



## **STATEMENT OF PURPOSE**

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## Introduction

This Statement of Purpose has been developed in accordance with relevant legislation and guidance that form the basis of the regulatory framework for the conduct of fostering services and include:

- ✚ The Children Act 1989
- ✚ The Care Standards Act 2000
- ✚ Children Leaving Care Act 2000
- ✚ Children Act 2004
- ✚ Children and Young Person's Act 2008
- ✚ Care Planning, Placement and Case Review (England) Regulations 2010
- ✚ The Fostering Services (England) Regulations 2011
- ✚ Fostering Services: National Minimum Standards 2011
- ✚ Children and Families Act 2014
- ✚ Working Together to Safeguard Children 2018
- ✚ Adoption and Children (Coronavirus) (Amendment) Regulations 2020
- ✚ Adoption and Children (Coronavirus) (Amendment) (No2) Regulations 2020

<https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-childrens-social-care-services/coronavirus-covid-19-guidance-for-local-authorities-on-childrens-social-care>

The Statement of Purpose, produced in accordance with Fostering Services Regulation 3, includes:

- A statement of the Aims and Objectives of Stepping Stones Fostering service; and
- A statement as to the services and facilities provided by the fostering service.

In accordance with Fostering Services Regulation 3 (2), a copy of this statement of purpose can be accessed on our website and a copy is provided to, or upon request made available to:

- ✓ Ofsted
- ✓ The responsible authority and the parent or person with parental responsibility for a child or young person placed with Stepping Stones Fostering.
- ✓ Any person working for Stepping Stones Fostering agency.
- ✓ Any foster parent or prospective foster parent
- ✓ Any child or young person placed with Stepping Stones Fostering agency

This Statement of Purpose is reviewed and agreed annually by the management team. It is submitted on review to Ofsted, and is published on the Stepping Stones Fostering agency website.

### **About Stepping Stones Fostering**

Stepping Stones Fostering is an established Independent Fostering Agency that provides a range of fostering placements to meet the needs of looked after children. The organisation is managed by a team of experienced, qualified professionals who provide an innovative and needs led service to children and young people in foster care.

Stepping Stones Fostering is set up largely in response to a perceived need for a prompt co-ordinated service which provides packages of care to meet the needs of individual children and young people, especially children from ethnic minorities.

 Head Office: Ilford, Essex

We are hoping to provide services to over 50 Local Authorities in London, South East, South Central and Midlands regions and are geographically expanding into further areas to recruit more foster carers for the benefit of children in care.

Stepping Stones is a member of CoramBAAF. All our foster carers are individual members of the Fostering Network.

Stepping Stones Fostering agency is a private limited company registered under the Companies Act 1989 (Company Registration No – 9189056)

Stepping Stones Fostering is registered and inspected by Ofsted.

The company was founded by Nalini Neeta Joshi.

### **Our Vision**

Stepping Stones Fostering vision is to have an agency that is child-centred and focused on providing the best possible outcomes for children and young people in care.

### **Aims and Objectives - principles of care**

Stepping Stones Fostering focus is always the child or young person in our care. We aim to provide children and young people with a positive, safe nurturing experience of substitute care within a family environment.

In agreement with the Children Act 1989, we subscribe to the view that a child is best brought up in their own home with both parents playing a full part in their upbringing. We recognise that this is not always possible. Whenever it is considered to be in the child's best interests, however, Stepping Stones Fostering will work positively with the placing Children's Services Department to return the child to her or his parents or extended family.

Stepping Stones Fostering key objective is to develop services in order that children and young people can develop and grow within the five key outcomes areas of "Every Child Matters":

Be Healthy

Stay Safe

Enjoy and Achieve

Make a Positive Contribution

Achieve Economic Wellbeing

At all times Stepping Stones Fostering expects its staff and carers to positively embrace each individual child or young person's heritage. This is underpinned by our values, that all people, children and adults alike, are individuals who are to be respected and treated as equals, whatever their circumstances or difficulties.

Stepping Stones regard foster carers as the bedrock of our service. A core purpose of Stepping Stones is to ensure that a wide range of placements is available for children and young persons. In order to protect the choice of placements for children and young people, we believe it is necessary to offer foster carers a robust package of professional support and financial remuneration.

Our overall aim is to recruit professional, resilient carers who can provide foster children with a positive and nurturing experience of substitute family care.

Stepping Stones is a progressive organisation and with this performance objective in mind all staff and others working on behalf of the agency are required to be conversant with the National Minimum Standards for foster care as well as the Fostering Network Code of Practice on the recruitment, assessment, approval, training, management and support of foster carers.

