**STATEMENT**

**OF PURPOSE**

**Barnardo’s Scotland Fostering Glasgow**

**Region:** Glasgow

**Date:** June 2023

**Registered:** Independent Fostering Agency & Adult Services Provider

**Registration Body:** Care Inspectorate

**Registration Number:** CS2004082106 (Fostering) & CS2019375597 (Adult/Continuing Care)

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# Introduction

**Legal Framework**

This Statement of Purpose has been developed in accordance with regulations, statutory guidance and National Minimum Standards as applying to fostering providers, including:

* The Adoption and Children Act (Scotland) 2007
* Looked After Children (Scotland) Regulations 2009
* Children (Scotland) Act 1995
* Children and Young People (Scotland) Act 2014
* Children's Hearings (Scotland) Act 2011
* Standard for Foster Care 2017
* National Care Standards: Foster Care and Family Placement Services
* The Continuing Care (Scotland) Order 2015
* Children Act 1989
* Adoption and Children (Scotland) Act 2007
* National Guidance for Child Protection in Scotland 2010. Updated in 2014 and 2018
* Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

Guidance for Child Protection in Scotland 2010

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 carers and prospective foster carers, children and young people who are placed with the fostering service or under continuing care, and also to colleagues from other agencies.

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

As part of the regulatory requirement, a copy of the Statement of Purpose will be provided to the Care Inspectorate and will be placed on Barnardo’s website.

**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 Fostering Service is part of the Barnardo's Family Placement Business Service.

The Head of Service is Brenda Farrell

Family Placement Head Office Address:

Barnardo’s - Youth Village

Hudson Street

North Shields

NE30 1DL

Telephone: 0191 296 3355

**Aims, objectives and outcomes of Barnardo’s Scotland**

**Aims**

Barnardo’s Fostering Service is a leading national independent fostering agency, providing fostering and short break services across England, Wales, Scotland and Northern Ireland and continuing care services within Scotland.

We aim to achieve high quality, stable placements for children and young people by ensuring that foster carers are appropriately recruited, assessed, trained and supported within the required regulations and national minimum standards.

**Objectives and outcomes**

1. To protect children and young people from abuse and neglect.
2. To recruit, assess, support and train carers to provide a range of fostering placements for children and young people who are unable to live with their birth families.
3. To ensure that foster carer recruitment strategies and initiatives are targeted appropriately so that children and young people have the opportunity of living within a family which recognises and supports their ethnic origin, cultural heritage and religion and whose values reflect those of Barnardo’s in equality, diversity and inclusion.
4. To provide support, regular supervision and training opportunities to equip foster carers in meeting the complex and dynamic needs of children placed.
5. To ensure that all regulatory and minimum standard requirements are met in relation to the approval, review and supervision of carers and placement of children, and to monitor that they are being met via quality assurance processes.
6. To provide an out of hours contact service for foster carers.
7. To promote secure attachments and placement stability for children and young people in order to achieve better outcomes for them in accordance with the SHANARRI wellbeing indicators of Safe; Healthy; Achieving; Nurtured; Active; Respected; Responsible and Included.
8. To prepare young people adequately for when they leave their foster family and create lifelong attachments with foster carers.
9. To maintain and promote contact between children placed and their birth families and or significant others and communicate effectively with parents as appropriate.

To promote positive working relationships / partnerships between Barnardo’s fostering, adoption and short break services and local authorities to facilitate communication and promote good practice for the benefit of children and young people who are placed by the service.

To ensure that the Fostering Panel operates according to guidelines laid down by legislation and regulations in relation to carer approvals, reviews, allegations and complaints.

To ensure that the way in which the Service develops takes into account the views and wishes of its carers, children and young people in placement and staff by encouraging and actively promoting feedback from staff, foster carers, looked after children and birth children.

To ensure continuous improvement and development of the fostering services through regular training and Practice Development Reviews for staff around changes to legislation and regulations and identifying the needs and skills required of specialist placements.

# Service registration details

**Name and address of the Registered Provider**

**Barnardo’s Scotland Fostering Glasgow**

Building 10000,

Academy Park,

Gower Street,

Glasgow, G51 1PR

0141 419 4700

**Name and address of the Manager.**

Alyson McCallum

Barnardo’s Scotland Fostering Glasgow

Building 10000,

Academy Park,

Gower Street,

Glasgow, G51 1PR

0141 419 4700

**The relevant qualifications and experience of the Registered Manager.**

MA Social Sciences Glasgow University 1997

PG Diploma Social Work Glasgow Caledonian University 2001

The registered manager has social work experience in local authority social work and 3rd party sector settings including community based rehab and short break & fostering services.

