



Building brighter futures

**Capstone Foster Care SE Ltd  
Midlands Region**

**Statement of Purpose**

**May 2018**

**Registered Office Address:**

**Birmingham Office**  
28 The Green  
Kings Norton  
Birmingham  
B38 8SD

Tel: 0121 374 2650

## INTRODUCTION

This Statement of Purpose has been developed in accordance with appropriate statute law. It is a requirement of the Fostering Services (England) Regulations 2011 and National Minimum Standards for Fostering Services (2011) that each fostering agency produces a Statement of Purpose, including its aims and objectives, a description of the services it provides, the facilities that are provided and how outcomes for children and young people will be achieved.

This Statement of Purpose gives an outline of those requirements, how the service is managed and its fitness to provide fostering services. It shows the policy and performance framework that underpins our work and demonstrates how the welfare of children will be met and good outcomes achieved. It also demonstrates the systems which we have set in place to recruit, train, supervise and support Foster Carers.

Capstone Foster Care SE Ltd, Midlands Region (referred to as “Capstone Foster Care Midlands” in this document) is run in accordance with the principles outlined in the following National Legislation and Policy Framework:

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

Capstone Foster Care Midlands also strives to follow the best practices outlined in the UK National Standards for Foster Care and Code of Practice on the recruitment, assessment, approval, training and support of Foster Carers 1999.

The Statement of Purpose produced in accordance with Fostering Services Regulations (England) 2011 includes:

- A statement of the aims and objectives of the fostering service
- A statement as to the services and facilities provided by the fostering service

A copy of the Statement of Purpose is available on Capstone Foster Care website and is provided to and / or made available upon request to:

- Ofsted
- Local Authorities and other agencies using our services
- Foster Carers, prospective Foster Carers
- All Capstone staff members
- Any person working for the purposes of the fostering service
- Children and Young People (subject to their age and understanding) placed with a Foster Carer of the fostering service and the parent/carers of any such child

This Statement of Purpose is regularly reviewed and up-dated annually by the Responsible Individual and Registered Manager and is presented to the Board of Directors. You will find in this Statement of Purpose information about our approach to fostering and a summary of our services. It aims to provide children, young people, parents, carers and other professionals with information about the objectives of our agency and the services and facilities we provide. Children and young people are also provided with a welcome guide that is in a more accessible format.

## **ABOUT CAPSTONE FOSTER CARE (MIDLANDS)**

### **Background**

Capstone Foster Care Midlands is an independent fostering agency that provides fostering services for looked after children and young people. We believe that the very best environment for a child to grow up in is a family. Unfortunately, not all children are able to live with their own families, and they need an alternative. We recruit and train 'substitute' families to care for these children until they reach an age where they can look after themselves. Our foster carers reflect the spectrum of families in our society and may be single, married or in a relationship, have a disability, may be of any culture or ethnicity, have children of their own, step children or no children at all; some are people of strong faith and some with no faith at all.

Capstone recruits foster carers from different backgrounds, cultures and religions to ensure that more choice is available to local authorities when seeking suitable placements. Emphasis is placed on supporting carers for them to undertake their roles to a high standard and ensure children and young people are safeguarded.

Capstone aims to work closely with local authorities and families to ensure that wherever possible, children remain at home with their families and should accommodation be necessary, that a range of placements are available to meet their needs appropriately. Capstone works towards returning children to their birth families, when and if safe and appropriate to do so.

We believe that every individual has the intrinsic right to have his or her basic needs met in a respectful and supportive manner. Families deserve every reasonable opportunity to preserve their family unit and we recognise that the family is the foundation of our community. We believe that children living in nurturing, stable environments will mature into healthy productive members of society. Capstone endeavours to develop an overall fostering service where there is respect and recognition of the ethnic origin, cultural background, religion, language of children and young people their families and foster carers.

Currently Capstone Midlands supports over 90 carers and around 130 children and young people. The recent growth has occurred as a result of the investment in marketing, staff and additional satellite office bases to better offer local support as we grow.

### **Our Goal**

Our goal is to provide community-based services to children and families for the purpose of strengthening the family unit, preparing productive young adults and providing quality foster care. By meeting these needs in a caring, comprehensive and professional manner we will impact positively on the quality of life for the children and families in our community.

### **Our Focus**

Capstone Foster Care's point of focus is always the child and we seek to create a caring partnership clearly centred on individual children's needs. Under the auspices of the Children's Act 1989; Fostering Services Regulations 2011; Children and Adoption Act 2002; Children Act 2004; and within the context of this partnership and co-operation between all those concerned with the wellbeing of children placed with us, we intend to provide and uphold the highest standard of care to children and young people placed with Capstone Foster Care.

## Our Mission

The Mission and the commitment of Capstone Foster Care is to promote the growth and development of children and young adults, who are looked after by our Foster Carers, in line with the five outcomes described in the 'Every Child Matters' National Government Policy Framework by supporting each child to have healthy lifestyle, safe environment, continue to enjoy and achieve in education, contribute positively in community and have economic well-being whilst promoting and strengthening the family unit.

We actively support inspection and monitoring of standards for all agencies concerned with the care of children and young people.

## STATUS AND CONSTITUTION OF CAPSTONE

Capstone Foster Care Midlands is part of Capstone Foster Care (South East) Limited which is a private limited company constituted under The Companies Act company number 4486203. It is a part of Parent Company Capstone Foster Care Limited.

Capstone operates across four regions; the south east, south west, midlands and north. Capstone commenced operations in 2002 (as Vision Fostering) and since this time has grown steadily. Capstone is registered and inspected by Ofsted (Registration URN 1237336).

Our foster carers are based across the Midlands our main office is in Kings Norton with satellite offices in Leicester and Stoke.

Capstone Foster Care's Board of Directors; Richard Compton-Burnett, Simon Constantine and Alison Sargent are responsible for the corporate governance of the company, including:

- The systemic promotion of company culture and values
- The vision and mission of the organisation
- The strategy and direction of the organisation
- Regulatory and legal compliance
- Financial management of the organisation
- Quality assurance system of the organisation
- The day-to-day operation of the organisation
- The management of the organisation's human resources
- The development and review of policies and procedures and implementation
- Corporate governance including meeting all legislative requirements

In doing so, CEO, Group Operations Director, Regional Director fulfil the statutory duties and responsibilities for a Director of a registered company and ensures that all matters are reviewed regularly and in a planned way.

