



Welcome to Trafford family placement team

Induction pack for
family and friends
foster carers

January 2014

Induction handbook for family and friends foster carers

This induction pack has been put together to help you through the first few weeks of fostering. You are also able to access the Fostering Handbook on the website. If you do not have access to a computer please ask your Supervising Social Worker to print off the policies below for you.

<http://www.trafford.gov.uk/residents/residents.aspx>

You'll probably be feeling by this stage that there is a lot to take in, however there are some things you need to familiarise yourself with fairly quickly. While we don't expect you to have read all of our policies straight away you do need to make sure that you have read and understood these first 6;

- The Training Programme

<http://www.trafford.gov.uk/residents/family-matters/fostering/information-for-approved-foster-carers.aspx>

- Safer Caring Policy

<http://www.trafford.gov.uk/about-your-council/children-families-and-wellbeing/docs/safer-care-policy-foster-care.pdf>

- Storage and administration of medicine – see handbook

<http://www.trafford.gov.uk/residents/family-matters/fostering/information-for-approved-foster-carers.aspx>

- Recording for foster carers

<http://www.trafford.gov.uk/about-your-council/children-families-and-wellbeing/docs/recording-by-foster-carers.pdf>

- Missing from care

<http://www.trafford.gov.uk/residents/family-matters/fostering/information-for-approved-foster-carers.aspx>

- Payment for skills scheme

<http://www.trafford.gov.uk/residents/family-matters/fostering/information-for-approved-foster-carers.aspx>

Please find information below from the Family Rights Group about family and friends care.

Link to Family and Friends guide (family rights group)

<http://www.frg.org.uk/f-2-1-being-assessed-as-a-foster-carer>

Here are some guides for the children who are placed with you.

This is the guide for children under 10 yrs old.

<http://www.trafford.gov.uk/residents/family-matters/fostering/docs/childrens-guide-to-fostering-2013-under10s.pdf>

This is the guide for children age 11-18 yrs.

<http://www.trafford.gov.uk/residents/family-matters/fostering/docs/children-and-young-peoples-guide-11-to-18-years.pdf>

There is a Monday morning drop in support group from 10 – 11am each week that you are very welcome to attend as well as an evening support group once a month on the first Wednesday of each month. Dates are on the website.

Here is some advice from carers and young people

Supervision

A high level of supervision will ensure that if your little has a bump or bruise you will know where it has come from, or if a child hurts another you will be able to inform social worker of what has happened. Social workers will understand that children can hurt themselves when playing or have accidents. It's more concerning when you don't know how it's happened or you haven't told anyone about it.

I also question every bruise or bump/mark that comes home from school or contact so there are no unaccounted bruising and all is recorded correctly.

Communication

The most important thing I have done over the years is to constantly keep myself in check to not allow negative cycles which are difficult to break. It is very important to keep communications open with the child/young people.

If after days of "trouble" things are continuing negatively I will look to change my methods. I always seek child/young people's views and try to facilitate these.

Communication (again)

My tip would be to follow up every phone call with a professional with a brief email summarising what was discussed. It helps check you both understand what is happening and emails can be looked back on with dates and times, giving you 'proof' of what has been said. I copy managers in if it is important.

Listen to children and Young people (from a young person)

Listen carefully to what I say and check you understand the information I give you. Watch my face and body language for signs. If I get upset know where to go and who to talk to about getting the help I need.

The first few days are critical. I will be looking hard to see if you really do care about me or are you just doing it for the money (or if you are somewhere in the middle!) Remember I am expecting to be rejected.

Physical contact can be very difficult to accept and certain key words and situations can trigger a very strong "fight or flight" reaction.

If a child discloses

If I think I can trust you sometime I might share some detail of the abuse or neglect I suffered. How you respond to this is very important. The sharing might be accidental, I remember Ella telling me at the Children's Home how surprised she was that the kids there were never made to go hungry as a punishment. The sharing might be on purpose, I want to know what happened to me was wrong and that you are not going to do the same things to me.

Tomorrow is another day.

Just because something went "wrong" today doesn't mean you or the foster child is a failure. Try a different approach tomorrow.

Recording

Recording by carers is important, and the recording policy is provided in the pack and explains what you should record in more detail.

In the recording books you are given, record everyday things you do which is helpful to spot patterns and see if something is improving, or not!. Record meeting dates and outcomes and any school difficulties or achievements.

Also record for any specific incidents/ severe behaviours. Note any police (or other services) involvement and action.

Also use the medication charts if you need to administer medicines, record date, time and dose clearly.