The agency is single minded about identifying and recruiting foster carers who can comply with the National Minimum Standards for foster services and work towards meeting the Training, Support and Development Standards (TSDS) for foster carers.

### **Standards of care required of Stepping Stones Fostering**

Stepping Stones is a forward thinking, progressive organisation and we are keen to implement and exceed the National Minimum Standards for foster care. All relevant policies and procedures are written and subsequently monitored and reviewed with reference to the framework of expectations laid down by government in regulations, guidance and standards.

We have produced a job description for a foster carer, which includes the competencies required for fostering. This has been taken directly from the Fostering Network Code of Good Practice on the recruitment, assessment, approval, training, management and support of foster carers. As such, it is one yardstick against which Stepping Stones Fostering Agency can evaluate its practice.

Stepping Stones also sets out to be compliant with Fostering Regulations (England) 2011 and to meet and exceed the Fostering Services: National Minimum Standards 2011.

Stepping Stones achievements and ability to meet the standards and to develop its services further will be reviewed regularly from the feedback received by the service users.

## **Services provided by Stepping Stones Fostering**

### **Fostering Services**

We pride ourselves on finding the closest possible match when children need to be placed in foster care and identifying any additional training, support or resource required. We work in partnership with Local Authorities and all other agencies to achieve the best possible outcome for all children who need to be looked after.

Stepping Stones offers the following types of placements:

### **Emergency Placements**

Stepping Stones provides a 24 hour emergency service including out of hours.

Many carers choose to specialise in short term work and are able to accept unplanned, emergency placements. An emergency placement ideally should not exceed a few days and it would be anticipated that the child or young person should be moved to a more suitable placement within a week in a planned way.

### **Short Term Placements**

Provision of short term care that could be for a few days, weeks or months, whilst plans are made for the child's future by the Local Authority.

**Bridging Placements** We can provide bridging placements for children or young people while permanency plans are being formulated. In such placements, Stepping Stones foster carers work with children and young people and their families toward reunification, or prepare children and young people for joining adoptive, long term or permanent fostering families, or for moving to a semi-independent or an independent living arrangement.

## **Respite Placements**

Respite placements are provided to give parents a break, or offer additional support if they do not have their own support network. In addition, respite is also offered to our own foster carers and is available in order to support placement demands and needs.

## **Long Term Placements**

These placements are where adoption is not an option, and the foster carer will care for a child or young person up to and into adult independence.

## **Solo Placements**

Stepping Stones foster carers routinely look after children and young people who may make considerable demands upon them and also upon the services of the agency. However, occasionally a child or young person has very specific and complex needs which, initially at least, require a higher than usual level of support, monitoring and supervision. Because of her or his needs, a child or young person may require constant individual attention and supervision that precludes the placement of any other fostered children or young people or prohibits the use of any remaining placement vacancies within the foster home. With such placements, there is usually higher-level input from the agency.

## **Asylum Seeker Placements**

Stepping Stones continues to recruit foster carers from diverse backgrounds who are willing to advocate, access services and work within the child's care plan in supporting and caring for unaccompanied children and young people from outside the UK.

## **Disability Placements**

Stepping Stones has foster carers who have experience and skills in caring for children and young people who are disabled and require specialist medical care.

## **Sibling Placements**

Sibling placements are for brothers and sisters who all are placed together into a foster care household. Stepping Stones believes in keeping siblings together within a family environment, unless it is deemed inappropriate by the Placing Authority.

## **Intensive Support Placements**

These placements are intended for children and young people who have very complex needs and/or challenging behaviour. They may have care histories that include previous foster placement disruptions and/or previously unsuccessful residential care placements, or they may face the imminent prospect of residential care. Some of our foster carers are specially trained to provide such placements. Other carers will have gained experience of working with young people with challenging behaviour and have received training.

## **Child Contact Services**

Stepping Stones Child Contact Service offers contact to children looked after by placing local authorities. Stepping Stones has a quality contact facility located in Ilford which is available on the weekend. The physical facility is a private day nursery which is registered with Ofsted and rated good at last inspection. All the appropriate safeguards are in place to enable safe contact arrangements.

The facility has the same ownership as Stepping Stones Fostering agency and this gives a unique edge to the availability of the service. We are able to offer a complete package for a Local Authority's supervised contact needs. The main aim of the Stepping Stones contact service is to promote contact between children looked after and their families in a safe and warm place to maintain or re-establish their relationship. We hope that our neutral and friendly environment will make the contact enjoyable and beneficial to children or young people.

