

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2024.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Family Fostering Partners Ltd		
The provider was registered on:	10/10/2019		
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider were:	Family Fostering Partners Ltd		
	Service Type	Fostering Service	
	Type of Care	None	
	Approval Date	07/10/2019	
	Responsible Individual(s)	Judith Rees-Howells	
	Manager(s)	Hannah Racher	
	Service Conditions	There are no conditions associated to this service	

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All staff in the agency have individual personal development plans reviewed regularly as part of monthly supervision by line managers. This is complimented by learning provided in fortnightly Reflective Practice sessions. Staff are allocated to training based on their development needs and interests with a ring-fenced budget for external staff training which is reviewed annually to ensure sufficiency. Appraisals of staff take place annually providing another opportunity to reflect on learning.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	All staff are employed on full time, permanent contracts and paid at well above the National Living Wage. We review salaries annually, providing uplifts and additional benefits whenever possible, including private health care. Case loads are kept low with generous annual leave entitlement that provides a healthy work life balance. We operate a hybrid model of office and home working allowing maximum flexibility to manage work and family commitments. Staff welfare is monitored via supervision.

Service Profile

Service Details

Name of Service	Family Fostering Partners Ltd
Service Telephone Number	03300948816
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	None

People Supported

How many people in total did the service provide care and support to during the last financial year?

69

Complaints

Number of active complaints outstanding

0

Number of complaints upheld

0

Number of complaints partially upheld

0

Number of complaints not upheld

0

Total number of formal complaints made during the last financial year

0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

We use a variety of different ways of consulting with people who use the service to evaluate its operation. Survey Monkey tools are used by the agency as an easy and user friendly way to gather children and foster parents' feedback for each carer's annual review. We also utilise polls on social media in our closed Facebook groups to gather views on how we deliver support groups, and what social and recreational activities children and carers would like. Children's opinions are gathered formally during the year through the QPA process initiated by the 4C's and we encourage and support every child in our care to complete these. During the last year we established Foster Parent forums and Consultation groups for the first time. These helped us to examine specific topics, such as the Welsh Gov plans for changes in social care delivery, and how we support foster parents when they are subject to allegations. These forums were well received and also attended by the Responsible Individual.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)

No

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)

No

Makaton

No

British Sign Language (BSL)

No

Other

No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The person-centred way we work seeks to ensure service users have a strong voice and choice about the care and support they receive. At the heart of our service are positive, trusting relationships.</p> <p>Our Link Workers make fortnightly visits to foster homes, making themselves familiar and available to foster parents, foster children, and birth children, ensuring a consistent presence. One of these visits per month are dedicated specifically to addressing the learning and support needs of the foster parent and their household, whilst the second visit during the month focusses on the care and support needs of the foster children. This delineation ensures that all parties who receive a service from the agency feel that their voices are heard and that children in particular have a choice in their care and support. We encourage children's active participation in their child progress meetings in a manner that is both child-centred and age-appropriate. This approach helps children build trust and confidence in their Link Workers, knowing their voices are heard and valued. These visits also focus on ensuring that children have the opportunities to explore and develop their interests and talents.</p> <p>We offer various channels for children to communicate with their Link Workers, including phone, text, or app, further amplifying their voices. This open line of communication, particularly beneficial in times of crisis or challenge, fosters a sense of respect and involvement among the children. Additionally, every child receives our Children's Guide, detailing ways to make their voices heard, reinforcing our commitment to their empowerment.</p> <p>Foster parents receive support and encouragement to advocate for the children, aiding them in expressing their views in formal settings and making informed decisions in their daily lives. The line management supervision process for Link Workers monitors and quality assures these visits.</p> <p>Children's opinions are also gathered formally through the QPA process and during their foster parent's Annual Review, utilizing tools like Survey Monkey to collect their insights. This feedback is invaluable for refining our services.</p> <p>We engage daily with foster parents and children via closed Facebook groups, fostering a sense of community among our service users. Planned activities allow children to meet peers and provide the RI with an informal opportunity to engage with service users and ensure the care we provide remains person-centred.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We carefully select and assess foster parents who embody our core values as an organisation and who are considered capable of providing children with a nurturing environment filled with kindness, affection, structure, emotional support, opportunities for talent development, and a strong sense of belonging.</p> <p>Our training program for foster parents highlights the profound effects of trauma on a child's well-being, emphasising the importance of safety and stability as foundations for their physical and emotional health. Our training also addresses the detrimental impacts of trauma on children's learning and educational attainment.</p> <p>We actively celebrate children's achievements, meticulously tracking and monitoring their progress through daily logs maintained by foster parents in our secure, electronic database. These logs are reviewed at least weekly by our Link Workers and play a crucial role in recognising the progress children make and identifying any challenges or difficulties that they face which require attention and additional support. The carer recordings are structured under specific categories to ensure comprehensive coverage of key aspects of a child's well-being, including their physical and emotional health and development. Utilising these logs and the bi-weekly visits to the foster home, Link Workers are able to assess and track how well our foster parents are supporting children's educational pursuits and achievements. This includes participation in school events and extracurricular activities.</p> <p>To celebrate individual milestones, we send congratulatory cards to children, adding a personal touch to acknowledge their specific achievements. Birthdays are similarly celebrated with personalised cards from their Link Worker, reinforcing our commitment to recognising each child as a valued individual. Our closed Facebook groups serve as a vibrant platform for foster parents and children to share joyful moments and be congratulated for achievements, further enhancing their emotional well-being and sense of community.</p> <p>Ensuring prompt registration with healthcare providers — including a doctor, dentist, and optician — within the first ten days of placement is our standard practice, emphasising how we prioritise young people's health needs. Each child in our care is provided with a Health Passport which details in one single and clear document their health history, specific needs, and any medications. This ensures a comprehensive approach to well-being.</p>

