

Fostering Service

Statement of Purpose

2024 - 2027

www.enfield.gov.uk

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1.0 Introduction

- 1.1 The Fostering Service is part of Enfield's Looked after Children's Services based within the Schools and Children's Services Department. The aim of the Fostering Service is to recruit and support a range of foster carers who can provide appropriate placements to meet the diverse needs of Enfield's children and young people.
- 1.2 The Fostering Service provides a range of skilled, approved foster carers who have been trained to provide safe and nurturing care for looked after children.
- 1.3 This Statement of Purpose is designed to meet the requirements of the Children Act 1989, The National Minimum Standards for Foster Care 2011, the Care Standards Act 2001, Care Planning Regulations 2010 and Fostering Services Regulations 2011 (2013). The fostering service seeks to promote the principles and practices enshrined in this legislation.

2.0 Guiding Principles

- To put the child at the centre of what we do and support foster carers to do the same.
- To promote and safeguard the welfare of children throughout their childhood.
- To promote working partnership with children and their families.
- To ensure equality of opportunity.
- To ensure all children fulfil their potential in education
- To ensure that young people are supported to move into independence in a planned way.
- To ensure all children's health needs are met.
- To provide children with a caring, safe experience of living in families.
- To listen to children and young people and take their views into consideration.

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- To promote equality of opportunity, recognising and providing for each child and young person's ethnic, cultural and religious needs, ensuring that staff and carers value disability.
 - To work in an open and accessible way, treating children, young people, their families and carers with fairness and respect.
- 2.1 By working with a range of professionals, we aim to ensure that children and young people and their carers are provided with the services and support to meet their needs.
 - 2.2 We do not discriminate against applicants on the grounds of gender, religion, ethnic origin, cultural and linguistic background, nationality, disability and sexual orientation.
 - 2.3 We recruit carers that can meet the needs of Enfield's Looked After Children, setting annual targets to achieve this.
 - 2.4 We treat our foster carers with respect, recognising that they are a core member of the team around the child with an important contribution to make in planning and decision making about the child.
 - 2.5 The Fostering Service is committed to improving outcomes for children and will actively promote and improve the life chances of children we look after.
 - 2.6 We value carers' own children and extended family and the support they offer to our Looked After Children.
 - 2.7 Enfield recognises that foster carers are valuable members of the team working with a child. As such, they are involved in all aspects of caring and planning for children they are looking after.

3.0 Aims and Objectives

- 3.1 The aim of the Fostering Service is to provide safe, secure, and effective fostering placements for those looked after children and young people who are unable to live with their birth families.
- 3.2 Foster care is a partnership between a foster carer, a supervising social worker and the child's social worker, all working together with the child's birth family and other relevant professionals as a team to help the child to reach their full potential.
- 3.3 The cultural, religious, racial and linguistic identities of children, their parents and carers must be respected in the development of the foster care service and in making, supervising and supporting placements.
- 3.4 Children and young people have the right to continuity in their lives to enable them to develop and maintain positive self-esteem and identity; promote their physical and mental well-being and achieve their full potential.
- 3.5 The true cost of caring for a foster child or young person must be met and foster carers given the opportunity to receive payment for their time, skills and experience.
- 3.6 Foster carers are expected to prepare for their role and are responsible for making use of development and training opportunities to develop their skills and knowledge.
- 3.7 Foster carers, foster carers' children, Social Workers and Looked After Children must be able to call on the agency for support.
- 3.8 Formal decisions relating to individual children in foster care should be taken in consultation with them, their parents, and the foster carers.

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- 3.9 Foster carers, social workers, birth family members, looked after children and the children of foster carers must be given the opportunity to record their views and feedback about placements.
- 3.10 Foster carers, birth family members, children and young people should be able to challenge decisions and plans proposed by the Fostering Service and be made aware of how to make a complaint.
- 3.11 Young people leaving care must be offered agency support that recognises that all young people need preparation and support into adulthood.

4.0 The Structure of the Fostering Service

4.1 The Fostering Service is part of the Schools and Children's Directorate and provides services to looked after children and foster carers.

