

	Action/Date
Title/Status-	QA Report IFA Guidance
New document or revised	Revised
Responsible Head of Service	Liz Perfect
Date review	July 2020
Date SMT approved.	

QA Report – IFA Guidance



QUALITY ASSURANCE VISIT REPORT FOR INDEPENDENT FOSTERING AGENCY

Date Reviewed: July 2020
Reviewed By: Maria Hunt

Next Review: July 2021
Approved By:

PART 1 - QUALITY ASSURANCE PRE-VISIT PROVIDER FORM

A. ORGANISATION AND SERVICE	
i. Name of Fostering Agency:	
ii. Registered Business Address:	
iii. Business Owner of Fostering Agency:	
iv. Address of Provision:	
v. Name of Registered Manager:	
vi. Telephone Number:	
vii. Email Address:	
viii. Name of Member of Staff Completing Form	
ix. Position of Member of Staff Completing Form	
x. Date Form Completed	



B. REGISTRATION AND PLACEMENTS	
i. OFSTED Registration Number:	
ii. Current OFSTED Rating: <i>(include copy of most recent Ofsted report)</i>	
iii. Requirements and Recommendations from recent OFSTED inspection:	
iv. Action Plan: <i>(attach copy)</i>	
v. Statement of Purpose <i>(attach copy)</i>	<p>As per REGS 1-4 the Agency has a statement of purpose which outlines the aims and objectives of the fostering service. A statement as to the facilities and service (including any parent and child arrangements).</p> <p>The fostering service keep under review, and where appropriate, revise the SoP and Children's Guide.</p>
vi. Children's Guide <i>(attach copy)</i>	<p>Every young person is given a Children's Guide. The guide includes:</p> <ul style="list-style-type: none"> • A summary of the SoP • A summary of the organisations representation and complaints procedure • Postal, email address and telephone number of the Chief Inspector <p>The fostering service keep under review, and where appropriate, revise the SoP and Children's Guide.</p>
vii. Date Registered Manager Commenced in Post:	
viii. Number of current Vacancies:	
ix. Number of planned placements started in the last 12 months:	

B. REGISTRATION AND PLACEMENTS	
x. Number of unplanned placements ended in last 12 months:	
xi. Number of LCC planned placements started in the last 12 months	
xii. Number of LCC unplanned placement endings in the last 12 months	

C. STAFFING (Including Specialist Staff)				
i. Staffing structure chart showing all relevant staff, including leadership team. Please include the current vacancy positions on the chart.		As per National Minimum Standard 17 and 19 the registered manager ensures there are sufficient staff with the relevant qualifications. There was evidence that the agency follows good recruitment practice in the selection of staff and fostering panel members, this includes DBS checks for all staff members. The recruitment team are trained, and understand and operate good practices.		
ii. Please provide details of qualifications and DBS checks:				
Job Title Role	Staff Initials	Relevant qualification e.g. NVQ 3, 4 or 5, Qualified social worker. Please include other qualifications obtained or working towards.	DBS no. & Date of Completion	DBS clear / positive disclosure. Confirm if positive disclosure risk assessment completed
iii. Number of staff who have joined the agency in last 12 months:				
iv. Number of staff who have left the agency in the last 12 months:				
v. Please state reason(s) for staff leaving:		If high turnover of Supervising Social Workers consider impact on child, support and monitoring of foster carer and continuity.		
vi. Number of agency staff used in last 12 months:				

C. STAFFING (Including Specialist Staff)	
vii. Number of agency staff members currently working in the agency:	
viii. How do you ensure the safer recruitment policy has been followed when employing agency staff?	The agency complies with NMS 19 as outlined above
ix. How often do all staff members receive supervision as a minimum including the manager?	As per NMS Standard 24 (24.3; 24.4;24.5; 24.6) all staff, volunteers and the registered person are properly managed and supported and understand who they are accountable to.
x. Training matrix for current staff members including mandatory training: (attach copy)	The agency ensures that NMS 23 is adhered to. There is a good quality learning and development programme. The programme is evaluated for effectiveness at least annually and updated. All SW's are registered by the appropriate professional body. All staff have a good understanding of foster care, the policies and purpose of the fostering service.
xi. Can you confirm all new staff members undergo a structured programme of induction which includes Children and young people Safeguarding? The induction is signed off by appropriate management.	As per NMS 20 all staff members undergo a structured programme of induction which includes Children & Young people's Safeguarding. The induction is signed off by the appropriate manager.
xii. Do all staff members have an individual training plan as identified through supervision?	As per NMS 23.5 Assessment and appraisal of staff takes account of identified skills needed and individuals learning and development needs.
xiii. How many staff are First Aid trained? Is there evidence that these staff are on duty at any one time?	It is a mandatory requirement that all foster carers attend 1st Aid training. There is no requirement for staff to be 1st Aid trained.
xiv. Please provide below the details of staff members who carry out formal supervision with staff members and the date they received training to deliver this support:	

