

**Haringey Children and Young People's Service**

# **Fostering Service**

## **Statement of Purpose**

*Reviewed January 2024*



**48 STATION ROAD**

**WOODGREEN**

**N22 7TY**

## 1. Introduction

It is a requirement of the Fostering Services England Regulations 2011 and National Minimum Standards for Fostering Services that each fostering agency produces a Statement of Purpose, including its aims and objectives, a description of the service it provides and the facilities that are provided.

This Statement of Purpose gives an outline of those requirements, how the service is managed and its fitness to provide fostering services. It shows the policy and performance framework that underpins our work and shows how the welfare of children will be met and good outcomes achieved for all children in its care.

- Haringey Fostering Service Statement of Purpose has been written in consultation with staff and managers in the service. It has been endorsed by the Children and Young People's Service Management Group and formally approved by the Lead Member for Children and Young People on behalf of elected members.
- The Statement of Purpose will be made available to all staff working with children, young people and their families in Haringey's Children and Young People's Service Fostering Service. A copy will be given to Haringey Foster Carers Association and be made available to approved and prospective foster carers, children in foster placements as well as their parents or guardians. The Statement of Purpose is available on Haringey's Children's Social Care Manual.
- Haringey Fostering Service Statement of Purpose will be reviewed and updated on an annual basis and any revision will be submitted to Ofsted within 28 days of the changes being endorsed by the management group.

## 2. Policy Framework

Haringey Fostering Service is run in accordance with the principles outlined in the:

- Children Act 1989
- Fostering Services (England) Regulations 2011
- Fostering Services (England) Regulations 2013 (Amendments to the Children Act 1989)
- Fostering Services: National Minimum Standards (2011) • Children Act Guidance

and Regulations Volume 4: Fostering Services (2011)

- Care Planning, Placement and Case Review Regulations 2010
- Care Planning and Fostering Regulations (Amendments) 2015
- The Disability and Equality Act 2010
- The Human Rights Act 1998 • The Children ( Leaving care) Act 2000
- Training, Support and Development Standards (TSD) for Foster Carers

### **3. Service Principles**

Haringey Fostering Service works within the value framework that underpins the Fostering Services National Minimum Standards, Guidance and Regulations to promote high quality care in a family setting, which provides nurture, encouragement, safety and security to Looked After Children and Young People.

Haringey Fostering Service believes that every child Looked After should be able to enjoy the same quality of life and opportunities as all children.

We will make sure that every child and young person has the opportunity to achieve their potential because every child matters. We will work to narrow the gap so that every child has the chance to succeed regardless of their background and the barriers they face. We want to make sure that every young person has the highest hopes for their future and the support to fulfil them” Haringey Fostering Service recognises that a child’s needs are best met by a nurturing family and is committed to placing children who are not able to remain in their own family in an appropriate alternative family home wherever possible.

Haringey is committed to placing children and young people with our approved foster carers and has developed and invested in a dedicated and comprehensive Fostering Service that actively works to meet the quality standards required and meet the diverse needs of the children who become looked after in Haringey.

The principles that underpin our work are:

- The right of every child and young person to grow up in a secure and loving family who are best able to meet their needs throughout their childhood.
- The child’s welfare, safety and needs will be at the centre of the fostering process.
- The need to ensure continuity in the lives of children and young people so that their identity and education can be maintained and developed, their physical and emotional health and wellbeing promoted and their full potential achieved.
- Respecting and recognising the importance of the ethnic origin, cultural



background, religion and language of children, young people, their families and foster carers to help the development of positive identities and high self-esteem.