# Service staff structure

**Job roles and qualifications**

All our professionally qualified Social Workers are registered with the Scottish Social Services Council (SSSC).

**Operations Manager / Registered Managers**

The Operations/Registered Manageris responsible for the overall operation of the fostering services provided to foster carers, children and young people as commissioned by Local Authorities.

They are responsible for budgetary control and involved with the development and implementation of the strategic aims and objectives of the service. The Operations / Registered Manager is responsible for the management of Practice Managers; sits on the Fostering Panel as 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.

**Family Placement** **Practice Managers**

Our Family Placement Practice Managers are responsible for the supervision and management of the Family Placement Social Workers, Children’s Support Workers, Art Therapist, Educational Liaison worker and Child Psychotherapist. Practice Managers also take responsibility for developing training and supporting services for foster carers. They coordinate training alongside responsibilities for recruitment and assessment.

**Family Placement Social Workers**

Our Family Placement Social Workers undertake the assessment, support and annual reviews of foster carers. FPSWs work in partnership with the looked after child’s Social Worker to promote good outcomes. FPSWs also support training, coordinate support groups; provide a duty service dealing with referrals and matching; and cover the out-of-hours support service.

**Children’s Workers**

Our children’s workers provide a range of support services to children placed with foster carers, including doing individual and group work with children and young people; life-story work; participating in assessments; and offer support and guidance to Foster Carers in managing complex or challenging behaviour. They are also involved in organising activities for both looked after children and birth children and assisting in carer recruitment activity.

**Senior Administrators**

Administration/Operations Support Seniors undertake financial duties in the fostering service including invoicing, carer 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.

**Administration Assistants**

Admin Assistants undertake a wide range of admin 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, completing minutes, facilitating the Fostering Panel and managing information systems.

**Regional Marketing & Recruitment Officer**

We share 1 regional marketing & recruitment officer across Scotland Fostering services; they are responsible for managing the Barnardo’s Scotland Facebook page; recruitment campaigns; recruitment and retention events; publicity and any other measures to raise the profile and encourage application by potential Foster Carers throughout Scotland.

**Therapeutic Workers**

We have a full time qualified Art Therapist who does direct work with children and offers group work for young people along with a children’s worker. We also have a qualified Child Psychotherapist who works one day a week and provides consultations for Foster Carers and the team of workers around a child.

**Education Support Worker**

We share a part time Education Support Worker with our Adoption colleagues, they are a qualified Head Teacher who provides direct support and advocacy to workers, young people, carers and adoptive parents regarding any educational issues encountered.

**Summary of current staffing**

Within Barnardo’s Scotland Fostering Glasgow there is an Operational Managers; 3 PT Practice Managers who provide 2 full time equivalent posts; we currently have 6 Social Workers with 5.3 full time equivalent posts, 2 full time Children’s Workers; 1 full time and 4 job share Administrators, 0.3 FTE of a Regional Marketing & recruitment worker; 1 FTE of an Art Therapist and 0.2 FTE of a Child Psychotherapist and 0.3 FTE of an Education Support Worker

There is a broad range of experience in the team from 4-30+ years’ experience in fostering and social work including child care social work, safeguarding and education.

The Practice Managers have between 12 and 25 years’ social work experience and the Operations Manager has 22 years social work experience.

# Services Provided

**Placement types provided**

**Emergency**

We have carers who can provide unplanned / emergency placements for individual children or sibling groups. Referrals are required to be made within office hours.

**Short Breaks (respite)**

We have foster carers who provide short break placements either on a regular basis or one off holiday breaks. These can be for children living at home with their birth parents, (external short breaks) or for children within our full time placements (internal short breaks).

We are seeing a growing demand for external short breaks to support children and young people placed with Kinship Carers in the community. These are funded by the responsible Local Authorities.

**Interim**

Interim placements can last for up to two years, while long-term plans are being formulated and rehabilitation is being attempted.

**Long-term**

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

**Permanent**

Children and young people who are placed permanently have been matched formally with their foster carers and secured through legislation with a Permanency Order which may provide the carers with additional rights and responsibilities through “ancillary provisions”.

**Solo Placements**

Solo placements are offered to children who could be a risk to other children and young people, or who present particular challenges due to trauma; health needs or disability so that carers cannot offer enough support if other children are present.

**Sibling Placements**

Barnardo’s is committed to promoting and supporting relationships between siblings and will always try to place siblings together. Where this is not possible or in the children’s best interests, we will endeavour to ensure carers are able to promote positive sibling relationships through contact.

