

Worcestershire Children First Fostering Quality Assurance Programme Quarter 2 22/23 Report

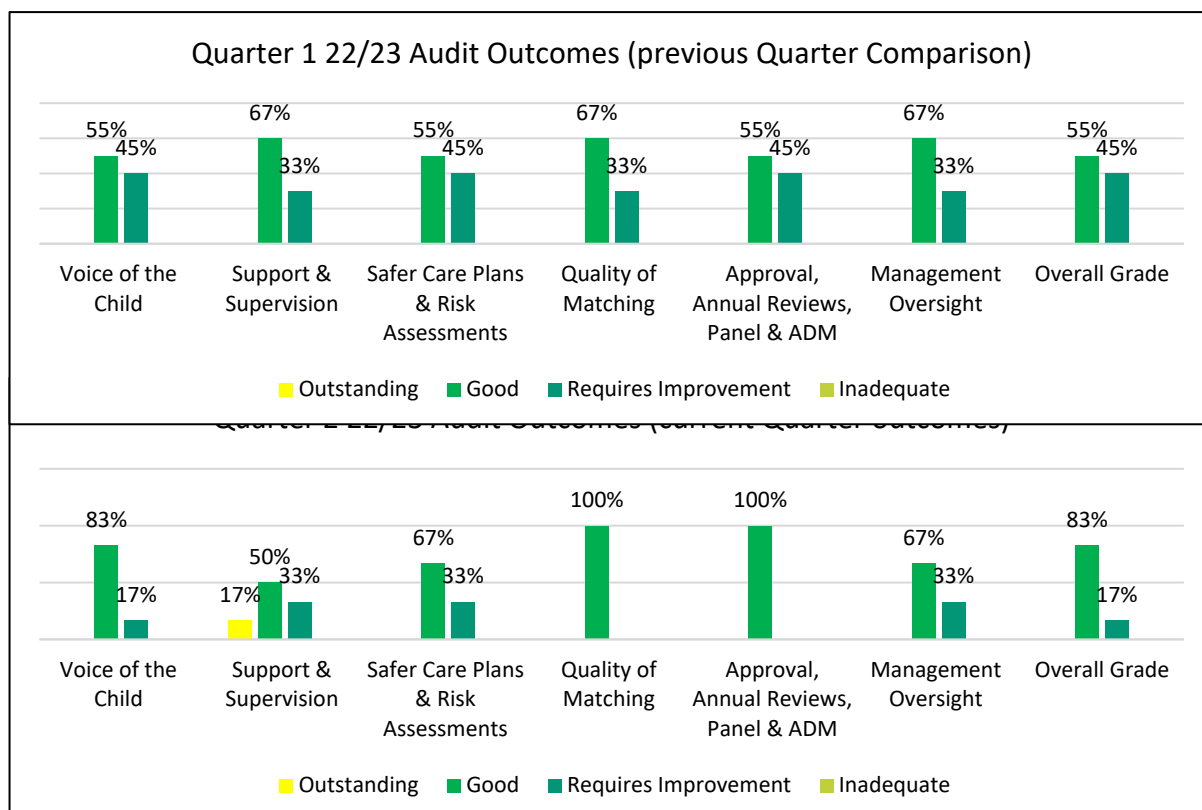
Our WCF Fostering Quality Assurance Framework focuses on three key strands, Audits, Service User Feedback and Key Performance Indicators; this report focuses on our learning from Audit Activity and feedback from children, parents & carers – we focus on learning and feedback from Quarter 2 22/23. This is our second Quarterly Report therefore we will be able to present Quarter on Quarter comparisons.

In this Quarter we presented the learning from the previous Audit Period to the WCF Management Team for reflection and dissemination to the wider service, we also ran two Audit Workshops on completing Audits, WCF Fostering Managers were invited to attend these sessions.

Audits:

Our Audit Programme consists of Monthly Peer/Moderated Case File Audits; each month a selection of cases is identified open to WCF Fostering, each case is allocated to two managers, both managers independently audit the case record and a senior manager in WCF moderates the audit – this supports the identification and consistent application of what good looks like, learning and outcome grades.

Six audits were completed this Quarter; we evidence improvements in Good practice throughout.



What is working well?