The contact requirement may be supervised or unsupervised. Both arrangements need the availability of staff and this can be undertaken by the Local Authority or by Stepping Stones staff.

Stepping Stones has fully vetted, DBS (Disclosure and Barring Service) checked and appropriately qualified Contact Supervisors some of whom also speak a range of languages to meet diverse needs.

### **Agency Structure and Staffing**

**Director/Responsible Individual:** Nalini Neeta Joshi

Qualifications: Degree in Law specializing in Company Law; BA Honours in Economics and Political Science.

Experience: Experience as Director of Fostering Agency for over 20 years and Director of Private Day Nursery for 12 years. Chaired various charity organisations including Disabled Asian Women's Network; Racial Equality For Newham Council Executive Committee Member and Personnel Chair for 5 years; Secretary and Treasurer for Asian Diabetic Association since 1995. Worked as Community and Development Officer for British Asian Women's Association for 5 years. Volunteered for Citizen Advice Bureau for 3 years. Worked as a PA for Economic and Social Research Council for 13 years.

**Registered Manager:** Esther Jeedigunta

Qualifications: Masters in Social Work (MSW); Bachelors in Science; Diploma in Counselling.

Experience: Over 20 years' experience working with children and young people in Children's Care Homes and Fostering Agencies and 14 years management experience in these settings.

**Supervising Social Worker:** Savitri Panwar

Qualifications: MA in Social Work and NVQ Level 5 Diploma in Management and Leadership

Experience: Savitri has 34 years' experience as a qualified Social Worker facing roles in the Independent Fostering Sector and Local Authority Settings. She has a diverse experience in working with children and young people and families, foster carers, adopters, substance misuse individuals and supervising staff; also contributing to social work education and managed an Independent Fostering Agency in partnership with a co-director.

**Chartered Accounts:** John Donaldson, London Tax Bureau, Suite E, 1-3 Canfield Place, London NW6 3BT.

**Consultants:** The Agency may commission qualified, experienced consultants from time to time, and they will give advice and guidance about best practices regarding the service provision of the agency.

**Psychologist:** Harpal Singh

**Education Advisor:** Elizabeth May

**Health/Medical Advisor:** Dr S. Sinha

**Drug Advisor:** Shilpa Sapra

**HIV Advisor:** Alka Agravat

**Early Years Advisor:** Rohena Tajik

**Early Years Advisor:** Katrina Jones

**Activities Advisor:** Amit Mistry

Information Technology (IT) consultant: Rikin Trivedi

### **The Team:**

The staff team is multi-disciplined and multi-cultural and can cater for the diverse needs of the children and young people and their foster carers. All staff and foster carers are trained via our in-house and external training courses which cover all aspects of Good Child Care Practice in relation to Children Looked After and within the legal framework for fostering services.

All staff and foster carers are regularly supervised and the Registered Manager receives external supervision. We have monthly staff meetings which include reflective practice discussions and these are recorded for future learning and development reference. Support groups are held regularly for foster carers who are encouraged to attend for mutual support through sharing of experiences and information.

All staff undertake a probationary period and are appraised annually to assess development and identify how best Stepping Stones can support staff to reach their full potential. Stepping Stones is committed to supporting every employee to also achieve their personal goals which in turn will assist the agency to achieve its objectives.

The staff team have relevant skills, qualifications and experience to ensure that the individual needs of each child and young person are met. Stepping Stones also ensures that the cultural, religious and linguistic needs of each child and young person are catered for and that the child or young person will be able to live in the community with a sense of pride and social responsibility.

### **Stepping Stones Fostering Panel**

In accordance with the Fostering Services (England) Regulations 2011, Stepping Stones Fostering maintains a central list of persons suitable to sit on our panel. We have an established fostering panel whose overriding objectives are to promote and safeguard the welfare of children in foster care. The panel can only make recommendations as it is the Agency Decision Maker who makes the formal decision. Our fostering panel meets regularly in London. The panel has a balance of gender, ethnicity, qualifications and experience to effectively implement its functions. This balance also reflects our commitment to bring together individuals from different backgrounds.

Stepping Stones Independent Chair has many years' experience of working with children and young people in a variety of roles. There are two Vice-Chairs appointed, either will cover the business of the panel in the absence of the Chair. The central list of suitable

panel members includes education and child health representatives, an independent foster carer, a former foster child, a psychologist, and qualified social workers. The panel also has access to specialist legal and medical advice as required.

