



**Foster  
with US**

# **Statement of Purpose**

**Northwest Fostering Service**

**Date:** 2025 - 2026

**Registered:** Independent Fostering Agency

**Registration Body:** Ofsted

**Registration Number:** 1226858

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## **Section 1 - 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 Fostering Services (England) Regulations 2011; Regulation 3 and Regulation 4
- The Children Act 1989 Guidance & Regulations Volume 4: Fostering Services (2011)
- Fostering Services National Minimum Standards (2011); Standard 16
- The Care Planning Placement and Case Reviews and Fostering services (Miscellaneous Amendments) Regulations 2013 govern the work of fostering providers throughout England.
- Care Standards Act 2000

As part of the regulatory requirement, a copy of the Statement of Purpose will be provided to Ofsted and will be placed on Action for Children's website. The document is also available on request to; staff, Placing Authorities, Foster carers, prospective foster carers, children, and young people.

This Statement of Purpose has been prepared in accordance with these requirements and will be a useful source of information to Action for Children's staff, foster carers and prospective foster carers, 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.*

**Since 1st April 2020, Action for Children Fostering has recruited safely, and within Government guidelines.**

## **Section 1 - Message from our Head of Fostering**

For over 150 years, Action for Children has been dedicated to supporting vulnerable children and families. Since establishing our first safe and nurturing permanent homes in 1860, we have continually worked to provide stable, happy environments for children and young people.

Action for Children Fostering England focuses on finding secure and loving homes for children in our care. We bring extensive experience in caring for vulnerable children and supporting the foster carers who dedicate themselves to this vital role. Each year, we help hundreds of children across the UK find safe and welcoming foster homes.

We wholeheartedly welcome foster carers from all backgrounds, it's really important that our foster carers reflect current, diverse family structures in society.

We understand that fostering is a significant and life-changing commitment, requiring dedication beyond the traditional 9-to-5. That's why we deeply value and support our foster carers, ensuring they're equipped to provide the best care for the children who need them most.

What truly sets us apart is our collaborative approach—working closely with carers, young people, and professionals to create the best possible outcomes.

We are driven by our passion for ensuring that every child experiences a safe and happy childhood

Colette Ferns  
**Head of Fostering, Action for Children**

## **Section 1 - Status and constitution**

Action for Children, the children's charity, Registered Charity No. 1097940, protects and supports children and young people, providing practical and emotional care and support, ensuring their voices are heard, and campaigning to bring lasting improvements to their lives. Action for Children has a network of projects around the UK.

Action for Children is an established and well-known provider of Fostering Services, who deliver a wide range of high quality, successful foster placements, which both meet and exceed the requirements of the National Minimum Standards and the Fostering Services Regulations 2011 and 2013.

### **Our vision**

Every child and young person in the country has a safe and happy childhood and the foundations they need to thrive.

### **Our mission**

We protect and support children and young people by:

- Providing practical and emotional care and support
- Ensuring their voices are heard.
- Campaigning to bring lasting improvements to their lives.

### **Our values**

We are:

- Passionate about all children having a safe and happy childhood.
- Ambitious for children and young people
- Collaborative – internally and externally with other organisations to get the best outcomes for children.
- Inclusive – we strive to ensure all children are included. We don't ask "if?" We ask "how?"

### **Head office**

Action for Children, 3 The Boulevard, Ascot Road, Watford, WD18 8AG

Email: [ask@actionforchildren.org.uk](mailto:ask@actionforchildren.org.uk)

Tel: 01923 361 500

# Section 1 - Aims, objectives and outcomes

## Aims

Action for Children supports and speaks out for the UK's most vulnerable and neglected children and young people in order to bring about positive changes in their lives.

At our Northwest Fostering service our aim is to provide safe, stable, supportive homes for children and young people who have a history of attachment disruption, abuse, neglect, and trauma.

## Objectives and outcomes

To safeguard children and young people from abuse and neglect by ensuring we adhere to all legal, regulatory and national minimum standards and undertake robust quality assurance processes.