The extent to which people feel safe and protected from abuse and neglect.

Our organisation is underpinned by strong management, leadership, and comprehensive oversight mechanisms, ensuring the safety and protection of service users from abuse and neglect. We adhere to stringent policies and procedures for the recruitment of staff and the assessment of prospective foster parents, incorporating all necessary checks to confirm their suitability for the role. Our agreements with foster parents explicitly define the care standards we uphold. Moreover, clear safeguarding frameworks guide our staff and foster parents, equipping them with the knowledge and steps to take should concerns arise. Tailored training in safeguarding is provided to all personnel interacting with foster parents and children.

Twice monthly visits to foster homes are dedicated to reinforcing safeguarding principles for each child, focusing on preventative measures against harm and guiding foster parents on balancing risk management with allowing children to experience age-appropriate challenges.

We craft individualised care and risk assessment plans for each child, including behaviour management strategies as needed. These dynamic documents are regularly reviewed and refreshed to ensure relevance and effectiveness, with foster parents receiving mandatory, diverse-format safeguarding training. Additional specialised training is offered to address particular or specific safeguarding challenges for individual children as their needs warrant.

To maintain care standards, we conduct two unannounced visits annually to foster homes, where we interact directly with foster children, inspect their living spaces, and assess their well-being independently. Our policies also cover protocols for instances of missing children and the reporting of accidents, illnesses, and injuries, supported by a robust whistleblowing policy.

Our 24/7 out-of-hours service ensures immediate access to managerial support and guidance, ensuring continuous oversight and assistance.

The Responsible Individual plays an active, visible role within our agency, engaging directly with foster parents and children at social events and through personal interactions, allowing for direct assessment of care standards and reinforcing our commitment to high-quality, safeguarded service delivery.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)

17

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Designated Safeguarding Officer Training Practice Assessor Award Training
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GroBrain Annual Review for Foster Parents Notification Training for Managers Notification and Monitoring Skills To Foster Carer Supportive Action Planning Paediatric First Aid

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	10
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	3
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Coping with Crying Sibling Relationships Education for Children Looked After GroBrain Making Good Fostering Assessments Skills to Foster

Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

Does your service structure include roles of this type?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
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List the role title(s) and a brief description of the role responsibilities.	Finance Manager - responsible for processing invoices and remittances Administrators (2) - provide office support to the operational and business staff Commercial Director - responsible for the management of contracts and projects Fostering Support Worker - provide day care and practical support to foster parents
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	5
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Teenage Brain Development Education for Children Looked After
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0