

**STATEMENT OF PURPOSE**

**Region:** Cymru / Wales

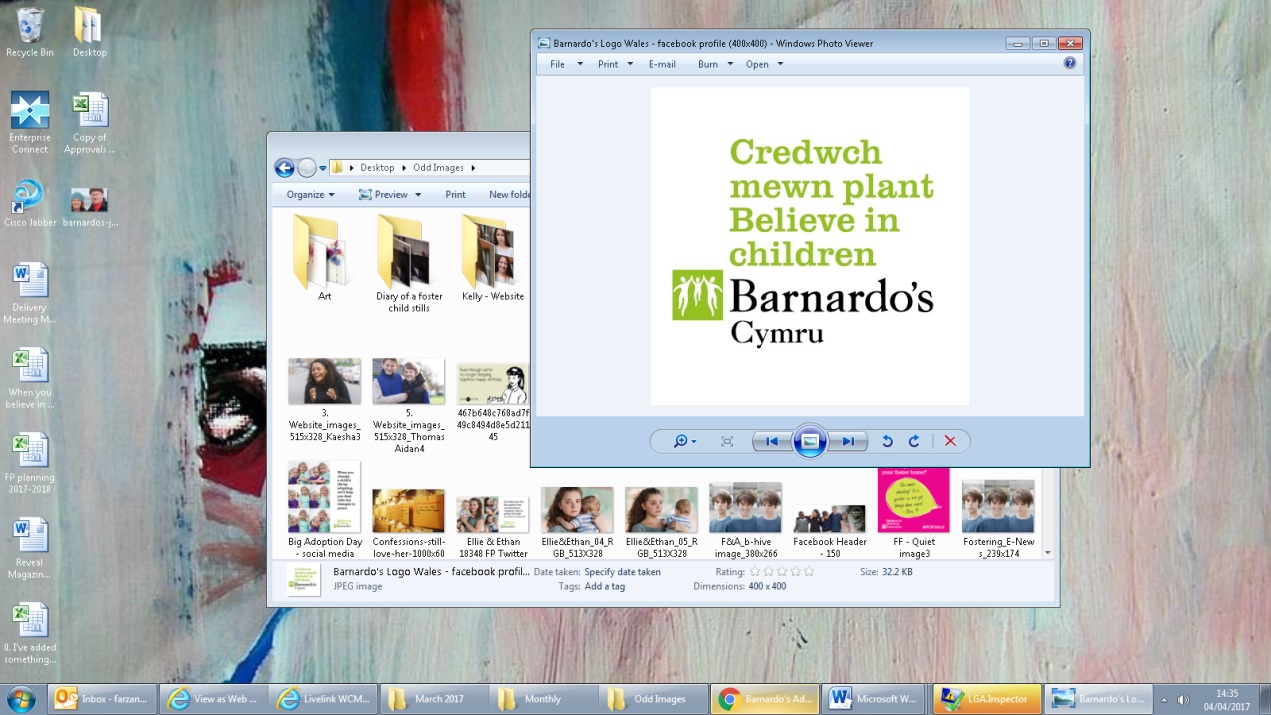
**Date:** December 2020

**Registered:** Fostering Service

**Registration Body:** Care Inspectorate Wales / CIW

**Registration Number:** W/010000722/M001/0006

**Family Placement Services**



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**Introduction**

#### Legal Framework

#### This Statement of Purpose has been developed in accordance with the following legislation;

* + - The Children Act 1989
    - The Children Act 2004
    - The Children and Young Persons Act 2008
    - The Independent review of Determinations (adoption and Fostering)(Wales) Regulations 2010
    - Protecting Children supporting Foster parents – dealing with allegations against foster parents Protocol (Guidance, 2011)
    - Fostering Services Regulations 2013 miscellaneous amendments known as: The Care Planning, Placement and Case Review (Wales) regulations 2015
    - Social Services Wellbeing Act (Wales) 2014
    - The Regulation and Inspection of Social Care (Wales) Act 2016
    - The Fostering Panels (Establishment and Functions) (Wales) Regulations 2018
    - The Regulated Fostering Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019 and Statutory Guidance – Fostering Services (2019)

As part of the regulatory requirement a copy of the Statement of Purpose will be provided to Care Inspectorate Wales [CIW] and will be placed on Barnardo’s website. The document is also available on request to: staff, Placing Authorities, foster parents, prospective foster parents and children.