- Ensuring early stability for children or young people either by returning to their birth families or within the wider family and friends network, with permanent parents through adoption or with quality long term foster carers or successfully supported through independent living arrangements.
- Promoting equality and diversity in the services delivered to children, young people and their families and therefore recognising the need to recruit carers who will be able to meet the diverse needs of the children and young people.
- The importance of working in partnership that embraces the involvement of children and young people, their parents, carers and significant others and all professionals involved in their care and development.
- The child's wishes and feelings will be actively sought and taken into account in all aspects of their care. When it is not possible to act on their wishes, they will be helped to understand the reason. Every effort will be made to ensure the child or young person knows how to obtain support and, if necessary, make a complaint.
- The provision of high-quality foster care, by ensuring consistency in training and support to foster carers and including them as important stakeholders in the wider planning for children and young people.
- To provide quality and consistency in the provision of training, support and information to foster carers to enable them to meet the individual needs of the child and to develop their own skills as carers.

## 4. Aims and Objectives

Haringey Council Fostering Service is committed to providing safe, excellent and professional foster care for every Haringey Looked After child that needs this service, in compliance with the Fostering National Minimum Standards and the Paramountcy Principle of The Children Act 1989

Haringey's Fostering Service is committed to providing high quality care to Looked After Children and Young People and in doing so raise the profile of fostering to ensure all Looked After Children and Young People have positive experiences whilst living away from their birth families. The Fostering Service will also work to provide support and training to all foster carers to ensure they are suitably skilled to deliver high quality care. To achieve this, the Fostering Service will:

- Improve the life chances for Looked After Children, by increasing the number and quality of local placements in or close to the borough. This will enable



children and young people to remain within their own community close to family and friends, to retain the stability offered by school and the continuity of other services.

- Ensure that the right placement is made for the child at the right time and without delay, with clear action plans agreed to ensure the earliest achievement of desired outcomes for each child.
- To recruit, assess, and approve more than sufficient foster carers, within the nationally prescribed timescales, who can meet most, if not all, of the needs of every child referred to the Fostering Service

- Ensure that the service exceeds the requirements of the Fostering Services Regulations, National Minimum Standards and best practice.
- Engage and empower all children and young people to have a more effective voice in making decisions about their own care and planning service developments. Children will also be offered placement choices so that they are matched to a carer who can then be supported in meeting their needs.
- Ensure that children unable to return to their birth family have agreed permanency plans which give them appropriate legal security and are progressed on a timescale that is right for the child. By developing the use of Special Guardianship and rationalising the delivery of Long-Term Fostering.
- Support IROs to review Care Plans at every Looked After Child Review and make certain the plan for permanence is addressed at the 2<sup>nd</sup> review with clear timescales for implementation of the permanence plan.
- Make sure that every child and young person is provided with information about the services to be provided and the independent support systems, through the Haringey's Children's Guide.
- Provide foster carers with supervision & support and learning & development opportunities which will enable them to promote positive outcomes in all areas of children and young people's lives.
- Employ skilled and competent social workers and ensure they make use of the council policies, procedures and systems effectively and equitably to increase the efficiency of the service so improving performance against agreed outcomes for children.
- Promote Haringey's priorities for children and young people – as detailed in the Children and Young People's Plan with a particular emphasis on promoting outcomes for children in care.

Positive experiences in the foster home contribute to the achievement of all of the five outcomes identified in the Every Child Matters agenda: be healthy, stay safe, enjoy and achieve, make a positive contribution, and achieve economic well-being.

Haringey Fostering Service is committed to reducing the number of children placed with independent fostering agencies and continues to invest resources in increasing placement choices and the quality of in-house provisions.

The service works closely with children's services within social care to meet the needs of children and with foster carers to continuously improve and develop the service.

## 5. Management and Organisational Structure

The Fostering Service is responsible for the recruitment, assessment, training and support of all internally approved foster carers providing care to any Looked After Child or Young Person, including those who are 'Connected Persons'.

The service is committed to recruiting, maintaining, supporting and training foster carers from wide range of diverse backgrounds. The diverse needs of Haringey's children and young people in terms of sexuality, ethnicity and disability require the service to address these issues with foster carers during the assessment process and after approval, and to be supported to meet these needs and feel supported in relation to their own identity.