- Supervision has a focus & reflection on the Voice of the Child
- Visits evidence opportunities for children & young people in placement to speak to Supervising Social Workers
- Voice of the Child is evidenced as connected into Assessments and Carer Reviews
- Evidence of examples of responding to children’s wishes and feelings
- Carer Supervision is timely and recorded consistently
- Case Summaries evidenced as present on records
- When need increases, visits to carers and households increase to match this
- When cases transfer between workers, there are planned handovers between workers
- Evidence of Placement Meetings taken place and reflecting on key issues such as Delegated Authority
- Risk Assessments in place and when new concerns are identified these are updated
- Evidence of Kinship Placements are matched to need
- Review Paperwork for Annual Reviews in place and timely, ADM Decision making recorded
- Regular Management Supervision & Footprint is evident on file and is taken place regularly

Areas for learning & focus?

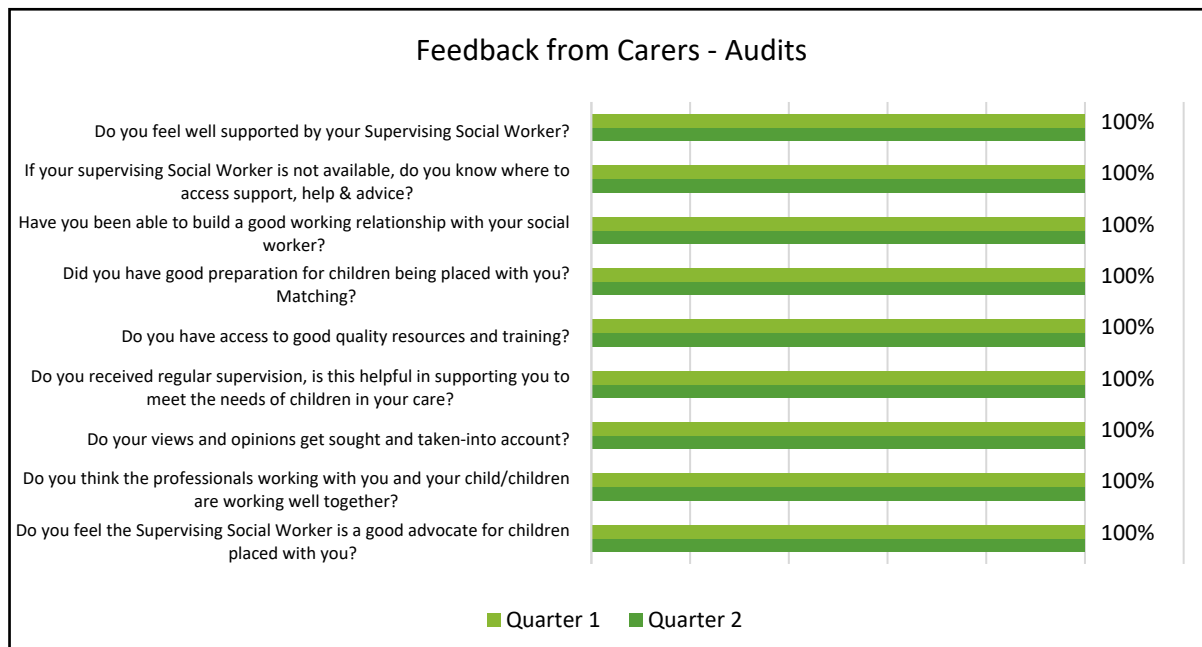
- Ensure that when children & young people raise concerns that we share and work with Children’s Social Workers and connect with IROs
- When children discuss Family Time or wishing for this to increase, ensure we follow this up or support children to understand the decisions and plans in place
- Ensure we reflect, and when required challenge, carers regarding both carers being present to meetings, supervisions & appointments
- Ensure we follow up and update training records and address any gaps with carers regarding training needs and standards
- Kinship Carer supervision to reflect on wider family connections and relationships
- Ensure Supervising Social Workers follow up actions with other workers/agencies when needs are identified in Carer Supervision
- Ensure that concerns within Risk Assessments & Plans are followed up – how we evidence change/de-escalation
- Ensure if concerns are identified (such as in Health & Safety Checks) we follow these up and evidence this has taken place
- Ensure we undertake our unannounced visits consistently
- Weekly Logs from Carers are not consistent in quality, ensure we address this directly
- Ensure we gain feedback from Social Workers, IROs, Family & Partner Agencies for Panel & Reviews – what can the service do differently
- Team Managers to follow up and/or evidence this follow up with C&F Team Managers when addressing any concerns

Next Steps?

1. Presentation of the over-arching findings & report to the WCFE Management Team – 17th October 2022
2. Dissemination of the findings and report to all WCFE Teams, lead by the respective Team Managers
3. Ensure that Team Managers have met with each Social Worker where an audit has taken place to reflect on individual audit learning
4. Learning for Auditors – the Quality of Matching does not present in Audits as being explored

in the same depth as other areas and this needs to be developed; recommendation the service undertake a focused Audit on the Quality of Matching

Experiences of our Carers



In Audits 5 carers gave us feedback, in comparison to the previous quarter we see all carers reporting positively on their experiences.