C. STAFFING (Including Specialist Staff)

Staff Initials	Job Title Role	Training date

D. MONITORING

i. Name of other Local Authorities with placements:

Local Authority	Number of Placements



E. INCIDENTS AND NOTIFICATIONS

These will be explored at the monitoring visit.

As per NMS 29 the Registered Manager has a system in place to notify, within 24 hours, persons and appropriate authorities of the occurrence of significant events in accordance with regulation 36.

<https://socialcareinspection.blog.gov.uk/2019/03/29/incident-notifications-what-social-care-providers-need-to-tell-us/>

<p>i. Number of reported missing episodes in the last 12 months overall?</p>	<p>As per NMS 5 children who go missing are protected as far as possible and responded to positively on their return. The fostering services procedures are compatible with the missing from home procedures and protocols applicable to the area where each foster home is located.</p>
<p>ii. Number of missing episodes in relation to LCC placement/s?</p>	
<p>iii. Number of OFSTED Notifications in last 12 months overall?</p>	
<p>iv. Number of OFSTED notifications in relation to LCC placement/s?</p>	
<p>v. Number of Physical interventions in last 12 months overall?</p>	<p>As per NMS 3 all foster carers receive training in positive care and control of children, including training in de-escalation problems and disputes. The fostering service has a clear written policy on managing behaviour, which includes supporting positive behaviours, de-escalation of conflicts and discipline.</p>
<p>vi. Number of Physical Interventions in relation to LCC placement/s?</p>	
<p>vii. Number of incidents* involving the police in last 12 months overall? *Not including missing episodes.</p>	<p>As per NMS 3.10 the fostering services approach to care minimises the need for police involvement to deal with challenging behaviours and avoids criminalising children unnecessarily.</p>
<p>viii. Number of incidents involving police in relation to LCC placement/s?</p>	

ix. Number of medication discrepancies in last 12 months overall?	
x. Number of medication discrepancies in relation to LCC placement/s?	<p>As per NMS 6 medicines in the home are stored safely and are accessible only by those for who they are intended. Foster carers are trained in the management of administration of medicine. Children who wish to, and who can safely keep and take their own medicine do so.</p> <p>Foster carers keep a written record of all medication, treatment and first aid given to children during their placement.</p>
xi. Number of LADO referrals in last 12 months overall?	<p>As per NMS 22 all foster carers, fostering service staff and volunteers understand what they must do if they receive an allegation. The Working Together to Safeguard Children 2015 is adhered to.</p>
xii. Number of LADO referrals in relation to LCC placement/s?	
xiii. Number of compliments received in last 12 months overall?	
xiv. Number of compliments received in the last 12 months by LCC?	<p>Children are able to take up issues or make a complaint with support without any fear of adverse consequences. Please ensure that dealt with appropriately and document how the complaint was handled. What feedback was given to the person making the complaint</p>
xv. Number of complaints received in last 12 months overall?	<p>As per NMS 1 children can take up issues in the most appropriate way with support. Without fear that this will result in any adverse consequences. Children receive prompt feedback on any concerns or complaints raised and are kept informed of progress.</p>
xvi. Number of complaints received in the last 12 months from LCC?	

F. POLICIES

Please attach/embed copies or link to policies for the following:

As per NMS 21.9; 21.10 The supervising social worker ensures each foster carer he or she supervises is informed in writing of, and accepts, understands and operates within, all Regulations and Standards and within policies and guidance agreed by the fostering service. (How does the provider evidence this?)