4.2 The overall management of the service is the responsibility of the Fostering Service Manager, Debbie Michael, details as follows:

Debbie Michael

Service Manager for Fostering & Permanence

Triangle House

305-313 Green Lanes

London, N13 4YB

Telephone: 020 8132 0356

Email: Debbie.Michael@enfield.gov.uk

Qualifications: HND Public Administration, DipSW & Certificate in Higher Education, Certificate in Management Studies.

The three Fostering Team Managers in the Fostering Service manage a daily duty system and have supervisory responsibility for the team members in the Service. The three Team Managers are:

Renee Powell (Recruitment & Assessment Team)

Telephone: 020 8132 2628

Email: Renee.Powell@enfield.gov.uk

Siew Tan (Support & Development Team)

Telephone: 020 8132 2737

Email: Siew.Tan@enfield.gov.uk

Reina Fraser (Support & Development Team)

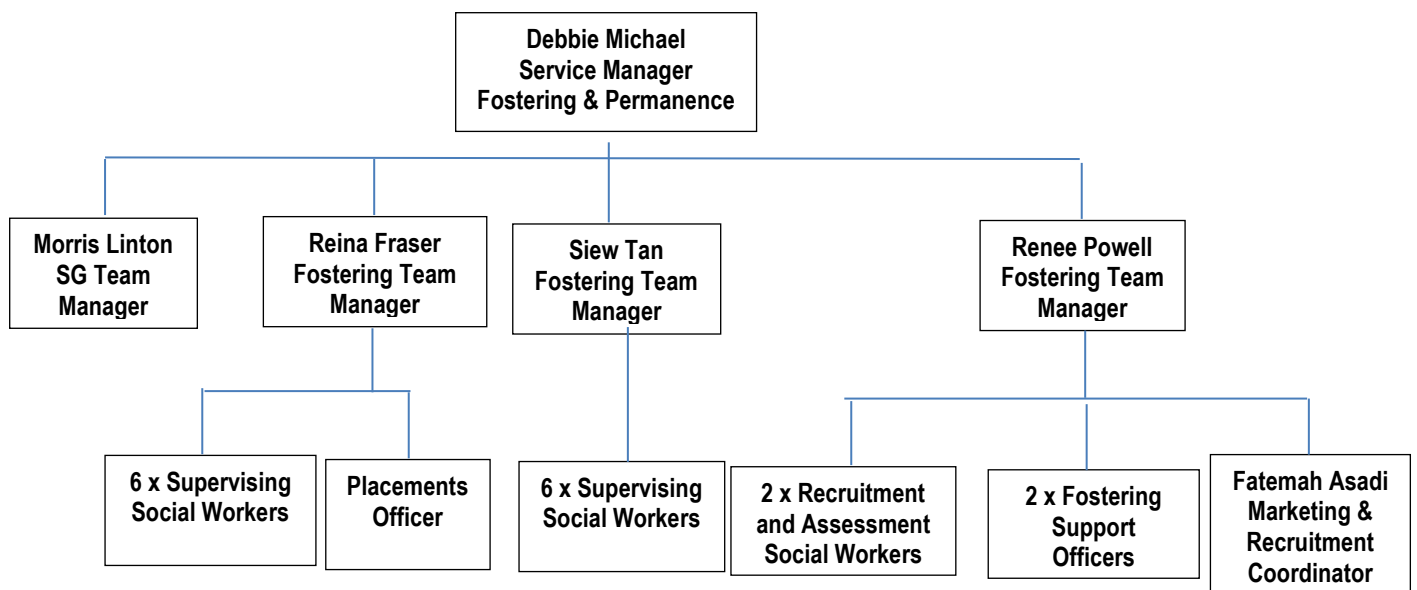
Telephone: 020 8132 1824

Email: Reina.Fraser@enfield.gov.uk

- 4.3 Social work staff in the Fostering Service are professionally qualified with the relevant social work qualifications and are Social Work England registered. In addition to qualified Social Work staff, the Service employs a Placements Officer who works closely with teams across the Childrens Services to identify suitable foster carers for children in need of placements. The Service also employs Fostering Support Officers who have a crucial role in the recruitment and initial training of foster carers.
- 4.4 All staff members have up to date DBS checks which are kept on personnel files and are available for inspection by the appropriate inspectors and managers on request. Staff members receive regular supervision and Professional Development Reviews.
- 4.5 The areas of specialism within the fostering service are 2-fold: recruitment and assessment of foster carers; and support and development of foster carers. Staff members are suitably experienced in their areas of specialism. The administrative support to the service is provided by staff under the

