

Calon Cymru

Fostering



Statement of Purpose
2017-18

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INTRODUCTION

This Statement of Purpose has been developed in accordance with appropriate statute law and regulations, including:

- The Care Standards Act 2000
- Fostering Services The National Minimum Standards (Wales)
- The Fostering Service (Wales) Regulations 2003
- The Children Act 1989 Guidance and Regulations Volume 4: Fostering Services
- The Placement of Children (Wales) Regulations 2007
- Social Services and Well-being Act (Wales) 2014

It aims to provide children, young people, parents, carers, staff and other professionals with information about the agency and the services and facilities we provide, including:

- A statement of the aims and objectives of Calon Cymru Fostering
- Information about the services and facilities provided by Calon Cymru Fostering

A copy of the statement is made available upon request to:

- CIW
- Purchasers of the service
- Any person working for or with the fostering service (Calon Cymru Fostering)
- Any child (subject to age and understanding) placed with the fostering service
- Any parent or guardian of any child placed with the fostering service

Children and young people are also provided with age appropriate welcome guides, which are in more suitable formats for them to understand.

This Statement of Purpose is reviewed at least annually by the Senior Management Team.

OUR OBJECTIVES

- Provide a responsive, supportive, professional 24 hour service for Foster Carers, looked after children and purchasers
- Deliver Foster Carer placements that provide looked after children with a stable and consistent experience of a safe, warm and caring family life, to maximise and enhance their potential
- Promote a child centred approach throughout our practice, having the child's welfare as paramount in all our decisions
- Ensure careful matching of a child's needs and wishes, with the skills and qualities of a Foster Carer
- Recruit and retain Foster Carers from diverse backgrounds, ensuring a choice of appropriate placement options for children and young people
- Ensure the cultural and diversity needs of each child and young person are met
- Promote the educational achievement of young people, enabling them to benefit from a range of educational activities
- Enable young people to develop social interests, hobbies and take part in a range of activities
- Promote a healthy lifestyle and ensure that every child's emotional and physical health needs are met
- Promote contact with the birth family & significant others during a placement
- Ensure that all Foster Carers have access to timely support, training and guidance from suitably qualified Social Workers

- Commitment to on-going learning and professional development of the agency, Foster Carers and staff
- Commitment to developing our practice through user consultation and participation
- Deliver best value at all times

STATUS AND CONSTITUTION

Calon Cymru Fostering (registered business name is Pathway Care Ltd, and the agency is Trading as Calon Cymru Fostering) is registered and inspected as a fostering provider under the Care Standards Act 2000 / Fostering Service (Wales) Regulations 2003, and therefore properly constituted to provide foster care placements for looked after children and young people on behalf of local authorities.

Calon Cymru Fostering has grown organically over the past 21 years to be a key provider of fostering services across south east and west Wales, whilst continuing to maintain a strong family friendly feel.

The Board of Directors are owner-managers and are actively involved in the day to day business.

Calon Cymru Fostering board of directors:

- Simon Lockyer — Director
- Grace Wyatt — Director

The board of directors meet regularly and are responsible for the corporate governance of the company, as well as determining and reviewing the following:

- Strategic Vision
- Quality Assurance
- Annual Business Plan
- Policies & Procedures
- Financial Management & Performance
- Legal Compliance
- Culture, Values, Vision & Mission

MANAGEMENT STRUCTURE

The Senior Management Team has responsibility for the strategic direction and day-to-day management of the organisation. The Senior Management Team consists of the Directors (Responsible Individuals), the Director of Operations (Registered Manager), three Operations Managers, two Deputy Operations Managers, a Recruitment Manager and an Office Manager.

The Senior Management Team have considerable experience in social work, both within the statutory, charitable and independent sectors. All have worked within the fostering / adoption field for many years, in either executive, management, practice or development roles. They hold a range of qualifications including MA, BA, NVQ4, CQSW, Dip SW and MSc in Professional Practice (Leadership).

The Senior Management Team meet monthly. The purpose of this team is to provide overall strategic direction for the organisation. This information is then disseminated to the Operational Management Team. The Senior Management Team also attend social work practice meetings and business team meetings on a regular basis.