This Statement of Purpose has been prepared in accordance with these requirements and will be a useful source of information to Barnardo’s staff, foster parents and prospective foster parents, Care Inspectorate Wales, children and young people who are placed with the fostering service, and also to colleagues from other agencies.

This Statement of Purpose is reviewed and updated on a regular basis, and at least annually

**Barnardo’s status and constitution**

Barnardo’s is a company limited by guarantee (registered in England under number 61625) and a registered charity (numbers 216250 and SC037605). It was also registered as a trust corporation on 16 December 1926. Its governing instrument is the Memorandum and Articles of Association, most recently amended by special resolution passed on 17 July 2001.

Barnardo’s Cymru Fostering Service is part of the Barnardo's Family Placement Business Service. The service covers the whole of Wales.

The Responsible Individual is Brenda Farrell.

The Manager of the service is Martin Kaid.

Service Address:

Barnardo’s Cymru Fostering Service

Trident Court

East Moors Road

Cardiff

CF24 TD

Telephone: 02920 493387

Family Placement Head Office:

Barnardo's - Youth Village

Hudson Street

North Shields

NE30 1DL

Telephone: 0191 2963355

As a national organisation we are able to utilise resources and office facilities as appropriate, to meet our business need, across Wales and the UK.

**Aims, objectives and outcomes**

Barnardo’s Cymru Fostering Service

**Aims:**

Barnardo’s Cymru provides children and young people with fostering services that meet their assessed needs, through good matching and pre-placement planning. The service seeks to maintain stable placements and achieve good outcomes for children, by ensuring that foster parents are appropriately recruited, assessed, trained and supported within the required regulations.

**Objectives and outcomes**

1. To recruit and assess foster parents who are suitable to be approved to look after vulnerable children who are unable to live with their birth families.
2. To ensure that our national foster parent recruitment strategies and initiatives are targeted appropriately so that children and young people have the opportunity of living within a family which values, recognises and supports their unique identity and associated needs.
3. To promote secure attachments and placement stability for children and young people in order to achieve better outcomes for children’s health, education, employment and future independence.
4. To provide support, regular supervision and training opportunities to equip foster parents in meeting the complex needs of children placed.
5. To ensure that all regulatory requirements are met in relation to the approval, review and supervision of foster parents and placement of children, and to monitor that they are being met via quality assurance processes.
6. To maintain family and personal relationships, therefore promoting contact between children placed and their birth families and or significant others and communicate effectively with birth parents as appropriate.
7. To enable foster parents to prepare young people adequately for when they transition into adulthood by developing their potential learning and independent life skills and budgeting.
8. To promote positive working relationships / partnerships between Barnardo’s fostering and local authorities to facilitate communication and promote good practice for the benefit of children and young people who are placed through the service.
9. To ensure that an independent Fostering Panel operates effectively in accordance with requirements laid down by legislation in relation to foster parent approvals, reviews, allegations and complaints.
10. To ensure that the service routinely seeks the views and wishes of its foster parents, children in placement, and staff by encouraging and taking account of feedback in service development plans.
11. To ensure continuous improvement and development of the fostering services can be evidenced through its quality assurance system, and associated reporting structures.
12. To provide suitably skilled and experienced staff who are regularly supervised and provided with training and development opportunities in order for them to undertake their role, in line with individual annual Performance Development Reviews.
13. The service will ensure good practice and up-to-date information is disseminated to staff through regular team events and meetings.
14. The service will check out directly with children and young people how they are and provide them with opportunities to share concerns or worries about their safety and wellbeing. The service will provide children with opportunities to comment, compliment or complain, and will provide relevant information as part of the service guide for children to enable them to report concerns to independent bodies.
15. The service will utilise appropriate methods or equipment to ensure a child can understand communications.