This Quarter we have introduced feedback calls to carers on their experiences, 22 carers gave feedback using this process this quarter, and the majority reported positives, access to resources and training is a key strength. The areas of greater focus are on matching preparation and how professionals are working together.

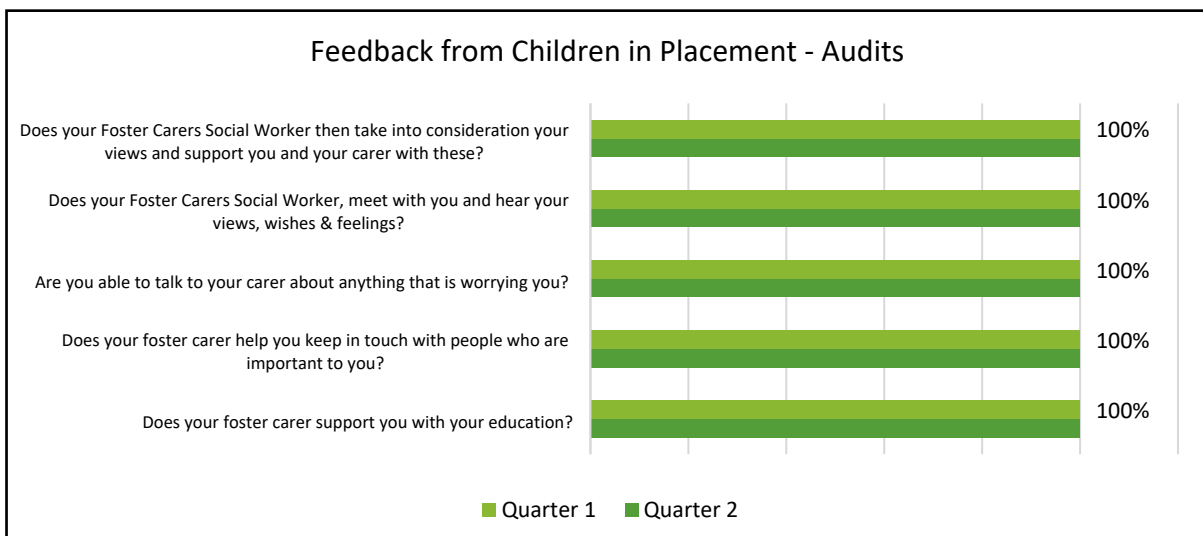
“Ours case was slightly different as we had a fortnight's transition to get to know the children. We felt supported throughout the process”

“The Training Hub has been useful as it has allowed us to request training that we feel would be helpful and we can undertake training at a time to suit us”

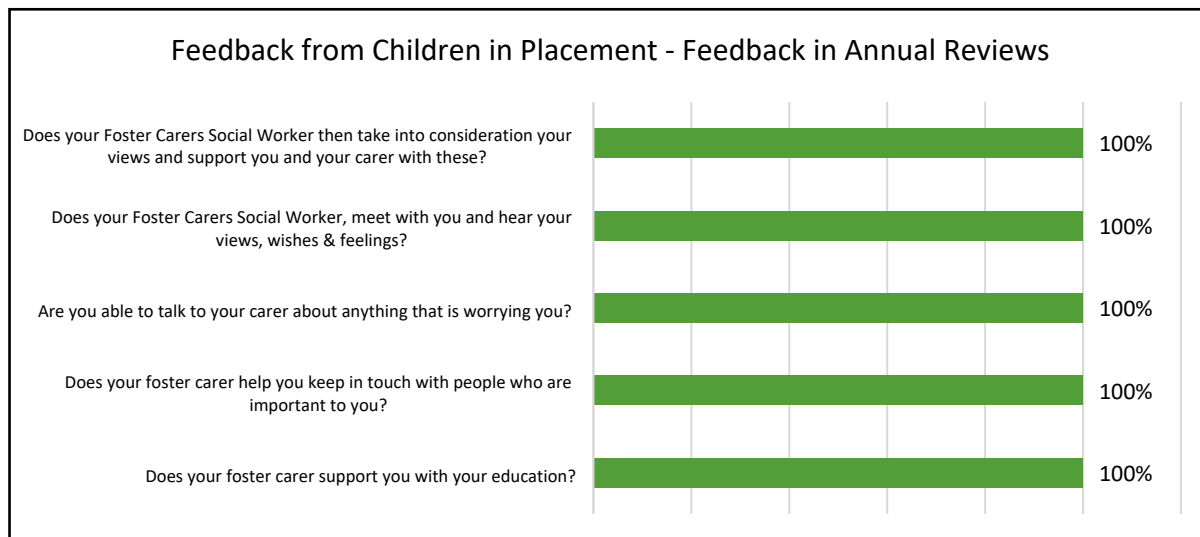
“SSW has been with us for nearly 5 years, and she has been brilliant. Any issues have been dealt with appropriately”

“SSW is always responsive to calls and text messages”

Experiences of Children & Young People in our Placements



In Audits 6 children gave us feedback, in comparison to the previous quarter we see again consistent and positive feedback.