The Senior Management Team also meet as a Safeguarding Board to ensure the safeguarding culture across the organisation follows legislation, policy and practice guidance. The Safeguarding Board is chaired by the agency Safeguarding Lead (the Registered Manager) / Director of Operations.

REGIONAL TEAM

STRUCTURE

We have regional offices as a base for staff and Foster Carers in the communities we serve. Training and meeting facilities are available within our two regional offices, in Cardiff and Carmarthen. When there is a need to hold training or meetings for Foster Carers outside of these areas, rooms are hired locally. This means Calon Cymru Fostering is able to deliver a local service, close to the communities of children and Foster Carers.

Our IT network allows Social Workers to communicate effortlessly wherever they are based.

OUR SOCIAL WORK

TEAMS

Calon Cymru Fostering promotes cohesion and close communication throughout the agency. The regional staff teams meet fortnightly, and our social work team comes together quarterly for their social work practice meetings. These meetings are an opportunity for the team to develop practice and learning, as well as reflecting across the organisation on best practice throughout the agency.

The Registered Manager (Director of Operations) is responsible for the day-to-day operation of the agency and, alongside the Operations Managers, who are responsible for the development of services to children and young people. The Registered Manager is a qualified Social Worker, experienced in the Statutory and Private sector. The Registered Manager also has a wealth of experience in quality assurance.

Foster Carers are also provided with guidance and training on education.

Supervising Social Workers are qualified, Social Care Wales registered, and experienced Social Workers, having worked in statutory child care, court work, child protection, therapeutic work and fostering / adoption. We also support Social Workers through their ASYE. The majority of the team have further post-qualifying qualifications in psychology, social sciences and social work. Supervising Social Workers each have a geographical area and are responsible for visiting carer households regularly, attending meetings, spending time with children and young people in placement as appropriate and making recommendations for the annual Foster Carer review. They each facilitate their own Carer Support Team Meetings.

Placement Support Workers, Outreach Workers, and Sessional Workers provide specific support to foster carers and young people. Individual Workers work with young people on a 1-2-1 basis providing focussed support in a planned way. For example, independence skills, developing and reviewing a particular behaviour management plan for a young person. Individual Workers / Social Work Assistants are experienced childcare practitioners. Experience within the team includes teaching, residential social work, youth offending, life story work, drug counselling, training and foster care. Qualifications include NVQ3, psychology and an accredited Triple P (positive parenting program) trainer.

Support Workers are on hand to provide additional and meaningful support to Foster Carers from day care to 1-2-1 sessions with young people as and when required.

OUR SUPPORT SERVICE

TEAMS

The Registered Manager is responsible for the day-to-day management of the support services, which includes Foster Carer recruitment, Panel, administration and Health & Safety. The Registered Manager is also responsible for ensuring regulatory compliance and for looking at innovative ways of improving the quality of service delivered to young people, Foster Carers, staff and local authorities.

The Recruitment Manager ensures that good quality carers are recruited, assessed, trained and presented to an effective fostering panel. The Recruitment Manager is a qualified Social Worker, with many years of assessment experience in statutory childcare and fostering. The Recruitment Manager also fields initial enquiries from prospective foster carers; arranges home visits and is the first point of contact throughout the assessment process.

The Panel Co-ordinator is an experienced administrator.

The Participation Co-ordinator works directly with young people, foster carers and staff to ensure young people are involved in all stages of participation (young people led participation, agency led participation).

The Placements Team are responsible for ensuring referrals for placements are responded to efficiently, putting forward good matches to the local authority and ensuring the smooth transition of children into a Calon Cymru Fostering placement when handing over to the social work teams.

Administrative staff provide support to Calon Cymru Fostering social workers through ensuring good communication, facilities and administration services. The Marketing Team is responsible for developing and implementing the agency's marketing strategy. Closely working with the Operations Director and managers, the Marketing Manager and Marketing Coordinators ensure that the placement needs of the local authorities are met and a steady pipeline of applications from prospective foster carers are received.