**Continuing Care**

Barnardo’s Scotland is registered with the Care Inspectorate as an adult service provider to enable us to offer continuing care for young people remaining beyond their 18th birthday, to support them into independence or adult services as appropriate.

# Recruitment, approval, review and support for foster carers

This section provides information on the procedures for recruiting, preparing, assessing, approving and supporting prospective foster carers. Barnardo’s policies, procedures and standards for the recruitment and assessment of foster carers are in line with required regulations and standards for fostering services.

**Enquiries**

An initial enquiry can be made by phone, email or online. This will be followed up with the provision of an information pack and a phone call to answer any questions and to gather and record basic information in line with Data Protection Regulations. If this goes well an initial visit will be arranged.

A qualified and experienced Social Worker will normally carry out an initial visit at the applicant(s)’ home to gather information, during the Covid Pandemic, these were completed virtually however now have returned to face to face. The information and basic checks from the Social Worker’s visit will be collated and forms the basis of whether they are invited to assessment preparation training – Skills to Foster – which is provided by the Service. This training includes the role and responsibilities of foster carers, working with different agencies and child development. All applicants are required to attend. Where issues arise from the initial visit these will be addressed and the applicants may be counselled out or referred elsewhere.

The assessment is completed by visiting and meeting with all members of the family and collating detailed information about the applicant(s)’ experience and skills. The assessment report (BAAF Form F) forms part of a portfolio of evidence. This report is shared and discussed with the applicants.

The completed assessment report and portfolio is presented to the BSFG Virtual 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 carers. These will be passed to the Agency Decision Maker in Barnardo’s, 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 and their rights of appeal if they disagree with the decision.

**Foster Carer Reviews**

Reviews take place in line with The Looked After Children (Scotland) Regulations 2009 25 and 26. 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 carers continue to meet the required standards as set out in Regulation 25.

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 carer’s adult child returning home, relationship problems or separations, significant health issues, pregnancy, etc. (Regulation 26)

As a Registered Adult Services provider, all our registered foster carers who wish to provide Continuing care to the older young people in their care, are required to be fully assessed and presented to our Adult Services Panel where the recommendation to provide Continuing Care will be considered by Panel.

All approved foster carers must have completed the relevant training and have the required competencies in keeping with best practice and Barnardo’s Scotland Policy.

**Foster carer support**

BSFG values the work that foster carers do and the contribution they make to the lives of children and young people in their care. The key to a successful placement is the quality of support that foster carers receive. Barnardo’s Fostering Service offers the following support to all our carers.

The supports are:

* Supervision and support from a named qualified and experienced Social Worker is available Monday to Friday 9am – 5pm.
* Access to a specialist fostering help and advice out of office hours support telephone line is available.
* Access to an external confidential providers Health Assurance support line
* Frequent visits, (minimum of once per month for full time carers and every 3 months for short break carers or those only providing continuing care), negotiated with the carer and regular telephone contact from the supervising social worker. Including at least 2 unannounced visits per year.
* Opportunities to participate in Consultation sessions if needed facilitated by our therapists/education worker
* Events for children in placement, for carers, and for children and carers.
* Support/activity groups for carers birth children.
* A comprehensive post-approval training programme which is linked to National Standards for training and support.
* Where appropriate, and where in line with the child’s care plan, a short break service to provide alternative experiences / respite for the child and a short break for the main carer.
* Good quality liaison and working arrangements with local authorities including attendance at relevant meetings such as Looked After Child reviews, specialist consultations and child protection meetings.
* Financial support that values and recognises carer’s skills, achievements and time including a foster care fee and fostering allowance.
* Membership of the Fostering Network for all carers which includes access to legal advice and access to online supports and training opportunities.

**Foster Carer 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 carers. During the Covid Pandemic the bulk of our training moved to delivery via virtual platforms. We have continued to provide face to face training opportunities including First Aid and carer support sessions facilitated outdoors.

Training is provided to help foster carers 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 carers are competent and confident in providing safe care and in protecting children from harm.

Foster Carers are supported to complete mandatory training within 24 months of Approval.