Trafford Foster Carers' Charter

Introduction

This Charter sets out what is expected from the Trafford Children and Young People's Service (CYPS) in terms of the services and support provided to all of its approved Foster Carers (both those approved to care for 'unconnected' children and those approved as Family and Friends Foster Carers.) The Charter also sets out what is expected from Foster Carers approved by the service.

Responsibilities and objectives:

Family Placement Team's role and objectives:

The aim of Trafford Children and Young People's Service (CYPS) is to provide services to children, young people and their families within a safe and secure foster care service where this is required. It is committed to the following aims: to provide the best quality placements, training, support and matching. To achieve these aims we recruit, assess, train and approve foster carers and provide on-going individual support. Our view is that children and young people must be given every opportunity and support to develop their own identities and fulfil their potential; above all they should be listened to.

Foster carers' role and objectives:

As foster carers our aim is to provide a safe, healthy and nurturing environment for children in care and young people. As foster carers we can provide positive adult role models, stability, care and an opportunity for development. Advocating for all aspects of the child's development and cooperating fully as part of a team with other key professionals in the child(ren)'s life and with the birth families of children. We work closely with the CYPS; our working relationship is based on respect and mutual trust.

Trafford CYPS commitment to foster carers:

- Support
- Appropriate information
- Training and development
- Consultation and communication
- Involvement and support around decision making
- Work in a professional and respectful partnership
- To operate in an accountable and open fashion

Foster carers' commitment:

- Respect for the child/young person in our care
- Communicate
- Work in partnership
- Learning, accountability and support

What Trafford Foster Carers can expect from the Trafford CYPS:

1. Support:

In Trafford we recognise that the role of a foster carer can be an isolating and challenging one and we understand that timely support can make a difference to the child in your care and to the individual fostering family. The Trafford CYPS will ensure that:

- All carers will have their own allocated Supervising Social Worker who will advocate for you when required and who will provide a minimum of three-monthly supervision.
- We respond to queries and requests for support from foster carers positively and in a timely manner i.e. within 24 hours. Out of hours support is available for carers where this is required immediately.
- We provide opportunities to attend foster care groups on a monthly basis.
- Support is provided with regards to delegated authority.
- Support is provided with regards to contact arrangements.
- We provide fees and allowances that are competitive and that are paid on time.
- We provide equipment as and when required (when assessed as a need).
- We will support placements that come under particular pressure ensuring placement stability by providing additional support when identified.

2. Information:

The Trafford CYPS recognises that information is vital in order for foster carers to provide the best possible care and support. The Trafford CYPS will therefore:

- Ensure that you have the correct and up to date Looked after Children documentation in order that you can care for the child(ren) safely and securely. This information will be provided within 3 working days.

- Provide relevant clear information with regards to all financial matters including allowances and fees.
- Provide all relevant departmental policies and procedures.
- Ensure that you have written copies of the child(ren)'s placement plan and delegated authority plan and that you are involved in their conception. (Except were an emergency placement is made when a placement meeting should take place within 72 hours).

3. Training and development:

Trafford CYPS believes that you should have access to training and development opportunities throughout your careers. We will ensure that you have the skills and knowledge to develop in your role which will ensure that you can provide the best care for the child(ren) in your care. We will:

- Convene three initial training courses for potential foster carers per year.
- Help you to develop your own personal and professional development as part of your formal supervision, and help you to develop your own personal development plan.
- Provide you with a flexible training programme that will enable you to meet the needs of the child(ren) you care for and in line with that required by the service training strategy for foster carers.
- Provide you with support to attend training.
- Provide opportunities for you to meet the requirements of the CWDC induction standards and a further relevant diploma once this is completed.
- Acknowledge the commitment shown by carers towards their own development through the payment for skills scheme.

4. Consultation and communication:

Trafford CYPS believes an open and honest relationship is an important aspect of providing care and support. As a team we will:

- Provide professional supervision and access to support/focus groups.
- Ensure that we consult you on matters relating to your role and responsibilities.

- Provide opportunities for foster carers representatives (including the chair of the Trafford Foster Carers Association) to meet with senior managers on a quarterly basis and for the outcomes of these meetings to be fed back to all Foster Carers through quarterly newsletters.

5. Involvement and support around decision making:

Trafford CYPS recognises that as Foster carers you must have a say in the decision making regarding the child(ren) in your care. As a team we will:

- Ensure that a pre placement meeting takes place prior to any formal placement being made (except in emergency situations where the meeting will take place as soon as possible i.e. within 72hours) and that your views are recorded accordingly in the child(ren) plan.
- That you have written confirmation of your delegated responsibilities and that these are recorded within the placement plan and reviewed regularly in line with Looked After procedures.