The Fostering Service consists of two supervision and support teams. The teams support all carers including 'connected persons'. The Head of Service for Children in Care (Keith Warren) has overall management responsibility for the service, and the Service Manager (Sandy Bansil) has day to day management responsibility. The day-to-day functions are managed and supervised by Team Managers who have responsibility for 1 Senior Practitioners and a total of 11 Supervising Social Workers.

All Social Work Managers and Social Workers hold social work qualifications and are registered with Social Work England and have relevant experiences working with children and families.

## 6. Services Provided

**The fostering teams provide a range of fostering services:**

**Task focused or short term foster carers** who provide placements for children and young people at the point of need and in accordance with their care plan, either to return to birth family or to move to a permanent placement.

**Permanent or long-term foster carers** who make a commitment to care for a child or young person until they reach independence.

**Connected persons carers**, often known as family and friends carers are foster carers approved to look after a specific child or children. These carers are family members or friends who knew the family, child or children before they became looked after by Haringey.





**Parent and child foster carers** a specialist type of fostering where a parent often a mother and their baby stays with the foster carer for a short time.

## **Babies and Younger Children**

- The primary task of the support team is to develop the skills and knowledge of foster carers, supporting them to carry out the functions associated with their registered role as carers. We develop foster carers who have skills in caring for babies and younger children who are being rehabilitated to parents, often through the court process, and to prepare babies and young children for adoption. The team actively promotes permanency planning for all children in care and works closely with the Adoption and Permanency Team.
- The foster carers' training programme includes courses on preparing children for permanent placements outside their immediate birth family. The programme aims to give carers the skills necessary to be able to move babies and young children on and to help them deal with the issues it provokes for them and their family.
- There is a focus on recruiting and training carers who can look after babies with significant health needs, often related to alcohol and drug misuse, and who work closely with health professionals. Carers are enabled to develop skills in supervising and facilitating contact with parents and other family members, participating in life story work and supporting preparations for moving on, be it back home or to adoptive parents.
- Carers are trained to provide stimulation through play to pre-school children and to facilitate access to early years provision and education. They are responsible for developing close relationships with class teachers and designated teachers for "children in care" to ensure that they integrate and develop positive relationships with their peers, to achieve to the best of their ability in Key Stages 1 and 2 and work towards the objectives in their PEPs.

## **Teenagers**

- The team develop and maintain a group of carers who are able to focus on improving the life chances of teenagers, to enable them to be successfully rehabilitated within their own families or to acquire life skills which will enable them to move on in a planned way to independence. We create positive

working links with the Young People in Care Team and the Young Adults Team, the Youth Offending Service, the Virtual School, and Health colleagues.

- There are active working arrangements with the Short Breaks Service to support the local care of children in need. Foster carers are helped to support young people with their education – Key Stages 3 and 4, GCSE and A Level – and to promote all aspects of their mental and physical health.
- Aspire, Children in Care Council enables young people in Haringey foster placements to give their views about the service. This group also engages in a range of social, cultural and recreational activities.

### **Kinship Care (Connected Person) Permanency**

- All carers, including 'Connected Person' are invited to general foster care training and support groups. In addition, special packages for supporting carers have been developed to address the specific issues involved in caring for the children of relatives and friends.
- The team works closely with Haringey's legal team and social work teams to develop sound plans for children in long-term fostering arrangements.

### **The task of securing high quality foster care includes:**

- Advertising for and recruiting prospective foster carers;
- Quality assuring the assessment of prospective carers under Regulation 26 (The Fostering Services (England) Regulations 2011) for approval by the Fostering Panel or, in the case of family and friends carers or connected persons conducting planned assessments for temporary approvals in accordance with Regulation 24 (The Care Planning, Placement and Case Review (England) Regulations 2010) assessments;
- Consultation with other professionals, foster carers and families around making appropriate placements for children and 'matching' children with carers who can meet their needs;
- Family-finding for children needing permanent placements and long term matching, support and supervision of foster carers in their work with children, children's families, departmental social workers and other professionals;
- Attendance at various professional meetings to ensure that foster carers are actively supported in carrying out a child's individual care plan;