On approval foster carers are given information, either a handbook or electronic resources, which cover policies, procedures (including allegations) guidance, financial information, legal information and insurance details.

i. Safeguarding for children and young people including allegation	
ii. Recruitment and Selection	
iii. Disciplinary and Grievance	
iv. Whistle Blowing	
v. Behaviour Management	
vi. Medication	
vii. Staff support including supervision of staff members	
viii. Complaints and compliments	
ix. Data Protection and IT Security policy Including GDPR (General Data Protection Regulation)	

G. INSURANCE

i. Please provide details of levels of insurance cover held:

Insurance Type	Adequate Cover	Date Valid	Please ensure a Copy is attach
Employer's Liability			

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G. INSURANCE

Public Liability			
Professional Indemnity			



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PART 2 - QUALITY ASSURANCE VISIT

A. VISIT DETAILS	
i. Date of Visit:	
ii. No. of LCC YP placed (Initials / Mosaic)?	
iii. Name of Officer(s) completing visit?	
iv. Officer Contact Details:	
v. Position of Member of Staff Completing Form:	Placements and Commissioning Officer
vi. Please list the areas that need further exploration when you undertake your visit:	
Areas of exploration from pre-visit form	Outcome of provider discussion

A. INDIVIDUAL STAFF FILE CHECKS

As per NMS 19 – The fostering service can demonstrate from written records that it consistently follows good recruitment practice, and all applicable current statutory requirements and guidance. All people working in the fostering service are interviewed as part of the selection process and have references checked to assess suitability. Telephone enquiries are made to each referee to verify the written references. There is always a person sitting on the interview panel that has attended safer recruitment training.

	<u>File 1 – STAFF Initials</u>	<u>File 2 – CARER Initials</u>
i. DBS Information Certificate number and date of issue.		
ii. Application Form		
iii. Form F (Assessment) (carer only)	N/A	
iv. Work History Including reasons for gaps in employment.		
v. References Evidencing that they have been signed and verified.		
vi. Annual Review/ Appraisal Are there any recommendations from this?	Appraisal	Annual Review
vii. Induction		

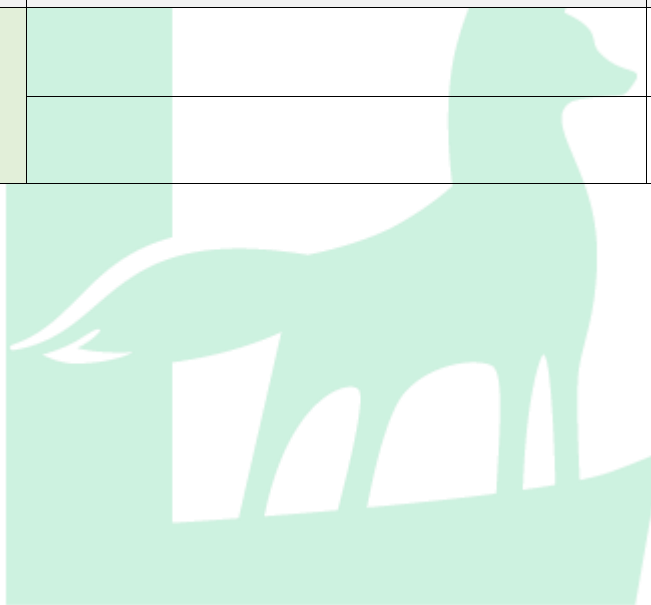
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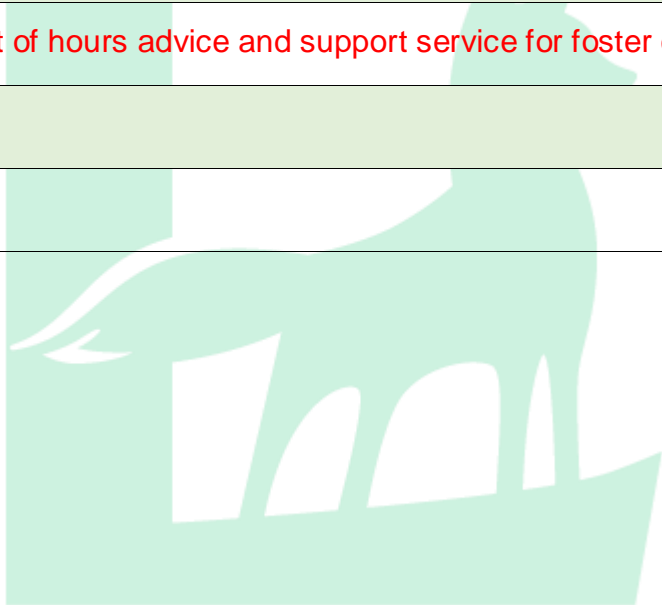
A. INDIVIDUAL STAFF FILE CHECKS