6. Working in a professional and respectful partnership:

Trafford CYPS recognises that you have the skills to make a difference to the everyday lives of children in care. As a team we will:

- Ensure that your skills are valued.
- Respect confidentiality.
- Treat you with respect and without discrimination as a professional who understands the care needs of the child(ren) in your care.
- Ensure that the service we provide meets the standards set out in statutory guidance and regulations.
- To have the child(ren)'s emotional ties with you taken into account specifically around care planning and decision making.
- Ensure any complaints are taken seriously and are dealt with fairly and promptly.

7. To operate in an accountable and open fashion:

Trafford CYPS recognises that you have a right to be treated to a fair service. As a team we will:

- Consult with you at every opportunity.
- Provide a framework for support.

- Provide a framework in respect of allegations, complaints and compliments, and adhere to relevant timescales.
- Listen to you with sensitivity and an understanding of your feelings acknowledging your emotional involvement.
- Inform you of any decisions made in a prompt manner.
- Consult you and seek your views.
- Provide you with access to independent support should you require it.

What the Family Placement Team can expect from Foster carers.

1. Respect for the child/young person in our care:

As foster carers we will demonstrate that every child(ren) should be supported in achieving their individual needs: We will:

- Be committed to the child(ren) placed in our care.
- Ensure that every child is safeguarded.
- Promote the identity needs of the child(ren) in our care, such as their religious and cultural beliefs.
- Promote contact with their birth family or identified others.
- Support the child in our care to help them to counter possible bullying and discrimination as a result of their care status.
- Promote educational attainment working with the child(ren) placed in our care and other identified professionals.

2. Communicate:

We believe that an open and honest relationship should exist between all parties: We will:

- Engage fully in our individual supervisions and group/ focus meetings.
- Promote our views in order to help to inform the development of the service.
- Be open and honest with the child(ren) in our care.

3. Working in partnership:

**As carers we will demonstrate a high level of professional care and conduct:
We will:**

- Attend relevant meetings with regards to the child(ren) in our care.
- Respect their wishes and feelings.
- Work with all relevant agencies and professionals.
- Work with birth parents and wider family members as part of the team around the child(ren).
- Work to the national minimal standards and relevant local policies and procedures.

4. Learning, accountability and support:

It is important that as foster carers we have the support to access relevant training and other learning opportunities. This will enhance our skills and knowledge base which will support positive change for the child(ren) in our care. We will:

- Attend relevant training.
- Take up other learning opportunities offered to us.
- Contribute effectively to service delivery.

List of people and terms

Child's social worker

This is the social worker who will hold direct case responsibility for the child being placed with you. They are responsible for co-ordinating the plan for the child being placed and they should also visit regularly and communicate with you about any plans or arrangements that have been made.

Supervising Social Worker

This social worker is a member of the Family Placement Team responsible for ensuring that carers are meeting the needs of children, are supported and have access to suitable training and equipment that is required in order to care for the child who has been placed. They will be responsible for completing the carer's annual review report and for conducting regular supervision. In supervision you will discuss how you can develop your practice. You should receive regular visits from supervising social worker, and while these will become less frequent as you become more experienced, there should never be more than 3 months between visits. This social worker is your main link to the department.

Agency Decision Maker

The Agency Decision Maker is responsible for making the decision as to who can or cannot foster. In making a decision the ADM must consider the papers that have been submitted to the fostering panel and document what they have taken into consideration. On receipt of the final decision, those being assessed can appeal to the ADM with additional information within 28 days.

Fostering (Family Placement) Panel

The fostering panel is the body established in the Fostering Regulations that all fostering agencies must have. All panels must have at least 5 members to be quorate and include 1 social worker and 2 independent members. While the panels' remit is wide reaching and is seen as serving a 'quality control' function over the practice of the fostering service all assessments of those wishing to foster must be presented to the fostering panel first for consideration and the panel will make a recommendation to the ADM. You will be invited to attend the panel in person when your assessment is discussed, as this is intended an inclusive step. Applicants should not be afraid that they are going to be 'cross examined' in any way when they attend the panel.

Guardian Ad Litem (GAL)

The Guardian is the person appointed by the courts to advocate on behalf of a child subject to court proceedings. Usually an experienced social worker, Guardians are independently appointed with the view to ensuring that the child's needs do not get lost in court proceedings. Foster carers can expect to be visited by Guardians if the children they care for are the subject of proceedings, and carers will be asked about how the children in their care are doing and what it is like to look after them. This information is then usually included in a report that the Guardian will prepare for the court.