### **Recruitment, Assessment and Approval of Foster Carers**

Stepping Stones Fostering makes use of the competencies approach in all stages of the recruitment, assessment and approval of the foster carers. We endorse the view expressed in the Fostering Network Code of Practice that the use of common, standard assessment tools, such as those produced by the Fostering Network and the BAAF Form F, will enable fostering services to achieve uniform standards. We therefore make full use of the above tools in the recruitment, assessment and approval stages of fostering applications to Stepping Stones. We also seek to actively promote the Fostering Network values underpinning the competencies approach and to ensure that they are an integral part of the assessment process. These are that:

Child safety is paramount

Individuals are respected

Difference and diversity is valued

Equality is promoted

Discrimination is challenged

Confidentiality is maintained

Advice and feedback is provided in a constructive way

Applicants are supported to demonstrate their competence

Standards of childcare are explicit and agreed

## Recruitment

Stepping Stones Fostering subscribes to the following statement:

“The aim of our recruitment campaign is to attract potentially suitable people who may wish to take up fostering and provide them with significant information for them to decide whether or not to make a formal application”.

(Fostering Network Code of Practice)

Stepping Stones advertisements and other recruitment materials aim to promote the Agency’s specific selection criteria, which are as follows:

- + Applicants with particular skills and experience in specific areas such as learning difficulties and medical problems.
- + Applicants who show a willingness to work towards meeting care standards for fostering.
- + Applicants with experience of previous fostering and/or close involvement with someone who has already fostered.
- + An ability to reflect on life experiences and to mature through them.
- + An ability to see beyond children’s behaviour, and to link it to past trauma, where applicable.
- + An empathy for and natural ability to nurture children traumatised by separation from their birth families.
- + Applicants able to accept teenagers
- + Applicants comfortable with parents visiting their home.
- + If living with a partner/spouse, the relationship should be established and secure.
- + In addition, Stepping Stones will expect the applicants to have:

- ✚ A spare bedroom.
- ✚ Plenty of physical and emotional stamina.
- ✚ A commitment to attend training events and support groups.
- ✚ A willingness to support a child's/young person's attendance for therapy, hospital appointments, education appointments and other relevant meetings including the provision of transport where necessary.

Priority will be given to progressing those applicants who appear to meet some or all of the above requirements.

All interested people who either respond directly to an advertisement/or apply to Stepping Stones on line in between recruitment campaigns, will have their enquiries recorded on a registration of interest form.

### **Application Form**

Once the potential applicant has had an opportunity to find out about fostering and is keen to apply, they will be asked to complete an application form.

The application form may be sent to the applicants for them to complete or may be completed with an assessor during the initial home visit interview.

### **Initial Home Visit**

During the initial home visit interview, applicants will be given further information about fostering. The roles and responsibilities of the staff of Stepping Stones Fostering will be discussed as well as the assessment process itself. The need for all adult members of the household to consent to a DBS (Disclosure and Barring Service, previously referred to as CRB) and other statutory checks will be explained and information on these checks (including medicals) will also be supplied.

In addition, Stepping Stones Fostering agency requirements in terms of health and safety standards will be provided to ensure applicants meet certain essential criteria.

Following the first interview, applicants will be given feedback which will be recorded on the fostering agency's file.

The DBS, local authority, medical, references and other checks are begun at this stage in respect of suitable applicants.

### **Preparation Training**

Applicants will be invited to attend a "Skills to Foster" preparation course along with other applicants. The course is led by experienced social workers and foster carers. We provide specialist training where carers will be approved for more challenging children.

Assessment of prospective foster carers is undertaken using a competencies approach and the BAAF Form F report. Having explained the competencies, the assessor will then discuss each of them with the applicant and explore how they may obtain the evidence for each competency.

### **Planning the Assessment**

All assessments will be carried out by appropriately qualified and experienced social workers.

The first assessment meeting will be to plan the assessment with the applicants. At this stage, Stepping Stones will provide the applicants with information on the assessment process. The guide to the assessment process explains what the competencies are and how applicants will be expected to help identify and collect evidences towards their fostering portfolio.

When they have the first assessment meeting with applicants, Stepping Stones assessors will explain to them that:

1. Certain requirements will be made of them during the process, for example, attendance at a preparation group, permission for statutory checks and references.
2. That the assessment has two stages and that specified statutory and safeguarding checks are undertaken under stage 1. If it is decided not to continue with an assessment because of information collected as part of stage 1, this will be communicated formally in writing.