The Business Development Manager is the first point of contact for local authorities regarding their placement and contractual needs. All our staff have received training in child protection, equality & diversity, risk assessment and fostering regulations Social Services and Well-being (Wales) Act 2014.

STANDARDS OF CARE

At Calon Cymru Fostering, we believe that every child matters and that the needs, welfare and best interests of children and young people are paramount.

Calon Cymru Fostering defines the parameters and expectations of our standards throughout all our documents, but in particular our:

- Policy & Procedures Manual
- Foster Carers Undertaking & Fostering Agreement
- Foster Carers Handbook
- Employee Handbook

At Calon Cymru Fostering we believe that:

- Each individual has an inherent right to develop their potential, regardless of previous life experiences
- Children & young people have a right to be looked after by adults who offer respect, concern and affection
- Adults need to respect the significance for the child of their birth family, their race, culture and religion
- Children & young people have the right to achieve the best possible outcomes, in line with The Welsh Assembly Government's seven core aims for children and young people
- Young people should be suitably prepared for leaving care: leaving their Calon Cymru Fostering placement with savings, educational attainment to support their chosen career and suitable independent skills
- The agency should be managed ethically, effectively and efficiently
- All staff, Foster Carers and other adults who come into contact with children through Calon Cymru Fostering will be subject to appropriate checks and vetting procedures

In addition, Calon Cymru Fostering will:

- Comply with all the relevant legislation and strive to exceed the National Minimum Standards (Wales) at all times
- Ensure the rights of children are promoted in line with the UN Convention on the Rights of The Child
- Child protection procedures are followed robustly at all times to ensure children and young people are safeguarded

- Work in partnership with the local authority to identify the individual needs of the child and then deliver that care
- Ensure that Foster Carers do not use corporal punishment, are skilled in behavioural management and do not do anything that demeans, degrades or humiliates the young person in their care
- Equality & Diversity is promoted at all times, through recruitment, assessment, matching and placement support

SERVICE PROVISION

Calon Cymru Fostering aims to work in partnership with local authorities to ensure the provision of a wide range of placements for children and young people of all ages with Foster Carers. At Calon Cymru Fostering, we believe our role is to offer a complimentary service to local authorities to enable the provision of a wide range of safe, secure and appropriate foster care options including:

Standard Placements: Provided at short notice and supported by a 24 hour emergency response service.

Short Term Placements (up to 6 months): Providing care for a few days, weeks or months while plans are being made for the child's long term future.

Long Term Placements: Where Foster Carers provide permanent care for a child up to, and into, adult independence where adoption is not an option.

Permanency: Is promoted and encouraged to offer a stable home for life.

Sibling Placements: Where siblings are either placed together or separately, depending on their needs, with us facilitating contact between siblings.

Solo Placements: Highly experienced carers looking after children and young people who have very complex needs and/or challenging behaviour.

Respite: Where Foster Carers provide a break for parents / other carers, and additional support where their own support networks are lacking. This can be an overnight stay or a couple of weeks.

Unaccompanied Asylum Seeking Children: Support packages include immigration; supporting religious, languages and cultural needs; integration with community and faith groups.

Parent & Child(ren) Placements: Provide a safe and supportive placement to a parent & child(ren), where staff and foster carers assess the parenting capacity.

Therapeutic Led Placement Service: A new service which aims to meet the needs of those children and young people who cannot manage or thrive at the current time in a standard placement.

Calon Cymru Fostering wishes to offer a fostering placement to all children and young people, including those with more complex needs and also young people who need the support of the therapeutic services.

The therapeutic service provides intensive support to both the children and young people and also their carers. Services are based heavily in trauma recovery, attachment based parenting and behaviour modification, and carers receive intensive training. The therapeutic service receives consultation from Calon Cymru Fostering's Clinical Psychologist service, Studio III.

THE MATCHING PROCESS

At Calon Cymru Fostering, we recognise that every child and young person is a unique individual. As such, all placements are carefully 'matched' to ensure that the needs of children and young people can be best met by the suggested foster carers. This is done by matching with the carers level of skills and experience.

Referrals are initially received by the Placements Team, who liaise closely with the social work team, local authority colleagues and Foster Carers, to ensure that the child's needs will be fully met through the best possible match.