- Completion of annual reviews with foster carers;
- Delivering a programme of on-going training for foster carers;
- Support and training in completing the Children Workforce Development Council Standards for Foster Carers (TSD);
- Contributing to investigations into complaints and allegations made against carers and supporting them through the process;
- Providing daily fostering duty service from 9am - 5pm, Monday to Friday; • An out of hours support service for foster carers requiring advice about a child in their care during evenings and at weekends;
- An out of hours rota of supervising social workers providing advice and support to foster carers during evenings and at weekends;
- Working in partnership with the Haringey Foster Carers Association.

## **Recruitment, Assessment and Approval**

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The two staged approach, known as Stage One and Stage Two are followed to support applicants to find out more about fostering and to assess their suitability to care for children looked after and become registered foster carers.

Stage One Includes undertaking a range of statutory and reference checks and offering preparation training.

Stage Two Involves the in-depth assessment. Interested applicants can find out about fostering by telephone, completion of an online application form.

The aim is to provide applicants with ongoing support, advice and information at each stage of the preparation process, whilst also assessing in a transparent way their suitability to become registered foster carers and provide safe and quality care to Croydon's children looked after and young people.

### **Information Sessions**

All enquirers are invited to attend an information meeting run by fostering social workers and current foster carers who can discuss their fostering experiences. This is not required although applicants are encouraged to attend these valuable sessions. The purpose of these sessions is to provide people with basic information about fostering, explain what Haringey Council is looking for and outline the preparation and assessment process.

### **Initial Telephone Assessment**

This is completed by one of the assessment duty social workers to gather more details from applicants, establish their current circumstances and to provide them with more information about fostering for Haringey.

When there is the potential to progress further, an assessing social worker will undertake an initial home visit to gather more information about the applicant and to provide them with further details

### **Skills to Foster Group Training**

The main purpose of the groups is for training and to provide more details about the role and tasks of fostering. Direct information is provided by way of presentations and DVDs; there are small and large group discussions and exercises, and applicants are encouraged to participate fully in the discussions through case studies. The training and groups are co-led by a social worker from the fostering team and experienced foster carers. An important secondary purpose is evaluation and applicants are informed at the beginning that the facilitators' observations will form part of the assessment process. Applicants may also be counselled out at this stage as the groups will encourage them to explore their own motivation, strengths, and abilities to foster, helping them to decide whether fostering is right for them.

Course material for the group programme is based upon "Skills to Foster" (Fostering Network), adapted to address the Haringey perspective. The following areas are covered in the groups:

- The feelings and behaviour of children experiencing loss and separation
- Working with children, including children who have been abused
- Working with parents, families and family networks, including parents who have abused or who are suspected of abusing their children
- Race, culture and identity
- Anti-discriminatory practice
- Helping children to move on
- Working with the Department

### **Statutory Checks and References**

The Fostering Service provides administrative support in managing all statutory checks, medicals and DBS. The Service will take appropriate action on DBS disclosures as soon as possible and before they are presented to the Fostering Panel. Written references are required from three personal referees who must be interviewed by the assessing social worker. A report attached to the Form F should give details of

these interviews, including the worker's assessment of the references Other checks include:

- The applicants' employer (continuity of employment must be addressed and any gaps investigated)
- Previous partners
- The applicants' children's school
- A full medical history
- Evaluation of financial stability
- Safeguarding and Criminal Records (DBS checks). Regulation 26(5) prohibits the approval of any person as a prospective foster carer where they or any member of their household is known to have a conviction or caution for specific offences. All offences must be brought to the attention of the Panel chairperson and the Fostering Service Manager who will decide whether or not to proceed with the assessment. This also concludes stage 1 of the assessment process.