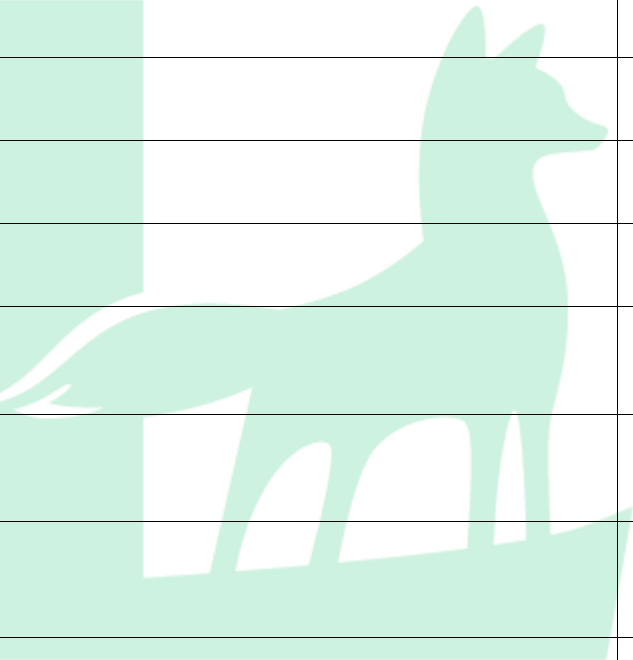
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	<u>File 1 – STAFF Initials</u>	<u>File 2 – CARER Initials</u>
viii. Supervision		
ix. Any other comments		



B. MEETINGS AND ROTAS
i. Staff Meetings
ii. On-call / Duty Staffing Rotas
As per NMS 21.3 there is an effective out of hours advice and support service for foster carers.
iii. Young People's Meetings



C. LOCAL AUTHORITY CHILD SPECIFIC DETAILS		
	<u>FILE 1</u>	<u>FILE 2</u>
i. Young Person Details		
YP Initials		
Mosaic Reference		
Age		
Placement Start Date		
Placement Cost Including breakdown as identified in IPA		
Additionalities to placement Not currently identified in IPA		
Do both parties have a signed copy of IPA?		
Are there clear outcomes on the IPA which the provider can evidence they are working towards?		

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ii. Professional Documents from Local Authority

As per NMS 31 the foster carer plays an active role in agreeing the contents of the child's placement plan and care plan. If any documents are missing the agency follows this up.

Document Type	<u>Y/N</u>	<u>Comments</u>	<u>Y/N</u>	<u>Comments</u>
Care Plan / Pathway Plan				
Delegated Authority				
LAC Review				
PEP (Personal Education Plan)				
EHCP (Education Health Care Plan)				
Annual Health Review				
Strengths & Difficulties Questionnaire (SDQ) (Has this been completed by the carer in the past 12 months?)				

iii. Professional Documents Created by Provider

Document Type	<u>Y/N</u>	<u>Comments</u>	<u>Y/N</u>	<u>Comments</u>
Care Plan				

Risk Assessments				
Behaviour Management Plan				
Matching Information / Impact Assessment				
Consent Forms				



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D. SAFEGUARDING	
i. Is there a visitor's book?	
ii. Were you asked to sign in and out?	
iii. Were you requested to show ID?	
iv. Who ensures compliance re visitor policy?	
v. How are YP safeguarded when visitors come to the foster home?	
vi. How does the foster carer monitor when a YP leaves the home alone or with a visitor? Does the home have a procedure in place re agreement and when return etc	

E. EMPOWERMENT	
i. Are there any barriers preventing good outcomes for the YP? <i>If so what measures are being undertaken?</i>	
ii. Are YP supported to engage in activities of their choice?	<i>As per NMS 2 & 7. Children pursue their individual interests and hobbies they take part in a range of activities, including leisure activities and trips. Please give examples.</i>
iii. How are YP's achievements celebrated?	<i>Please give examples.</i>
iv. Are YP supported to be involved in the wider community where appropriate?	<i>As per NMS 7 children can stay overnight, holiday with friends, or relatives of the foster carers, go on school trips subject to</i>