Capstone will undertake to discharge the functions of local authorities in connection with the placing of children with foster parents. Capstone constitution comprises of the following:

- The Responsible Individual, who has responsibility for the organisation and its' members,
- The Registered Manager, who will be responsible for the day to day running of the Agency
- Solicitors, who will handle all legal aspects of the agency.
- Accountants, who will give on-going financial advice and audit the agencies accounts.
- Panel members on a central list whom meet regularly for training and Panel business.
- Panel members will provide a strong Quality Assurance for the organisation.
- Administrator, who will control all records and administration in line with the agencies policies and procedures,
- In addition to permanent staff, Capstone 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, specialist consultants in medicine, law and health and safety.

- Foster Carers will comprise the main body of the organisation and will be fully trained, assessed, medically fit and checked by the Disclosure and barring service.

Capstone Foster Care SE Ltd has organisational membership with:

- Coram B.A.A.F (Membership No: 37612)
- Fostering Network (Membership No: C802)
- NAFF
- Individual membership for each foster carer with Foster Talk

## STANDARD OF CARE

Capstone aims to provide high standards of care at all times. It is acknowledged by the agency that a family-based setting provides better opportunities for children and young people. The quality of the family based setting is likely to determine whether children and young people will achieve their full potential.

At Capstone we will aim to exceed NMS and provide excellent standards of care by:

- Ensuring that only those carers who are able to evidence commitment to the safety and well-being of vulnerable children and young people are taken forward for approval.
- Ensuring that Capstone Fostering Panel members are fully vetted and offered on-going training.
- Ensure that each Foster Carer's approval status is reviewed annually.
- Ensuring that Capstone and its Foster Carers support the maintenance of family contacts, friendships and community contacts.
- Ensuring that an anti-discriminatory approach is taken in to consideration and providing for individual needs, including gender, disability, sexuality, religion, culture.
- Ensuring that Capstone and its Foster Carers work collaboratively with the children, young person, their families, local authorities and other agencies.
- Ensuring that there is an on-going commitment to promoting and safeguarding each child and young person's emotional and physical well-being, thus protecting them from all forms of abuse.
- Ensuring that as far as possible, the views and feelings of each child or young person are sought and they are involved in the decisions being made about them, providing access to advocacy services where appropriate.
- Ensuring each child or young person is provided with appropriate health care and given an opportunity to participate in any decisions about their health.
- Ensuring each child or young person has full access to educational resources, and positively promoting achievement and independence.
- Ensuring that each child or young person has appropriate support in preparing them for long-term fostering or adoption, or developing their skills for independent living, where appropriate.
- Ensuring that where possible, on-going assistance and support is made available, as agreed by the local authority, to children and their families in the event of a young person returning to their birth families care.
- Ensuring that contact is maintained, if requested, for children and young people who leave a placement with Capstone.

## AIMS AND OBJECTIVES

Capstone Foster Care will work in partnership with Local Authorities who commission our services on an individual 'spot purchase' basis or through framework agreements at local and national levels. Our service is committed to multiagency working and developing partnerships and protocols with organisations which can progress the needs of the children and young people in our care.

We believe that every child and young person has a right to experience living within a supportive family where they are valued and respected. We have a firm commitment to providing them with a secure, caring and nurturing home environment.

Our core aim is to provide safe, high quality foster care placements for children and young people that value, support and encourage them to grow and develop as individuals. As well as promoting their health and general well-being, the agency is committed to ensuring that Foster Carers are encouraged to help children and young people to reach their maximum academic ability.

Foster Carers will have individualised safe caring plans to support them to provide good safe parenting for all children and young people who are looked after. Children and young people will be consulted and encouraged to actively participate in their care and family life. We are committed to ensuring that the service offered is based on statutory requirements, sound principles and good practice.

**Our core objectives are:**

- To develop an overall fostering service where there is respect for and recognition of the importance of the ethnic origin, cultural background, religion, language of children and young people and their families and foster carers.
- To promote effective working partnership with other agencies, Local Authorities / Health and Social Services, parents, carers, to achieve the best possible outcomes for looked after children.
- To ensure that when matching placements, due consideration is given to the gender, religion, ethnicity and disability of young people prior to any placement being made with Capstone foster carers.
- To promote effective partnerships between all key parties in the childcare team and in particular to ensure that all planning and working is in the best interests of the child who is fostered.
- To provide stability in the lives of children and young people in our care and enable them to fulfil their potential.
- Commitment and focus on continuous service improvement, quality assurance and high-quality service provision.
- To value diversity by aiming to recruit and retain a wide range of carers from diverse backgrounds so that Capstone Foster Care can offer appropriate placements for children and young people.
- To promote a child-centred approach where the child or young person's safety and welfare come first.
- To respect and promote the racial, religious, cultural and linguistic backgrounds of foster carers and the children and young people. To provide a sensitive approach and respect for other cultures and diversity in promoting the needs of such individuals within our agency and community.
- To ensure that the views of children and young people placed with our foster carers are regularly sought and given due consideration, irrespective of gender, race, sexual orientation, disability etc.
- To ensure that all foster carers have access to and attend regular, on-going training and support groups and encourage them to comply with national standards. To acknowledge the hard work, skills and knowledge of our Foster Carers and provide them with a high level of support, training and encouragement.
- To support all foster carers in remaining child focused whilst working with and alongside birth families.
- To provide all foster carers with regular supervision (minimum of 4 weekly), monitoring and support in order that the child/young person's opportunities are maximised and that the foster carers are constantly meeting the child/young person's emotional/achieving outcomes. The foster carers are provided guidance and are supported by a fully qualified designated Supervising Social Worker.

- To guarantee a commitment to support on-going plans for fostered children by supporting transitional stages, such as unification with birth families or on to semi-independent living, staying put.
- To guarantee a commitment to working in partnership with all those involved in planning and providing for each child or young person's care. This includes local authorities, families, the children or young people, foster carers, health professionals, education providers and other relevant professionals, individuals or organisations
- To provide 24 hour support for foster carers and the children or young people in their care, 7 days a week.