Independent Review Mechanism (IRM)

Where those being assessed wish to appeal the final decision made by the Agency Decision Maker, an appeal can be made either to the Agency Decision Maker or to an independent panel called the Independent Review Mechanism (IRM). This panel will hear the relevant information, and make a recommendation to the original Agency Decision Maker, however they, (the Agency Decision Maker) will still have the final say regarding the approval or non-approval of the applicants concerned. Where applicants being assessed have appealed a

decision to the IRM, their temporary approval can be extended for the length of appeals process.

Outreach Service

The Outreach service provides both a telephone service and direct support to carers and the children in placement. The phone service is available outside of office hours until 10pm and over the weekend. Where necessary, a specific outreach worker will be allocated to support a placement. This outreach worker will visit regularly, offer advice to the carer and also seek to build a positive relationship with the young person and help them to access activities where required.

Independent Reviewing Officers (IRO)

All children in care must have a regular review meeting, and this is chaired by an independent reviewing officer. As a member of the safeguarding unit, the reviewing officers are separate from the child social worker's teams and their job is to ensure that the plans for the child in care are in place and appropriate. Reviews can be held at the foster carers' home where this is felt to be appropriate and carers are expected to be a part of this meeting and to give their views.

LAC or Looked After Child / Children in Care

Both of these terms refer to children and young people who are being cared for by the local authority. This can include children placed with foster carers they don't know, children placed with carers they have known previously (including relatives) and who have been formally approved as foster carers to care for them, children living in residential care and children who are subject to care orders but are placed with their parents. Children can only become 'Looked After' or 'Children in Care' with the consent of their parents (which is called section 20) or through a Care Order made by the court.

Youth Offending Service (YOS)

This service's focus is to prevent offending and re-offending by young people. The work carried out by the team could include direct work with a young person to address particular issues of concern or reports to advise the court in terms of what would be an appropriate sentence.

Child and Adolescent Mental Health Services (CAMHS)

This service, which is run by the NHS but is part of the Children in Care service in Trafford comprises of a team of psychologists who provide a service that supports and promotes the mental health of children in care. The services provided include direct individual and group work with children as well as consultation with both carers and professionals within the service.

Duty Worker

The duty worker is the Supervising Social Worker from the Family Placement Team who is nominated to deal with requests for placements and emergencies relating to the carers whose own Supervising Social Workers are unavailable on that particular day. The Family Placement Team has a system whereby 2 team members are nominated to do this, a duty worker and a backup.

Family Placement Team Contact Numbers

Len Pilkington: Team Manager 0161 912 3557

Anna Lomas: Team Leader 0161 912 4028

Sean Fanning: Senior Practitioner 0161 912 2347

Andrea Hay Senior Practitioner 0161 912 3529

Alice Fenton Acting Senior Practitioner 0161 912 3564

Jonathan Hughes Supervising Social Worker/Training Officer 0161 912 2448

Julie Jones Fostering Recruitment Officer 0161 912 3558

Cathy Morgan Supervising Social Worker (P/T) 0161 912 3528

Tina Beckwith Supervising Social Worker (P/T) 0161 912 3556

Mano Ndlovu Supervising Social Worker 0161 912 3565

Melap Singh Supervising Social Worker 0161 912 3937

Sue Watson Supervising Social Worker (P/T) 0161 912 3526/3349

Loretta Henderson Supervising Social Worker (P/T) 0161 912 3502

Mags Holohan Supervising Social Worker (P/T) 0161 912 2755/07805 758990

Michelle Halliday Supervising Social Worker (FT) 0161 912 4951

Nichola Doyle Supervising Social Worker (PT) 0161 912 2730

Linnette Nanton Supervising Social Worker (FT) 0161 912 3529

Alison Stubbs Supervising Social Worker (FT) 0161 912 4284

Multi Agency Referral and Assessment Team (MARAT)