To recruit, assess, train and support foster carers to provide safe, secure and stable homes for children and young people who are unable to live with their families

To ensure that foster carer recruitment matches the needs of the children and young people we support. We undertake an extensive matching process, where we work in partnership with professionals supporting the young person to establish if we have a suitable foster carer to meet the young person's needs ensuring they are able to support their cultural heritage, ethnic origin and religion.

To provide support, supervision and training to ensure foster carers are equipped to meet the needs of the children and young people in our care.

To provide therapeutic support to our children, young people, and Foster carers using our HOMES framework and specialist psychological input provided by clinical psychologists from Changing Minds UK.

To ensure children know that their views, wishes, and feelings are considered in all aspects of their care, are helped to understand why it may not be possible to act on their wishes in all cases and know how to obtain support and make a complaint.

# **Section 1 - Aims, objectives and outcomes**

To celebrate the achievements of our children and young people and ensure that they have the same opportunities as their peers.

To achieve the best outcomes for our children and young people, by providing safe and stable homes and opportunity through healthcare, education, social and leisure activities. We use goal-based outcomes, measures, outcomes trackers, evidence-based research to support this.

To adopt a collaborative, curious approach when understanding our young people and their journey. To facilitate this, we work closely with other professionals and agencies in order to develop shared understanding of the young person and their strengths and needs, promote strong systems of communication, and a consistent plan and agreed way of supporting the young person.

To promote family time between a child or young person placed in our care and their birth family and friends. We recognise the importance of building and maintaining positive relationships with children and young people's families and their communities.

To prepare children and young people for when they reach adulthood so they are able to confidently navigate the next phase of their life.

To provide specialist fostering help and advice out of office hours support service for Foster Carers.

To ensure our Fostering Panel functions effectively and in accordance to legislation and regulations. It is essential that our Panel Chair and Panel Members are fully equipped to undertake their key role in facilitating and monitoring the care provided by Foster Carers and the agency.

To ensure a collaborative approach to service development, considering the views and wishes of our Foster Carers, Foster Children, and Staff. We aim to establish joint goals and a common understanding through open, transparent communication, to respect the views of others, and to ensure a blame-free culture that learns from experience and celebrates success.

To ensure the continuous professional development of staff and Panel Members through regular opportunities for training and learning, feedback and reflective practice.

# Section 1

## - The HOMES model

Our aim is to build supportive homes for children with complex histories of attachment disruption, neglect, abuse and trauma.

**Our HOMES framework approach has 5 key parts:**



**Helping to build and maintain connections**



**Outcomes focused and evidence based**



**Making sense together**



**Empowerment and “working with”**



**Safe, stable base**

**This supports children and carers in the following ways:**

### **Helping to Build and Maintain Connections**

We recognise that our children and carers feel much more settled when they have a stable support network. We know that relationships and a sense of belonging are really important. This is why, we work on building safe trusting relationships between our foster carers, young people, staff, the community and other professionals. We know that our children and carers’ placements progress more positively when they have these connections.

“We’re still regularly in touch with our now 24 year old, who still comes and visits us twice a week”

A



### **Outcomes focused and evidence based**

We recognise that it is important to capture each young person’s individual journey. This is why we work closely with our carers to set individual goals and track progress from the outset. We then use these personalised measures to identify when changes occur and put in any additional support that’s needed. This also helps us to identify achievements and celebrate success.

“I see the difference we’ve made and I’m proud of that”

A



# Section 1 - The HOMES model



## Making sense together

What sets us most apart from other services is the way we work together with our carers, young people and other professionals. This first starts during the matching process when we provide detailed information and listen to everyone's views as part of a joint decision-making process. We aim to adopt a collaborative, curious approach when understanding our young people and their journey. We do this by developing a shared understanding (formulation) of a young person's strengths and needs.



## Empowerment and "working with"

We know how important it is for children and carers to have a voice in decisions from the very start of their fostering journey. This is often key to the success of placements, which is why our relationships are built on clear, honest and respectful communication. The views of children and carers contributes to the ongoing development of our service. Everyone is involved and has a part to play.



## Safe, stable base

We know the importance of a nurturing, stable, safe environment for young people, foster carers and staff. Stability and security are important in attachment relationships so our young people can grow and develop. We work towards enhancing feelings of safety through connection and individualised support.