## COMMITTED TO EQUALITY & VALUING DIVERSITY

Capstone Foster Care and all its subsidiaries are committed to providing a holistic service which embrace diversity and promote equality of opportunity. Our goal is to ensure that these commitments, reinforced by our values, are embedded in our day to day working practices with all children and young people, foster families, colleagues, customers and any other stakeholders. We will provide equality of opportunity and will not tolerate discrimination.

## MANAGEMENT STRUCTURE

Capstone Foster Care Midlands is part of Capstone Foster Care (South East) Limited, the company have a Board of Directors that comprises of:

1. Richard Compton-Burnett – CEO
2. Alison Sargent – Group Operations Director
3. Simon Constantine - Director

The Board of Directors meets regularly, usually every month, and is responsible for the overall strategic direction and all corporate and financial responsibility for the company.

The Board of Directors are supported by a Senior Management Team which meets monthly to direct and monitor the operational and financial performance of the company's activities, business planning and policy development.

Each level of the organisation has a forum for discussion and monitoring of relevant issues appertaining to that particular level. In addition, there are local staff team meetings, attended by Line Managers, Social Workers and Administrative support staff. Social Workers and Managers also hold regular practice meetings and training events.

The Senior Management Team comprises of the Directors, the Regional Director and Registered Manager who are responsible for the day-to-day management and strategic development of the organisation. All members of the senior management are very experienced in their field and their qualifications include Bsc hons, PGCE, MSW, MBA, NVQ4, Diploma in Management level 4, 5 and 7.

The Regional Directors are supported by a qualified and experienced team and each region is supported with a range of dedicated support services. The recruitment and panel teams (Operations) are responsible for the assessment and approval of Foster Carers in their respective region. A dedicated Referrals Team in each region is responsible for the processing and matching of placements in accordance with legislation and internal standards.

We have a wide range of qualified Social Workers with post qualifying experience in Local Authorities and experience in child protection work within the health service and private / voluntary sectors. All Social Workers are required to hold a recognised social work qualification and be HCPC registered. Administration staff are

qualified in the use of a range of IT software and data management systems and are appropriately qualified for the tasks, including the use of our database CHARMS.

All staff receives regular supervision and yearly appraisals as well as access to regular training and development.

Each region also has a pool of professionals who work for the organisation on an independent, freelance basis across a variety of roles, which include Form F assessors, independent investigators of formal complaints and panel members. All independent / freelance workers are required to hold appropriate qualifications and have previous experience related to the work they are undertaking. A range of pre-employment checks are carried out on all staff including references and enhanced DBSs checks in line with our safer recruitment policy.

## **SERVICES PROVIDED BY CAPSTONE FOSTER CARE**

All placements made at Capstone Foster Care are professionally ‘matched’ according to rigorous criteria which ensure the specific needs of children and young people are compatible with the skills and experience of our Foster Carers. Capstone Foster Care recognises that the situations surrounding the placement of a child in foster care are diverse and often complex. It may be that short-term care is required while a family crisis is resolved; it may be that a therapeutic environment is needed or a child has to be prepared for adoption.

Capstone Foster Care provides access to a supply of foster carers who can meet the range of needs of the children and young people within its area. We seek to offer placements to children from a diversity of ethnic and cultural backgrounds and generally believe children are best placed within their own locality. Capstone Foster Care subscribes to the view that in principle, children are best placed with carers of the same ethnic origin. However, we also recognise that this may not always be possible and we believe that this fact alone should not deprive a child of the experience of family life. On occasions the most pressing and specific needs of a child might be best met by carers with special skills but who happen to have different ethnic origins to the child.

### **Children from Black and Minority Ethnic Backgrounds**

Capstone Foster Care provides excellent services to children and young people from black and minority ethnic background. We have extensive ethnic mix of qualified Social Workers and Foster Carers, who come from different race, religion and cultures and can speak different languages.

Capstone Foster Care endeavours to place children and young people with families from their own ethnic background. However, we recognise that ethnicity may not be the only significant ‘matching’ criteria. If we are unable to provide carers from the same ethnic background, Capstone will seek to provide links in order to meet child’s religious and cultural needs in consultation with parents and professionals involved.

We offer a wide range of placements for children and young people of all ages. All placements are ‘matched’ to ensure a good fit between the needs of children and young people and the skills and experience of Foster Carers to meet those needs.

### **Capstone Foster Care aims to offer the following range of placements:**

At Capstone we strongly believe that investing in children’s futures will enable them to meet their full potential and achieve the “Five Outcomes” as stipulated in the Children Act 2004. Therefore, we aim to provide a high standard of services for children, young people, their families, local authorities and Foster Carers.

## **Local Authorities**

Capstone will offer experienced and trained Foster Carers that are supported by a professional fostering team, to local authorities. We aim to provide placements for a wide range of children and young people aged 0 – 18 years, including sibling groups, of various ethnic origins.

## **The types of placements the agency offers consist of:**

### **Emergency placements**

A placement that is made within 24 hours of it being requested and where there has been no prior plan. Capstone Foster Care provides a 24-hour a day emergency service. Some Carers choose to specialise in short term work and are able to accept unplanned, emergency placements where by the carers' tasks would be to provide a place of safety and meet the immediate needs of the child. An emergency placement ideally should not exceed two weeks and it would be anticipated that an initial LAC review would be convened within one week of admission to placement.

### **Short term placements**

A placement that is made for any purpose, such as assessment, bridging or remand, which is planned but not intended to provide a long term placement for the child / young person. Period of short-term care could be for a few days, weeks or months, whilst plans are made for the child's future by the Local Authorities / social services departments.

### **Long term placements / Permanence**

These placements are for the longer term needs, where adoption is not an option, and the Foster Carer cares for a child / young person up to and into adult independence as a member of their family. Most carers prefer to have children placed with them on a long term basis; giving the child permanency and progressing them on to semi/independent living once they have developed the skills necessary and on-going support live in the community. By providing a long term placement, it enables children and young people to have a chance to flourish in a stable and supportive environment. Capstone has an on-going commitment to recruit Foster Carers for this very reason.

### **Parent and child placement**

This type of placement is for young people who have become parents at a young age and who need support and guidance in caring for their own child. Support, observation and assessment work can be carried out on behalf of the Local Authority. If required, qualified staff can prepare court reports and statements. Capstone provides Foster Carers who are equipped to provide short or long term placements for parent and baby, regardless of the age of the parent. These carers will be trained to undertake and/or contribute to Parenting Assessments.

