



STATEMENT OF PURPOSE

2020 - 2021

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INTRODUCTION

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

- 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 (Wales) Act 2014
- The regulated fostering services (service providers and responsible individuals) (Wales) Regulations 2019

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:

- Care Inspectorate Wales (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, Children looked after and purchasers
- Deliver Foster Carer placements that provide Children looked after aged 0-18 years with a stable and consistent experience of a safe, warm and caring family life, to maximise and enhance their identified personal outcomes and potential
- Promote a child centred approach throughout our practice, having the child's well-being as paramount in all our decisions
- Ensure careful matching of a child's needs and identified personal outcomes, 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 diverse needs of each child and young person are identified and met
- Promote the educational outcomes 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 towards providing the Welsh language 'Active offer'
- 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 Fostering Service (Wales) Regulations 2003, and therefore properly constituted to provide foster care placements for Children looked after and Young People on behalf of Local Authorities.

Calon Cymru Fostering has grown organically over the past 22 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/Owner
- Grace Wyatt — Director/Owner
- Sharon Cavaliere — Director/Responsible Individual

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

LOCATION OF SERVICE

Calon Cymru is a fostering agency based in Wales with a head office in Cardiff and another office in Carmarthen. Our Foster Carers are based within the majority of local authorities over South East and West of Wales.

Calon Cymru Fostering Registered Office:

Pathway Care Ltd
4 Jardine House
Harrovia Business Village
Bessborough Road
Harrow
England
HA1 3EX

Calon Cymru Fostering Primary Branch:

12 Lambourne Crescent
Cardiff Business Park
Llanishen
Cardiff
CF14 5GF

Calon Cymru Fostering Regional Office
Suite 6
Ty Myrddin
Old Station Road
Camarthen

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 Sharon Cavaliere the Director (Responsible Individual), Joe Rhys-Jones, Head of Operations (the Registered Manager).

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

The Senior Management Team meet monthly. The purpose 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).

The Operational Management Team consists of the Registered Manager, Operational Managers, Deputy Operational Managers and Referral Manager.

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 can 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

The Director, Sharon Cavaliere (Responsible Individual) has worked for Calon Cymru for 19 years. Her background is Children and Families, Child Protection, Fostering, Quality Assurance and Learning and Development.

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

The Registered Manager, Joe Rhys-Jones is responsible for the day-to-day operation of the agency and, alongside the Operational 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. Joe Rhys-Jones also has a wealth of experience in the local authority at senior management level.

Supervising Social Workers are qualified, Social Care Wales registered, and experienced Social Workers, having worked in statutory childcare, court arena, child protection, therapeutic work and fostering / adoption. We also support Social Workers through their CPEL (Continuing Professional Education and Learning) Wales. 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 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, skills for independent living, developing and reviewing a behaviour management plan for a young person. 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

Sharon Cavaliere, the Director (RI) has overall responsibility for the agency's compliance and smooth running. The Director is office based and meets frequently with staff and Foster Carers.

Joe Rhys-Jones, 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 and Team 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. Close work between the Director and the Senior Management team ensures 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 need. The Business Development Managers leads on new services.

All our staff have received training in child protection, safeguarding, equality & diversity, risk assessment, fostering regulations and the Social Services and Well-being (Wales) Act 2014.

STANDARDS OF CARE

At Calon Cymru Fostering, we believe that every child is important and that the needs, well-being 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 skills for independence
- 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 are subject to rigorous checks and vetting procedures
- In addition, Calon Cymru Fostering will:
 - Comply with all the relevant legislation and strive to exceed the National Minimum Standards 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 and identified outcomes 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. It is important to note that Calon Cymru does not provide therapeutic or nursing care. 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 to include:

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; supporting religious, language and cultural needs; integration with community and faith groups.

Parent & Child(ren) Placements: Provide a safe and supportive placement to a parent(s) & child(ren), where staff and foster carers support the parent(s) to develop their parenting skills in a natural, warm and nurturing family environment.

Therapeutic Led Placement Service: A 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 young people who need the support of the therapeutic services.

The therapeutic service provides intensive support to both the children and young people and their carers. Services are based heavily on trauma recovery, attachment-based parenting and behaviour modification. 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 will never be expected to share a bedroom with another child other than where they are siblings, this would be part of the matching process.

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 and personal outcomes 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, 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 an Operational Manager, Senior Managers are also accessible when required. This team also provide a family placement service for local authorities, for the placement of children in an emergency.

Annual Independent Review: All Foster Carers have an annual review to ensure that they continue to be suitable to foster and their approval as a foster care is appropriate. 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 their personal outcomes outlined in their Care and Support Plan.