## Section 1 - WRAP service

At Northwest Fostering we also deliver a WRAP service that supports children and young people who are in Local Authority/IFA fostering placements whose placements are at risk of breakdown. This service utilises the underlying theory and support within the Northwest Fostering service: The HOMES Framework is designed to maximize stability for young people. This is a therapeutic support service that is offered to children and young people not placed with the agency.

The WRAP service is tailored to meet the individual needs of each family and young person referred and works closely with professionals already offering support to the young person. Goals and targets are identified in collaboration with the referrer and other professionals involved for each individual case. Individualised Therapeutic Action Plans are tailored to work towards achieving these goals.

The WRAP service intervention is time limited and there is no requirement for Northwest Fostering to provide foster carers as part of this provision.

**“ The service is invaluable! ”**

Local Authority Social Worker

**“ The carers have learnt invaluable knowledge about the impact and presentation of trauma in children. The lasting results of this will go with them through their career and also as the young person grows and develops. I honestly can't sing your praises high enough! ”**

Local Authority Social Worker

## **Section 2 - Service registration details**

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### **Name and address of the Registered Provider**

Northwest Fostering  
Unit 15, 6th Floor  
St James' House  
Pendleton Way  
Salford Manchester  
M6 5FW  
Tel: 0161 707 8508  
E-mail: [northwestfostering@actionforchildren.org.uk](mailto:northwestfostering@actionforchildren.org.uk)

### **Responsible individual**

Colette Ferns  
Head of Fostering - Action for Children

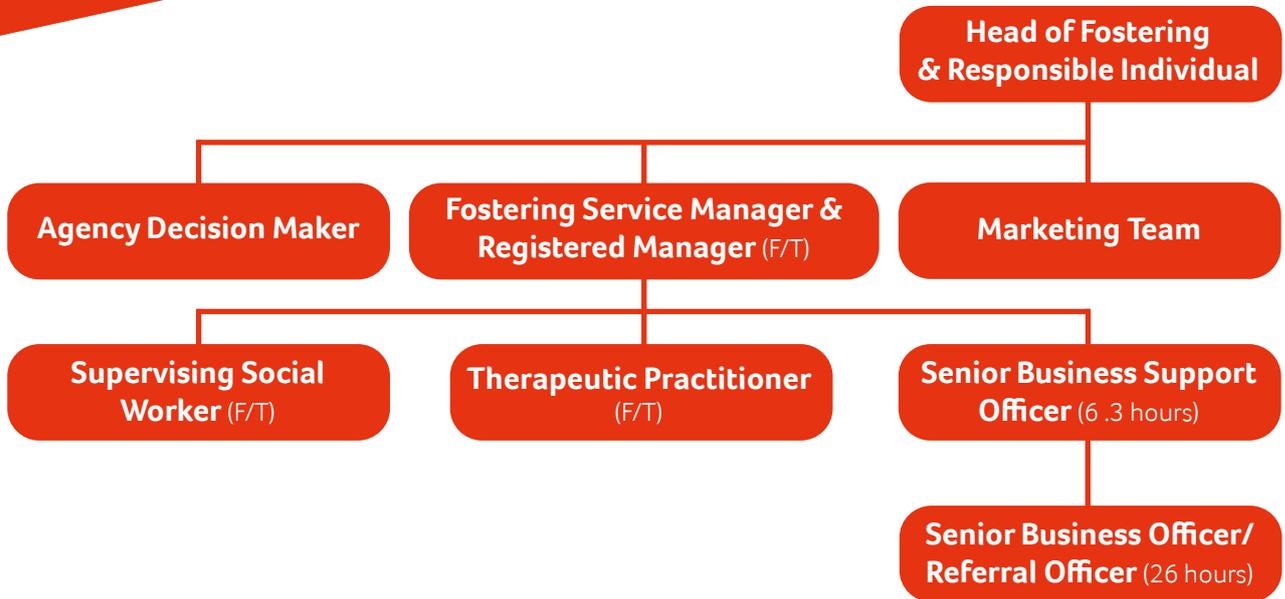
### **Registered Manager**

Adrienne Cronin  
Qualifications: Dip SW, PQ Part 1 Programme, ILM5.  
The Registered Manager has significant experience in both the voluntary and Local Authority sector with particular experience working within the areas of disability, young carers and fostering, including evidence-based programmes.