### **Sibling group placements**

Sibling placements are for brothers and sisters who are placed together in a foster care household. Capstone Foster Care advocates keeping siblings together within a family environment, unless it is deemed inappropriate by the placing authority. Capstone is committed to ensuring that where possible, siblings groups are placed together and the agency is able to offer sibling group placements. We are able to offer carers who can take larger sibling groups to ensure that children do not need to be separated.

### **Solo placements**

Placements where the child has additional and complex needs resulting in the carer having to offer constant supervision and support which would preclude the placement of another foster child in the same household.

## **Bridging placements**

Capstone has carers who will work with children and birth families towards preparing for adoption, long term fostering, future placements or work to plans aimed at supporting them into (semi)independent living.

## **Placements for children with special needs**

There are many children and young people with, special needs, disabilities and life limiting conditions who need a foster family. This can include children with physical disabilities, learning disabilities, sensory impairments or a combination of these. Capstone Foster Care has a range of carers who have experience and skills in caring for children and young people who have a disability and / or require specialist medical care.

## **Intensive support placements**

For children and young people who have very complex needs and / or behaviours that may challenge. Again, these placements are supported by experienced Foster Carers.

## **Respite placements**

Respite placements are provided to give parents a break or offer additional support if they do not have their own support network. In addition, respite is also offered to our own Foster Carers and is available in order to support placement demands and needs.

## **Unaccompanied child / young person**

An unaccompanied child / young person is someone who is under 18 years of age, is separated from parents/family and is applying for asylum in his/her own right.

These young people often come from countries such as Afghanistan, Iran, Eritrea, Nigeria etc who may not speak English and can be frightened and confused. Foster Carers are needed in most areas in the UK who can provide a safe, stable and supportive home to these children / young people.

## **Services for Children and Young People**

Providing a safe, secure and successful placement for children and young people is paramount. To support our placements, we ensure the children and young people in our care are fully supported and that their wishes and views are regularly obtained. We provide children and young people with an inclusive support package, which consists of the following:

- Capstone's Children and Young People's
- Easy to use review forms that are age Personal Guide/Handbooks.  
appropriate.
- Various social activities during the year.
- Preparation for independence support.
- The opportunity to be part of Children's Consultation and Participation events conducted during the year.
- Participate in Capstone's survey, training, fostering panel and recruitment

## **Services for Foster Carers**

We believe that our package of support is crucial to the success of the foster placements. We expect our Foster Carers provide a sensitive, professional, and high standard of service to children and young people who are placed with them and in return they receive a comprehensive package of support.

### **Supervising Social Workers**

Each Foster Carer will be allocated a Supervising Social Worker who will visit regularly to provide support and supervision. They monitor standards of care, encourage high standards and help carer's manage problems if and when they arise. They are also available for telephone consultation and liaise with the placing Authority Social Worker for the child.

### **24 hour support or Out of hour line**

All our carers have access to a 24 hour support line that is manned by our experienced and qualified Social Workers. Senior Manager is also available and can be contacted by Social Worker for any support and guidance. There will be access to Out of Hours support to Capstone staff member, foster carers and children 24 hours a day 365 days of the year.

### **Independent support**

Foster Carers are eligible for individual membership of Fostering Talk. This allows them access to advice and support, including legal advice, independent of the Agency. The membership includes:

- Foster Carer 24-hour Legal Advice Helpline
- Arrest and Interview Assistance
- Foster Carer Legal Expenses Insurance
- Foster Carer Accountancy Advice Helpline
- Foster Carer 24-hour Counselling Helpline
- Foster Carer Tax Advice
- Foster Carer Education Advisory Service
- Foster Carer Social Work Support Line
- Foster Carer Independent Financial Advice
- Foster Carer Medical and First Aid Helpline
- Foster Carer Discounts
- Foster Carer Online Forum
- Foster Talk Magazine

### **Local foster carers support group**

Our Foster Carers are encouraged to attend their local support group along with their Supervising Social Worker. These are held at local offices. A number of support groups are organised for carers providing expert speakers on matters of interest and an opportunity for carers to share and problem solve together. We aim to arrange the groups on two or three times a year and new carers workshops.

### **Newsletters and website**

We maintain in contact with our carers through our newsletter. These feature developments within foster care, forthcoming training opportunities and information regarding what's happening within Capstone and the service we offer. Carers have the opportunity to contribute material and information to these newsletters.

### **2 Weeks respite**

As part of the support package, Foster Carers will be entitled to 2 weeks paid respite, which is paid in two instalments in a year and is, calculated on prorata basis. Foster carers can request for respite break and Capstone will work together with foster carer and local authority to identify a respite placement for a child keep their best interest in mind.

## **Initial & On-going training**

Foster Carer's will be entitled to Initial and on-going training.

## **Fostering allowance /fees**

Capstone operates to the Framework Contract for Independent Fostering agencies. This ensures fees are transparent and inclusive. Capstone fee schedule incorporates discounts for long-term and sibling placements.

Any additional services required in order to meet a child's or young person's particular needs and circumstances, over and above those outlined in a contract, are negotiated and agreed with the responsible authority at the point of placement or at subsequent reviews. This could include, for example, additional educational support, specialised equipment for a child with disabilities and other exceptional or major expenses as well as on-going therapeutic input from one of the professionals working with the agency.

The fees structure is re-assessed annually and takes effect from 1st April. The financial remuneration offered to agency carers reflects the demands of the task and quality of service carers are expected to offer. Out of their fee, carers are expected to meet the routine day to day cost of looking after a child.

Further details are available on request and are included within the Foster Carer agreement.

Foster Carer's insurance is provided by insurance companies. Carers are required to have their own household building / contents insurance and are advised that they should make their insurance holders aware that they are fostering to ensure they are appropriately covered.

## **MATCHING PROCESS**

All placements are closely 'matched' to ensure that the needs of the children and young people are met by the skills and experience of Foster Carers. Many of our Foster Carers have a wealth of experience or specialisms. Capstone have designated placement officers in the Referral and Placement Team who are the first point of contact for enquiries about placement choices and who liaise closely with supervising Social Workers, Foster Carers and Local Authorities to ensure the best possible match for the child and Foster Carers.