management of the Business Operations Manager. The fostering panel coordination and minutes are facilitated by staff managed by the Business Operational Manager. The Marketing and Recruitment Officer has a crucial role in working with the fostering team to recruit foster carers and works closely with consortium counterparts in promoting and raising awareness on fostering. The Fostering Service continues to deliver an exemplary service with its wealth of experience and knowledge.

4.6 Fostering Service Structure Chart



5.0 Cross Service Links

5.1 The Fostering Service maintains the following links:

- The Children in Need and Looked After Children's Services in relation to requests for foster placements and making placements with family and friends under Regulation 24.
- The Adoption Service (via the Regionalisation of Adoption Agency, Adopt London North) in relation to foster carers where children placed with them are transitioning to adoptive placements.

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- The Special Guardianship Service in relation to foster carers where children placed with them are transitioning to special guardianship placements.
 - Cheviots Children’s Centre who hold specialist knowledge of work with children with disabilities.
 - The Children in Care Council and KRATOS to ensure views of children and young people are listened to and to assist in service planning.
 - The Edmonton Family Centre who work with our foster carers and children to support birth family contact.
 - The Leaving Care Service relating to teenage placements, pathway planning and transition to independence.
 - Corporate links, including safeguarding training, procurement, complaints, finance, marketing, press and publicity.
 - Health to promote the health care needs of looked after children and assessing the health of foster carers for initial and continued approval.
 - Education in promoting the educational needs and achievements of children in foster care, as well as links with the Virtual School Team based in the same building as the Fostering Service, the Looked After Childrens Teams and the CiN Teams.
 - Housing in cases where foster carers are presented to the Housing Nomination Panel for consideration of approval to be rehoused into larger properties.

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- North London Fostering Consortium which is very active in developing joint services to meet the needs of children and their foster carers across the six boroughs.
 - HEART (Health, Education, Access to Resources Team) who provides generic and specific advice and training for foster carers to promote better outcomes for looked after children and young people.
 - CAMHS (Child & Adolescent Mental Health Service) as part of HEART who work with Looked After Children and provide advice and support to foster carers if they are struggling to meet the needs of the children placed with them.
 - The Fostering Network whereby foster carers become automatic subscribers to following their approval. The Fostering Network provides a service to foster carers nationally to ensure all fostered children have a positive experience of family life, supporting them to have high aspirations, to overcome challenges of their early lives and to achieve their very best.
 - CoramBAAF who amalgamated and provide a wealth of information, advice and support to foster carers and adopters.

6.0 What is Fostering?

6.1 Fostering involves caring for children in the foster carers' home whilst their parents are unable to look after them.

6.2 It is often a temporary arrangement whilst issues relating to the child's family are being address. It can also be a long-term arrangement if there are no plans for the child to return home and if there are no family members or friends who are suitable to look after the child.

7.0 Reasons for Children Being Fostered

7.1 Abuse by parents or other significant members of the family

- Emotional
- Physical
- Sexual
- Neglect

7.2 Parents' medical illness or mental health issues contribute to children needing to be fostered.

7.3 Domestic abuse in the family home which children may witness between their parents or direct experience.

7.4 Drugs or alcohol abuse resulting in parents' inability to provide good enough and consistent care to their children.

7.5 Parents struggling to cope with their child's behaviour, illness, learning disability or physical disability.

7.6 Unaccompanied minors entering the country.

8.0 Types of Foster Care

8.1 Short-Term Fostering:

Short-term foster carers look after a child for a period of time, often whilst court proceedings are in process, to determine whether it is suitable for the child to return home. This may involve parents or other family members undergoing assessments to look at whether they are able to provide safe and consistent care to the child. In other cases, parents voluntarily agree to their children being in care. In all cases, the department works in partnership with parents. Short-term placements are time limited whilst a decision is being reached on the child's care plan.