**Barnardo’s Cymru Fostering Service – Welsh Language Offer**

Barnardo’s demonstrates respect for the Welsh Language through all its activities and recognises the need to be appropriately responsive to the linguistic needs of Welsh speakers. Barnardo’s Cymru Family Placement Services are fully committed to meeting the requirements of the Welsh Language (Wales) Measure 2011.

Within Barnardo’s Cymru, there is a lead senior management role specifically for Welsh Language and an active Welsh Language Strategy Group that meets quarterly. Barnardo’s provides services within the primarily Welsh speaking heartlands of Wales; in partnership with Local Authorities and other organisations where the language of business is Welsh.

We apply a consistent ‘active offer’ approach to our Welsh language commitment across all our services in Cymru and utilise bilingual signage (both publicity and premises), advertising, websites, recruitment and staffing, and support materials ensuring no language is treated less favourably than the other.  We also positively attempt to ensure that:

* All children, young people and their families are made aware that they can access services in both Welsh and English.
* All initial correspondence to families can be provided bilingually.
* Welsh speaking staff are matched to children and families who are Welsh speaking.
* We will identify with families in the community and make families aware, of bilingual service points; providing bilingual capacity to ensure proper and timely, delivery of services.

**Service registration details**

Name and address of the Registered Provider

Barnardo’s Cymru Fostering Service

Trident Court

East Moors Road

Cardiff

CF24 TD

Telephone: 02920 493387

Name and address of the Responsible Individual

Brenda Farrell

Family Placement Head Office:

Barnardo's - Youth Village

Hudson Street

North Shields

NE30 1DL

Telephone: 0191 2963355

Any conditions of registration on the Registered Provider

There are no conditions on this registration

The relevant qualifications and experience of the Service Operations Manager

Martin Kaid, Dip SW / ILM 5, a qualified Social Worker, registered with Social Care Wales (SCW) and with post-qualification work experience of 18 years.

**Service staff structure**

*This section details the number, relevant qualifications and experience of the staff working for the purposes of the agency.*

**Service, management and staffing structure**

**Service, management and staffing structure**

(Including details of relevant qualifications and experience)

Responsible Individual

Brenda Farrell

Full time (37)

Dip / CCETSW / BA Hons / NVQ5

Operations Manager

Martin Kaid

Full time (37)

Dip SW / ILM 5

Interim Practice Manager

Hayley Driscoll

Full time (37)

DipSW

Social

Worker 37 hrs

Project Worker

21.75 hrs

Social

Worker

37 hrs

Administration Manager 18.13 hours

ILM & NVQ 4

Service Administrator

18.13 hours

Administrative Assistant

10.88 hours

Recruit-ment officer

(vacant)

18.13 hrs

Social Worker

22.2 hrs

Assistant Head of Business

Natalie Silcox

Part time (18.25)

DipSW / BABA Hons / ILM & NVQ 4

**Job roles and qualifications**

**Responsible Individual**

Brenda Farrell is a qualified Social Worker registered with Social Work England and she holds recognised management qualifications and is the Head of Business for adoption and fostering for Barnardo’s across the UK. She reports to the Barnardo’s Board of trustees and the Commercial Director for Children’s Services Business Development Unit.

The responsible individual has a specific range of duties and responsibilities to carry out as stated in The Regulated Fostering Services (Service Providers and Responsible Individuals)(Wales) Regulations 2019.

**Assistant Head of Business**

Natalie Silcox is a qualified Social Worker registered with Social Care Wales (SCW) and she holds recognised management qualifications. The AHoB is responsible for strategic management and oversight of the fostering service and its functions and areas of responsibility and reports to the Responsible Individual.

The AHoB is the strategic interface between the Cymru Service and Barnardo’s fostering services throughout the country. The AHoB has a clear quality assurance remit and performs the task of Agency Decision Maker.