At Capstone Foster Care we recognise the importance of carefully matching placement referrals for children and young people with our foster families. We work closely and in partnership with the referring Local Authority to ensure that the proposed placement supports the following:

- Reflects the expressed wishes of the child/ren
- Takes into account the wishes of the child's family
- Will be able to meet the child's physical, educational, emotional, health, cultural, religious and social needs
- Will be able to meet the needs for contact
- Will not disrupt any child already in placement
- Will not pose a risk to any child of the carer
- Will bring no substantial risk to any member of the carers' household or their property

Capstone also provides a placement service out of hours which means that children and young people may be placed with Foster Carers during the night.

## **RECRUITMENT AND ASSESSMENT**

Capstone Foster Care is committed to recruiting Foster Carers who can provide high quality foster care. Anyone over the age of 21 years may apply to become a Foster Carer. Applications are welcomed from all people, regardless of gender, sexuality, marital status, employment situation, culture, and religion. The process of selection is rigorous and designed to ensure commitment and compatibility to the fostering task.

## **Recruitment process**

### **Referral/ Enquiry**

Capstone looks to regularly advertise for Foster Carers in many regions. We aim to recruit carers to meet the needs identified in each area. We also expect to receive applications from people who have heard of our comprehensive support package by word of mouth. We aim to capitalise on the publicity generated by events and any relevant media programmes which may have a positive impact on our recruitment.

Following an enquiry from a prospective Foster Carer our recruitment officer will take necessary information from the applicant to complete the referral form and will post / mail the information pack to the applicants.

- There is immediate exclusion of any applicant who has been convicted of an offence against a child or any serious offence against an adult.
- It is a minimum requirement that all prospective Foster Carers must have at least one spare bedroom.

All members of the public who contact the agency about becoming carers will need to provide the agency with brief information about their current circumstances. The agency will be available to give general information and will also try to answer any initial queries. If the advisors are not able to do so, a member of the Social Work team will return their call within one working day. The Administrative team will post information about fostering to the enquirer within 48 hours of the enquiry.

To continue with application, enquirers will be told that:

- They must have sufficient room to care for a looked after child.
- Applicants must be over 21 years of age.
- They must be prepared to undertake an Enhance DBS, health and local authority checks, and provide names of suitable referees, including a referee from any current or any previous employment related to children and consent to ex partners being contacted;
- They must be prepared to undertake a comprehensive BAAF Form F assessment, training and attend support groups following approval.
- Will be required to facilitate contact between the looked after child and his or her family members.

### **Application and Initial Visit**

- When there is an enquiry to foster then their details are logged on our data base and the recruitment coordinator will establish the applicant's motivation to foster, the bedroom situation, work commitments, preferred approval range, child care experience and to inform of basic expectations by Local Authorities and Capstone Foster Care towards Foster Carers.
- If both parties agree then an Initial Visit is arranged, for which, if it is a two parent household both applicants have to be present. An Initial Viability Assessment in order to determine whether the enquirer meets the eligibility criteria, the Agency's expectations in relation to fostering families, their motivation to foster, and answer any questions concerning their interest in fostering and addresses any specific issues will be sought.
- At the Initial Visit further details are established about the applicants' motivation to foster. They are asked in detail about any convictions and possible restrictions to foster and complete a health and safety check.
- Applicants are informed of the need for health checks, Local Authority checks and DBS checks.

- An application form and DBS check form may be completed at this stage if it is likely that the applicants are progressing to the assessment stage.
- The Manager who oversees carer recruitment together with the Recruitment team will then decide whether the applicant is suitable to progress to the Form F assessment stage.
- Prospective carers who meet the eligibility criteria and are considered to be suitable are invited to submit an application for assessment. Until this application form is returned the agency cannot proceed to allocate their assessment. Applicants are advised to return application forms within 28 days.
- Anyone who is denied at this stage will be informed and given the reasons for the decision.

## **Planning the assessment**

1. Applicants attend the Skills to Foster course during the assessment phase.
2. Statutory checks are initiated.

## **The Assessment Process**

All assessments are carried out by qualified and experienced Social Workers using the Coram/BAAF Form F template and process. The assessment process is carried out in order to determine the applicant's capacity to meet the needs of any children and young people likely to be placed with them.

The first assessment meeting is concerned with planning and timetabling the assessment. The assessment is carried out in line with National Minimum Fostering Standards 2011 and Fostering Services Regulations 2011.

The assessor ensures further that the applicants are aware of the Skills to Foster Training course. The assessor will explain the basic process of gathering information and evidence during the assessment as well as ensuring that applicants are aware of the process of obtaining checks from the DBS, Local Authority and The GP. National Minimum Standards 2011 and Fostering Services Regulations 2011 require the fostering service to undertake statutory checks as part of the assessment process. These are:-

- A Disclosure and Barring Service (DBS) check on all people who reside in the household who are over 18 and any person's staying overnight or supporting on a regular basis.
- Local authority and other agency checks as required
- Child health and education checks will be carried out on any school-age children in the household. □ Written current most recent employer's references are needed for each applicant. Additional references from any previous employer where there was contact with children will be obtained.
- A Medical undertaken by the applicants own GP.
- A minimum of three personal referees (one of whom should be a family member) who will provide written references and be interviewed as part of the assessment process.
- Interviews will be carried out with birth children and any other adults in the household. □ Where possible interviews will be carried out with previous partners.

## **Gathering evidence or information**

Capstone's assessing Social Worker will undertake the assessment in the following settings:

- The applicants own home.
- During the 'Skills to Foster' preparation course.
- In other relevant settings e.g. Workplace if appropriate.

A variety of techniques will be used to gather evidence or information regarding the applicants' suitability to foster. These may include:

- Eco-maps, family trees and chronologies to gain information on applicant's motivation to foster and how their past history may impact on fostering.
- Witness statements from other adults who can corroborate the applicants' ability to relate to and care for children e.g. babysitting circle, helping out at school etc.
- Discussion
- Records and reports
- Assignment and case studies
- Role playing and simulation
- Skills to Foster preparation course
- Homework assignments
- The assessment will include a recommendation by the Capstone assessing Social Worker.