E. EMPOWERMENT	
	requirements of care plan/placement plan, if foster carers consider this to be appropriate. Please give examples.
v. How is information made available to carers, YP and family members on how to make a complaint?	As per NMS 16 the children's guide outlines information on how to make a complaint.
vi. Does the agency ensure the YP receives feedback following a complaint?	NMS 1.6 children can take up issues in the most appropriate way with support, without fear that this will result in any adverse consequences. Children receive prompt feedback on any concerns raised and kept informed of the progress.
vii. Does the YP have access to a Children's Rights Officer (CRO)?	As per NMS 16 the children's guide includes a summary about how children can find out about their rights, how they can contact the IRO, the children's rights director, Ofsted and how to secure independent advocates.
viii. What do carers do in relation to Memory Boxes? Do they share the information with the LA to ensure it is accessible for the young person in later life?	
ix. What do carers do to encourage a work ethic in the young people?	As per NMS 12 The agency prepare young people for the world of work or further education/training. Please give examples.
x. How are young people prepared for independence?	As per NMS 12 the agency prepares young people to move to independence, develop practical skills, including shopping, buying, cooking, washing and taking responsibility for personal health care. Please give examples.
xi. Is there evidence of restorative justice work being undertaken?	As per NMS 3.10 The fostering services approach to care minimises the need for police involvement to deal with challenging behaviour and avoids criminalising children unnecessarily.

F. INVOLVEMENT	
i. Is there management oversight of sanctions and behaviours?	As per NMS 3 the fostering service has a clear written policy on managing behaviours. This should include the expectations the carer has of the YP, as well as the expectations the YP should have of the home/ carer.
ii. Are YP supported to inform and make changes to their individual support/care?	As per NMS 31 the fostering agency supports YP to play an active role in agreeing the content of the Care Plan, they also support the YP to contribute to the LAC review.
iii. Are YP consulted about any changes to service provision inc staff?	As per NMS 1 The wishes and feelings and views of children and those significant to them are taken into account in monitoring foster carers and developing the fostering service.

G. QUALITY OF LIFE FOR YOUNG PERSON	
i. Are YP receiving the appropriate allowances (pocket money, clothing, savings birthday, festivals) and that these allowances are managed appropriately? <i>(Please include full breakdown)</i>	As per NMS 2 children exercise choice and independence in the clothes and personal requisites that they buy. Children receive pocket money/allowance in line with the set amount identified. Please complete for each YP or age range per week Saving: Pocket Money: Clothing: Toiltries: Activities: Birthday: Festivals:
ii. Does the provider ensure the records completed by staff are suitable for YP to read in later life?	As per NMS 26 information about the child is recorded clearly in a way which will be helpful to the child when they access their files in the future.

G. QUALITY OF LIFE FOR YOUNG PERSON

- iii. **Is there evidence to suggest Life Story work is being undertaken by home?**

As per NMS 26 the foster carer understands the role they play in encouraging the child to reflect on and understand their history. The child is encouraged to keep memorabilia, including photographs of their time in placement. The fostering service make this clear to carers in the role they have in ensuring this takes place.

H. FOSTERING INFORMATION

- i. **Is peer support, foster care associations, buddies and mentors and/or self-help groups for all staff encouraged and available?**
a. **What do carers support network look like?**
Family/Friends/Neighbours?
b. **Are they all DBS checked?**

As per NMS 21.4 Peer support, foster care associations and/or self-help groups for foster carers are encouraged and supported.

- ii. **How often do foster carers receive supervisions?**

As per NMS 24.3, suitable arrangements exist for professional supervision of the agency's registered person or manager of a local authority fostering service.

As per NMS 24.4, Staff have access to support and advice and are provided with regular supervision by appropriately qualified and experienced staff.

As per NMS 24.5, a written record is kept by the fostering service detailing the time, date and length of each supervision held for each member of staff, including the registered person. The record is signed by the supervisor and the member of staff at the end of the supervision.

