TRUE FOSTERCARE LTD Aims to create a true partnership based on Therapeutic Parenting principles. We work closely with Foster Parents, the children we care for and supporting professionals, to develop mutual respect and understanding, in order to achieve the best long-term outcomes for children.

We seek to enable foster parents to feel truly valued and empowered.
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[1] Introduction

This Statement of Purpose is reviewed by foster parents, a representative from the children we care for and staff and updated annually by the Registered Manager.

It has been developed in accordance with appropriate regulations and standards.

A copy of the Statement of Purpose is provided, and/or made available upon request, to:

- Ofsted
- The appropriate office of the Care and Social Services Inspectorate Wales (CSSIW)
- Any person working for the purposes of the fostering service
- Any child (subject to their age and understanding) placed with a Foster Parent of the fostering service and the parent of any such child
[2] Overall Aim and Purpose

True Fostercare Ltd aims to create partnership working between the agency, our foster parents, external agencies and our young people. We seek to work together with mutual respect and a shared understanding of therapeutic parenting, attachment theory and development trauma theory. We feel this is essential for supporting children and young people to recover from their early experiences. Our foster parents and staff are familiar with DDP (dyadic development psychotherapy) and are expected to adopt this approach in the parenting of our children and young people. We believe that this approach will help children and young people to achieve the best long-term outcomes for children and their families.

True Fostercare Ltd will provide safe, secure, and stable environments in which the children and young people placed are encouraged and supported to reach their full potential. We recognise and work proactively to limit the impact of developmental trauma and the impact of compassion fatigue.

Aims and Objectives:

- To provide a service to each child or individual young person, according to his or her identified needs, with therapeutic parenting strategies at the heart of recruitment, training and care provided.

- To exceed National Minimum Standards for Fostering Services and comply with all relevant legislative and regulatory frameworks.

- To work in partnership with the agency, local authorities, and other organisations to provide a responsive and proactive approach to safeguarding.

- TRUE are committed to having a positive effect on our children or young people without prejudice or bias.

- TRUE will promote and encourage Foster Parent involvement within training, recruitment and the sharing of ideals.

- TRUE will identify challenges created by developmental trauma and work proactively with each fostering family to help them to overcome these challenges through therapeutic parenting.

- We are committed to building a resilient team who have a range of backgrounds, skills and experiences.

- TRUE seek to offer the best possible service to our children, young people, foster parents and partnership agencies.

- Actively recruit foster parents who are able to accept siblings. We support keeping siblings and significant others together, utilising specialist knowledge within the organisation to ensure the best outcomes for siblings and support for their foster parents.

- TRUE offer a high level of support and training to Foster Parents and staff. This enables us to better understand and support our children and young people.
• To offer high levels of support and availability to our foster families which will include therapeutic care and strategies, including availability 24 hours a day.

• We will encourage relationship building through a climate of cooperation, courtesy and consideration for others. Intrinsic to this is our specialist knowledge in the area of therapeutic parenting and compassion fatigue.

• To match referred children and young people to foster families that are best able to meet their individual needs, taking into account the wishes and feelings of young people.

• We aim to provide respect and the promotion of the cultural, racial and religious backgrounds of children and young people.

• We aim, through the matching process, to consider gender, sexuality and disability needs, geography and contact needs of children and young people.

• To recruit and assess Foster Parents who have the ability to embrace therapeutic parenting methods in order to enable the development and eventual physical and emotional independence of children and young people.

• We aim to promote work with parents, foster parents and other professionals in assisting children and young people to thrive and achieve their full potential.

• TRUE is committed to the ongoing learning and training of foster parents and staff, including TSD Standards, NVQ Level 3 and the Level 3 Diploma in Therapeutic Parenting by Fostering Attachments Ltd, which will be offered to all Foster Parents.

• Our Foster Parents are registered with The Fostering Network.

• TRUE funds Foster Parents annual membership to the National Association of Therapeutic Parenting.

