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Changing lives.

STATEMENT OF PURPOSE

Barnardo' Fostering Services

Region: Cymru / Wales

Date: July 2024

Registered: Fostering Service

Registration Body: Care Inspectorate
Wales (CIW)

Registration Number:
W/010000722/M001/0006

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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)
- 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,
Britannia House, Van Road, Caerphilly, CF83 3GG.
Telephone: 02920 484316

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 homes 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 in their care.
5. To ensure that all regulatory requirements are met in relation to the approval, review and supervision of foster parents and matching 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 cared for in 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, 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,
Britannia House,
Van Road,
Caerphilly,
CF83 3GG.
Telephone: 02920 484316

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.

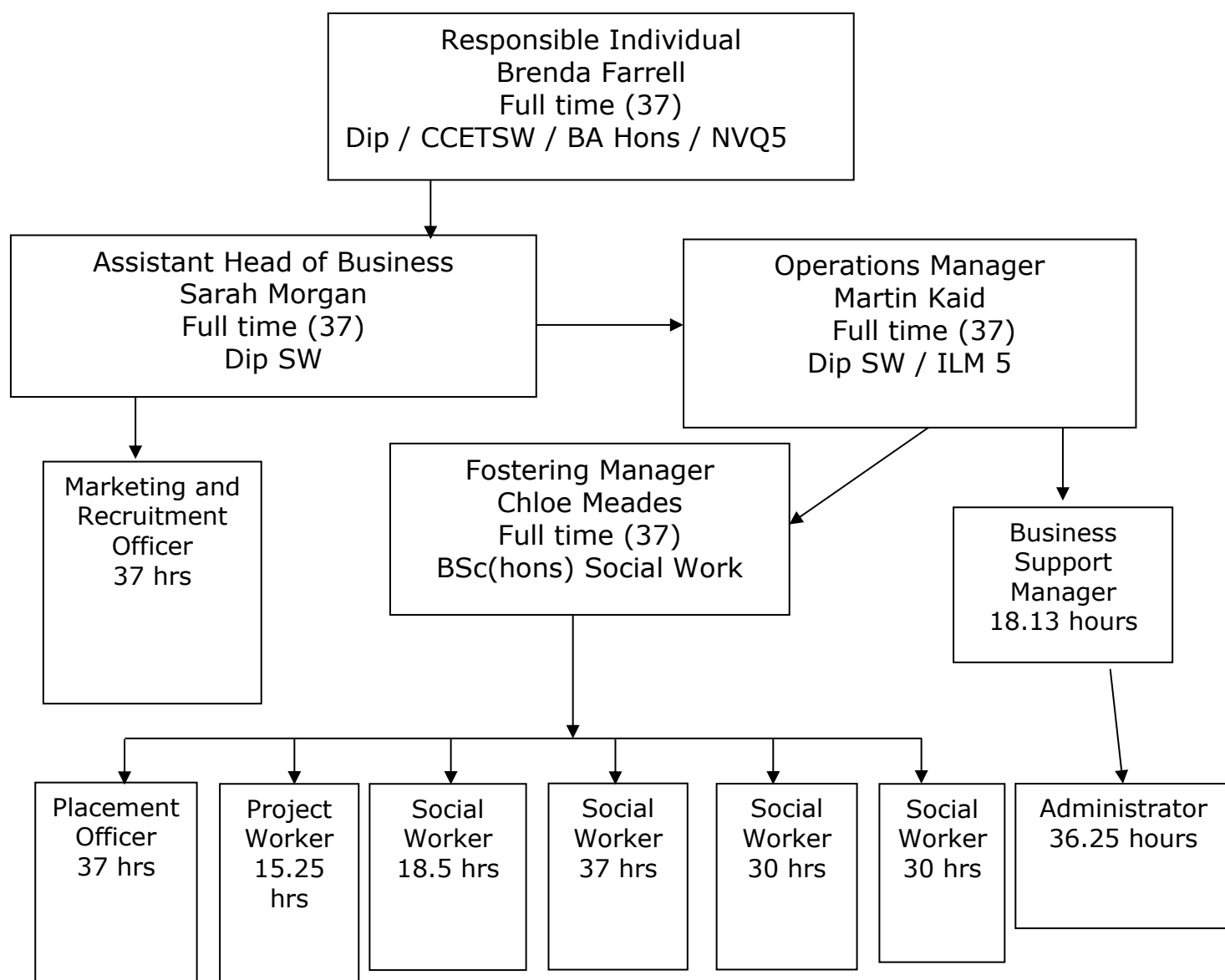
The relevant qualifications and experience of the Service Operations Manager:

Martin Kaid, Dip SW / ILM 5, a qualified Social Worker since 2003, registered with Social Care Wales (SCW).