- iii. **How often do vacant carers receive supervisions – are they encouraged to complete extra training whilst they are vacant?**

H. FOSTERING INFORMATION	
iv. How often do carers have unannounced visits?	Best practice policy – 4 times per year.
v. Do all carers receive an Induction?	
vi. How long is the induction? Do you ever extend?	
vii. Have all carers completed TSD standards? What is the expected time frame for carers to complete these?	As per NMS 20.2, all foster carers, including all members of a household who are approved foster carers, are supported to achieve the Children’s Workforce Development Council’s Training, Support and Development Standards for Foster Care. Short break carers who are approved foster carers are supported to achieve the Training Support & Development Standards for Short Break Carers.
viii. Is their training record on file?	As per NMS 20.4, Foster carers maintain an ongoing training and development portfolio which demonstrates how they are meeting the skills required of them by the fostering service. As per NMS 20.5, Foster carers’ personal development plans set out how they will be supported to undertake ongoing training and development that is appropriate to their development needs and experience.
ix. What training do carers complete during their assessment?	
x. What training should they complete throughout their first year of fostering? Core Training? Obtain copy of training offered.	
xi. What happens if carers do not complete these in the expected time frame?	

I. HEALTH AND SAFETY CHECKS

i. Décor, homeliness warmth of home Tour of the home:

As per NMS 10. 2 The SSW will ensure that the foster home is warm, adequately furnished and decorated, is maintained to a good standard of cleanliness and hygiene and is in good order throughout. Outdoor spaces, which are part of the premises are safe, secure and well maintained.

The foster home is inspected annually, without appointment, by the fostering service to make sure that it continues to meet the needs of fostered children. An Independent Reviewing Officer reviews the home annually and ensures all health and safety measures are in place. (Please evidence this from the annual review paperwork).

ii. Are there smoke alarms in every room?

iii. How often are smoke alarms checked?

iv. How often do you have Evacuations?

v. Are YP informed of the fire evacuation procedure upon admission to the home?

vi. Does the provision have a carbon Monoxide detector and how often is it checked/tested?

vii. Are there working fire extinguisher(s) and/or blanket(s)?

viii. Do the young people have PEEPS (Personal Emergency Evacuation Plan) in place (if applicable)?

ix. Are potential fire risks considered?

x. 3/5 yearly electrical wiring checks (include certificate number and date of issue)

xi. Are hazardous substances stored appropriately?

I. HEALTH AND SAFETY CHECKS

xii. Are there any Deprivation of Liberty concerns?

A deprivation of liberty may occur where a child is under continuous supervision and control and is not free to leave the home. A children's home cannot routinely deprive a child of their liberty without a court order.

xiii. Any other health and safety issues?

J. DATA PROTECTION

i. Do you have a designated Data Protection Officer within your organisation?

ii. Do you have mandatory GDPR (General Data Protection Regulation) training?

iii. Is there a clear Data Protection governance structure and process in place so that if there was a breach the Data Protection Officer would know the steps to follow and please provide an outline of this?

iv. Please give some examples of practical measures you have taken to ensure data protection (IT or otherwise):

K. YOUNG PEOPLE'S VOICE

i. What interaction were had with LCC YP?

ii. What was discussed/observed?

L. PROFESSIONALS FEEDBACK			
iii. Feedback: <i>(copy new table for each YP in placement)</i>			
Initials of YP:		Mosaic number:	
Date requested:		Date received:	
Name of Social Worker:			
Feedback from Social Worker:			
Date requested:		Date received:	
Name of IRO:			
Feedback from IRO:			



PART 4 - QUALITY ASSURANCE VISIT ANALYSIS & SUMMARY

A. SIGNS OF SAFETY

i. General feedback to provider at the end of the visit to raise compliments and concerns.

ANY IMMEDIATE CONCERNS TO BE RAISED AND DEADLINE GIVEN

What's Working Well

•

What are we worried about

•

B. ACTIONS

ii. ***Are there any actions that need following up on after the visit?***

Action	By Who	Deadline Date

Date Reviewed: July 2020
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Approved By:

C. GENERAL OVERVIEW OF PROVISION

i. Please give a general overview of provision:

D. SIGNING OFF/AUTHORISATION

i. Placement Commissioning Officer signature:	
ii. Date:	
iii. Quality Assurer & Auditor:	
iv. Date:	
v. Provider signature:	
vi. Providers Feedback on report:	
vii. Date of Report:	
viii. Date document sent to IRO & CSW:	
ix. Date uploaded onto Mosaic:	