The Agency will identify relationship difficulties at an early stage and work intensively through the use of the TRUE model (Sarah Naish © 2016 Therapeutic Parenting in a Nutshell) to support Foster Parents and children in their care. Specifically, this includes a team consisting of a Supervising Social worker, an Empathic Listener and Children’s Support Worker around each fostering family.
[3] Therapeutic Overview and TRUE Model

The T.R.U.E Model- Therapeutic Re Parenting Underpinned by Empathy/Experience

In the T.R.U.E. model there are three main supporters around each family.

1) Attachment Worker
2) Child Support Worker
3) Supervising Social Worker

1) Attachment Worker (AW) – (Called the Empathic Listener within True Fostercare Ltd). The T.R.U.E model requires a specialist in attachment, with direct personal experience of living with children with attachment difficulties. An empathic supporter must be available to the carer of the child, this must be someone who has had direct experience of therapeutic parenting themselves. Specialist mentoring, i.e. from another trained Foster Parent or adopter, goes some way to assisting in this. The AW MUST be trained in recognising and managing blocked care and also in attachment related behaviours. Ideally the AW may also be DDP trained. (Dyadic Developmental Psychotherapy, Dan Hughes). The AW works alongside the Supervising Social Worker, and only works directly with the parent, not the child. Their main role is to establish an early empathic relationship with the carer, preferably before the child even comes in to live with the foster family. This type of support builds resilience in the carer and helps to sustain difficult situations. The AW is supervised by a senior Attachment Worker, possibly a therapist or therapeutic social worker, and not by the Supervising Social worker. This helps to avoid blame and promotes objectivity, and solution-based problem solving, where there is blocked care. The AW does NOT need social work qualifications.

2) Child Support Worker (CSW) – The CSW has a longstanding relationship with the child and sees them regularly, normally weekly or fortnightly. Often the CSW will be qualified in child care or have a background in advocating for children in the care system. The CSW will ideally be trained in life story work, Theraplay and have attended training in therapeutic parenting techniques, early life trauma, attachment difficulties, P.A.C.E and blocked care, (compassion fatigue). The CSW is a good advocate for the child and is able to maintain a longstanding relationship with them, even where there are changes to their care, either permanently, or through short-break arrangements. The CSW liaises closely with the child’s own social worker as well as the AW and SSW. Historically, the CSW tasks were regularly undertaken by the child’s Social Worker, however with changes in statutory duties, increased workloads and report writing, this role is often better served by a professional who ONLY has advocating as a main role.

3) Supervising Social Worker (SSW). The SSW is responsible for all statutory targets and obligations being met. They must also be knowledgeable about therapeutic parenting techniques, developmental trauma and attachment difficulties, and be able to support the carer in the implementation of strategies. The SSW will liaise closely with the AW who is able to work more intensively with the carer to help prevent blocked care. The SSW is responsible for supervising the AW, but not the AW. As the SSW has the AW working alongside, they have more time to discuss and implement training needs, regulatory issues, safe caring and other essential elements in preserving permanency.
[4] **Status and Constitution**

True Fostercare Ltd is a private limited company. Company registered number is 06484910 and is registered under the Companies Act 1985.

We are a newly established agency and have a very small team at present. We provide highly supported therapeutic families to children with complex needs, including attachments difficulties and developmental trauma.

We are based in Gloucester and support foster families in a range of geographical locations, including East Midlands and South West.
TRUE is a member of The Fostering Network and CoramBAAF.

True Fostercare Ltd offices and contact details are located at the address on the front cover of this Statement.

The service is managed on a day-to-day basis by the Registered Manager. The Registered Manager is supervised and managed by the Responsible Individual.

The Registered Manager manages the Supervising Social Workers who support and manage foster parents.

The Children’s Support Worker is supervised by the Senior Practitioner.

The Empathic Listeners are supervised by an independent therapist.

[6] Staffing and The Team

The team is made up of both employed and independent individuals. We are a diverse team with varying backgrounds, qualifications, skills and experience.