The outcome of a child's care plan can vary from rehabilitation to parental care, placement with family members or friends connected to the parents, long-term fostering, or adoption. Being a short-term foster carer can be rewarding as foster carers play a key role in helping children through difficult times and with helping the child to make his/her transition, once the care plan has been agreed. In many cases, children remain with short-term foster carers on a long-term basis, if they are unable to return home or other options are not viable. In this instance, a formal decision is made for the child to remain with his/her carer on a long-term basis.

8.2 Permanent/Long-Term Fostering:

Where it has been decided that a child cannot return home and adoption is not possible, a long-term fostering placement is another option in securing permanency for a child. Children will remain there until they are at least 18 years, unless a 'Staying Put' arrangement has been considered, then they can remain with foster carers until they reach the age of 21. When young people remain beyond 18, this is an arrangement that is mutually agreed between all parties, including young people and foster carers, and financial payments to the foster carers continue. Long-term fostering enables children to thrive in a stable home environment and provides the opportunity for foster carers to develop strong, rewarding relationships with children and young people on a more permanent basis, including preparing them independence.

8.3 Respite Care:

As a respite carer, a foster carer would provide weekend, holiday, or support care on a regular, one off, or intermittent basis. The main purpose of respite care is to provide support to the main foster carer by looking after a child that is presenting with difficult and challenging behaviours. Respite carers also provide care to children whose main carers are unable to take them on holiday with them, due to legal restrictions for example, if the case is still in court proceedings and consent not given.

8.4 **Family and Friends/Connected Persons Foster Carers:**

This is when a child is being cared for by the local authority is placed with someone they already know, usually a family member or friend. Family and friends foster carers are subject to the same Fostering Regulations and Standards as mainstream foster carers.

8.5 **Parent and Child Fostering:**

These placements are time-limited and are specifically for parent(s) and their child. A carer would provide support and guidance to the mother or father and help them to develop good parenting skills. This type of placement allows the child and their parent to stay in their local area, offering them stability and consistency in their lives, whilst assessments are taking place.

8.6 **Private Fostering:**

Private fostering is when a child aged under 16 years old (or up to 18 years old if they have a disability) is cared for full time for more than 28 days. Private fostering is an arrangement agreed between the child's parent/s (or persons who have parental responsibility) and the person or family who will be caring for the child. A private foster carer is someone who is NOT the child's:

- Parent (or legal step-parent, including civic partnerships, or someone else with parental responsibility)
- Grandparent
- Siblings (including half siblings)

Enfield Council's Social Care has a duty to safeguard and promote the welfare of all children in their borough and to ensure that those in private fostering arrangements are safe and secure.

9.0 Services Provided by Enfield's Fostering Service

9.1 The Recruitment and Assessment Team

9.2 The Recruitment and Assessment Team aims to recruit foster carers who can meet the wide range of needs of the children coming into Enfield's care. The team is made up of 1 Team Manager, 2 Qualified Social Workers and 2 Fostering Support Officers. The team seeks to maintain a high public profile in the local community to encourage diverse local interest in fostering.

10.0 Recruitment

10.1 A Marketing & Recruitment Officer works within the service producing leaflets, seeking the most appropriate methods of advertising the service and encouraging local people from a wide range of backgrounds to apply to become foster carers. Methods to recruit new foster carers include information sessions, stalls in various locations, advertising in Enfield local newspapers, including newspapers from different cultural backgrounds, and use of social media sites.

10.2 Information on fostering is available from both the Enfield Council website and the North London Fostering Consortium website.

10.3 All members of the public interested in finding out more about fostering are encouraged to attend information sessions and events facilitated by team members of Enfield's fostering service. Experienced foster carers are also present at these sessions and events which gives potential applicants the opportunity to find out what it is like to foster from approved foster carers that are already doing this.

10.4 Expressions of interest and/or enquirers will be treated as a potential resource and will receive a response from a fostering team member within 2 working days. They will be contacted, usually by telephone, to

gather further information and for a general discussion about fostering and what they may have to offer. Face-to-face meetings are also an option for people that prefer this method of information gathering at the initial enquiry stage.