As mentioned above, during the assessment, administration will undertake a variety of statutory checks which include:

- Enhanced DBS Check
- Local Authority checks
- Employer and / or current fostering organisation references
- School / health visitor reports (on own child, if appropriate)
- Medical reports
- Current employment references
- References from all previous employment involving children and vulnerable adults
- Three personal references of which at least two will be visited by a Social Worker
- Overseas check (where appropriate)
- A health and safety report to be completed
- Where possible ex-partners and children of an appropriate age from previous relationships

Capstone aims to complete the assessments within 24 weeks from allocation of the case unless there are extenuating circumstances. The National Minimum Standards 2011 state that the Fostering Panel should make a decision of suitability within eight months from application.

All form F's go through our designated Quality Assurance professional to ensure we maintain an excellent standard of assessment, and safe care practice. Once completed a panel date is identified and allocated.

## **Approval**

The Fostering Panel comprises of a variety of professionals and independent members, including foster carers, educationalists and people with experience of the looked after children system.

All assessments are considered by a properly constituted and independent Panel, which makes recommendations to the agency regarding the suitability of the applicant to be a Foster Carer. This may include any additional terms that the Panel considers should apply to a Foster Carers approval status. The Agency Decision Maker takes full account of the Panel's recommendations when reaching their decision. Prospective carers are asked to attend the Panel.

All successful applicants are provided with a Foster Carer Agreement, which confirms their appointment as an agency carer. It also gives details about the terms of approval and how this will be reviewed, as well as the role of the local authority making the placement.

## **Post Panel Induction**

After the panel meeting applicants are explained as what happens next and a Capstone staff members helps to answer any questions that applicants have after the panel meeting.

### **Post Approval Induction**

After Agency Decision maker has signed off their decision to approval applicants as foster carers. Newly approved foster carers are confirmed about the decision verbally and they receive a letter within two working days.

Upon approval as a Foster Carer, Capstone will advise in writing and assign a Supervising Social Worker to support the Foster Carer in the fostering task. Supervising Social worker completes post approval visit and goes through an induction. This induction process involves:

- Email or giving the Foster Carer the Foster Carers Handbook
- Discussion around the child referral and matching process in respect of timescales and processes.
- Discussion around future training courses and the answering of any immediate questions asked by the carers about the fostering task.

### **Review of Approval**

The Agency undertakes competency based first reviews based on National Guidelines and Standards. In compliance with the Children Act 1989 and the Fostering Service Regulations 2011, all Foster Carers and their approval status is reviewed annually. The Annual Review determines whether approval of the Carers should be renewed and / or whether there should be any changes made. The review includes written feedback reports from the Carer's Supervising Social Worker, the Local Authority Social Worker, children and young people in placement, children of the household / Carers and the Foster Carers themselves.

## **FOSTER CARERS**

The Foster Carer's role is a professional one of caring for individuals personal and development needs.

The main tasks for a Foster Carer in Capstone are as follows:

- To provide an environment that is stable, safe and supportive for a child or young person in their care.
- To be supportive of contact to enable the child or young person to stay in touch with family members or people who are important to them as guided by the care plan.
- To promote the child's health, emotional, social and educational development in all aspects of their role.
- To be sensitive to and promote the child or young person's cultural identity, confidence and self-esteem.
- To be an advocate for children and young people empowering them to make decisions.
- To provide safe boundaries in which children and young people can be responsible and whereby learn to have positive and consistent behaviour.
- Work as part of a team at Capstone and make available times to attend meetings on behalf of the children and young people who are 'looked after'.
- Moving on children and young people in a professional and positive way.
- Taking responsibility to maintain a level of professionalism by attending regular training and support meetings to further develop knowledge and skills.
- Being responsible in handling confidential information.

## **MANAGEMENT & SUPPORT OF FOSTER CARERS**

It is primarily the Supervising Social Worker's responsibility to manage and support the carer in the fostering task. Capstone Foster Care's Supervising Social Workers understand that they have a responsibility for ensuring that the child in placement's needs are paramount, even though they do not have case management responsibility for the child. The Supervising Social Worker will visit the carer regularly both whilst a child is in

placement, and when the carer has vacancies. All Foster Carers are enrolled as members of the Foster talk (financed by Capstone Foster Care) which provides excellent up-to-date information and legal insurance should carers be the subject of a false allegation.

## **Support**

We regard our carers as the foundation of our service. We know from current research that poor general support to carers has been found to be closely associated with them ceasing to foster. Therefore we offer our Foster Carers a robust package of professional support and financial remuneration. All Carers and looked after children / young people receive an exceptionally high level of support from Capstone Management and staff. Foster Carers receive regular visits in placement from their Supervising Social Worker, who works to ensure that the welfare of the child and / or young person is being safeguarded and promoted, and to identify support or services needed to enhance their physical, mental and emotional welfare.

*Our carers make a real difference. At Capstone Foster Care we believe that their valuable input deserves rewarding. We do this in a number of ways:*

### **Named Supervising Social Worker**

All Foster Carers have an identified Supervising Social Worker. The Supervising Social Workers visit carers regularly (NMS21) to monitor the standards of care provided, assist the carer to play their part in the child's care plan and identify any training needs.

Each of our Foster Carers has a professionally qualified dedicated Supervising Social Worker to ensure that our carers are fully supported. The Supervising Social Workers are always the first port of call for our Foster Carers.

Capstone recognises that supervision and support for carers is vital. It is important that the Foster Carers work is recognised as providing the major component in meeting the needs of Looked after Children. Carer satisfaction and retention is essential for a healthy and safe Fostering Service.

Supervising Social Workers are responsible for ensuring that the care offered to children in foster care meets the required standards. Supervising Social Worker's will visit and telephone the carer regularly. Visits to the Foster Carers take place at a minimum of four weekly intervals. These can be increased as assessed need determines. As part of the monitoring of the work of Foster Carers, there will be at least one unannounced visit by the Supervising Social Worker to the Foster Carer's home per year.

### **Foster Carers Reviews**

Approved Foster Carers will undertake a review within 12 months, which is chaired by a Reviewing Officer. The first review following approval is always presented to the Fostering Panel. Subsequent annual reviews may also be presented to the Fostering Panel in situations where termination of approval is sought, when significant changes in the terms of approval are being considered, or where there are serious concerns about suitability of the carer or following the investigation of any allegations against the Foster Carer.