Trafford Town Hall Talbot Road Stretford Manchester M32 0TH

Team Manager: Chris Reilly 0161 912 5052; chris.reilly@trafford.gov.uk

Deputy Manager: Lisa Gordon 0161 912 5097; lisa.gordon@trafford.gov.uk

Customer Service Advisor: 0161 912 5125

North Area Family Support Team

Trafford Town Hall Talbot Road Stretford Manchester M32 0TH

Team Manager: Jennifer Leveridge 0161 912 5002; jenny.leveridge@trafford.gov.uk

Team Leader: Nick Marsh 0161 912 5045; nicholas.marsh@trafford.gov.uk

Business Support 0161 912 5045

West Area Family Support Team

Cornhill Clinic, 59 Cornhill Road, Urmston, Manchester, M41 5SZ

Team Manager: Sue Hulm 0161 746 3810; susan.hulm@trafford.gov.uk

Deputy Manager: Mandy Magne 0161 746 3850; mandy.magne@trafford.gov.uk

Business Support: 0161 746 3811

South Area Support Team

Sale Waterside, Waterside House, Sale Waterside, Sale, M33 7ZF

Team Manager: Moya Murray 0161 912 5039; moya.murray@trafford.gov.uk

Team Leader: Sharon Murray 0161 912 1699; sharon.murray@trafford.gov.uk

Business Support: 0161 912 5021

Children with Complex and Additional Needs Team

Cherry Manor Centre, Cherry Lane, SALE, M33 4GY

Operations Manager: Chris Dahlstrom 0161 912 5781;
christopher.dahlstrom@trafford.gov.uk

Team Leader: Sonia Fareham 0161 912 5767; sonia.fareham@trafford.gov.uk

Business Support: Sheila Hayward 0161 912 2060

Children's Rights

Trafford Town Hall Talbot Road Stretford Manchester M32 0TH

Advocacy & Engagement Officer: Mark Bailey 0161 912 5094
mark.bailey@trafford.gov.uk

Hayeswater Contact Centre

Hayeswater Road ,Davyhulme, Urmston M41 7BL

Centre Manager: Pauline Sheldon 0161 912 2877; pauline.sheldon@trafford.gov.uk

Deputy Manager: Johanne Choudhary 0161 912 2877; johanne.choudhary@trafford.gov.uk

Business Support 0161 912 2875

Emergency Duty Team

(To contact in an emergency out of office hours)

0161 912 2020

Outreach Team

190 - 192 Flixton Road, Flixton, MANCHESTER, M41 5DR
(The team will provide telephone support out of hours until 10pm and over weekends)

Manager: Cath Delenda 0161 912 2936; cath.delenda@trafford.gov.uk

Senior Outreach worker: Andy Wade 0161 748 6003; andrew.wade@trafford.gov.uk

Senior Assistant: Noel Shield 0161 748 6003; noel.shield@trafford.gov.uk

Camhs Children in Care

Trafford Town Hall Talbot Road Stretford Manchester M32 0TH

Consultant Clinical Psychologist Steph Jamieson 0161 912 3505
steph.jamieson@trafford.gov.uk

Clinical Psychologist Ruth Goldwyn 0161 912 3378; ruth.goldwyn@trafford.gov.uk

Sure Start Centre

Information about the 16 children's centres in Trafford can be obtained from;

Family Information Service
Davyhulme Library
Hayeswater Road
Davyhulme
M41 7BL

fis@trafford.gov.uk

0161 912 1053

Foster Carer Association

Chair: Roy Gregory

Foster Carer Forum members

Emma Hirst; Donnella Monteith; Ian Browne; Kate Lamerton; Dawn Bowes.

Fostertalk

01527 836 910

<http://www.fostertalk.org>

Tax and Benefits

You must inform the Inland Revenue that you are fostering and complete. Please follow link for further information or request a copy of the helpsheet 236 by ringing 0845 900 0404

<http://www.hmrc.gov.uk/helpsheets/hs236.pdf>

HM Revenue & Customs treats foster carers as self-employed. You only pay income tax on fostering income which exceeds a set 'qualifying amount'. Your fostering income is unlikely to exceed your qualifying amount.

Benefits

Your benefit entitlement may change now you are fostering so we advise you to seek advice about this. If you need some more information about this please speak to your Supervising Social Worker.

Trafford Children, Families and Wellbeing Service

Charlotte Ramsden: Joint Director of
Children, Families and Wellbeing

Multi Agency Referral and Assessment Service (MARAS)

Head of Service: Cathy Rooney

Safeguarding Manager: Catherine Flemming

MARAT Team Manager: Chris Reilly

Family support team
North: Head of Service Jan
Trainor, Team Manager:
Jennifer Leveridge

Family Support Team
West: Head of Service:
Will Owen Team
Manager: Sue Hulm;
Outreach Manager; Cath
Delenda

Family Support Team
South Head of Service:
Katherine Mackay;
Team Manager Moya
Murray

Children in Care Service: Head of Service: Ged Crowther; Permanence
Team Manager: Mark Riddell; Deputy Manager: Transitions; Denis
Owen; CAMHS Lead for Children in Care: Steph Jamieson; Specialist
Nurse for Children in Care: Sharon Martin; Adoption Team Manager:
Cathy Sowden; Placements Manager: Sally Rimmer; Family Placement
Team Manager: Len Pilkington