We take the decision to place a child very seriously and all decisions to place are overseen by Calon Cymru Fostering's Registered Manager, to ensure we have made the best possible match for the child and Foster Carer. Children and young people placed with Calon Cymru Fostering will never be expected to share a bedroom with another fostered child or child of the Foster Carer, other than where they are siblings.

SUPPORTING CARERS

TO CARE FOR CHILDREN

Calon Cymru Fostering Supervising Social Workers recognise that, despite not having case management responsibility for the child, it is their responsibility to ensure that the needs of the child are paramount.

Fortnightly supervision meetings take place between the Supervising Social Worker and Foster Carers, as well as additional support visits. Supervision meetings focus on positive developments for the carers and children, as well as areas of concern. The Supervising Social Worker also has responsibility for assisting the carer in their career development, and identifying training and development needs and methods for developing the carer's skills and knowledge.

A record of supervision is provided to the Foster Carer and placed upon their fostering file immediately following the supervision, via the Supervising Social Worker being connected to the agencies system through a virtual network. This ensures that any points for action are immediately recorded and available.

Supervising Social Workers ensure that they regularly see and speak with children and young people alone when visiting the placement.

Support Groups: Regular Foster Carer support groups are held across the Calon Cymru Fostering region, to enable foster carers to meet and socialise together, share good practice ideas, develop peer support and receive information from the agency. The support groups are attended by Calon Cymru Fostering staff, and regularly attended by senior management.

Emergency Support: Calon Cymru Fostering provides a 24/7, 365 days a year, on-call service to Foster Carers, staffed by a Calon Cymru Fostering Supervising Social Worker, who has access to a senior manager. This team also provide a family placement service for local authorities, for the placement of children in an emergency.

Annual Review: All Foster Carers have an annual review to ensure that they continue to be suitable to foster and their approval is appropriate as a foster carer. The Reviewing Officer, supported by the Calon Cymru Fostering Agency, ensures that all statutory requirements are fulfilled and that Foster Carers have the opportunity to evaluate their practice and development, and set new goals and action plans for the following year.

Policies & Procedures: Foster carers have access to a comprehensive Fostering Handbook. The Handbook contains information, policies and procedures on all aspects of fostering, and is updated regularly to ensure it remains a relevant reference document.

Record Keeping: Our carers are expected to maintain records of events and information pertaining to the child or young person in placement. Calon Cymru Fostering provides a pro-forma for record taking, and carers are able to submit daily or weekly recordings if requested by the placing authority. Foster carers also contribute to a monthly report for the local authority, detailing the progress made by the child or young person in achieving The Welsh Assembly Government's seven core aims for children and young people summarise the UN Convention on the Rights of the Child (UNCRC).

Supporting Children Who Foster: Calon Cymru Fostering recognise the significant contribution birth children play in successful placements. Regular events and opportunities are provided for birth children to come together and discuss with agency staff and other birth children the impact, positive and negative, of sharing their homes and families.

Foster Talk Membership: All Calon Cymru Fostering carers are entitled to annual membership of Foster Talk. This is paid for by Calon Cymru Fostering and gives the Foster Carers access to advice and guidance including financial and legal advice and insurance.

Finance: All approved Calon Cymru Fostering carers receive an allowance, paid every fortnight throughout the placement. The level of this allowance is dependent on the type of placement and experience of the Foster Carer. All foster carers are self-employed and, as such, must pay their own tax and National Insurance, which is a nominal amount. Detailed financial guidance, alongside details of a specialist accountant to assist with tax issues, is provided with the Fostering Handbook.

Data Protection: We use a secure encrypted system to send information externally about young people and Foster Carers. We take Data Protection seriously and have ensured all staff have been given training on this subject area, to ensure personal and personal / sensitive information is safe and secure.

Having Fun: We recognise that taking care of other people's children is a serious business and can be challenging and at times stressful. Calon Cymru Fostering encourages Foster Carers to come together and socialise. We also organise regular social events, where carers can have fun with likeminded people. We also provide free CADW memberships to all fostering families.

