

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

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:	Foster Care Values Ltd	
The provider was registered on:	18/07/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Foster Care Values Ltd	
	Service Type	Fostering Service
	Type of Care	None
	Approval Date	18/07/2019
	Responsible Individual(s)	Michael Sams
	Manager(s)	Michael Sams
	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 have regular supervision sessions where their training needs are discussed planned and reviewed. This is complimented by team and management meetings where training needs are further analysed with the agency commissioning both internal and external training events which reflect trends and are both strategically, legislatively and best practice driven. Staff are encouraged to look at their self development alongside themes coming from our quality of care findings and feedback.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	FCV plans its workforce needs through its management team. This analysis leads to planned recruitment with the emphasis of high quality terms and conditions, local recruitment and flexible family friendly working. Our values mean staff retention and welfare is paramount with investment in staff and a culture that encourages openness, staff development, training, co production and direct management availability. Staff have been promoted, apprentices given permanent jobs and success celebrated.

## Service Profile

### Service Details

Name of Service	Foster Care Values Ltd
Telephone Number	01745354992
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements

Other languages used in the provision of the service	The service also has access to a range of other forms of communications such as peccs and maktaon . These forms of communication are informed by the needs of our service users and the agency ensures that service users, staff and other stakeholders have access to such forms of language as required. We have a number of Welsh speaking staff, carers and young people and we ensure that people are given the full opportunity to communicate in the language of their preference.
--	---

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	57
--	----

##### Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
Number of complaints not upheld	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 range of methods for consulting with the people who use our service. We use both formal methods such as supervision, forums, carer reviews, contributions to care plan reviews and also arranged and unannounced visits to our carers and the children. The responsible individual and the fostering manager and other staff ensure they attend a range of events when carers and young people are present and take the opportunity to hear what they are saying and more importantly make any changes that people are suggesting would improve their experience of our service. We also complete a suite of questionnaires with carers, staff, local authority staff and guided conversations with young people to identify how we are performing as a service and also inform our quality of care report which shapes our priorities for investment and also the activities that the young people and carers want to enjoy. We look to learn from complaints or concerns in order that we can constantly develop our service.

##### 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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
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.

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.

As an agency we feel we excel at both being available to our foster carers and children giving them opportunity to discuss their views and opinions. This is evidenced by our practice of providing regular supervision on a four weekly basis and staff are encouraged to take the time to make regular telephone and face to face contact. Additionally, regular social activities such as walk and talks or carer lunches not only allow for the carers to have an opportunity to meet each other and establish support networks and friendships groups, but also allow the carers further opportunity to speak with staff and share their views. We also ensure carers views are heard formally through their annual reviews where they are afforded the opportunity to identify support needs and help shape how these needs will be met. For the children with our carers, they get the opportunity to share their views with us at FCV during unannounced visits when we seek to speak to them alone, and also occasionally during supervision, as the agency encourages staff to arrange some of visits for when the child(ren) are home to ensure we can be familiar to them and to encourage them to feel comfortable in our presence. We also conclude a range of consultations with young people in terms of their care plans, their experience in foster care and their views on the development of the service. This is something we as an agency we are proud of, particularly as at present when local authority social workers are clearly under an increased amount of pressure, and often the children we support are experiencing inconsistencies with support from their own social worker. It's positive that the agency is able to be the bridge between the child and the CCSW when the need arises and pass on the views of the child. In terms of the local authorities we work with we ensure close and regular communication with them to maintain positive relationships, especially when challenges can arise within placements. As we are a small agency it is really positive that when the need arises management will also make themselves available to have meetings and try and resolve situations. In addition to this managers are always present at activities provided, and have strong relationships with all the carers and the young people which is vital for enabling the carers to feel validated and supported and children can have the confidence that they will be heard and have a choice about their care, support and their opportunities.