The Assessment of Foster Carer applicants using objective, robust, fair, and transparent criteria. All applicants are assessed by an individual process to establish their suitability to be registered as a foster carer, in accordance with Regulation 26 and 27. The Foster Carers' Report (Form F or Form C for connected persons) will be used to record the assessment and the format for assessment interviews will normally follow the guidelines. Applicants are encouraged to engage fully in the preparation of the assessment, including providing evidence and completing certain sections themselves where possible. As well as the general areas covered in the Form F guidelines all assessments must cover the following specific issues:

- Health, including use of alcohol and tobacco.
- The applicant's own background and attitude to issues of race, culture, religion, sexual orientation and disability.
- Any issues of concern identified from statutory checks or referee interviews.

Under the Fostering National Minimum Standards 2011, the expectation is that prospective foster carers' completed reports will be presented to the Fostering Panel within eight months of application. However, within Haringey the aim is to achieve this within a three-month timescale.

The completed Foster Carers' Report (Form F/Form C) is shared with the applicant(s), who will retain a copy. If applicants are unhappy with any of the content of the report the assessing worker should seek first to deal with this by negotiation. If this is not possible the applicants are invited to submit their own comments in writing for presentation to the Fostering Panel. All applicants are expected to attend Panel in person. All Prospective Foster Carers' Report (Form F/Form C) are quality assured by the recruitment team manager and overseen by the Service Manager; the Form F/Form C must also be signed by the assessing worker and the applicant(s).

**The service has a recruitment strategy that is targeted to respond to the identified needs of Haringey's "children in care" population.**



- Haringey's recruitment strategy is designed to attract local carers who are best able to meet the diverse needs of the looked after children and young people.

The needs of the service are continuously monitored and our strategy is updated according to the following statistical information:

- Monitoring of the outcomes of advertising and publicity campaigns
- Monitoring of the pattern of placement need against the supply of local foster carers.

## 8. Foster Carers Support

- Approved carers are supported and supervised by a named supervising social worker who will visit regularly. The supervising social worker conducts a formal supervision visit every six weeks and completes a report. In the case of longer-term carers and those who are 'Connected Persons', packages of support will be designed individually to meet the needs of the placement. Each carer will have at least one unannounced visit per year and regular contact is maintained with foster carers at a frequency that recognises the need for additional support on occasion.
- The Fostering Service operates an out of hours fostering advice and support service between 6pm and 11pm Monday to Friday and 10am to 11pm at weekends and Bank Holidays. Haringey Council's Emergency Duty Team operates from 1800 to 0800, Monday to Friday and throughout weekends and Bank Holidays. Out of hours support is offered by experienced supervising social workers.
- The service organises monthly support groups: day time and evening groups and a men's group. Foster carers are encouraged and supported to attend support groups. Support groups have been virtual due to the pandemic, we are now moving towards a hybrid model support group.
- Haringey Fostering Service has a Learning and Development brochure offering a comprehensive training programme for foster carers. All carers have learning and development profiles and are encouraged to engage in courses and a range of learning and development opportunities, which will help their development and enhance their work with the children and young people.

## 9. Fostering Panel

- Haringey's Fostering Panel consists of people with a wide range of skills qualifications and experience. Members of the panel are drawn from a central list which include representatives from education and health, The panel has an independent panel chair to ensure compliance with the fostering regulations and the Service Manager acts as coordinator for the panel.



- The panel meets on a monthly basis, with additional panels being held as and when necessary. It considers and makes recommendations concerning the initial approval of carers, foster carers annual reviews – particularly the first-year review, changes to approval status, terminations of approval and in instances where there have been allegations or serious concerns about practice.
- The recommendations of the panel are passed to the Agency Decision Maker who is the Assistant Director of Children's Social Care.

The assessing social worker must attend the Fostering Panel in person to present the prospective foster carer's report. Applicants are expected to attend the Panel. The Panel will make one of three recommendations:

- Recommend to the Agency Decision Maker approval of the applicant as a foster carer.
- Recommend to the Agency Decision Maker that the applicant is not approved as a foster carer.
- Defer - ask for further information on any relevant matter.