The main aim of the annual review is to determine whether the Foster Carer's approval continues to be suitable and whether there should be any changes in the terms of the registration.

The annual review is an opportunity to look at the progress the carer has made and to set targets and goals for the next year within the annual development plan. Training needs are also assessed and a recommendation for future approval is made by the Supervising Social Worker and Reviewing Officer.

### **Capstone will ensure that:**

- All Capstone Foster Carers have a Supervising Social Worker who fulfils the function of a line manager and supports the Foster Carer. Their visits are treated as a supervision session with an agenda and notes of the meeting.
- The Foster Carer's training, support and development needs are regularly reviewed and their progress appraised at the Foster Carer's Annual Review.
- Foster Carers have access to key personnel within capstone including experienced Foster Carers and Social Workers.
- Foster Carers are able to understand the relevance of the National Minimum Standards to their own professional development through meetings with managers and supervising Social Workers.
- Capstone seeks the views of specific groups of Foster Carers (e.g. black and minority ethnic carers or male carers) on their support needs which may be met in a variety of ways through specific training, support groups, email groups or mentoring.
- Foster Carers are also offered support through a counselling service or an independent supporter for Foster Carers if they dealing with a particularly stressful situation (e.g. when an allegation has been made).
- Foster Carers are enabled and encouraged to attend training sessions, support groups and meetings of their foster care associations.
- Support is made available to partners and sons and daughters of Foster Carers through individual support by the supervising Social Worker or support groups in recognition of the involvement of all members of the family in the fostering task.

## FOSTERING PANEL

Capstone Foster Care's Fostering Panel makes recommendations regarding the recruitment, annual review, re-approval and / or termination of new or previously approved Foster Carers.

### Membership of the Panel

In accordance with the Fostering Service Regulations 2011, Capstone's members of the fostering panel consist of people from the organisation's central list. The central list includes members from various backgrounds and professions who have knowledge of the local areas for which they are considering cases and making recommendations.

Capstone has also appointed a member of the fostering panel as vice chair who acts as chair if the chair is absent or his/her office is vacant.

## TRAINING AND DEVELOPMENT

At Capstone Foster Care we recognise that the only way to achieve excellence is by investing in Foster Carers. We therefore seek to promote a competent and motivated team of Foster Carers through continuous development in order to enable the delivery of high quality services to the children and young people in our care, their families and other agencies who we are involved with.

The Training programme developed by Capstone Foster Care is compliant with National Minimum standards ensuring that all Foster Carers receive relevant induction and continued professional development. Carers are expected to meet the TSD foster carer standards and complete the workbook within appropriate time frames.

## **Aims of the training programme**

- Equip Foster Carers with the knowledge and skills needed to provide high quality care for the children and young people they look after.
- Ensure that all Foster Carers are given the necessary information and help to develop knowledge and skills to carry out their job as Foster Carers and appropriate opportunities for career development.
- Foster families are enabled and empowered to support and guide children and young people to achieve positive outcomes and reach their full potential.
- Any warning signs in relation to safe caring or fostering breakdown are identified early to safeguard the best interests of all parties.
- Foster Carers can work with parents and children in the context of a multi-racial society.

## **The Training Framework**

The Fostering Service Regulations 2011 (17 (1)) states that the fostering service provider must provide foster parents with such training, advice, information and support, including support outside office hours, as appears necessary in the interests of children placed with them.

Standard 20, 'Learning and Development of Foster Carers': Outcome and National Minimum Standards for Fostering Services 2011 state that 'Foster Carers receive the training and development they need to carry out their role effectively'.

A clear framework of training and development is in place and this is used as the basis for assessing Foster Carers' performance and identifying their training and development needs.

Capstone Foster Care has a robust training policy and strategy. All Foster Carers are given the necessary help to develop the knowledge, skills and attitudes that they require to carry out their job as Foster Carers efficiently and to provide Foster Carers with the appropriate opportunities for career development.

Capstone Foster Care provides a two-stage training programme to all of its Foster Carers that comprises of:

### **1. Pre-approval Training – Skills to Foster**

Prior to approval with the Agency all prospective applicants will be required to attend a 'Skills to Foster' course which is presented by a qualified trainer or by Capstone qualified social work staff. In the case of couples, both must attend this training and undergo assessment and checks. The Agency recognises and values the contribution of existing Foster Carers to the recruitment process and actively supports their involvement in recruitment activity. The course runs over three days and is an integral element of the assessment process. Where appropriate a separate session is available (to children who foster) for the birth/resident children of the family.

The course comprises of six sessions covering the following areas:-

Session 1: What do Foster Carers Do?

Session 2: Identity & Life Chances of the Children and Young People?

Session 3: Working with Others

Session 4: Understanding Behaviour & Caring for Children

Session 5: Safer Caring

Session 6: Transitions

The course will introduce individuals to the challenges of foster care, the kinds of experiences children may have gone through and why they may behave in certain ways. The course will provide individuals with information about professionals they will be working with and set out expectations of being a Foster Carer.

## 2. Post-approval - Core Training Programme & Carer Development Training

Our training programme provides Foster Carers with the opportunity to explore and understand issues essential to their role, and to identify their future learning and development needs. Capstone has a dedicated training budget. It is essential for all Capstone Carers to achieve the minimum level of knowledge and skills encapsulated in the Standards.

Opportunities for training and support will therefore be provided at four levels:

1. Support, discussion and evaluation at the Foster Carer's home.
2. Participation in foster care groups e.g. support groups, socialising events.
3. Participation in formal training events with other Foster Carers and Social Workers.
4. Completion of TSD standards within 12 months of approval as foster carers

### **Training Support and Development (TSD) Standards**

Standard 1: Understand the principles and values essential for fostering children and young people

Standard 2: Understand your role as a foster carer

Standard 3: Understand health and safety, and health care

Standard 4: Know how to communicate effectively

Standard 5: Understand the development of children and young people

Standard 6: Keep children and young people safe from harm

Standard 7: Develop yourself

There is a strong commitment to ensure that Foster Carers have access to the right support and development opportunities. Training and development is an intrinsic part of fostering. Capstone has a clear expectation that all Foster Carers will participate in training offered by the agency as fully as possible. There will also be the opportunity to undertake E learning for all carers. There is an expectation that Foster Carers will complete the TSD portfolio and this expectation will be endorsed by Fostering Panel on approval.