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## Section 3 - Service staff structure



## Job roles and qualifications

### Fostering Service Manager/Registered Manager

The Fostering Service manager and registered manager is a professionally qualified Social Worker registered Social Work England and holds the relevant management qualification. They are responsible for the overall operation of the fostering services to foster carers, children, and young people. This also includes responsibility for budgetary control, the development and implementation of the strategic aims and objectives, ensuring policies and procedures are up to date, completion of audits, the monitoring and advice on serious complaints and allegations and ensuring appropriate procedures are followed and safeguards are in place.

# **Section 3 - Service staff structure**

## **Supervising Social Worker**

The Social Worker is a qualified, experienced social worker and registered with Social Work England. They are responsible for the supervision and support of foster carers and monitoring the welfare and progress of children and young people living with Foster Carers. They prepare reports for foster carer's annual reviews, run support groups, and participate in delivering training. Social workers also support with recruitment of foster carers by carrying out initial visits to applicants and Form F assessments, this is also sometimes done by an Independent Social Worker (ISW) practice.

## **Therapeutic Practitioner – WRAP**

Our Therapeutic Practitioner works directly with children and young people, parents, and foster carers, providing a range of therapeutic models via individual/group sessions and training. Supporting young people within their foster / Wrap placements they are responsible for delivering high quality therapeutic interventions to children and young people with trauma history and complex needs and their carers.

## **Senior Business Support Officer**

The Senior Business Officer coordinates the running of the office functions within the service and oversees business critical functions such as billing and invoicing.

## **Business Support Officer**

Supports the team and reports to the Senior Business Officer.

## **Marketing Team**

We are supported by the England Fostering Marketing Team. The Marketing Lead analyses our target demographic using internal and external surveys and research. The role also includes monitoring the effectiveness of marketing and recruitment platforms for each project. The Marketing Officers create ongoing content appropriate to our audiences and promote on relevant channels.

## **Section 4**

### **- Services provided**

#### **Short Breaks (Planned Breaks)**

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

#### **Short-term**

Short-term placements can last for up to two years, while long-term plans are being formulated.

#### **Long-term/permanency**

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.

#### **Solo Placements**

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

#### **Staying Put Arrangements**

These are to enable young people to remain in their foster placement post 18 to support their transition into adulthood.

# **Section 5 - Recruitment, approval, review, and support for foster carers**

## **Introduction**

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

There is a national shortage of foster carers, and we are continuing to look for foster carers to join Action for Children. The effects that the Covid-19 pandemic had on families across the UK was huge, and there are over 60,000 children in foster care in the UK that need a safe and nurturing home.

The stages of the recruitment process from the initial visit through to the assessment process will be completed face to face and virtually by one of our experienced social workers. Visits will always be risk assessed and we aim to complete a minimum of fifty per cent in person.

Action for Children's policies, procedures and standards for the recruitment and assessment of foster carers are in line with required regulations and standards for fostering services in Regulation 26 (a).

## **Enquiries**

On receiving an enquiry about fostering, albeit via telephone, on-line, in writing or in person, the service will respond by sending out an information pack containing material about Action for Children, the fostering service and fostering generally. This is followed up by one-to-one contact by a qualified member of staff by phone at a time requested by the enquirer to determine if an initial home visit is suitable.

An initial home visit with a social worker is then arranged to discuss in more detail the work of the Service and to answer in greater depth any queries or concerns the enquirer may have. A decision will be reached as to whether the enquirer wishes to and is suitable to proceed.

With this the service has developed timescales for responding to enquiries about the service. This includes follow-up contact being made within no more than 3 working days of an expression of interest being received but more usually within 1 day.

## **Section 5**

### **- Recruitment, approval, review, and support for foster carers**

#### **Preparation of prospective foster carers**

After an initial visit, if an enquiry is deemed suitable and the enquirer wishes to proceed, an Application Form will be completed together with written consents to enable the service to ascertain their suitability to foster.

The applicant will also be allocated a place on a Skills to Foster training course. This course helps to prepare and equip applicants to undertake the role of foster carer. This training includes the role and responsibilities of foster carers, working with different agencies, and child development. All applicants are required to attend.