Foster carer applicants are given written information explaining the panel process and are positively encouraged to attend. Their feedback is sought as Haringey and the Panel are committed to continuous learning and seek to consider any developments and improvements they may need to make. The feedback is collated and considered by the Service and Panel on a quarterly basis.

## **Annual Reviews of Foster Carers**

The Fostering Services (England) Regulation 2011, Regulation 28 requires that carers be reviewed at least once a year. A review can be held at other times if there has been a significant change in circumstances or if concerns arise.

The review considers the foster carer's previous year of fostering and make recommendations about their continued fostering registration. Reviews are carried out in the carer's home and are chaired by a fostering reviewing officer, who will consider the recommendation of the social worker and will make their own recommendation based on the evidence in written reports and the discussion held in the review meeting.

All registered foster carers in the household must attend the review meeting. The views of children, their social workers, independent reviewing officer, birth parents

[www.haringey.gov.uk](http://www.haringey.gov.uk)

and the fostering family will be sought in the annual review. Health and safety checks will be completed annually and DBS and medical references are updated every second or third year. The first review is presented to the Fostering Panel and then every three years thereafter.

### **Continuous Professional Development**

A comprehensive training programme is provided for all carers which is reviewed annually. Foster carers have access to KCA and access to training available to all Local Authority staff. The fostering service provide an annually updated training brochure with all relevant training and also are active in commissioning more bespoke training to meet the needs of the service.

The Training Support and Development Standards for Foster Carers (TSD). All carers are expected to complete the Standards within the first year of registration. Ongoing workshops are delivered throughout the year supporting foster carers in completing the Training and Development Standards for Foster Carers.

Carers are expected to complete a minimum of 30 hours training in their first year of approval and a minimum of 20 in subsequent years.

A Personal Development Plan (PDP) will be completed annually with all Haringey foster carers and reviewed at their annual review meeting.

### **Support, Supervision and Development of Haringey Foster Carers**

All registered carers will have an allocated supervising social worker who is responsible for ensuring an appropriate level of support and supervision is offered for foster carers to successfully undertake their work in supporting, meeting the needs and improving the outcomes for children in their care. Supervising social workers will ensure that carers have access to necessary support, advice and training to carry out their roles and responsibilities. This will vary from carer to carer, but will include all of the following:

- Complete a Foster Care Agreement with all Carers (Regulation 27 (5) Schedule 5 of Fostering Services (England) Regulations 2011.
- Ensure the carer has an adequate supply of equipment.
- Ensure that carers have an up-to-date copy of the Haringey's Foster Carers' Handbook.
- Ensure that carers are provided with up-to-date details of procedures and policies, including the Complaints and Suggestions Procedure, payment procedures and the service's insurance policy for carers.
- Carers automatically become members of the Croydon Foster Care Association
- Visit the carers on a six weekly basis and whenever reasonably requested by carers or as deemed necessary by the agency to support and supervise a carer.

- Make at least one unannounced visit per annum.
- Carry out an annual health and safety inspection of the carer's home, or when the carer moves or has major work carried out on their home, and this is considered at each annual review.
- Ensure that the carer is recording placement details as stipulated by Haringey Fostering Service
- Carry out an annual review of the carer's approval.
- Identify, in conjunction with the carer, any training needs/core requirements and identify for training profile purposes ways in which these may be met.
- Attend reviews, case conferences and other planning meetings in respect of children placed when requested by the carer or the IRO.
- Investigate any complaint by or against carers' standards of care in accordance with relevant procedures.
- Ensure that lines of communication between the carer and the child's social worker are open and effective.
- Respond promptly to telephone calls and correspondence from the carer.
- Keep a record of their visits, share these with foster carers and record these on Mosaic.
- Supervising social workers ensure that visits are arranged in such a way that there is adequate time to address the carer's own role and development in addition to any visits that may be necessary in respect of individual placements. Carers' children are also provided with opportunities to discuss their experiences of fostering. Visits should be prepared for and have a focus.