All staff and individuals who work in association with the fostering agency hold a range of appropriately recognised qualifications dependent on their specific role or field of expertise such as MBA, DipSW, NVQ 4/5 in Management, Diploma/Certificate in Management, NVQ in Administration and all social work staff are registered with HCPC / SCW. The agency employs a variety of individuals who have a wealth of social work, management, teaching, administration and technical experience to ensure the needs of the agency is exceeded at all levels. All staff receive regular support, supervision and training. All pre-employment checks are undertaken, and reference checks are followed up with a telephone call. Enhanced DBS Checks are undertaken and renewed on a three-yearly cycle.
[7] Quality Standards

The Agency will comply fully with all relevant childcare legislation, Fostering Regulations and National Minimum Standards for England & Wales.

TRUE offers emergency, short term and long-term homes to children and young people. We also provide our families with short breaks, (also known as respite). Every effort will be made to match children with families that reflect their religious and cultural needs. Fostering offers are subject to foster parent availability in terms of skills and abilities, family environment, experience and assessed capacity to meet the needs of individual children or young person.

TRUE encourages an ethos which is child-centred, and this is reflected in the service provided as well as the language that we use. We avoid using terminology such as ‘placements’ and promote the use of ‘family’.

TRUE foster parents are supervised by social workers who carry a small caseload.

A 24 hour on call service is provided to all of our fostering families and young people. There are 2 members of staff on call at all times outside of office hours.

We expect a great deal from our foster parents, and they are viewed within the agency as fully participating members of a professional team. The fees and allowances paid to our foster carers are equivalent or higher than those recommended by the Fostering Network. High levels of staffing and support is necessitated by the extremely challenging and demanding task of caring for our children and young people.

All children and young people living in families with TRUE fostercare have a robust team around them. This includes a child’s support worker that is directly available to the children and young people.

Issues around safeguarding will be dealt with immediately, in line with locally agreed procedures.

School attendance and academic achievement will be promoted for all children and young people in line with Department for Education and Skills guidance.

Daily written records regarding each child or young person will be provided by Foster Parents.

The Agency will work intensively with foster parents where an identified block to relationship building has been established.

We ensure that all our Foster Parents undertake training in Safeguarding Children, First Aid and Managing Violent Behaviour, as well as a full range of training in therapeutic parenting, overcoming trauma and staying emotionally connected.

Corporal punishment will NOT be used in any circumstances.

Guidance will be provided on the use of sanctions and behaviour management with each Foster Parent being issued with ‘The A-Z of Therapeutic Parenting’ (Sarah Naish, 2018). A written record will be kept by the foster parent of any implementation of sanctions.

Both we and our foster parents will maintain vigilance around confidentiality.

Assessments will be completed by qualified and experienced assessors with active participation by applicants. Therapeutic parenting skills and knowledge will be prominent in the assessment.

All foster parents will complete Skills to Foster training alongside pre-approval training in therapeutic parenting.

Foster Parents will have continuing training in line with the DfE Training, Support and Development Standards (Induction Framework for Wales).

We shall ensure each Foster Parent and foster home fulfils all health and safety requirements, is risk assessed and has a safe caring plan.
Foster Parents work to an agreed individual child and young person’s care plan and within the terms of the ‘Placement Agreement’.

Foster Parents will promote contact with the children’s families unless this is not possible due to safeguarding factors or increased levels of trauma.

Foster Parents will receive regular support visits from Supervising Social Workers and Empathic Listeners.

[8] Complaints and Outcomes

True Fostercare Ltd supports service users to have the right to make a complaint about any aspect of their care. True Fostercare Ltd also believe it is important to help young people understand why the complaints procedure exists and how to use it should they ever feel it necessary to do so. True Fostercare Ltd staff and Foster Parents work with the young people to empower them to make complaints whenever they feel their needs are not being met. Staff and Foster Parents also work to ensure that the young people who make complaints do not feel stigmatised or guilty in any way.

If a child or young person needs to make a complaint, help is offered by a member of staff. It is acknowledged, however, that a young person may need help from someone outside of the staff group and therefore, young people are helped to involve a child advocacy service when appropriate. If necessary, an interpreter can be called upon.

Staff and Foster Parents at True Fostercare Ltd acknowledge that whenever possible, complaints should initially be dealt with informally. At the same time, however, the team acknowledge that when an informal resolution is not possible, the process for making a complaint must allow for an examination by someone who is not directly involved in the care of the young person concerned. True Fostercare Ltd acknowledge the importance of service user’s rights to complain to Ofsted. In accordance with the regulations, a record of complaints is kept at True Fostercare Ltd and is closely monitored by the Registered Manager. All Foster Parents, children and placing Social Workers are given a copy of the Agency’s Complaints policy and procedure.