3. Under stage 2 of the assessment, they will be able to see final report and record any disagreement with it before this is considered by a fostering panel.
4. The assessor's report will make a recommendation to the fostering panel about their suitability to foster, including those children whom they might best be matched with, as well as their training and development needs for the future.
5. Applicants will be encouraged to give honest answers and not to exaggerate or give false information about their skills and/or experience. Doing this may lead to them not being able to cope in certain future placements.
6. The assessor will explain the competencies required for fostering and give initial help and advice in enabling applicants to link evidence with the skills required for fostering.
7. Leading on from the above, the assessor will also help the applicant identify skills or abilities they may find most difficult or need to develop.

### **Gathering Evidence or Information**

The Stepping Stones assessing social worker will undertake the assessment in the following settings:

-  The applicant's own home.
-  During the Skills to Foster preparation course.

A variety of techniques will be used to gather evidence or information regarding the applicants' suitability to foster. These may include:

1. The BAAF Form F guidance lists to assist applicants and assessors to work out what existing skills they already possess and what new ones they need to acquire.
2. Eco maps, family trees and/or other personal history tools to gain information on an applicant's motivation to foster and how their past history may impact on future fostering.

3. Witness statements from other adults who can corroborate the applicant's ability to relate to and care for children, for example, friends, schools, employer or former partner where applicant may have jointly parented unless there are exceptional reasons not to be involved.

4. Discussion

5. Records and reports

6. Assignments and case studies

7. Role playing and simulation

8. Observations from the "Skills to Foster" preparation course

Care will be taken by the assessor to stand back and pay due attention to the life history of the applicant - rather than concentrating solely on the applicant's current functioning and circumstances.

The completed assessment will include a recommendation by the Stepping Stones assessing social worker.

### **Statutory Checks and References**

Following written consent from prospective carers, Stepping Stones will ensure that satisfactory clearance is received in relation to the following checks and references before the approval stage is reached.

1. Statutory Checks

Proof of identity

Enhanced Disclosure and Barring Service (DBS) on all adult household members

Local Authority Checks

Cafcass (if appropriate)

Ofsted (if appropriate)

Previous applications to foster

Overseas check (if appropriate)

## 2. References

Personal x 3, including ex-partner where there have been children in common; each referee will be visited by the assessing social worker

Employer's reference (if applicable)

Health visitor (if applicable)

School (if applicable)

## 3. Adult Health report

## 4. Health and Safety inspection

Following satisfactory clearance in relation to all the statutory and other checks, as well evidence that the applicant complies with health and safety requirements, the Stepping Stones assessor will reach a point in stage 2 of the assessment when enough information has been collated about the applicant in order for an assessment recommendation to be made. This may be in the form of a brief report or a final report to the fostering panel.

At this stage, the applicant will be told the recommendation and reasons for it. Feedback will be given in a clear and constructive way and recorded in order to meet legal and Stepping Stones requirements.

The structure of the final report will be within the framework of areas covered by the BAAF F Form, including the competencies and consideration of the applicant's learning and development needs to enable them to achieve the TSD (Training, Support and Development) standards within twelve months.

Prospective foster carers will sign the assessment report prior to submission to panel and where applicants suggest changes to the report, these are negotiated with the assessing social worker. Applicants have the right to add written comments or other information to their report if they wish.

Copies of brief reports or the completed BAAF Form F report are circulated to the Stepping Stones fostering panel members in advance of their meeting.

The assessing social worker will attend the fostering panel meeting to present her/his report. Applicants are invited to attend and may bring a supporter with them.

### **Approval and Representation**

Stepping Stones Fostering panel makes recommendations about the approval of prospective carer/s.

The Agency Decision Maker considers the recommendations before notifying the applicant/s in writing. Where the decision is to approve them, the letter will specify any terms of approval.

Following approval, foster carer/s and Stepping Stones sign a written agreement (the Foster Care Agreement) confirming the foster carer/s appointment as the agency's carer/s. The Foster Care Agreement sets out the terms and conditions of the fostering household's relationship with Stepping Stones and outlines expectations of both the carer/s and the agency.

If, following consideration by the fostering panel, and a review of case papers and the final panel minutes, the Agency Decision Maker considers that an applicant is not suitable to act as a foster carer the Decision Maker will write to the panel Chair and the Responsible Individual proposing not to approve the applicant/s together with reasons (a 'qualifying determination'). The Responsible Individual will then invite the applicant/s to submit written representation within 28 days of the notice or to request a review by an Independent Review Panel through the Independent Review Mechanism (IRM). Further details will be provided as required. If Stepping Stones does not receive any representation within the above said period and there is no referral to the Independent Review Mechanism, it will proceed to make its decision.