Training is offered throughout a carer’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:

* Attachment and Resilience
* Child Protection: Introduction to Child Protection
* Dealing with Allegations against Foster Carers
* Equality and Diversity
* E-Safety
* Introduction to Safer Caring
* Managing Contact
* Men Who Foster
* Recording

**Continuing Care Training**

As part of our provision in supporting carers to provide Continuing Care to young adults we also provide relevant training including

* Adult and older young people Protection (for staff and carers)
* Continuing care

# Monitoring and evaluation

There is 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 following mechanisms are in place to monitor and evaluate the service:

* Carer(s)’ Annual Reviews
* Carers’ Consultation Forms as part of their annual review.
* Children’s Feedback Forms
* Children’s feedback from individual and group participation sessions
* Annual and interim Professional Development Reviews of staff at every level.
* Probationary period following recruitment of new staff
* Monthly/3 monthly supervision of carer(s) on Charms
* Regular supervision of staff by line managers on Content Server
* Feedback from carers regarding training courses undertaken and requested
* Feedback from other professionals
* Feedback from local authority workers at children’s reviews and at Pathways planning meetings
* Feedback from local authority workers prior to carer(s) reviews
* Evaluation of carers by trainers
* Feedback from panel members
* Panel Attendees Form
* Panel training and business meetings
* File Audit
* Service Quality Assessment, annual assessment undertaken by the Assistant Head of Business
* Quarterly performance reviews by the Assistant Director
* External Monitoring via LA Framework monitoring processes
* External monitoring via Care Inspectorate inspections
* Work with Who Cares and Children’s Rights advocates

# Complaints, allegations, whistleblowing and Duty of Candour

**Complaints**

Complaints are investigated according to Barnardo’s Complaints and Representations Policy for Children’s Services and Business Line.

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

Complaints can be made in writing or verbally 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**

As BSFG is registered with The Care Inspectorate, complainants may directly approach them at any stage. The Care Inspectorate 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 carers/staff**

Allegations made by a child (or on behalf of a child) will be followed up in accordance with Barnardo’s Safeguarding Policy and Procedures which complies with ‘National Guidance for Child Protection in Scotland 2018’.

This applies to all people who work with children and includes foster carers and staff. Further information can be provided if such a situation should arise and is contained within the Foster Carer’s Handbook and Barnardo’s Managing Allegations against Foster Carers policy.

**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.

**Duty of Candour**

Barnardo’s is committed to ensure that we are open, honest and supportive when there is an unexpected or unintended incident resulting in harm, which is reflected in its Duty of Candour Procedure. We will always seek to learn, change and make improvement so that, where possible, we avoid the incident happening to someone else.

# Regulation and inspection of services

Barnardo’s Fostering Services are regulated under Standard for Foster Care 2017 and National Care Standards: Foster Care and Family Placement Services 1999.

Barnardo’s Glasgow is also registered as an Adult Service to provide continuing care for young people currently in foster care as they make the transition to adulthood. We are registered under the Regulation of Care **(**Scotland**)** Act 2001 and this services alongside Fostering is inspected.

Barnardo’s Fostering Services are registered and inspected as an independent fostering agency with The Care Inspectorate. They will also receive and investigate any complaints about the fostering agency. Significant Incidents are reported to the Care Inspectorate under the Regulation of Care (Scotland) Act 2001.

We report all notifications within the required timescales and this continues to include notification on COVID cases for young people, carers and staff.

Fostering and Adult Care Agencies are assessed at one of six levels: -

6       Excellent Outstanding or sector leading

5       Very good Major strengths

4       Good Important strengths, with some areas for improvement

3       Adequate Strengths just outweigh weaknesses

2       Weak Important weaknesses – priority action required

1       Unsatisfactory Major weaknesses – urgent remedial action required

BSFG was inspected in March 2023

Fostering rated;

How well do we support people’s wellbeing – 4, 3, 5 & 4 with the overall score 3

How good is our leadership – 3

How good is our staff team – 4

How well is our care & support planned – 5

Continuing care rated;

How well do we support people’s wellbeing – 4, 3, 5 & 4 with the overall score 3

How good is our leadership – 3

How good is our staff team – 4

How well is our care & support planned - 4

**Contact details**

Morag MacConnell

Care Inspectorate

Compass House

11 Riverside Drive   
Dundee  
DD1 4NY

Tel: [0345 600 9527](tel:0345%20600%209527)

**Other relevant contact details**

**Whistleblowing**

Safecall are our Whistleblowing service provider and their details are below. The link [here](https://inside.barnardos.org.uk/employee-and-volunteer-support/whistleblowing-policy) also takes through how we handle any reports we receive.

**How do I contact Safecall?**

You can contact Safecall on [**0800 915 1571**](tel:08009151571) or online through the ‘[**Report a Whistleblowing Concern**](http://www.safecall.co.uk/barnardos)’.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

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

Email: cs.complaints@barnardos.org.uk

**Children and Young People's Commissioner Scotland**

Bridgeside House

99 McDonald Road

Edinburgh

EH7 4NS

Website: www.childrenscommissioner.gov.uk