**Operations Manager**Martin Kaid is a qualified Social Worker, registered with Social Care Wales (SCW) and he holds an ILM Level 5 Award in Management & Leadership.

Martin has been qualified for 18 years, working in the Youth Offending Service, as an officer for the Regional Equality Council, as an independent assessor, and a service manager for Action For Children as well as Barnardo’s Children’s Services.

Martin has been employed by Barnardo’s for 9 years.

The Operations Manager is responsible for the overall operation of the fostering service to foster parents, children and young people. The Operations Manager reports to the AHoB.

The Operations Manager is responsible for budgetary control and is involved with the development and implementation of the strategic aims and objectives of the organisation. The Operations Manager is responsible for the management of Practice Managers, sits on Panel in the role of Panel Advisor, ensures all policies and procedures are up to date, completes audits of the service to ensure a high standard, and, monitor and advises on serious complaints and allegations ensuring appropriate procedures are followed and safeguards are in place.

**Practice Manager**

Hayley Driscoll, the Interim Practice Manager is a qualified Social Worker who is registered with SCW. Hayley has been qualified for 10 years, working within the Local Authority Children’s Services (ages 0 to 14), the Children Looked After Team, and as a support worker and practice manager within Hafal, a mental health charity.

Hayley holds a Post Graduate Certificate in Counselling Skills and is currently working towards a Level 5 Therapeutic Counselling qualification. Hayley has been employed by Barnardo’s for 2 years.

The practice manager is responsible for the supervision and management of the Social and Support Workers. The Practice manager reports to the Operations Manager.

The Practice Manager takes responsibility for developing training and supporting services for foster parents. They coordinate training alongside responsibilities for recruitment and assessment.

**Supervising Social Workers (SSW)**

Are all qualified Social Workers registered with SCW. They undertake the assessment, support and annual review of foster parents.

SSWs work in partnership with the child who is looked after’s social worker to promote good outcomes as outlined in the care and support plan. SSWs also support and provide training, coordinate support groups and take part in the out-of-hours support service.

**Project Worker**

Project Workers provide a range of support services to children placed with foster parents, including transport, supervising contact and supporting the development of independence skills.

They are also involved in support groups for foster parents, as well as running activities for both looked after children and birth children and assisting in parent recruitment activity.

The project worker qualified as a social worker (CQSW) in 1986 and has worked for Barnardo’s for 7 years. They are also a qualified Nursery Nurse (NNEB) and has worked as a deputy co-ordinator for adolescents, as a social worker in Adult Learning Difficulties, specialising in people with visual impairment. They have also worked in Cardiff’s Child Health and Disability Team.

Recruitment Officer – The Recruitment Assistant manages and administers recruitment campaigns to support the recruitment of families to the service. This role is currently vacant.

**Service Administrators**

Service Senior Administrators undertake financial duties in the fostering service including invoicing, foster parent payments, credit control and accounts payable.

They are responsible for health and safety and ensure that the office remains a safe working environment with appropriate risk assessments completed by staff. Service Administrators supervise the Administration team and they report to the Operation Manager.

**Administration Assistants**

Undertake a wide range of administration tasks to support the work of the service such as inputting and monitoring of statistical data, coordinating training, ensuring all checks and repeat checks are completed. They report to the service administrator.

**Summary of current staffing**

*This section details the number of staff, hours worked, range of numbers of years’ experience in each job role.*

Within Barnardo’s Cymru Fostering Service, there are 2 occupied Social Work posts, who are qualified Social Workers registered with Social Care Wales and 2 vacant posts which equates to 2.6 full time equivalent posts.

**SW 1** Has been a qualified Social Worker since 2002, working in the UK since 2007. In addition to a Bachelor degree, they also have a Master’s degree in Child Protection and Family Wellbeing.

Prior to working for Barnardo’s they worked for Newport Social Services for 6 years as qualified Social Worker in the Duty and Assessment team, Core assessment team and later in the Fostering team. They have been employed with Barnardo’s since November 2013.