#### **Assessment of prospective foster carers**

All fostering assessments are completed within 8 months of application, unless there are exceptional reasons why this is not possible, for example, a significant change in the prospective foster carer's personal circumstances.

All fostering assessments follow the two- stage assessment process detailed in the Assessment and Approval of Foster Carers: Amendments to the Children Act 1989, Guidance and Regulations, July 2013. However, most assessments run Stage 1 and Stage 2 concurrently.

#### **Stage 1**

In accordance with Regulation 26 (1A) the information gathered is:

- 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/ Access NI on all household members 18 years and over, as well as with the Department of Health, Social Services, and any other relevant agency, for example Health, Education, NSPCC, Ofsted, previous fostering, and adoption agencies.

# **Section 5 - Recruitment, approval, review, and support for foster carers**

- 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 Action for Children's Regional Medical Adviser for comments about the applicant(s)' health.
- The applicant is also asked to name four personal referees from which a minimum of two will be selected to be interviewed as part of the approval process. We would also take a reference for the applicants, most current employer, and any other employment where they have worked with children or vulnerable adults. 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, Regulation 26(2) requires the fostering service to obtain the information about the applicant set out in Part 2 of Schedule 3 as below:

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

## **Section 5**

### **- Recruitment, approval, review, and support for foster carers**

#### **Stage 2 - continued...**

An experienced Social Worker will carry out the assessment by visiting the applicant(s) at home, by meeting with all members of the household and collating information about the applicant(s)' experience and skills.

The information from the Social Worker's visits will be collated and forms the basis of an assessment report (BAAF Form F). This report is shared and discussed with the applicants who sign the report prior to being presented to the panel. The designated manager also signs off the report.

#### **Panel**

The completed assessment report is presented to the Action for Children's North & Northwest Fostering Panel. This is a shared panel that hears panel business from both fostering services. Both Registered Managers have oversight of panel procedures and processes. Applicant(s) attend panels.

All new assessments are presented to the Fostering Panel for consideration as are first Annual Reviews, Reviews recommending a change to a foster carer's terms of approval, and Reviews following an allegation or misconduct by a foster carer. Foster carers and prospective foster carers are given the opportunity to attend and be heard at all panel meetings at which their approval is being discussed and to bring a supporter to the panel if they wish.

The Panel will then make a recommendation about the suitability of the applicants to be approved as foster carers. This will be passed to a Senior Manager in Action for Children, who is nominated as the organization's 'Agency Decision Maker' (ADM).

# **Section 5 - Recruitment, approval, review, and support for foster carers**

## **Panel - continued...**

The ADM then makes a qualifying determination on the applicant's or carers suitability. In doing so, the ADM takes account of all the information available to them, including the recommendation of the fostering panel, within seven working days of receipt of the recommendation and final set of panel minutes.

Applicants are informed verbally and in writing of the Agency Decision Maker's final decision, within 2 working days and 5 working days respectively.

## **Foster Carer reviews**

Foster Carer Reviews take in accordance with regulatory requirements as outlined in Regulation 28 (2).

First Reviews will take place within twelve months of approval and subsequent Reviews take place at least every twelve months thereafter.

Reviews may also take place at other times for example because 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.

## **Foster Carer support**

Action for Children 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. The following support is offered to all our carers:

- Supervision and support from a named qualified and experienced Social Worker Monday to Friday 9am – 5pm.

## **Section 5**

### **- Recruitment, approval, review, and support for foster carers**

#### **Foster Carer support - continued...**

- Access to a specialist fostering help and advice out of office hours support telephone line.
  - Frequent visits, (minimum of once per month), negotiated with the carer and regular telephone contact from the supervising social worker. Including at least two unannounced visits per year.
    - Regular support group meetings and / or Buddy Support.
    - Events for children in placement, carers children and carers.
      - A comprehensive post-approval training programme.
- Where appropriate, and where in line with the child's care plan, a short break service to provide alternative experiences / and a short break for the child and main carer.
  - Good quality liaison and working arrangements with local authorities including attendance at relevant meetings such as Education (PEP) and Looked After Child reviews.
- A level of financial support that values and recognises carer's skills, achievements and time including a foster care fee and fostering allowance.

