and safety checks will be completed annually, and DBS and medical references are updated every second or third year.

The first review is presented to the Fostering Panel and then every three years thereafter.

Continuous Professional Development

A comprehensive training programme is provided for all carers which is reviewed annually. Foster carers have access to CSCP and online line training available to borough staff.

The Training Support and Development Standards for Foster Carers (TSD).

All carers are expected to complete the Standards within the first year of registration. Ongoing workshops are delivered throughout the year supporting foster carers in completing the Training and Development Standards for Foster Carers.

Carers are expected to complete a minimum of 30 hours training in their first year of approval and a minimum of 20 in subsequent years. A Personal Development Plan (PDP) will be completed annually with all Croydon foster carers and reviewed at their annual review meeting.

Support, Supervision and Development of Croydon Foster Carers

All registered carers will have an allocated supervising social worker who is responsible for ensuring an appropriate level of support and supervision is offered for foster carers to successfully undertake their work in supporting, meeting the needs and improving the outcomes for children in their care.

Supervising social workers will ensure that carers have access to necessary support, advice and training to carry out their roles and responsibilities. This will vary from carer to carer, but will include all of the following:

- Complete a Foster Care Agreement with all Carers (Regulation 27 (5) Schedule 5 of Fostering Services (England) Regulations 2011.
- Ensure the carer has an adequate supply of equipment.
- Ensure that carers have an up-to-date copy of the Croydon Foster Carers' Handbook.
- Ensure that carers are provided with up-to-date details of procedures and policies, including the Complaints and Suggestions Procedure, payment procedures and the service's insurance policy for carers.
- Carers automatically become members of the Croydon Foster Care Association and receive membership to Foster Talk.
- Visit the carers on a six weekly basis and whenever reasonably requested by carers or as deemed necessary by the agency to support and supervise a carer.
- Make at least one unannounced visit per annum.
- Carry out an annual health and safety inspection of the carer's home, or when the carer moves or has major work carried out on their home, and this is considered at each annual review.
- Ensure that the carer is recording placement details as stipulated by Croydon Fostering Service
- Carry out an annual review of the carer's approval.

- Identify, in conjunction with the carer, any training needs/core requirements and identify for training profile purposes ways in which these may be met.
- Attend reviews, conferences and other planning meetings in respect of children placed when requested by the carer or the IRO.
- Investigate any complaint by or against carers' standards of care in accordance with relevant procedures.
- Ensure that lines of communication between the carer and the child's social worker are open and effective.
- Respond promptly to telephone calls and correspondence from the carer.
- Keep a record of their visits, share these with foster carers and record these on CRS.
- Supervising social workers ensure that visits are arranged in such a way that there is adequate time to address the carer's own role and development in addition to any visits that may be necessary in respect of individual placements. Carers' children are also provided with opportunities to discuss their experiences of fostering.

Foster Carers' Charter

The Foster Carers' Charter was produced by the Fostering Network with support from a range of organisations including the Department for Education, ADCS and FosterTalk.

The charter represents a commitment on behalf of the placing authority in its role as the corporate parent, the Fostering Service and the foster carer to work in partnership in the best interests of the children for whom they care.

Financial Allowance Policy

Approved Croydon foster carers are paid a weekly amount, which is made up of a fee and a maintenance element. The fee element is paid to the carers as recognition of the skills, responsibilities and experience that they bring to the fostering task. The maintenance element covers the costs of caring for the child/children in their care.

Upon approval all foster carers are eligible for a setting up grant of up to £500 [subject to the provision of receipts]. In addition to the normal payments for caring for foster children, foster carers are paid an annual holiday payment. All children in placement receive birthday, festival and holiday allowances.

Connected Persons

Foster carers approved as connected persons (family and friends' carers) receive a weekly maintenance allowance. However, the Council also pays the remuneration element to all connected persons carers who have been approved and have completed the full preparation training. Connected persons are also entitled to the setting up payment.

Equipment

Equipment e.g. pushchair or buggy, sheets, latex gloves, wardrobes, beds etc., can be ordered and delivered direct to the foster carer's home.

Newsletter

A Newsletter, edited by members of the fostering team, is produced on a monthly basis to keep carers informed of:

- Advice on practice
- Changes to policy
- General information on fostering
- Staff movements within the fostering team

Croydon Foster Carers Association

There is an established Croydon Foster Carers' Association that is run and managed by the foster carers through a management committee. The Fostering Service Manager and other team managers attend meetings with the association approximately four times a year and the annual general meeting.

Support Groups

A monthly foster carer support group is held, funded and supported with fostering team managers in attendance. This is referred to as the Croydon Foster Carers Association (CFCA).

The Men's support group meets bi-monthly. The aim of the group is to provide a safe, accepting & supportive environment to share personal experiences, share and explore the unique challenges faced by male carers.

The Enhanced Mentoring offer is primarily to provide extra support to our connected (Kinship) carers and newly approved foster carers. It is led by a foster carer with significant experience and supported by a supervising social worker.

The connected (Kinship) carers support group, which is lead by a supervising social worker and provides a safe and supportive environment for this cohort of carers. This is in acknowledgment of the unique challenges faced by Kinship carers.

Complaints and allegations against foster carers

Where there are complaints about the standards of care provided by a foster carer these are managed by the service. If there are allegations of inappropriate behaviour by foster carers, these are managed through the procedures for allegations agreed by Croydon Safeguarding Children Partnership (CSCP). These procedures are in line with the Department of Education guidance outlined in "Handling Allegations of Abuse made against Adults who Work with Children and Young People". The Local Authority Designated Officer (LADO) process is also involved in the management of allegations against foster carers.

Complaints from Foster Carers

Complaints about the service are dealt with under the Corporate Services Complaints procedure, which can be accessed via Croydon Council website or by calling Tel: 0208726 6000 ext 62753 or at complaints@croydon.gov.uk

Registration Authority

The address & contact telephone number for the OFSTED Registration Authority is:

Ofsted
Royal Exchange Buildings, St Anne's Sq.
Manchester M2 7LA
Tel: 08456 404040
www.ofsted.gov.uk

The system for reviewing the Statement of Purpose

The Statement of Purpose will be reviewed annually and is available to view on the Croydon Website.

The Statement of Purpose is available to anyone working for the purposes of the fostering service, with children who may be in our care including families, professionals and legal guardians, and anyone wishing to become a foster carer.

The information contained in this Statement of Purpose can be made available in alternative formats: large print, braille, audio tape or disk. We can also translate the information into other languages.

Please contact:

Croydon Council Fostering Service:
4th Floor, Bernard Weatherill House
8 Mint Walk, Croydon
CR0 1EA.

By Freephone: 0800 389 0129
By Telephone: 0207 760 6000.
By email: fosteringenquiries@croydon.gov.uk
By e-mail: www.croydon.gov.uk/fostering

| Version | Author | Name | Approved By | Name | Date | Review Date |
|---------|--|-----------------|----------------------------------|---------------|------------|-------------|
| 1 | Head of Service – Children's Specialist Services | Briege Gilhooly | Director, Children's Social Care | Róisín Madden | April 2023 | April 2025 |