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



Job roles and qualifications

Responsible Individual

Brenda Farrell is a qualified Social Worker registered with Social Work England. 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

Sarah Morgan is a qualified Social Worker registered with Social Care Wales (SCW). Sarah qualified as a Social Worker in 2002 and completed her "Managing Practice Quality in Social Care" qualification in 2012. Since qualifying she has worked in various childcare teams, including managing child protection; fostering; and adoption services in a local authority. Sarah was also the registered manager of an independent fostering agency for nine years prior to joining Barnardo's in March 2022.

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). He holds an ILM Level 5 Award in Management & Leadership.

Martin has been qualified since 2003, working in the Youth Offending Service; as an officer for the Regional Equality Council, an independent assessor, and a service manager for Action For Children as well as Barnardo's Children's Services, before becoming the Operations Manager for Barnardo's Cymru Fostering Service. Martin has been employed by Barnardo's since 2011.

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 monitors and advises on serious complaints and allegations ensuring appropriate procedures are followed and safeguards are in place.

Practice Manager

Chloe is a qualified Social Worker who is registered with Social Care Wales. Chloe has been qualified since 2016 and has worked within a fostering service since 2013, firstly as a placements officer, social work assistant and then as a Social Worker once qualified.

Chloe joined Barnardo's in May 2022.

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, recruitment, assessment and supporting services for foster parents.

Supervising Social Workers (SSW)

Are all qualified Social Workers registered with Social Care Wales. They undertake the assessment, support and annual reviews 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.

Marketing Officer

The Marketing Officer manages and administers recruitment and marketing campaigns to support the recruitment of families to the service.

Service Administrators

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

The Administration Manager supervises the Administration team. They report to the Operations Manager.

Summary of current staffing

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

The Assistant Head of Business oversees Barnardo's Cymru Fostering Service.

They are reported to by an Operations Manager who supervises the Fostering team that comprises of a Practice Manager and a team of Social Workers.

Within Barnardo's Cymru Fostering Service there are qualified Social Workers registered with Social Care Wales equivalent to 2.6 full time posts.

There is 1 Recruitment and Marketing Officer post, equating to 0.5 full time equivalent post.

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

There are 2 members of the Business Support team equating to 1.8 full time equivalent posts.

The Business Support 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 been employed by Barnardo's since 2001.

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 since 2011.

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

Foster Homes 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.

Short Breaks

We have foster parents who are approved to provide short break/respice care either on a regular basis or for one off holiday breaks. These can be for children living at home with their birth parents, children cared for by full time foster families or children from other fostering agencies.

Children with complex needs

We provide specialist homes 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 matches as well as supporting children on a Short Breaks basis.

Solo Placements

Are offered to children who need to be the only child being cared for in a fostering family, 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 arrangements can be negotiated with Placing Authorities to enable young people to remain in their foster home post 18 to support their transition into adulthood.

Children who need caring for in fostering homes

- Children aged 0-18 years, of any gender
- Black and Minoritised Ethnic children
- Brothers and sisters / sibling groups

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**.

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 Care Inspectorate Wales, Social Services and any other relevant agency, for example Health, Education, NSPCC, Care Inspectorate Wales, previous fostering and adoption agencies.
- Disclosure and Barring Service (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 it 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 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 who comes to live 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 – training 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.

Panel

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.

Matching

Our matching process and pre-placement planning activities take account of our foster parents' particular strengths, skills and experience.

Our induction training and support programme for foster parents enables us to assess and match children and young people with suitable foster parents. This promotes ~~good placement~~ stability and is always child focussed.

All children placed with foster parents have access to health, education, and employment opportunities in accordance with their assessed needs, considering for example, their age, cultural identity and cognitive and physical abilities.

Foster Parents are expected to make sure that children are included and able to access activities, hobbies, and individual interests, and that they are provided with opportunities to have fun and explore their creativity and relationships through play.