SUPPORTING CHILDREN AND YOUNG PEOPLE

Our Supervising Social Workers / Individual Workers speak to the children and young people in a Calon Cymru Fostering placement alone at regular intervals.

This is of course on top of the placing Social Worker's duty to visit children regularly.

Calon Cymru Fostering believes that if appropriate packages of support are available to Foster Carers, children and young people are more able to live in a family environment. Calon Cymru Fostering's service is designed to be flexible and responsive.

The range of services available for children & young people include:

- Assistance to pursue a hobby or interest, including holiday activities
- Individual or group work, including structured activities for children out of school
- Social activities for the sons and daughters of Foster Carers
- Access to national organisations for looked after children and young people
- Practical assistance with transport or access to external services / facilities
- Supervised contact with families
- Life story or permanency preparation
- Education & Therapeutic professionals to provide assistance directly to children or advice to our Social Workers

Guidance: In order to help looked after children to develop whilst in the care of a Calon Cymru foster carer, we provide therapeutic guidance and support.

Participation Groups: The voice of the young person and their participation in the continued development of Calon Cymru Fostering is of central importance. As such, we have a dedicated Participation Co-ordinator. Young people are consulted on policies, inform us on developments for the agency and engage in young people led participation.

The agency produces a children and young people newsletter that is prepared with a group of children and young people. This is a place for our young people to demonstrate their talents and includes artwork, poems, stories, jokes and puzzles and highlights any achievements gained. Young people are also involved in the recruitment of both carers and staff.

Young people are also assisting in the continued development of our When I am Ready service and learning independence skills. Events are run for birth children, to enable them to prepare for fostering and learn from each other.

RECRUITMENT, _____

ASSESSMENT AND APPROVAL

Calon Cymru Fostering is committed to the recruitment of Foster Carers who can meet the needs of children and young people through the provision of high quality care. All prospective Foster Carers who make an enquiry are subject to a rigorous assessment and vetting procedure.

This includes:

- Initial Home Visit
- At least three (including two non-related) references
- Previous partner references
- An average of 10 visits to applicants and household members
- Medical report
- Identity checks, enhanced DBS
- Local Authority Checks (back to the age of 18)
- Health & Safety assessments
- A two-stage assessment process, with mandatory training
- Full Form F assessment

The assessment process takes 4-6 months, and every effort is made to ensure there is no avoidable delay. All information obtained is held on file in accordance with the Fostering Services Regulations (Wales) 2003 and Data Protection Act.

Panel: The assessment report is presented to Calon Cymru Fostering's independent Panel. The Panel is made of up to six members who have a variety of expertise and knowledge, including health, advocacy, foster care and experience of being in care. The function of the Panel is to provide an independent quality assurance role, recommending whether the potential carers presented to them are suitable to become good Foster Carers.

The final decision for approval is made by the Agency Decision Maker - a senior manager who is social work qualified. If the Foster Carers are unhappy

with the final decision, they have a right to appeal. This can be made direct to the agency or direct to the Independent Review Mechanism (IRM). Panels are held at our Cardiff office.

Foster Care Agreements & Undertaking Foster Carer Agreements are completed following approval, covering a range of contractual information and undertakings including:

- To care appropriately for children & young people in placement, as identified in the foster placement agreement
- To inform Calon Cymru Fostering of any relevant significant changes to their household or details
- Follow procedures laid down within the agency's Handbook

All foster carers have access to the Fostering Handbook, which details:

- Standards of care
- Support & training
- Complaints & appeals
- Child protection procedures
- Annual carer review process
- Insurance provision
- Confidentiality procedures
- Behaviour management policy

TRAINING AND DEVELOPMENT

In order to offer children and young people a high standard of care our Foster Carers are trained and equipped to meet the demands of the task.

Foster Carers complete the Social Care Council Wales for Wales Induction Framework (SCCWIF), we exceed the National Minimum Standards (Wales), and underpin this with a framework of equal access to training and learning, anti-discriminatory practice and equal opportunity.