#### **Foster Carer training**

Action for Children recognises that fostering is an extremely complex and demanding job, and we are committed to providing high quality training that is accessible and relevant to all our foster carers.

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.

# **Section 5 - Recruitment, approval, review, and support for foster carers**

## **Foster Carer training - continued...**

Foster Carers are supported to complete Training Support and Development Standards for foster carers (TSDS) within 12 months of Approval.

Training is offered throughout a carer's career with Action for Children and incorporates a range of topics which evolve with changes in practice, legislation and needs, examples of which are:

- Radicalization
- Promoting Equality, Diversity, and Identity
- Managing Allegations
- Child Exploitation
- Safer Caring
- Administration of Medication
- Understanding Sensory Processing Difficulties
- Behaviour Management
- Recording
- First Aid

Our current training offer is further enhanced by monthly access to training from our psychological support service, Changing Minds. This training is focused on the use of trauma informed practice, attachment theory and a range of evidence-based therapies including Dyadic Developmental Psychotherapy, Theraplay, and PACE.



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## **Section 6**

### **- Monitoring and evaluation**

There is a range of systems in place to monitor and evaluate the provision of Action for Children'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
  - Child's Feedback
  - Annual staff appraisals
    - Regular audits
- Monthly supervision of carer(s)
- Regular supervision of staff
- Feedback from carers regarding training
- Feedback from carers via annual service satisfaction questionnaire
  - Feedback from other professionals
  - Feedback from local authority / trust workers
- Feedback from Independent Reviewing Officers (IRO's)
  - Feedback from Panel Members and Panel Attendees
    - Regulation 35 Reports
- The monitoring of outcomes for children and young people

# **Section 7 - Complaints, compliments, allegations, and whistle blowing**

## **Complaints**

Action for Children welcomes all comments and feedback about the way we work, whether positive or negative. We aim to resolve a complaint or problem as quickly and efficiently as possible in a personal, fair, and confidential way.

Action for Children is committed to excellent customer service. We regard complaints as an opportunity to turn a negative experience for a customer or service user into a positive one, as well as an opportunity to learn and to improve.

The purpose of our complaints handling procedures is to ensure that we:

- listen and are responsive to people who raise an issue with us.
- respond swiftly and at a level close to the point of service delivery.
- are fair and consistent.
- offer solutions and/or explanations.
- offer complainants recourse to someone more senior/more independent if they wish.
- ensure that staff who are mentioned in complaints receive support.
- respect confidentiality
- record complaints consistently and monitor what we record.
- use complaints positively as an opportunity for learning and improvement.

In making a complaint we believe most people want:

- to be listened to.
- to have the problem accepted as important.
- to be offered a solution or explanation.
- to have their distress acknowledged and
- to be assured the same thing will not happen again.
- it is therefore essential that people raising a complaint are involved in discussing their concerns and in finding solutions.

## **Section 7**

### **- Complaints, compliments, allegations, and whistle blowing**

#### **How to complain**

##### **Step 1 - Tell us**

The complainant should ask to speak to the team leader or the manager, in person or by phone who will be happy to meet. Complainants can also ask a staff member for the details of the next most senior manager.

##### **Step 2 – We will respond to your complaint**

Action for Children will determine the best way to look into the complaint. This is usually done by the manager, or a senior member of staff, of the service concerned; but for serious complaints we may involve someone more senior straight away. We will usually need to discuss the complaint with the complainant, so we are clear about the desired outcome. We will aim to address the complaint within 10 working days; if this isn't possible, we will provide an explanation and indication of when a full response can be expected (within a further 10 working days). A written response to the complaint will be received.

##### **Step 3 – If you're not happy with our response**

If the complainant isn't satisfied, they can contact the Complaints and Policy Officer and let them know the reasons why they remain unhappy. This should be done within 20 working days of receiving our written response.

##### **Step 4 – If you remain dissatisfied**

The complaint can be requested to be reviewed by a senior manager. The Complaints and Policy Officer will also advise of any external agencies to be complained to.