True Fostercare Ltd has developed a comprehensive Complaints Procedure and has appointed an Independent Complaint Person – Rosie Jefferies for Children, Rob Brennan for Young People. The Complaints Procedure is made widely available to service users and is reviewed at least annually to check satisfactory operation and to identify any patterns and action taken on individual complaints.

True Fostercare Ltd Complaints Procedure places emphasis on resolving complaints at a local level and an early stage (stage 1 complaints).

Complaints that move to stage 2 (a more formal level) are dealt with by a manager, who will conduct a full investigation and make recommendations for consideration and resolution. If a satisfactory resolution is not achieved, the complaint will be considered by the independent person. Complainants still not satisfied are referred to Ofsted.

For a copy of our complaints and representations procedure please phone the number on the front of this statement.

You can make a complaint by email or in writing to our registered manager, Kelly Dallow, at the following address:

TRUE FOSTERCARE

Suite 3A, Drake House- Drake Lane- Dursley- Gloucesstershire -GL11 4HH

Alternatively, you can email him at kellyd@truefostering.com

Ofsted is the organisation responsible for ensuring that our agency complies with the current regulations, standards and best practice guidance. If you want to make a complaint directly to Ofsted, the contact details are as follows:

Ofsted Piccadilly Gate Store Street Manchester M1 2WD
0300 123 1231 enquiries@ofsted.gov.uk www.ofsted.gov.uk
Ofsted Whistleblower Hotline: 0300 123 3155
[9] The Fostering Panel

In accordance with Fostering Service (England) Regulations 2011 - (regulation 23) True Fostercare Ltd maintains a central list of individuals who form our Fostering Panel. The Panel meets regularly to consider each application for approval and to recommend whether a person is suitable to act as a Foster Parent.

The Panel has a high proportion of members who are skilled in therapeutic parenting, including the Panel Chair who is an Attachment Therapist. The Panel also includes a number of skilled therapeutic parents and former children from care.

Foster carer applications and reviews are managed as follows:

Applications: all applications of prospective foster parents are brought before the TRUE Panel by the assessing social worker. Prospective foster parents are expected to attend.
First Review: all TRUE foster parents undergo a first review within 11 months of approval. First reviews are brought before the TRUE Panel by the supervising social worker. Foster Parents are expected to attend.
Annual Reviews: annual reviews commence within 12 months from the last review. Annual reviews are carried out by an agency reviewing officer.
Exceptional Reviews & Deregistration: where there is a major change of circumstances, terms of approval or recommendation for deregistration of a foster carer, an exceptional review is brought before the TRUE Panel.

[10] Service Provision

True Fostercare Ltd provides the following services:

[10a] Recruitment of Foster Parents

Therapeutic Foster Parent recruitment is a key priority for True Fostercare Ltd
The aim of our recruitment strategy is to provide a choice of families (we avoid using the word ‘placements’ where possible), to meet the individual needs of a child. A key objective is to provide children and young people with stability through meeting the child’s needs and recruiting foster parents who have the skills and abilities to help looked-after children achieve the best possible outcomes. We aim to have a low turnover of staff and Foster Parents through our knowledge and implementation of strategies to lessen the impact of compassion fatigue, to ensure further stability.

Applicants are welcomed from all sectors of the community, regardless of relationship status, employment situation, class, gender, sexuality, culture, ethnicity or religion.

True Fostercare uses a number of different tools to recruit Foster Parents, including attending community events, radio advertising and personal recommendation.

[10b] Assessment of Foster Parents

Potential applicants can make contact via telephone, the website or in person at our offices. An initial screening will be conducted, and a decision will be made to either proceed or decline. If the decision has been made to decline, then clear reasons will be given. If the decision has been made to proceed, then an initial home visit will be arranged. During the home visit, detailed discussions take place about the applicants’ suitability to foster and the benefits and implications of being a Foster Parent.