These opportunities will enable Foster Carers to meet the, often complex needs of the children and young people for whom they care and to develop skills and knowledge to keep the foster family and the fostered children safe and protected.

A typical training programme includes the following courses:

- Behaviour Management - core
- First Aid - core
- Safe Care and Health & Safety - core
- Logging & Recording - core
- Safeguarding/ Child Protection – core
- Radicalisation- core
- Drug Awareness
- Working with Sexually Abused Children
- Unaccompanied Minors
- Attachment Disorder
- Working Towards Independence
- Stress Management
- HIV/AIDS
- Separation and Loss
- Emotional Trauma
- Preventing Placement Breakdown
- Parent and Child placements
- Moving in and moving on

It is also important that Foster Carers are able to document and evidence their skills and knowledge throughout their fostering career. Learning and development within Capstone is comprised of three tiers:-

- Pre-approval training
- Induction – New carer and core training
- Continual personal development training

The training policy details the elements contained in each of these tiers, the requirements of the Children's Workforce Development Council, the associated standards as well as outlining the variety of training methods employed. Foster Carers' training needs are constantly monitored by Supervising Social Workers and formally evaluated through annual reviews of the carer's terms of approval.

Each Foster Carer has a Personal Development Plan, as required within Section 7 of the Training Support and Development standards, drawn up in conjunction between the Supervising Social Worker and Foster Carer.

The Personal Development Plan is reviewed annually at the Foster Carer Review by the Independent Reviewing Officer, the Foster Carer and the Supervising Social Worker.

## **POLICIES AND PROCEDURES**

Capstone Foster Care has comprehensive Foster Carer policies, procedures and practice manuals in accordance with regulations. Our manuals (The Foster Carer's Handbook and our Social Workers' Policy Information) contain information on law, child protection, behaviour management, health and safety matters, care planning, training, financial matters, meeting the needs of children and young people, education, complaints and grievances, and record keeping.

Our manuals are updated annually (or more often as required).

## **COMPLAINTS PROCEDURE**

The complaints procedure is made widely available to service users and is reviewed regularly to check satisfactory operation and to identify any patterns and action taken on individual complaints. The scope of Capstone's complaints procedures cover the range of the organisations functions in relation to children looked after by its carers.

Persons entitled to complaints are:

- a) Any child who is being looked after by Capstone Foster Care or a person acting on behalf of the child.
- b) A parent of his or hers or person with parental responsibility.
- c) Any Capstone Foster Carer or family member.
- d) Any Capstone staff member.
- e) Such other person as Capstone Foster Care considers has sufficient interest in the child's welfare to warrant his or her representations being considered by them.

### **Stages of Complaint procedures**

#### **Stage 1 (informal)**

At this stage the complaints are resolved informally. If the problem cannot be resolved informally and the complainant wishes to take it further, the complaint will be treated as a formal complaint under stage 2 and 3 below. If the complainant is a child he /she will be given help to express his/her views clearly, with the help of an advocate.

#### **Stage 2 (formal)**

The Agency would consider the complaint and formulate a response within 28 days of its receipt unless the complaint is withdrawn earlier. Before the expiry of the 28 days period the agency should inform the following persons:

- a) The complainant.
- b) If different, the person on whose behalf the complaint was made unless the agency considers he or she is not of sufficient understanding or that it might be likely to cause serious harm to his or her health or emotional condition.
- c) The independent person, and
- d) Any other person whom Capstone Foster Care considers has sufficient interest in the case (e.g. in the case of a looked after child, the responsible authority).

The information should include the proposed result of the Agency's consideration of the complaint. At the same time, the complainant should be informed of his or her right to ask, within 28 days, to have the complaint referred further to a complaints panel if he or she is unhappy about the agency's decision.

### **Stage 3 (formal)**

If the complainant does exercise his or her right and informs the Agency (in writing and within 28 days) that he or she is dissatisfied, the matter should be referred to a complaints panel. The panel should include an independent person (who may not necessarily be the same person who acted as an independent person at the first stage). Within 24 hours of the panel meeting their recommendations and their reasons for reaching such recommendations should be sent to:

- a) The Directors of Capstone.
  - b) The complainant.
  - c) The (original) independent person, if different from the independent person on the panel.
  - d) Any other person whom the agency considers has sufficient interest in the case (e.g. the Local Authority).
- Capstone shall supply to Ofsted at its request a statement containing a summary of any complaints made during the proceeding 12 months and the action taken in response.

### **Appointment of Independent Persons**

Capstone Foster Care will appoint an independent person to take part in all formal stages of the Agency's consideration of a complaint.

If a complaint is made against the Responsible Individual, then the other Capstone Directors will be involved in identifying an independent senior person to act as a Complaints Officer who is totally independent of the Agency. Any recommendation made by the independent person or complaints panel will be considered by the other directors for the appropriate course of action and Ofsted will be informed of the outcome immediately.

Contact details of Ofsted:

Ofsted  
Piccadilly Gate 4, Store Street, Manchester  
M1 2WD  
Tel. 0300 123 1231  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Capstone Foster Care Midlands



Building brighter futures

**Responsible Individual** Sara Chambers Ross

**Registered Manager** Post Vacant  
Ann-Marie  
McGuinness  
(Registered Manager  
application pending  
May 2018)

**Designated Safeguarding Officer** Ann-Marie McGuinness

**Designated Complaints Officer** Ann-Marie McGuinness  
28 The Green, Kings Norton,  
Birmingham B38 8SD  
Tel: 0121 374 2650  
Mobile: 07398 490842

**Out of Hours Number**  
  
Tel: 01213742650

Our local offices are

**Registered Office**  
**Birmingham Office**  
28 The Green  
Kings Norton  
Birmingham  
B38 8SD

Tel: 0121 374 2650

**Leicester Office**  
Beaumont Enterprise Centre  
Boston Road  
Leicester  
LE4 1HB

Tel: 0116 373 7277

**Stoke Office**  
The Bridge Centre  
Birches Head Road  
Birches Head  
Stoke on Trent  
ST2 8DD

Tel: 01782 267055