- 10.5 All people wishing to pursue their interest in fostering will be sent an information pack within 5 working days of their enquiry.
- 10.6 An initial home visit is offered to people wishing to progress, to speak with everyone living in the household about fostering. During the initial visit, the social worker will look around the home, in particular the bedroom(s) identified for fostering, to see if it is a suitable environment for a child(ren) and to ensure that there are no health and safety hazards in the home.
- 10.7 The Skills to Foster training programme for prospective foster carers is delivered by the North London Fostering & Permanence Consortium as part of a rota which Enfield contributes to. On completion of the 4-day training programme, applicants are invited to attend a 'feedback interview' with the trainers and if all agree the applicants are potentially suitable to foster, they will be invited to formally apply.
- 10.8 To maximise the impact from the communications and marketing materials we produce, we will ensure that information about fostering for Enfield is eye-catching clear and accessible. Enfield's many and varied local media will be utilised as a primary source of public information and knowledge about fostering in Enfield. This will involve the use of all platforms, including print, advertising, outreach and digital media.

11.0 Recruiting Enfield Foster Carers

- 11.1 Enfield's Fostering Service is committed to recruiting more foster carers to meet the needs of Enfield's Looked After Children.

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- 11.2 Enfield's Fostering Service offers help, encouragement, support and guidance in assisting prospective foster carers in every aspect of the application process. Everyone interested in becoming a foster carer will be welcomed without prejudice and given clear written information about the preparation, assessment and approval process. Applicants will be treated fairly, openly and with respect throughout the fostering process.
- 11.3 Enfield's aim is to increase its pool of foster carers whom we can turn to as alternative families for our Looked After Children. Enfield's recruitment and assessment activities aim to secure foster carers of the highest calibre ready to provide the stable family environment that children need throughout their childhood and beyond.
- 11.4 Enfield is a diverse London borough. The children needing placements will have a range of racial, cultural, religious, and linguistic backgrounds. Enfield's Fostering Service aims to recruit people from a wide range of backgrounds, to meet the individual needs of children in our care. This means targeting a broad mix of people from different ethnic origins, religions, single people as well as couples, people who have never had children, but enjoy caring and working alongside them, and people whose own children have grown up and left home.
- 11.5 Where possible, we try to keep children in Enfield's care close to their family, friends, and community networks, and to existing resources such as schools, GP surgeries etc. Therefore, the need for foster carers who live in or close to the borough remains a priority.
- 11.6 Recruitment and retention of foster carers is a challenge for all local authorities nationally. Neighbouring local authorities will often be competing for the same pool of people which is more prevalent amongst the smaller geographical authorities in the London region. There will also be competition from independent fostering agencies that work both regionally and nationally.

12.0 Myths and Assumptions

12.1 There are many myths and assumptions about fostering, such as age, single status and other lifestyle concerns, which prevent many individuals from pursuing an enquiry. Therefore, any marketing strategy must clearly demystify the myths associated with fostering and be transparent about the eligibility criteria.

12.2 Research has identified the key reasons to become foster carers as:

- having something to offer
- enjoying caring for children
- own childhood experiences in care
- awareness of need for foster carers
- suits current family circumstances
- option to create/extend own family
- own children have grown up/moved away

Research has also concluded that key reasons for continuing to foster include:

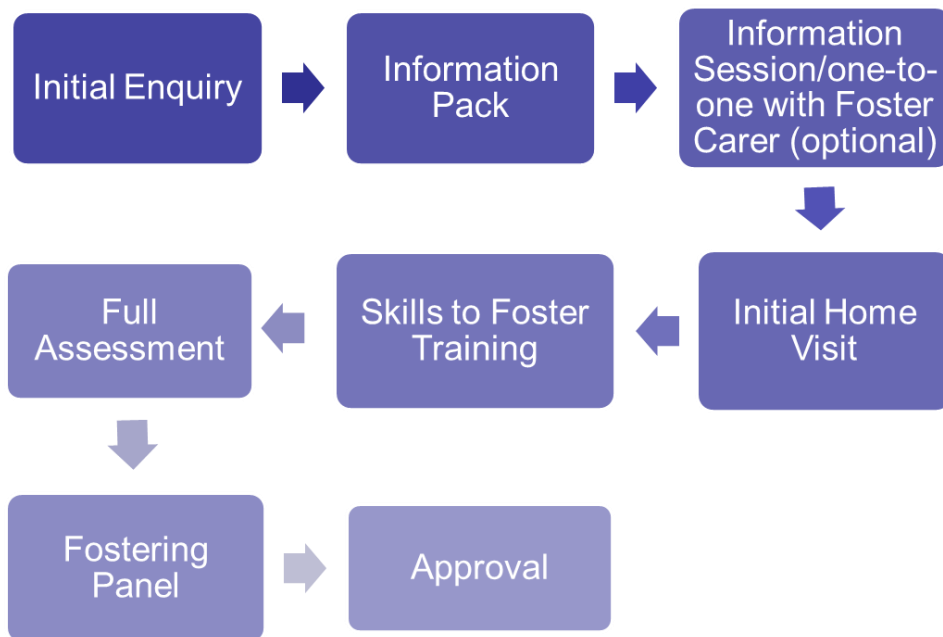
- a sense of satisfaction
- seeing children progress
- love for the child
- a sense of fulfilment
- doing something worthwhile
- making a difference to a child's life

13.0 Assessment & Approval Process

13.1 The assessment process consists of 2 parts. These can be carried out concurrently.

- **Stage 1:** Initial enquiry, initial visit, 4-day preparation training, statutory checks and interview of referees.
- **Stage 2:** Full assessment. This consists of 7 – 10 visits to the home by a social worker. The assessment takes approximately 4 months to complete. Household members are also interviewed.

13.2 Assessment & Approval Process Flowchart



14.0 What Makes a Good Foster Carer?

- Individuals or couples who are flexible and resilient and who are able to adapt their parenting style according to the child's needs.
- A positive, caring and supportive foster placement will be the most important factor in helping foster children to overcome the difficulties they have faced in their lives and to achieve good outcomes.

15.0 Why Become a Foster Carer?

- Fostering gives the opportunity to help a child in need to develop and thrive.
- Fostering enables a person to work from home and to develop professional skills through the various ongoing training opportunities provided.
- An allowance is paid to care for the child, in addition to a skills fee for the foster carer. Additional benefits are also given to foster carers such as birthday allowance, festivities allowance and holiday allowance. The Fostering Finance Policy is updated regularly as and when required and circulated to all foster carers.
- Support and guidance is provided, and opportunities to meet and network with other foster carers for mutual support.

16.0 Assessment Criteria

- Spare room (to be able to fit a bed, wardrobe, chest of drawers and a desk for the child to do homework)
- Availability to give time and attention to the child
- Having support from family and friends

17.0 Form F Assessment

17.1 The assessing social worker will use the CoramBAAF Form F assessment as the framework for assessing the suitability of applicants to become an approved foster carer. Only those people who have the real potential to offer a placement to a looked after child will be assessed.

17.2 The fostering assessment (Form F) will explore the following:

- The prospective foster carers' background including childhood and experiences of being parented.
- Previous and current relationships
- Health, education and employment
- Childcare experience, parenting capacity and capacity to foster
- Ability to sustain positive relationships during time of stress
- Ability to work as part of a team
- Commitment to training and development

17.3 The Fostering Service reserves the right to reject an application or stop an assessment at any point during the process if it becomes apparent that the applicants are not suitable.

18.0 Fostering Panel

18.1 The fostering panel is chaired by an independent person with a wealth of experience in children's services and chairing fostering and adoption panels. Enfield's fostering panel is made up of a group of people from diverse backgrounds with knowledge from their professional roles and/or personal experience of the issues faced by children in care. The fostering panel is required by regulation to make recommendations to the Agency Decision Maker regarding people who have been assessed as to their suitability to foster.

18.2 The Fostering Panel is required by regulation to make recommendations to the Agency Decision Maker. The Panel is expected to reach a consensus, under the guidance of the Chair and Panel Adviser, considering the strengths and concerns in any case.