Applicants will be advised if at this stage, they are not deemed suitable to foster. However, if they are, they will be invited to complete an application form.
Once this has been completed, an Assessing Social Worker will be allocated to complete their assessment. The assessment in divided into two stages:

- Stage 1 of the assessment is about fact checking (references, health status, suitability of accommodation, details of household members, criminal records, previous applications to foster or adopt and details of current/previous relationships).
- Stage 2 of the assessment is a more detailed assessment of a person’s suitability to provide foster care for children. During the course of the assessment the assessor and the applicants will discuss the terms of the Foster Parent’s approval; numbers of children and age range depending on the foster parent’s skills and abilities, circumstances and preferences. The assessment report highlights the applicant’s strengths, limitations and any areas for additional support to inform future matching.

The Assessing Social Worker completes a written report which is shared with the applicants. Applicants have the opportunity to check for accuracy and add comments. The completed assessment report is submitted to the Fostering Panel for recommendation.

As part of the assessment and preparation process, applicants will be asked to attend the Skills to Foster Course as well as preparation training in therapeutic parenting. We aim to complete assessments in no longer than five months.

[1.0c] Training, support and reviewing process
The Agency has an annual training programme and Foster Parents have an individual learning and development plan linked to the programme. Undertaking learning and development is an ongoing requirement for True Foster Parents and this includes e-learning.

Foster Parents are allocated a Supervising Social Worker and an Empathic Listener and each child a Children’s Support Worker. Support is offered 24 hours a day, seven days a week. Regular Foster Parent support groups are arranged.

Each Foster Parent is reviewed annually.

Helping to heal traumatised children is a long process and the children need adults around them who are resilient and confident. As an agency we have Foster Parents who are committed to Therapeutic Parenting and we provide the extensive specialist training and support this requires.

As well as their Supervising Social Worker, who is knowledgeable about Therapeutic Parenting strategies, we provide a Children’s Support Worker who forms a relationship with the children and works directly with them, building trust and providing support. The Foster Parents also have the benefit of an Empathic Listener who works directly with them when required, often in the evening when the children are in bed, and provides a high level of support and understanding, drawing upon their own knowledge and experience. Furthermore, we have access to a leading therapist who specialises in the field of developmental trauma, who can provide consultancy to our staff and Foster Parents when needed.

Our Foster Parents are also encouraged to join Listening Circles run by The National Association of Therapeutic Parents; these provide peer support from others who are parenting traumatised children. Our Behaviour Policy is contained in the best-selling ‘a-z of Therapeutic Parenting’ (Sarah Naish, 2018, Jessica Kingsley, London) which is issued to all our Foster Parents.

TRUE host monthly Therapeutic Parenting Reflection Groups for our Foster Parents. These are facilitated by Sarah Dillon, Attachment Therapist. Foster Parents also have access to individual consultations with Sarah Dillon.

Recent research has shown the prevalence of Compassion Fatigue amongst Foster Parents who care for traumatised children, and the resulting high level of family disruption, which often leads to children being moved on. With the quality and nature of the support we provide we are able to identify and work to resolve Compassion Fatigue when it occurs and provide a much greater level of stability to our foster families and the children they care for.
[10d] Matching Children and Young People

When a referral for a foster family is received, full information is taken about the needs of the child or young person. Full consideration is given to all appropriate foster parents that are available. We match children and young people with foster parents who are trained and skilled to meet their needs. Amongst other matching considerations, ethnicity, culture and religion are some of the needs which will be considered when seeking the most suitable foster home for a child or young person. We will also look at how gaps in need could be addressed.

As part of the matching process True Fostercare ensures that the Foster Parent is given sufficient information about the child, both written and verbal.


The Fostering Service is monitored through provision of formal supervision for all staff and Foster Parents, the auditing of case files, supervision records and day-to-day management of the service.

All policies and procedures are reviewed annually.

True Fostercare recognises that supervision and support for foster parents is vital. It is important that their work is recognised as providing the major component in meeting the looked after child’s needs.

All foster parents have an identified Supervising Social Worker. The Supervising Social Workers visit foster parents regularly to monitor the standards of care provided, assist the foster parent to play their part in the child’s care plan and identify any training needs.