## **Termination of Approval**

- If a foster carer makes the decision to stop fostering for Haringey, they are encouraged to submit their decision in writing and their approval will be terminated 28 days from the date of the written decision. Their approval will be formally noted by the Fostering Panel and their name removed from Haringey's Foster Carers register.
- If Haringey Fostering Service considers that a person is no longer suitable to

act as a foster carer it will refer the matter for consideration to the Fostering Panel. The Panel will hear information made available by the Fostering Service and the foster carer and make a recommendation to the Agency Decision Maker.

- Haringey's policies and procedures detail the process to be followed allowing the foster carer to make full representation to the panel or the national Independent Review Mechanism, if the foster carer is not in agreement with the decision to terminate their approval.

## 10. Children's Guide to Fostering

- The service has produced a Children's Guide for children who are looked after. The guide explains what foster care is and provides information about the fostering service and the responsibilities it has. Information about how to complain and useful phone numbers i.e. child line and children's Rights service as well as useful websites.
- A copy of the guide is given to all foster carers. And additional copies can be obtained from: the fostering service at the address above it is also available online

## 11. Quality Monitoring

The quality of the work of the Fostering Service is monitored at all levels:

- At the end of a training event, evaluation forms/comments from carers
- Child care reviews, foster carer reviews and staff supervision system.
- The fostering panel which has a quality control function
- Case file audits and the complaints procedure
- Quality Assurance processes.
- Feedback from Haringey Foster Carer Association.

## 12. Complaints and Compliments

- Haringey Fostering Service is committed to provide a high quality service and to learn from comments and complaints. We therefore welcome and encourage feedback from service users, providers and partner agencies. We recognise that children, their birth parents and foster carers are best placed to identify the strengths and deficiencies of the fostering service and, therefore able to inform the changes and developments needed to ensure continuing improvement.
- All approved foster carers are provided with written information about Haringey's Complaints Procedures, including contact details for the Complaints Officer. All children and young people who are of an appropriate age and understanding are likewise informed of the Complaints Procedures and the role



of the Children's Rights Service.

The Fostering Service is always keen to receive feedback of a positive or negative nature, and can be contacted by letter, telephone or e-mail as follows:

- Fostering Service  
Special Guardianship, Fostering Recruitment & Assessment Team  
The Children & Young People's Service  
1st Floor  
48 Station Road  
Wood Green  
London N22 7TY

Alternatively, or where complaints cannot be resolved directly with the Fostering Team, the Children and Young People's Service Complaints Team can be contacted by post, phone, email or text phone at:

- Feedback and Information Governance Team  
6<sup>th</sup> Floor  
River Park House  
225 High Road  
Wood Green  
London N22 8HQ  
Tel: 020 8489 2550

A leaflet entitled 'I want to be heard' provides information about the complaints procedure and can be picked up from any Council building which provides public access.

Complainants unhappy with the outcome of the Council's investigation can contact the Local Government Ombudsman at:

- Local Government Ombudsman  
Millbank Tower  
London SW1P 4QP  
Tel: 020 7217 4620  
Fax: 020 7217 4621  
Web: [www.lgo.org.uk](http://www.lgo.org.uk)  
Advice Line: 0845 602 1983

The complaints service will always ensure that the complaint is dealt with in a fair and just manner and according to guidance. A leaflet advising on the procedure for investigating a complaint is made available by the Fostering Service.

## 13. The Registration Authority

Ofsted is responsible for monitoring, regulating and inspecting Fostering agencies under the provision of the Care Standards Act 2000. If there is a need to contact Ofsted regarding an issue with the Fostering Service contact details are:

- Ofsted  
Piccadilly Gate  
Store Street  
Manchester M1 2WD  
Tel: 0300 123 1231  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Web: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