Skills to Foster Training

All potential carers attend this three day training as part of their initial assessment, prior to completing their assessment. Subjects covered include:

- Why children come into care
- Promoting sense of identity
- Working in partnership with birth parents and professionals
- Legislative framework
- Child development
- Attachment and loss
- Safe caring
- Awareness of abuse and child protection issues
- Diversity
- Moving on

Post Approval Induction

Following assessment all Foster Carers receive a thorough induction. This includes ensuring that carers are clear about policies and procedures including child protection, safe care and health and safety. Induction subjects include:

- Working with Calon Cymru Fostering
- Support and supervision
- Training and development
- Referral and matching process
- Finances

The First 12 Months

Training is essential for our Foster Carers, to help them understand the crucial role they play in supporting children and young people during their formative years, when their parents are unable to do so.

Training is also important in helping them to understand the roles and responsibilities of the various individuals, agencies and organisations that also deliver services and work with children and young people in Wales.

Calon Cymru Fostering provides numerous courses (both facilitated in house by our dedicated Learning and Development Officer and externally) to assist Foster Carers in developing their skills and knowledge.

We recognise that individuals have different learning styles. As such, we provide training in different forms:

- e-Learning
- Face-to-face
- Reading
- Reflective practice

Below are some of the training courses available to our Foster Carers:

- Autism
- Child development 0-8 years
- Child development 8 -16 years
- Child Sexual Exploitation
- Contact and Working with Birth Families*
- Court Skills
- Drugs, Alcohol & Substance Misuse
- Education of Looked After Children*
- Equality and Diversity*
- First Aid*
- Fostering Changes
- Health and the Developing Child*
- Internet Safety Awareness
- Moving on to Independence/When I am ready
- Introduction to Parent and Child placements
- Recording and observation* Safe Sleep – Lullaby Trust
- Safer care – Level 1*
- Safer Care - level 2
- Safeguarding - Level 1 *
- Safeguarding – Level 2
- SHADES - De-escalation & Safe Handling Skills
- Therapeutic parenting
- Understanding attachment -level 1*
- Understanding Attachment – level 2

* - courses that are considered 'core' training for every Foster Carer.

Providing our foster carers with a comprehensive suite of training is a key priority for Calon Cymru, and other advanced training courses are available to carers, including on-line training. If there are other courses that carers feel would be beneficial to their fostering career, we encourage them to liaise with their Supervising Social Worker, so that we can look into the courses.

STATISTICS

As at 1 April 2017:

- 170 Foster Carers registered with Calon Cymru Fostering
- 227 children in placement