**SW 2** Has been a qualified Social Worker for 22 years, holding a BA(hons) in Social Work, a diploma in Social Work and a Post-Graduate Certificate in Senior Practice in Social Work.

They have worked as a Residential Mental Health Worker, a Young Person’s Substance Misuse Worker within the Youth Justice Board, a Young Persons Housing Support Worker working with homeless young people, within the Intensive Family Support Team (where children/young people were at risk of becoming looked after or where they were returning home to birth family) and within the Long Term Children and Families Team. They also hold an Enabling Practice Certificate. They have been employed with Barnardo’s for 9 years.

There is 1 Support Worker equating to 0.5 whole time equivalent posts, this is currently being recruited to.

There is 1 Recruitment Officer post, equating to 0.5 full time equivalent post. This role is currently vacant and out to advert.

There is a range of expertise in the team from over a cumulative 80 years’ experience in fostering and social care including child care social work, safeguarding, youth offending, intake and assessment, residential mental health, housing and substance misuse.

The Practice Manager has 10 years’ social work experience and the Operations Manager has 18 years’ social work experience and holds the ILM 5 management qualification.

The AHoB has 16 years social work experience and has the ILM and NVQ L4 in management. They worked in generic safeguarding for four years, fostering in a range of roles for eight years and was the Group Manager for Regulated Services for four years with responsibility for adoption, fostering, commissioning, placements and residential provision in a Local Authority. They were a foster parent for a Local Authority prior to that.

There are 3 administration staff equating to 1.8 full time equivalent posts.

**The Administrative Manager**, holds an NVQ Level 3 in Customer Services and Financial Services and a certificate in ILM Level 4 in Leadership and Management. They have worked within the Barnardo’s fostering team for 19 years.

**The Service Administrator** has a BA(hons) in Contemporary Practices in Writing and holds certificates in First Aid, CoramBAAF Panel Administrator training, The Fostering Network Agency Decision Maker training, and Charms workshops. They have been employed with Barnardo’s for 10 years.

**The Administrative Assistant**, has a BA(hons) in Modern History and Politics and holds certificates in First Aid, CoramBAAF Panel Administrator training and Charms workshops. They have been employed with Barnardo’s for 7 years.

In addition to the above staffing structure the service employs a small pool of independent social work qualified professionals who undertake Form F assessments where required, as well as professional therapists who are available to undertake direct work in accordance with individual children’s care and support plans.

**Services provided**

**Placement types provided**

**Long-term/permanency**

Placements are available with long-term foster parents who can take individual children or sibling groups. Long-term placements are matched in accordance with placing authority procedures.

**Better Place (Specialist Placements)**

Some children who have experienced multiple losses and trauma, and who, as a result, may struggle to form and maintain positive attachments need specialised parenting. In conjunction with placing authorities, we are able to tailor specialised plans of care to target needs where children are considered to be at risk of harm due to vulnerability and sexual exploitation, trafficking and or where they display risky behaviours that impact on their development and wellbeing. These foster parents are provided with additional support and training in order to promote positive outcomes.

**Short Breaks**

We have foster parents who are approved to provide short break/respite placements either on a regular basis or for one off holiday breaks. These can be for children living at home with their birth parents, children within our full time placements or children from other fostering agency placements.

**Children with complex needs**

We provide specialist placements for children and young people who have a severe learning difficulty, a physical disability or who need complex medical care. The team has extensive experience in making successful long-term placements as well as supporting children on a Short Breaks basis.

**Solo Placements**

Solo placements are offered to children who could be a risk to other children and young people, or whose behaviour is so challenging that foster parents cannot offer enough support if other children are present.

**Sibling Placements**

Some of our foster parents are able to care for large sibling groups to enable children to stay together.

**When I’m Ready (Wales)**

These placements can be negotiated with Placing Authorities to enable young people to remain in their foster placement post 18 to support their transition into adulthood.