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 including the principles of the GDPR, to ensure personal / sensitive information is processed lawfully, safely and securely.

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 (historic environment service of the Welsh Government) 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 additional to the placing Social Worker's statutory duty to visit children regularly.

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
- Practical assistance with transport or access to external services / facilities
- Supervised contact with families
- Life story or preparation for permanence.
- Education & Therapeutic professionals to provide assistance directly to children or advice to our Social Workers/Foster Carers

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

Participation Groups: The voice of the Child/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. Children and Young People are consulted on policies, inform us on developments for the agency and engage in young people led consultation and participation.

The agency produces a 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 their 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' (WIR) service and learning skills for independence. 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
- Employment checks
- Adult children references

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) 2019 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 directly to the agency or to the Independent Review Mechanism (IRM). Calon Cymru 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

- To 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

LEARNING 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 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 become looked after
- 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 and externally by our dedicated Learning and Development Officer) 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:

- Skills to Foster (3-day course)
- Introduction to agency and Social Services and Well Being (Wales) Act 2014
- Equality and Diversity
- First Aid (paediatric)
- Safeguarding (Social Care Wales: version 3)
- Safer Care – managing risk
- Safer Care - allegations
- Recording, Observation and Reporting
- Child Development 0-18
- Understanding attachment
- Emotion Coaching (2-day course)
- Child Exploitation and Online Protection
- Health and the Developing Child
- Education and the Child Looked After
- Transgender – Understanding and Supporting
- Radicalisation
- Contact and Working with Birth Families
- Therapeutic Parenting (2-day course)
- Parent and Child (2-day course)
- Understanding County Lines
- Moving on /When I am ready
- Introduction to 'Signs of Safety' model
- Living with Autism
- Child Sexual Exploitation (CSE)

* - 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 of 1 April 2020:

- 166 Foster Carers registered with Calon Cymru Fostering
- 209 children in placement

Percentage of children by age range:

- 0-5 yrs – 12.0%
- 6-10 yrs – 25.8%
- 11-15 yrs – 45.0%
- 16-18 yrs – 17.2%

Percentage of children in relation to time in placement

- Up to 1 yr – 36.8%
- 1-2 yrs – 15.3%
- 2-3 yrs – 14.8%
- 3 + yrs – 33.0%

STAFF AND

QUALIFICATIONS

Name	Job Title	Qualifications
Sharon Cavaliere	Director (Wales)	MSc in Professional Practice, BSC(Hons) Sociology and Social policy, Post Grad Dipsw
Joe Rhys Jones	Registered Manager (Wales)	Diploma in Social Work National Vocational Qualification - Level 4 Management Practice Teaching Award
Sharon Thomas	Operations Manager (Cardiff)	CSS, NNEB
Jane Janson	Operations Manager (Cardiff)	Diploma in Social Work
Jacqui Reese	Operations Manager (Cardiff)	BSc (Hons)CQSW
Huw Binding	Operations Manager (Carmarthen)	Dip in Applied Social Studies
Petra Llewelyn	Deputy Manager (Cardiff)	BA (Hons) Dipsw
Claire Stonier	Deputy Manager (Cardiff)	BA (hons) Dipsw PGCE, PQ1
Helen Suter	Deputy Manager (Carmarthen)	BSc (Econ) PG Dipsw
Barrie Lewis	Recruitment Manager	CSS,PQ1

Michelle Crane	Office Manager (Operations Admin)	NEBSM Cert in Management NVQ level 3 - business administration ILM level 4
Louise McGowan	Deputy Office Manager (Operations Admin)	NVQ Level 3 Teaching assistant QCF
Alison McAllen	Learning and Development Manager	BSc (hons), Dipsw, MSc
Amanda Sparks	Supervising Social Worker (Cardiff)	Dipsw
Clare Jones	Senior Practitioner Therapeutic Led Placements (Cardiff)	Dipsw, PQ1
Katie Jones	Supervising Social Worker (Cardiff)	BSc Criminology MA Social Work
Natalia Zych-Simoes	Supervising Social Worker (Cardiff)	Dipsw, BA Pedagogy, Msc Criminology and Criminal Justice
Rhea Brayford	Supervising Social Worker (Cardiff)	BSc in Social Work, University of Wales
Sandra Herbert	Supervising Social Worker (Cardiff)	Dipsw, Advanced Dip Therapeutic counselling
Sandra Wheatley	Supervising Social Worker (Cardiff)	Dipsw Trainer Early Bird parenting programme for children with autism
Tahmina Khan	Supervising Social Worker (Cardiff)	Dipsw, PQ1