If Stepping Stones receives written representation it will refer the case to its fostering panel for further consideration; and the Agency Decision Maker will make its decision, taking into account any fresh recommendations made by the fostering panel, and will notify their decision to the applicants in writing.

If Stepping Stones receives any recommendations from an Independent Review Panel through the Independent Review Mechanism, the Agency Decision Maker will take these into account and then make their decision, and will notify their decision to the applicant/s in writing.

### **Reviews and Terminations of Approvals of Foster Carers**

Stepping Stones Fostering has a comprehensive policy on reviewing foster carers, as per the Fostering Regulations (England) 2011, Regulation 28, in which it is the organisation's responsibility to carry out a review of all foster carers approved by the agency and must take place not more than a year after approval and thereafter whenever the fostering service provider consider it necessary, but at intervals of not more than a year.

Stepping Stones will follow the process for terminations of approval as per the Fostering Regulations 2011 as specified under the Fostering Regulations 2011, section 28, sub-sections 7 – 12.

### **Safeguarding**

Stepping Stones has a comprehensive Safeguarding Policy in operation. This is because it is fully recognised that children and young people who are looked after are vulnerable and our responsibility as a caring organisation is to provide a safe and caring environment from which children and young people grow and develop. Therefore, our policy is that the child or young person should always be believed in cases where an allegation of abuse is made. Our first priority in cases like this is to protect the child or young person from the alleged perpetrator. It is of paramount importance that the child or young person making

the allegation is reassured by the foster carer and staff team at SSFL and supported at all times.

Child protection investigations are conducted within the remit of working together within a multi-disciplinary approach. This therefore will include investigations that are either or a combination of internal, criminal and/or external, in nature. The comprehensive Safeguarding Policy supports this work.

Stepping Stones Designated Safeguarding Officer is Esther Jeedigunta, Registered Manager who is committed to ensure that all child protection referrals are made to the appropriate Local Authority Designated Officer (LADO) based on the carer/s' location.

Carers subject to allegations of abuse or standards of care have access through Network Fostering to independent support and advice, including legal assistance.

On placement, all children are given a copy of the Children's Guide which includes details of how a child or young person can express their feelings on any issue or concern.

Foster carers are given very clear guidance about safe caring. This is reinforced through mandatory training on safe caring and through ensuring all carers have a Family Safe Caring Policy on approval. This safe caring policy is shared with the child or young person on placement, and which is adapted at the start of each placement, depending on the needs of the child.

### **Fire Precautions and Emergency Procedure:**

Stepping Stones ensures that all foster carers homes have fitted smoke detectors on each floor. Foster carers evacuation procedure is part of their Health and Safety check, and is explained to all new placements.

## **Promoting Contact for Child and Young Person**

It is Stepping Stones policy that a child or young person contact with her/his family, persons with parental responsibility and friends should be promoted both by telephone, in person and/or written and any other mediums deemed appropriate.

Stepping Stones will work in partnership with the placing local authority and meet the contact needs of the child or young person as identified in the care plan.

## **Complaints Procedure**

On admission at the placement, each child and young person is given a copy of the Children's Guide which has details of the Children's/Young Person's Complaints Procedure, the Home Rules as well as useful information relating to Stepping Stones. The Children's Guide is discussed fully with the child or young person to ensure that they have a full understanding of the foster placements house rules and their rights to complain. Any discussion takes into account the child or young person age and level of understanding.

It is also brought to the attention of the child or young person that they can speak to their foster parent/s about their complaint, or contact their allocated Social Worker, the Supervising Social Worker or Ofsted at:

Email: [CIE@ofsted.gov.uk](mailto:CIE@ofsted.gov.uk) or Telephone: 0300 123 4666

**CORAM Voice – Speak to an Independent Advocate: 0808 800 5792**

**Website:** [www.voiceyp.org](http://www.voiceyp.org)

## **Children's Commissioner for England**

You can get in touch with the Children's Commissioner Anne Longfield

By Email: [info.request@childrenscommissioner.gov.uk](mailto:info.request@childrenscommissioner.gov.uk)

Phone: 020 7783 8330

Freephone: 0800 528 0731

Address and location

Children's Commissioner for England

Sanctuary Buildings

20 Great Smith Street

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