# **Section 7 - Complaints, compliments, allegations, and whistle blowing**

## **How to complain - continued...**

### **Confidentiality**

We will only tell people involved in resolving the complaint about it. After it's resolved, we will keep a summary on record, using guidance from the Data Protection Act. The record will be placed on the service user file, where relevant. We use anonymised information from complaints to make sure we learn and improve our services.

### **Other routes of complaint**

Where a service is registered with an external body (e.g., Ofsted), complainants may directly approach the relevant regulatory body at any stage. The regulatory body has the power to investigate the complaint itself or require Action for Children's or the relevant local authority / trust to do so.

### **For details on the relevant regulatory body and their contact details see below:**

Contact details:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Ofsted Information Helpline: 0300 123 1231

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

<http://www.gov.uk/ofsted>

### **You can also contact the Childrens Commissioner:**

Children's Commissioner

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

## **Section 7** **- Complaints, compliments, allegations, and whistle blowing**

### **Compliments**

We celebrate our work and achievements by recording compliments and highlighting them in team meetings. Please see below a selection of compliments about our staff, and the services we provide.

**“ Since the last inspection, the agency has embedded a new therapeutic model of care. The clinical psychology service provides ongoing training and support to carers and agency staff enabling them to create nurturing, therapeutic environments for children ”**

Ofsted Inspection Report June 2022

**“ Whatever you need, whenever you need it, someone is always there who understands ”**

Foster Carer

## **Section 7 - Complaints, compliments, allegations, and whistle blowing**

Compliments - continued...

**“It’s a comfort knowing someone is at the other end of the phone if we need them no matter the time”**

Foster Carer

**“The assessment process was robust and informative, we started fostering with our eyes wide open”**

Foster Carer

### **Allegations**

Allegations against foster carers/staff or allegations made by a child (or on behalf of a child) will be followed up via Safeguarding Procedures under ‘Working Together to Safeguard Children 2015’. Further information can be provided if such a situation should arise.



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## **Section 7** **- Complaints,** **compliments, allegations,** **and whistle blowing**

### **Whistle blowing**

Whistle blowing is the reporting of a concern in the public interest that something is happening within Action for Children that should not be or not happening that should be (Public Interest Disclosure Act 1998).

Action for Children is committed to developing a safe and open culture. Action for Children takes malpractice very seriously and is committed to delivering our charitable services with honesty and integrity. Action for Children encourages open communication from all those who work for Children encourages open communication from all those who work for us and wants everyone to feel secure about raising concerns.



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# **Section 8 - Regulation and inspection of services**

Action for Children's Fostering Services are regulated under the Children Act 1989, the National Minimum Standards and Regulations for Fostering Services regulations 2011 and Fostering Services (England) Regulations 2011 as amended by the Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013.

Action for Children's Fostering Services are registered and inspected as an independent fostering agency with Ofsted. Ofsted is responsible for inspecting the fostering agency. They will also receive and investigate any complaints about the fostering agency. Significant Incidents are reported to Ofsted under Schedule 7 of the Care fostering Services Regulations 2011.

## **Fostering agencies are now being assessed at one of four levels:**

Outstanding / Good / Requires Improvement to be Good/Inadequate

The last inspection of the Northwest Fostering was assessed with a Judgement Outcome of 'GOOD' on the 13/07/2022.

## **Contact details**

Ofsted Piccadilly Gate Store Street Manchester M1 2WD  
Ofsted Information Helpline: 0300 123 1231  
enquiries@ofsted.gov.uk  
<http://www.gov.uk/ofsted>

## **Section 8** **- Regulation and inspection of services**

### **Other relevant contact details**

#### **Action for Children Whistle blowing Champions:**

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Michael.Knight@actionforchildren.org.uk

Deanna Neilson, Director of Safeguarding  
deanna.neilson2@actionforchildren.org.uk

24-hour Whistle blowing line  
0800 047 4037

provided by Health Assured as part of the Employee Assistance Programme (EAP).

#### **Action for Children whistle blowing trustee:**

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#### **Action for Children Senior management team:**

Brigitte Gater, Interim Managing Director of Children's Services  
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Paul Carberry, Chief Executive  
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#### **Complaints Manager:**

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**Children's Commissioners:** [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)



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# Statement of Purpose

**Northwest Fostering Service**