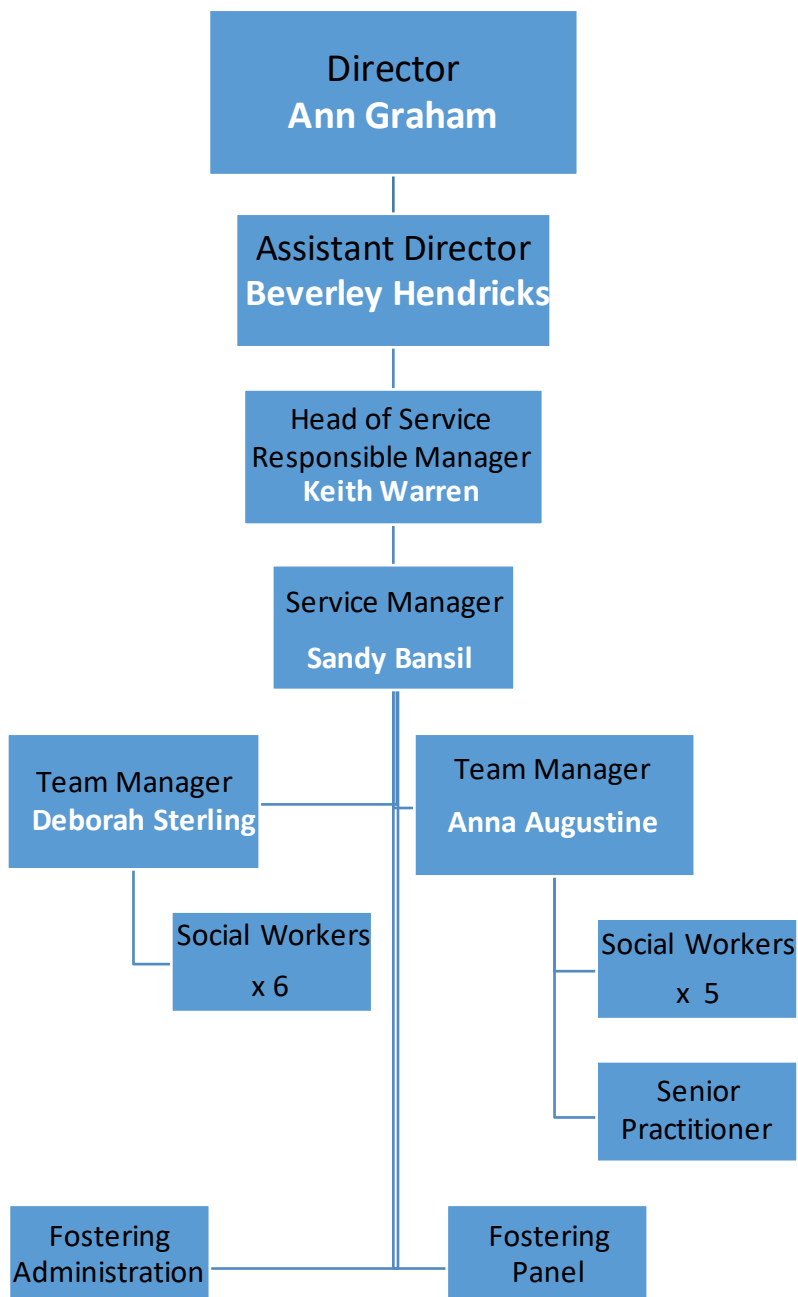
## 14. Useful Contacts

- British Association of Adoption and Fostering (BAAF)  
Saffron House  
6-10 Kirby Street  
Farringdon  
London EC1N 8TS  
Email: [mail@baaf.org.uk](mailto:mail@baaf.org.uk)  
Tel: 020 7421 2600
  
- Fostering Network  
87 Blackfriars Road  
London SE1 8HA  
Email: [info@fostering.net](mailto:info@fostering.net)  
Tel: 020 7620 6400



## 6. Management and Operational Structure

### Appendix 1





## **Qualifications and experience of staff in the Fostering Service**

### **Name & Position**

### **Qualifications & Experiences**

Head of Service

DipSW or equivalent and three years' post experience

Service Manager

Team Managers

All hold DipSW or equivalent and three years' post experience

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