Barnardo's Cymru Fostering Service provides all foster parents with a handbook that summarises all relevant policies and procedures including administration of medicines, recording, etc.

Approved foster parents will make themselves available to contribute to and follow the child's care, health and educational plans and reviews, and report on all aspects of these through their formal supervision and daily logs.

Foster parents are required to ensure that children in their care have up-to-date medical attention, and that they are supported in all ways, in a timely manner, to address health needs, take advice and support medical intervention as prescribed.

Foster parents are also expected to promote children's intellectual, social and behavioural development, including their emotional health and wellbeing needs, and work in partnership with placing authorities, health and educational professionals, and the service in order to ensure that they are identified, understood and managed in a timely and caring manner.

These requirements are detailed in the Foster Care Agreement signed on the foster parents' approval, which is subsequently reviewed on an annual basis.

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 is presented to the fostering panel. 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 contribution that foster parents 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 out of office hours support telephone line 365 days a year
- Regular telephone contact from the supervising social worker
- At least one unannounced visit per year
- Regular training events and support group meetings
- Events for children in the care of fostering families, 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 (PEP) 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 role 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 ongoing suitability and fitness. This includes mandatory training on protecting, promoting and maintaining children's safety through safeguarding and equality, diversity and inclusion training.

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 candour, integrity, accountability and practice and/or concerns can be raised via the Whistleblowing process.

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 working 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.

Allegations against foster parents/staff

Allegations made by a child (or on behalf of a child) are always followed up via Safeguarding Procedures.

Facilities and Services

Our office provides suitable meeting spaces for training, support groups, events and panel and confidential discussions.

Parking is available directly outside of the building, which is open during office hours.

Barnardo's promotes access for all. The premise has disabled access to the entryway, an identified disabled parking space, a lift, and accessible toilet facilities.

Barnardo's Cymru Fostering Service operates an electronic recording system. All records are kept in line with corporate policies and procedures. Encryption services are used to share information electronically.

The service is paperless and all staff are provided with appropriate electronic equipment and technical support.

Governance and quality monitoring arrangements

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 QPA) 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' Consultations
- Foster parents end of placement Forms
- Children's consultations
- 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 and other professionals such as health and education.
- 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 key stakeholders
- Feedback from Fostering Panel

- File Audit
- Annual 4C's Quality Assessment review
- Quarterly service performance reviews
- External Monitoring via LA/Framework monitoring processes
- External inspection via regulatory bodies Care Inspectorate Wales (CIW)

Regulation and inspection of services

Regulatory Body: Care Inspectorate Wales CIW

Registration Number: W010000722/M001/0002

Contact details

Care Inspectorate Wales (CIW)

Welsh Government office

Rhydycar Business Park

Merthyr Tydfil

CF48 1UZ

Telephone: 0300 7900 126

Other relevant contact details

Whistleblowing

Safecall are our Whistleblowing service provider and their details are below. The link [here](#) also takes through how we handle any reports we receive.

How do I contact Safecall?

You can contact Safecall on 0800 915 1571 or online through the '[Report a Whistleblowing Concern](#)'. Your report won't be traced and Safecall has trained operators to support you.

The service is free, confidential and open 24 hours a day, seven days a week.

Complaints

Barnardo's Head Office

Tanners Lane, Ilford, Essex, IG6 1QG

Telephone: 020 8550 8822

Email: cs.complaints@barnardos.org.uk

Barnardo's Cymru / Wales

Britannia House

Van Road

Caerphilly

CF83 3GG

Telephone: 02920 484316

Email: cs.complaints@barnardos.org.uk

The Ombudsman

Complainants have the right to contact the Inspecting body for adoption work, Care Inspectorate Wales or the Public Services Ombudsman if they remain dissatisfied.

The Public Services Ombudsman can be contacted at:

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Telephone

0300 790 0203

For further information on accessibility please click [here](#).

Email: ask@ombudsman.wales

The Children's Commissioner for Wales

A further source of help for a child or young person may be found through the Children's Commissioner;

Children's Commissioner for Wales

Oystermouth House

Phoenix Way

Llansamlet

Swansea

SA7 9FS

01792 765600

post@childcomwales.org.uk

IRM

Contract Manager

Independent Review Mechanism (IRM) Cymru

21 Windsor Place, Cardiff, CF10 3BZ

www.independentreviewmechanism.org.uk