**Recruitment, approval, review and support for foster parents**

*This section provides information on the procedures for recruiting, preparing, assessing, approving and supporting prospective foster parents.*

Barnardo’s policies, procedures and standards for the recruitment and assessment of foster parents are in line with required regulations and standards for The Fostering Panels (Establishment and Functions) (Wales) Regulations 2018. Regulation 7 Part 1 of Schedule 1

**Enquiries**

On receiving an enquiry from a prospective foster parent the Service requests basic information and sends out an information pack containing material about Barnardo’s, the Service and fostering generally. An initial home visit is then arranged by a fostering social worker from the Service to discuss in more detail the work of the Service and to answer any queries or concerns the enquirer may have. A decision will be reached as to whether the prospective foster parent wishes to and is suitable to proceed by the Practice Manager.

**Assessment and Approval**

If a prospective foster parent is deemed suitable and wishes to proceed, an Application to be assessed / Registration of Interest form will be completed together with written consents to enable the Fostering Service to ascertain their suitability to foster.

The process for assessing a person’s suitability to foster consists of two parts. This is referred to as **Stage 1** and **Stage 2.** Whilst this is not mandatory in Wales we are carrying this out in recognition that it is a good practice initiative in the service

These stages can be carried out concurrently, but the information for **Stage 1** must be sought as soon as possible, and the decision about whether an applicant has successfully completed Stage 1 must be made within 10 working days of all the information required in that stage being received by the fostering agency.

**Stage 1**

The information gathered in Stage 1 includes:

* Full details of the applicant/s and all household members as well as any children of the applicants living elsewhere.
* Checks undertaken with the police via the DBS / Police Checks on all household members 16 years and over, as well as with CIW, Social Services and any other relevant agency, for example Health, Education, NSPCC, CIW, previous fostering and adoption agencies.
* DBS checks may also be undertaken on any other regular visitor to the household who may have care of foster children when placed. Some checks are repeated every three years.
* The applicant is required to have a medical examination which is completed by their GP, who sends the completed Medical Report to Barnardo’s Regional Medical Adviser for comments about the applicant/s’ health.
* The applicant is also asked to name three to six personal referees from which a minimum of three will be selected to provide written references and who will also be interviewed as part of the approval process. Where appropriate we also ask for permission to approach the applicant’s current or past employer. Adult children and previous partners will also be contacted.

Stage 1 of the assessment process is intended to provide the decision maker with basic information about the applicant’s suitability (or not) to proceed to Stage 2 of the assessment in which more detailed information is collected.

**Stage 2**

If it is decided to undertake Stage 2 of the assessment requires the fostering service to obtain the information about the applicant/s in relation to the following areas:

* Details of personality and life experiences.
* Religious persuasion and capacity to care for a child from any particular religious persuasion.
* Racial origin, cultural and linguistic background and capacity to care for a child from any particular racial origin or cultural or religious background.
* Past and present employment or occupation, standard of living, leisure activities and interests.
* Previous experience (if any) of caring for their own and other children.
* Skills, competence and potential relevance to their capacity to care effectively for a child placed with them.

A qualified and experienced social worker will carry out the assessment by visiting the applicant/s’ home and meet with all members of the family and collate information about the applicant/s’ experience and skills. The information from the social worker’s visit will be collated and forms the basis of an assessment report (CORAMBAAF Form F). This report is shared and discussed with the applicants.

During the assessment preparation period, training – Skills to Foster - is provided by the Service. This training includes the role and responsibilities of foster parents, working with different agencies, and child development. All applicants are required to attend.

The completed assessment report is presented to the Cymru Fostering Panel. Applicants are expected to attend the Panel.

The Panel will then make a recommendation about the suitability of the applicants to be approved as foster parents. These will be passed to a Senior Manager in Barnardo’s, who is nominated as the organisation’s ‘Agency Decision Maker’, who has the final decision about approval on behalf of Barnardo’s.

Applicants are informed verbally and in writing of the Agency Decision Maker’s final decision.

**Foster Parent Reviews**

Reviews take place by Barnardo’s Fostering Service, in line with regulatory requirements of a foster parent.