18.3 The role of the fostering panel is to consider several matters being presented to panel, as follows:

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- Applications from prospective main-stream foster carers for a range of tasks, i.e., long-term, short term, respite, emergency and parent and child fostering.
 - Applications relating to Family and Friends (Connected Persons) foster carers for children already or about to be placed with them
 - Regulation 25 cases - forming a view on Connected Persons assessments where an additional 8-week extension to temporary approval is proposed, in order for assessments to be completed
 - Matches of children under the age of 13 in long term placements
 - Brief reports where the Fostering Service has concerns that an applicant may be unsuitable
 - First Annual Reviews of all foster carers
 - Other reviews which consider continuation of approval, extension of approval or Standards of Care concerns as the local authority sees fit
 - Notification of termination of approvals where the foster carers have resigned
 - Recommendations on termination of approval where the Fostering Service is of the view this is necessary following a review of approval
 - Consultation on a range of different situations where the advice of Panel is sought
 - Quality assurance of work presented
 - Review and update of relevant policies and procedures in partnership with the Fostering Service

19.0 Support and Development Team

19.1 The Support and Development Team is made up of two Team Managers, 12 full-time equivalent Social Workers, 1 full-time Placements Officer and 1 part-time fostering Reviewing Officer.

19.2 Following approval from the Agency Decision Maker, all foster carers are transferred to the Support & Development Team and are allocated a named Supervising Social Worker who will provide regular supervision

and support to the carers, including assisting them to access training as part of their professional development.

19.3 Placements which are vulnerable to the risk of breakdown are closely monitored by supervising social workers and managers and additional support is agreed to prevent children experiencing unnecessary moves. CAMHS led initiatives seek to support placements which are deemed to be at risk of breakdown.

19.4 In the event of an allegation being made against a foster carer, the Fostering Service will offer support to foster carers and provide independent social work support during any investigation.

19.5 All Enfield foster carers have Fostering Network membership fees paid by the Fostering Service which entitles carers to free independent advice and legal representation if required. Carers can also access information through the Fostering Network helpline.

20.0 Fostering Allowances

Foster carers are paid a weekly maintenance allowance and an additional skills fee in recognition of the work undertaken with the children placed with them. To receive the additional fee, carers are required to undertake and engage in a range of training which is available via Enfield's Training & Development Service. The fee recognises the additional skills they need to enable them to look after a child in care. The allowances paid to Enfield foster carers are split into five age bands to reflect children in the various age groups. A full breakdown of the allowances is detailed in the Fostering Service Finance Policy which is reviewed on a regular basis. On occasions, an enhanced allowance is agreed if the care needed for a child is deemed to be over and above what is expected, this is reviewed on a regular basis to take into account the changing needs of the child.

21.0 Foster Carers' Support Group

Two social workers in the fostering support & development team facilitate bi-monthly support groups for Enfield's foster carers. This provides a forum for carers to consider practice issues, problems they may be facing and support strategies during difficult times. The group facilitators also arrange for speakers to deliver topics of interest relevant to their roles as foster carers and our Looked After Children.

22.0 Annual Reviews of Foster Carers

22.1 The Fostering Placements Regulations require that foster carers are annually reviewed to consider their suitability to continue as approved foster carers. The SSWs are responsible for completing the annual review process. Additional reviews can be completed at any time if there is a change of circumstances or as directed by the Fostering Panel or Fostering Service Manager.

22.2 The Fostering Placements Regulations require that foster carers are reviewed on an annual basis to consider continued suitability as approved foster carers. This is an evidence-based process designed to make a fair appraisal of the work of foster carers, and to identify any development needs or areas of concern. Contributions from children placed and childcare teams are also included as part of this process. Additional reviews can be completed at any time if there is a change of circumstances or as directed by the Fostering Panel or the Fostering Service Manager. The fostering Reviewing Officer will chair the foster carers reviews that take place via the internal process. Initial foster carers reviews are presented to the Fostering Panel within the first year of their approval. Where there has been a serious allegation or complaint, the review will return to Panel sooner.

23.0 Training and Development

23.1 A comprehensive training and development programme is available for all

carers which has been designed to offer the flexibility to meet the needs of the foster carer workforce. Learning opportunities are also available via on-line courses with KCA Associates offering a wide choice of e-learning training courses for carers to access.