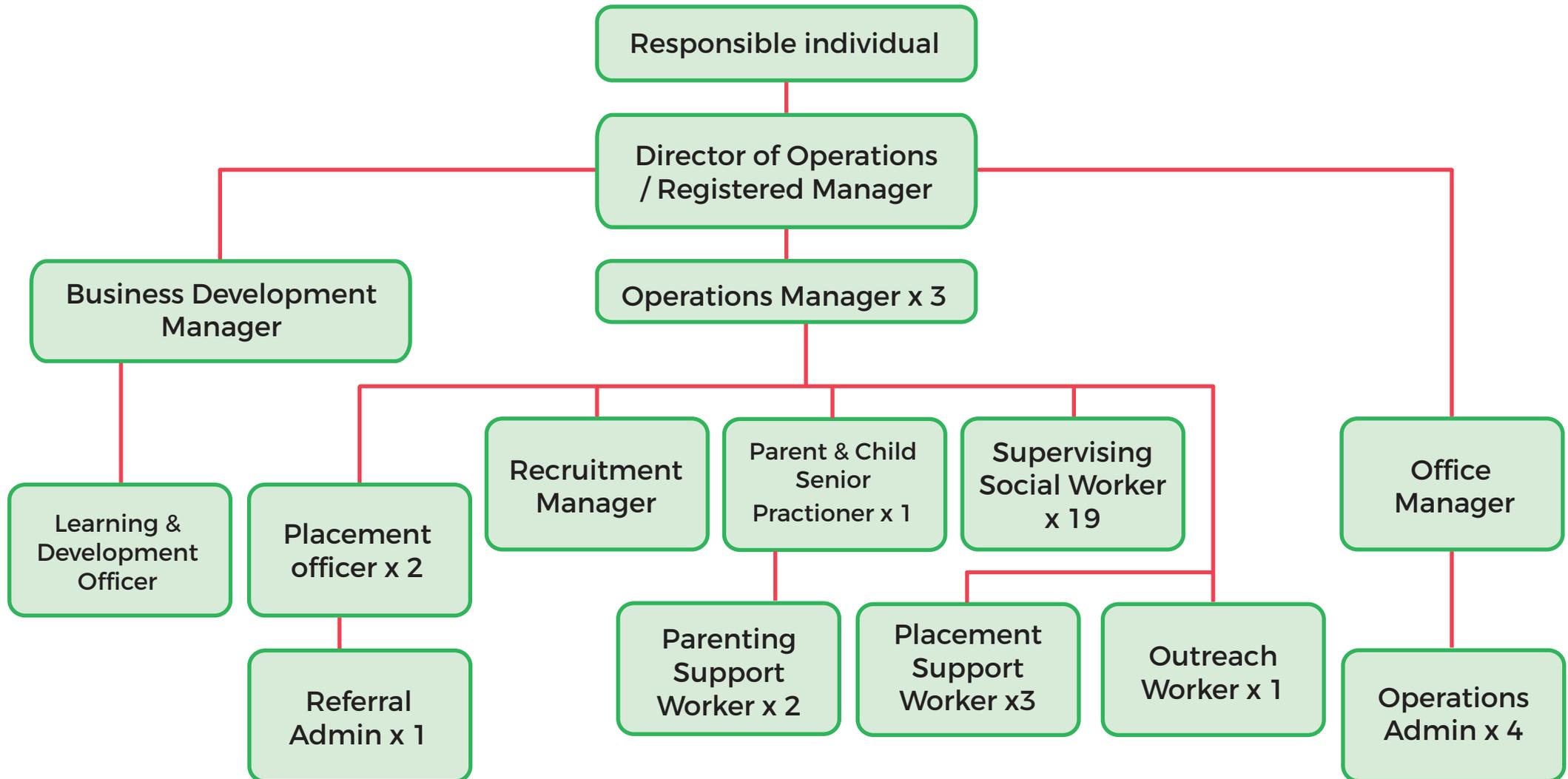
Percentage of children by age range:

- 0-5 yrs - 3.5%
- 6-10 yrs – 14%
- 11-15 yrs – 45.5%
- 16+ yrs – 37%

Percentage of children in relation to time in placement

- Up to 1 yr – 40%
- 1-2 yrs – 19%
- 2-3 yrs – 5%
- 3 + yrs – 36%

ORGANISATIONAL CHART



STAFF AND QUALIFICATIONS

Name	Job Title	Qualifications
Sharon Cavaliere	Director of Operations/Registered Manager (Wales)	MSc in Professional Practice, BSC(Hons) Sociology and Social policy, Post Grad Dipsw
Colin Beardsley	Operations Manager (Cardiff)	Dip SW
Sharon Thomas	Operations Manager (Cardiff)	CSS, NNEB
Lisa Howard	Operations Manager (Carmarthen)	BA(Hons), Dip SW, Msc
Huw Binding	Business Development Manager (Wales)	BA, Dip ASS, CQSW
Barrie Lewis	Recruitment Manager (Wales)	CSS, PQ1
Vicky Thomas	Deputy Manager (Carmarthen)	Bsc Sociology, Dipsw, MSc applied Social Studies, NVQ level 4 in Management
Jacqui Reese	Deputy Manager (Cardiff)	BSc (Hons), CQSW
Michelle Crane	Office Manager (Senior Admin (operations admin Wales)	NEBSM Cert in Management, NVQ Level 3 Business Administration
Amanda Sparks	Supervising Social Worker (Cardiff)	Dip SW, CCETSE Diploma