A first review must take place within 12 months after approval and subsequent reviews take place every 12 months thereafter. Barnardo’s must be satisfied that the foster parents continue to meet the required standards

Reviews may also take place at other times for example as a result of a request to change the terms of approval; following a serious complaint, allegation of abuse, or other matters of serious / safeguarding concern; in response to a significant change of circumstances, such as a foster parent’s adult child returning home, relationship problems or separations, significant health issues, pregnancy, etc.

**Foster Parent support**

Barnardo’s Fostering Service values the work that foster parents do and the contribution they make to the lives of children and young people in their care.

Barnardo’s Fostering Service offers the following to all our foster parents:

* One to one, formal recorded supervision from an allocated Social Worker where progress on all areas of a child’s development and care and support plan are reported on, and challenges and actions are identified and addressed
* Access to a fostering Helpline support telephone line 365 days a year
* Regular telephone contact from the supervising social worker
* A minimum of unannounced visit per year
* Regular training events and support group meetings
* Events for children in placement, foster parent’s children and foster parents
* Where appropriate, and where it is in line with the child’s care and support plan, a short break service to provide alternative experiences for the child and a short break for the main foster parent
* Good quality liaison and working arrangements with local authorities including attendance at relevant meetings such as Education (Personal Education Plan) and Children’s Looked After reviews
* A level of financial support that values and recognises foster parent’s skills, achievements and time including a foster care fee and fostering allowance
* A buddy system for foster parents to share experiences and receive advice and support

Therapeutic services can be provided by qualified and verified external workers who adhere to service protocols.

**Foster Parent training**

Barnardo’s Fostering Service recognises that fostering is an extremely complex and demanding job and we are committed to providing high quality training that is accessible and relevant to all our foster parents.

Training is provided to help foster parents develop their fostering role, to improve knowledge and to define and refine the skills they already have. The training is delivered within an explicit value base which promotes equality of opportunity and recognises and celebrates diversity. It seeks to ensure that all foster parents are competent and confident in providing safe care and in protecting children from harm.

All foster parents keep a record of training undertaken in their own portfolio which enables the service to assess their on-going suitability and fitness. This includes mandatory training on protecting, promoting and maintaining children’s safety through safeguarding and equality, diversity and inclusion training.

Training is offered throughout a foster parent’s career with Barnardo’s Fostering Service and incorporates a range of topics which evolve with changes in practice, legislation and needs, examples of which are:

|  |  |
| --- | --- |
| * child protection * recording * first aid * managing difficult behaviour * attachment * bereavement and loss * health and safety * relationship and sexual health * sexual exploitation * equality, diversity and inclusion | * resilience building * self-esteem & identity * life story work * managing and promoting contact * child development * equal opportunities * drugs and alcohol awareness * education and health * anti-radicalisation |

**Monitoring and evaluation**

The Responsible Individual maintains oversight of the management, quality, safety and effectiveness of the service in line with its annual business plan. This is undertaken by engaging with children, foster parents and staff, analysing data, attending fostering panels, visiting the service and compiling;

1. a quality of care review report for Barnardo’s which is completed every six months and includes an assessment into the standard of care and associated recommendations;
2. a report on the adequacy of resources available (known internally as a Quarterly Performance Report (QPR)) every quarter;
3. an annual return to Welsh Ministers (CIW).

There are a range of systems in place to monitor and evaluate the provision of Barnardo’s fostering services, to ensure they are effective and that the quality is of an appropriate standard.