Sarah-Jayne Reynolds	Supervising Social Worker (Cardiff)	BSC Criminology and Psychology MSc Social Work
Louise Davies	Supervising Social Worker (Cardiff)	Dipsw, Enabling Practice PQ BA Education,
Kat Conway	Senior Practitioner Therapeutic Led Placements (Carmarthen)	Bsc Social Work
Wendy Brain	Supervising Social Worker (Carmarthen)	CQSW, NNEB
Emily Tolchard	Supervising Social Worker (Carmarthen)	Bsc Social Work Consolidation of Social Work Practice
Hazel Orchard	Supervising Social Worker (Carmarthen)	Dipsw PQ 1
Viv Potter	Supervising Social Worker (Carmarthen)	Dipsw, PQ1, Certificate in counselling
Wendy Brain	Supervising Social Worker (Carmarthen)	CQSW, NNEB, Practice Assessor
Sam Evans	Supervising Social Worker (Carmarthen)	BA Social work BA Criminology & Science
Samantha Osborne	Placement Administrator	BSc Psychology
Gemma Nicholls	Placement Manager	BA Hons History
Gaynor Jones-Lloyd	Placement Support Worker (Carmarthen)	B-Tech
Debbie Worsley	Outreach Worker (Cardiff)	Working towards a Diploma in child care
Emma Martin	Placement Support Worker (Cardiff)	NNEB, HNC Health & Social Care
Andrea Cox	Placement Support Worker	BA (Hons) Practitioner in training NVQ level4

Pauline Roper	Team Admin Carmarthen	RSA 3
Debbie Fisher	Operations Administrator	Clait course
Hebe Spink	Operations Administrator	BA Hons, NVQ3
Gemma Brookman	Operations Administrator	AAT Level 2 Accounting
Bethan Wright	Operations Administrator	BA Hons Humanities Team Teach TESOL course
Ayesha Matthews	Carer Recruitment Officer	BSc (Hons) Sociology

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 / foster carer to investigate the complaint further, if the complainant continues to be unhappy following the informal problem-solving stage.

From 1st April 2019 – 1st April 2020 5 complaints were received, all of which have been investigated and closed.

Out of those 5 closed complaints 2 were partially upheld, with the other 3 being not upheld.

The agency has a robust policy in place with regards to managing complaints. There is a dedicated complaints Manager who will allocate the complaint to be investigated within 3 working days. The investigation will then have a tight timescale of 15 days in stage 1. If this cannot be resolved or the complainant

is unhappy with the outcome, then an Independent Manager will undertake a stage 2 investigation. If the complainant remains unsatisfied following a stage two investigation, then an appeal can be presented and heard by Sharon Cavaliere the Registered Manager/Director.

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

GOVERNANCE & QUALITY MONITORING

- Sharon Cavaliere, the Responsible Individual (RI) is based in the same office as Joe Rhys-Jones, the Registered Manager (RM). Sharon Cavaliere is continually office based therefore interacting with the teams on a daily basis. Sharon Cavaliere also visits the Carmarthen office regularly and meets with the management team. Sharon Cavaliere will provide support and guidance in the absence or in addition to Joe Rhys-Jones.
- Sharon Cavaliere (RI) along with Joe Rhys-Jones (RM) will undertake regular audits in relation to files for children and carers.
- Sharon Cavaliere (RI) visits carers in their own homes to confirm whether they are happy with the service or whether anything can be improved.
- There is a very clear and transparent management structure within the service. as the Responsible Individual line manages Joe Rhys-Jones the Registered Manager. Joe Rhys-Jones then supervises the management team.
- Joe Rhys-Jones (RM) manages and oversees all complaints from the initial point of receiving the complaint to the end of the investigation and outcome. Sharon Cavaliere (RI) ensures that timescales are adhered to

and any learning is shared with the teams to continually improve practice.

- The agency ensures that they consult with all stakeholders through a number of mediums. We have a Calon Cymru participation group, we hold Carer liaison groups plus carers and children are seen regularly by the Supervising Social Workers, Operations Manager, Joe Rhys-Jones (Registered Manager) and Sharon Cavaliere (Director/Responsible Individual). Sharon Cavaliere also meets regularly with the Welsh framework, other Independent Fostering Agencies (IFA's) and commissioners to ensure that stakeholders are content with the service.
- The Agency ensures that they provide a 6 monthly Quality Care review in accordance with regulation 63 of the Regulated Fostering Services (Services Provider) and Responsible Individuals (Wales) Regulations 2019.

ORGANISATIONAL CHART