David Archibald	Supervising Social Worker (Cardiff)	BA (Hons), MSc, CQSW, PQ1, CERT MAN
Clare Jones	Supervising Social Worker (Cardiff)	Dip SW, PQ1
Claire Stonier	Supervising Social Worker (Cardiff)	BA (Hons), Dip SW, PGCE, PQ1
Ceri Evans	Supervising Social Worker (Cardiff)	BA (Hons), Dip SW, PQ1
Sandra Herbert	Supervising Social Worker (Cardiff)	Dip SW, Advanced Dip Therapeutic Counselling
Rosalyn McAteer	Senior Practitioner – Parent & Child (Cardiff)	Dip SW, NNEB, Post Grad Dip SW
Sarah Jayne Reynolds	Supervising Social Worker Cardiff)	BSc Criminology & Psychology, MA Social Work
Sandra Wheatley	Supervising Social Worker (Cardiff)	Dip SW
Sarah Jones	Supervising Social Worker (Cardiff)	BA (Hons) English/ International Education, Dip SW
Annwyl Williams	Supervising Social Worker (Cardiff)	BSc Social Science, MA SW
Petra Llewelyn	Supervising Social Worker (Cardiff)	BA (Hons) SW
Sally Loughnone	Supervising Social Worker (Carmarthen)	BA Psychology, CQSW, Diploma in applied social studies
Bethan Tinney	Supervising Social Worker (Carmarthen)	Higher national diploma in social care, Dipsw, BTech in travel and tourism, practice teacher award

Helen Suter	Supervising Social Worker (Carmarthen)	BSc (Econ), Dip SW
Viv Potter	Supervising Social Worker (Carmarthen)	Dip SW, PQ1, Cert in Counselling
Gaynor Jones-Lloyd	Parenting Assessment Support Worker (Parent & Child, Carmarthen)	B-Tech Access in SW
Pauline Roper	Placement Officer (Carmarthen)	RSA 3 Distinction, Project Planning
Gemma Nicholls	Placement Officer (Cardiff covering mat leave)	Ba Hons 2:1 in history. Foundation degree in humanities including English biology history women's history and developmental psychology.
Bethan Wright	Placement Officer (Cardiff on mat leave)	Team Teach (safe restraint), Certificate in TESOL.
Andrea Roberts	Parenting Assessment Support Worker (Parent & Child, Cardiff)	BA (Hons) Literature, Qualified Practitioner Training, NVQ Level 4 Health & Social Care
Alison McAllen	Learning and Development Officer (Wales)	BSc (Hons), Pysch Dip SW, MSC (Econ)
Emma Martin	Placement Support Worker (Cardiff)	NNEB, HNC Health & Social Care
Debbie Worsley	Outreach Worker (Cardiff)	Working towards a Diploma in Child Care
Helen Hurley	Referrals Administrator	GNVQ Intermediate & Advanced Business Studies - Distinction/ Merit

Linda Beattie	Operations Administrator	RSA stage 1,2,3 short hand & typing, CLAIT
Louise McGowan	Operations Administrator	Teaching assistant diploma, working towards NVQ Level 3 Business Administration
Hebe Spink	Operations Administrator	BA hons in Fine Art, working towards NVQ Level 3 Business Administration
Ellen McCubbin	Operations Administrator	QCF in Looked After children – Level 2, BSC Social Care & Education

COMPLAINTS AND OUTCOMES

Calon Cymru Fostering has a comprehensive complaints procedure, which is made widely available in different formats suitable for children, young people, carers, parents and professionals.

Again, Calon Cymru Fostering exceeds the National Minimum Standards (Wales) by commissioning a Social Worker that is independent from the team / carer to investigate the complaint further, if the complainant continues to be unhappy following the informal problem solving stage.

Of the 6 allegations made against Foster Carers between 1st April 2016 and 1st April 2017, 1 set of carers have left the agency. There have been no allegations against staff.

Calon Cymru has a robust complaints policy / process and the Registered Manager is responsible for co-ordinating the management of complaints across the organisation ensuring that policy and processes are followed in line with regulatory guidance. All stakeholders are made aware of the complaints procedure and how they can access it.

All complaints are investigated at a regional level with 3 stages and tight timescales.

From April 1st, 2016 to the 1st April 2017 Calon Cymru Fostering Wales received 0 complaints.

For a copy of our Complaints Procedure or to make a complaint, please contact the Registered Manager on 02920 811 173.