Supervising Social Workers are responsible for ensuring that the care offered to our children meets the required standards.

It is recognised that the Supervising Social Worker is a key support to Foster Parents and they aim to build supportive relationship with the Foster Parents to enable them in their role.

The Supervising Social Worker visits and telephones the foster parent regularly whilst the child is living with the foster family; the visits take place on a monthly basis. It is recognised that new foster parents may need a higher level of contact in the initial stages of fostering, as might those looking after several children or children with complex care scenarios or challenging behaviours. These visits can be increased as assessed need determines. Areas discussed during these visits, and decisions reached, are recorded and shared with the Foster Parent.

As part of the monitoring of the work of Foster Parents, there will be at least two unannounced visits annually by the Supervising Social Worker to the Foster Parent’s home.

[1.2] Foster Parent Annual Reviews

Foster Parents are reviewed annually. This is a formal meeting and considers their status as Foster Parents and on-going suitability to foster. It considers the terms of their continued approval. It also gives an opportunity to look at the work they have undertaken during the year and is an opportunity to reflect on achievements and learning. Any training needs are considered, and recommendations made for the future.

In preparation for the review meeting feedback is sought from relevant parties including the Foster Parent, any children who are or have been living in the home in the preceding year and their parents if appropriate, the placing Social Worker(s), the views of Foster Parents’ own children and Independent Reviewing Officers. The agency reviewing officer will meet with Foster Parents’ own children to seek their views wherever possible.
Foster Parents’ first annual review is taken back to the Fostering Panel as are reviews where there have been standards of care issues or serious concerns.

The Statement of Purpose is reviewed at least annually, but more frequently as and when information changes.

Once updated, copies will be provided to all necessary people and organisations.


True Fostercare Ltd has two Children’s Guides for children and young people, (one for younger children and one for young people). The Children’s Guides contain information about being in care and what to do if children are unhappy or wish to complain about something.

[15] Listening to Children and Young People

Children’s views are taken into account in decision making and reviews.

True Fostercare Ltd provides opportunities for children to give their views about their experience of foster care.

Where children make complaints or allegations, the starting point will be that they are telling the truth, and all similar matters will always be fully investigated.

All our children have an allocated Child Support Worker.

We provide an Independent Advocate for all our children.

[16] Safeguarding

We believe that the greatest means of keeping children safe is to instil a commitment to listen to children and take seriously what they say.

On arrival at their new home, all children are given a copy of the Children’s Guide. The Children’s Guide includes information about who a child can contact to discuss any concerns or safeguarding issues.

Foster Parents are given very clear guidance about safer caring. This is reinforced through mandatory training on safer caring and ensuring all foster families have a Safe Caring Plan which is adapted with the arrival of each new child. We are committed to increasing and updating knowledge of how to safeguard children, through the ongoing development of training which is informed by changing trends and needs.

Safer Recruitment Guidelines are observed in the recruitment of all staff working for the organisation, whilst extensive checks are undertaken on foster parents, in a context of a robust culture of exploring prospective foster parents’ histories and motivation.

At the point of a young person moving with our foster parent, Supervising Social Workers are responsible for coordinating the completion of a risk assessment, where applicable. The purpose of the risk assessment is not merely to identify risks, but to identify what steps can be put in place to manage these. Risk assessments are updated should risks change or increase, or when information comes to light which would require a fresh assessment.

Clear procedures are in place in relation to critical incidents, dealing with complaints, allegations and standards of care concerns. The Registered Manager provides regular reports to the management and executive teams regarding all such
concerns, including their outcome. Following allegations and standards of care issues, foster parents are reviewed, and the review is presented to panel.

Foster Parents, all staff, volunteers and panel members receive mandatory training on child protection and The Prevent Duty.

[17] Involvement in the Fostering Service

True Fostercare Ltd believes it is important to involve Foster Parents, professionals, children and young people in the development and improvement of the fostering service by providing opportunities for feedback and consultation.

[18] Ofsted

True Fostercare will be inspected by Ofsted in accordance with the Fostering Service (England) Regulations 2011 and the Fostering Services National Minimum Standards 2011. The contact details for Ofsted are as follows:

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