- 23.2 All Enfield foster carers are expected to undertake four training events each year as part of their continuing professional development. Identifying individual training needs will form part of the regular discussions between foster carers and their Supervising Social Workers.
- 23.3 Bi-annual development days are held with foster carers, professionals from the Looked After Children and CAMHS practitioners, who come together in a multi-disciplinary forum to consider developmental issues.

24.0 Social Networking and Internet Safety

- 24.1 Social networking sites have already had an impact on many children/YP and their foster families and have the potential to affect many more. Increasingly, young people are using the internet often putting themselves at risk without realising it. The department takes this issue seriously and training is delivered to foster carers that offer practical advice, information and resources on internet safety, to enable them to better protect children and young people when using a range of electronic devices and communication formats.

25.0 North London Fostering & Permanence Consortium

- 25.1 The NLFPC develops an annual action plan which involves the six boroughs – Enfield, Barnet, Camden, Hackney, Haringey and Islington. The consortium boroughs work together sharing training, recruitment activities and fostering placements for looked after children. It meets regularly at both a strategic Heads of Service level as well as an operational level.

26.0 Monitoring, Evaluation and Complaints Procedure

26.1 All services are monitored and evaluated using the following processes:

- Foster Carers Reviews
- Looked After Children Review of Arrangements
- Early Care Planning and Placement Panel Monitoring System
- Feedback from participants on the Skills to Foster Preparation Groups, Induction Groups and Training & Development courses.
- Feedback from Support Groups
- Feedback from Fostering Panel Users
- Annual Report from the Independent Fostering Panel Chair

26.2 Foster carers are encouraged to contact the Fostering Management Team in the first instance when they are dissatisfied with any aspect of the service. All foster carers can access the Council's complaints procedure, should they continue to be dissatisfied with the quality of services received. The Fostering Service is committed to providing a high standard service and to learn from comments and complaints.

26.3 Foster carers are given information about their rights to attend the Independent Review Mechanism (IRM), if the recommendation by the fostering panel is negative and if the Agency Decision Maker upholds this recommendation. In this instance the fostering service will arrange for the foster carers to be supported by an independent social worker.

27.0 Who to Contact

27.1 Ofsted

This is the regulatory body for Fostering Agencies. They inspect against the National Minimum Standards for the Fostering Service to make sure that the service we give is of the best possible quality and that it meets the needs of our looked after children. Ofsted also check that providers

of social care services comply with legislative requirements. Ofsted can be contacted at:

Ofsted

Piccadilly Gate

Store Street

Manchester, M1 2WD

Email: enquiries@ofsted.gov.uk

Web: www.ofsted.gov.uk

Telephone: 0300 123 1231

27.2 KRATOS – Enfield Children in Care Council

KRATOS is made up of children in care and care leavers who meet regularly to make changes and improve services for others in care. Being part of KRATOS gives children and young people a voice and influence.

To find out more, contact:

Suzanne Rowson

Head of Corporate Parenting & Virtual School

London Borough of Enfield

Triangle House

305-313 Green Lanes

London, N13 4YB

Email: Suzanne.Rowson@enfield.gov.uk

Mobile: 07957 449239

Telephone: 020 8132 0336

27.3 The Children’s Commissioner – Help at Hand

This is a service for children and young people in care and young people who have left care who are in need of independent advice or support.

They can be contacted as follows:

Email: help.team@childrenscommissioner.gov.uk

Telephone: 0800 528 0731

27.4 Barnardo's Advocacy Service

Barnardo's is a service for children in care, care leavers and children in need of support and advice. Their contact details are:

Email: advocacy2@barnardos.org.uk

Web: www.barnardos.org.uk

Telephone: 020 8768 5058

Freephone: 0808 800 0017

27.5 Contact Us

Please contact us for any further information:

Enfield Fostering Service

London Borough of Enfield

Thomas Hardy House

39 London Road

Enfield

EN2 6DS

Email: fostering@enfield.gov.uk

Web: www.enfield.gov.uk

Telephone: 020 8132 0356

Debbie Michael
Service Manager
Fostering & Permanence Service

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