<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>As an agency we take a holistic approach to supporting our carers and try to think creatively to identify ways to support them in their role and to maintain their wellbeing. For some carers they have been provided with an opportunity to have some therapeutic intervention, and for others more hands on support is provided to support their wellbeing, such as providing care for the children to enable them to have a break and re-charge. For the children this is supported by the way we work with the CCSW to communicate the needs of the child and to assist with finding the right intervention to promote the child's range of wellbeing needs. For example, if an activity/intervention in the community was identified as potentially being positive for the child, FCV would approach the CCSW and advocate for them. FCV also routinely finds such opportunities. Recent evidence of this includes an example with a young person, whereby a discussion with a member of staff at his school indicated they may be able to support with his emotional wellbeing. We contacted the CCSW and our intervention resulted in a joint meeting with the school and additional support being provided. In terms of the children's social development, FCV are strong in supporting this and provide numerous opportunities throughout the year to enable the children and carers to get together and form friendships with one another. This has led to "circle of friends" group developing which has had real positive intellectual, social and behavioural improvements for the young people and enhanced the feeling of practical support and inclusion for our carers. As part of our constant approach towards improvement we get the children's input on what activities they would like to do more frequently and seek feedback from them following events. This is completed with our staff and carers. For our carers maintaining their professional development has a key impact on their overall wellbeing and their effectiveness. Therefore we have commissioned specialist therapeutic support and expert training specifically in response to carers request for help in dealing with the emotional element of caring for young people who experience blocks in their trust of adults and for carers who need help to move beyond this blocked trust. This has had a major positive impact on a cohort of carers and the improvement in the outcomes for young people's health and development through increased placement stability has been most positive.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The training, policies and procedures provided to our carers is crucial in supporting in keeping carers and children safe as it ensures they have a good awareness of best practice techniques and gives them confidence to manage situations when they arise. Carers and staff members are given plenty of opportunities to attend training events to further consolidate their knowledge. Safeguarding training is offered on an annual basis and is mandatory. At the point of assessment carers are spoken to in depth about the requirement of developing, reviewing and adhering to their family safer care policy. We provide a 24/7 social work staffed service that enables carers and young people to feel safe and supported when dealing with issues of neglect and abuse. FCV strives to ensure that all recordings are factual and timely using our intuitive care system, so that if an incident did arise the carers and children could rely on these to be used as evidence to show facts around incidents. Intuitive care, the online recording system, FCV uses is vital in this area and carers are supported, trained and encouraged to use it effectively. Some very experienced carers have said that this has been a real positive step change in the way they record and it helps protect both the children and themselves. Crucial to feeling safe and protected is the regular contact with the supervising social worker, which ensures the agency has a good understanding of the issues facing the fostering household. Regular team meetings with our staff enables us to discuss any issues arising and seek advice of colleagues on how to best support carers, which is fundamental in enabling us to resolve situations quickly with the most appropriate intervention. Regular visits to the fostering household by the supervising social worker, and management, as well as 2 unannounced visits a year contributes to the child(ren) feeling safe from abuse and neglect, ensuring there is plenty of opportunity to pick up on concerns or issues and take necessary action to resolve them or safeguard if necessary. A range of differing forms of consultation, visits and events from across the staff both informally and formally enhances our opportunity to hear the voice of the child. This applies from the responsible individual to our support staff who are actively encouraged to ensure people feel safe and are protected from abuse and neglect by taking every opportunity to make ourselves available to carers, children and staff.</p>

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) 8

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
	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	0
	Manual Handling	0
	Safeguarding	1
	Dementia	0
	Positive Behaviour Management	1
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Intuitive Care Workshop Managing Allegations Safeguarding Workshop Communication & Recording Implementation of Risca CIW Implementation of new inspection approach CIW Outcomes Focused practice for RI's Not for profit workshops with different models of provision Working with the courts	
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?	No
Other supervisory staff	
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	5
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	2
Health & Safety	3
Equality, Diversity & Human Rights	2
Manual Handling	0
Safeguarding	5
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Managing Allegations Blocked Training Improving Placement Stability for children looked after in foster placements. Paediatric First Aid Fire safety training. Communication & Recording Implementation of Risca CIW Implementation of new inspection approach CIW Outcomes Focused practice for RI's Not for profit workshops with different models of provision Working with the courts
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
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	1
<div style="background-color: #e0e0e0; padding: 2px;">Senior social care workers providing direct care</div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 2px;">Other social care workers providing direct care</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 2px;">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.</div>	
<div style="border: 1px solid green; padding: 2px;">Filled and vacant posts</div>	
No. of staff in post	5
No. of posts vacant	0
<div style="border: 1px solid green; padding: 2px;"> <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> </div>	
Induction	2
Health & Safety	0
Equality, Diversity & Human Rights	2

Manual Handling	0
Safeguarding	4
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Intuitive care workshop Young Peoples participation events Managing Allegations Skills to foster Digital literacy Business Admin level 2
<b>Contractual Arrangements</b>	
No. of permanent staff	2
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	3
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No