The arrangements in place to monitor, review and improve the quality of the service include the following:

* Foster parent(s)’ Annual Reviews
* Foster parents’ Consultation Forms
* Foster parents end of placement Forms
* Children’s Feedback Forms
* Feedback from Local Authority workers prior to foster parent(s) reviews
* Foster parents’ feedback, where appropriate
* Feedback from Local Authority workers at children’s reviews
* Children’s feedback from individual and group participation sessions
* Annual staff personal development plans
* Monthly supervision of Foster parent(s)
* Supervision of and feedback from staff
* Feedback from Foster parents regarding training
* Feedback from Foster parents via an annual service satisfaction questionnaire
* Feedback from key stakeholders
* Feedback from Fostering Panel
* File Audit
* Annual 4C’s Quality Assessment
* Quarterly service performance reviews
* External Monitoring via LA/Framework monitoring processes
* External inspection via regulatory bodies i.e. Care Inspectorate Wales (CIW)

**Complaints, allegations and whistleblowing**

Whistleblowing is the reporting of a concern in the public interest that something is happening within Barnardo’s that should not be, or not happening that should be. It is based on the Public Interest Disclosure Act 1998 (PIDA).

Barnardo’s is committed to the highest standards of openness, integrity, accountability and practice and concerns can be raised via the Whistleblowing process.

For details on where to report a concern see Section 8 – Other Contacts.

**Complaints**

The aim of Barnardo’s complaints process is to resolve a complaint at the most informal level possible.

Complaints can be made in writing or orally to any member of staff up to and including the CEO.

Complainants and staff subject to complaints are kept informed of the progress of the investigation and any associated procedures subject to normal staff confidentiality.

The stages to managing any complaint are:

* Stage 1 Local Resolution
* Stage 2 Independent Investigation
* Stage 3 Review of Process

**Stage 1 Local Resolution**

This stage will be conducted by the line manager of the person or service being complained about. At the outset the complainant must be asked for their desired outcome.

Stage 1 should normally be completed within 10 working days.

**Stage 2 Independent Investigation**

The investigation should be completed within 25 work days from the date of agreement that it should take place. Extensions can be given if agreed by the lead manager, the Complaints Officer and complainant and the reasons for delay must be recorded.

**Stage 3 Review of Process**

If the complainant is not satisfied with the outcome of the independent investigation (Stage 2) they or their advocate can request review of how this was undertaken and their representation considered.

*For details on where to report a concern see Section 8 – Other Contacts.*

**Other routes of complaint**

Where a service is registered with CIW, complainants may directly approach CIW at any stage. The regulatory body has the power to investigate the complaint itself or require Barnardo’s or the relevant Local Authority to do so.

*For details on the relevant regulatory body and their contact details see section 9.*

**Allegations against foster parents/staff**

Allegations made by a child (or on behalf of a child) will be followed up via Safeguarding Procedures launched on December 2020 to be read in conjunction with the Social Services and Wellbeing Act (Wales) 2014 and the Working Together to Safeguard people, safeguarding guidance.

**Regulation and inspection of services**

The last inspection of Barnardo’s Cymru Fostering Service was undertaken in June 2018. There were no areas of non-compliance and the agency was noted to “*provide very good support to foster families in order for them to support successful outcomes for children in placement*”.

**Contact details**

CIW

Welsh Government office  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ

Telephone: 0300 7900 126

**Other relevant contact details**

**Whistleblowing**

You can submit a concern via the whistleblowing hotline run by Expolink, our independent whistleblowing service provider, using the contact details below:

Freephone 0800 158 8060

<https://wrs.expolink.co.uk/barnardos>

Concerns are then passed to the corporate audit and inspection unit (CAIU), confidentially and if requested, anonymously, for investigation.

**Complaints**

Barnardo’s Head Office

Tanners Lane

Ilford

Essex

IG6 1QG

Telephone: 020 8550 8822

Mobile: 07917 187718 *(for text or voice mail about complaints)*

Email: [cs.complaints@barnardos.org.uk](mailto:cs.complaints@barnardos.org.uk)

**Barnardo’s Cymru / Wales**

Trident Court

East Moors Road

Cardiff

CF24 5TD

Telephone: 029 20493387

Email:[cs.complaints@barnardos.org.uk](mailto:cs.complaints@barnardos.org.uk)

*You could also text or email – see information under Barnardo’s Head Office*

**Children’s Commissioner for Wales**

[www.childcomwales.org.uk](http://www.childcomwales.org.uk)

Oystermouth House, Charter Court, Swansea SA7 9FS

01792 765600