In Quarter 2 we have introduced additional questions within our children’s feedback for Carer Annual Reviews to help us capture how they are supported and experience WCF Placements – in this period 24 children gave us feedback and there was consistently positive feedback from children & young people.

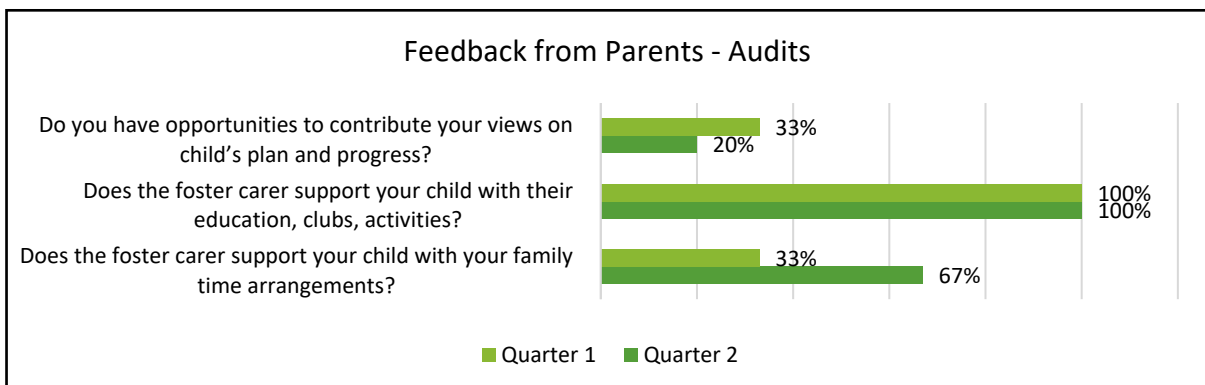
“That I have somewhere to live and can go out and play”

“J said he is very happy living with his carers J and A and would not change anything”

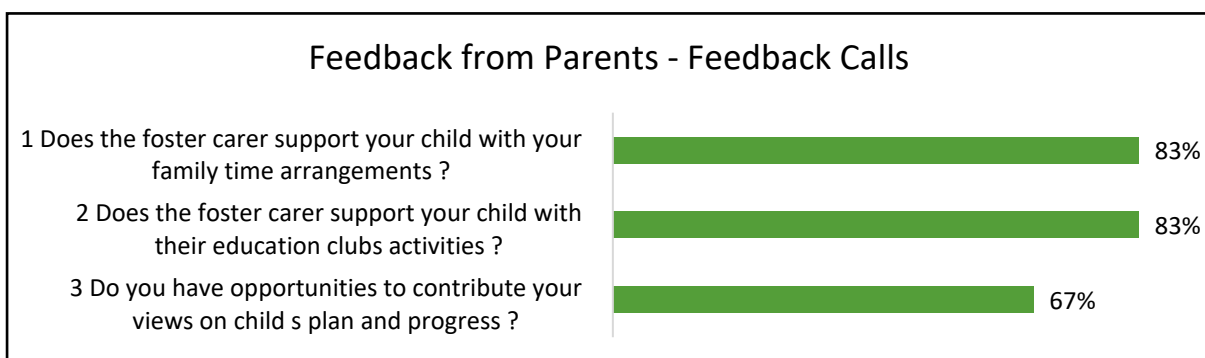


“They are kind and friendly. They help me. They moved to a larger house so we could keep living with them long term. I feel happy and safe there”

Experiences of Birth Parents of WCF Fostering



In Audits 5 parents gave us feedback, in comparison to the previous quarter we see consistency and improvement for carer support to children and supporting family time, however, birth parent feedback on being able to contribute their views remains low.



This Quarter we have introduced feedback calls to birth parents on their experiences, 12 parents gave feedback using this process this quarter, this graph is their feedback and the majority reported positives, this is an improvement in areas identified from Audits in the previous Quarter.



“My son is only 7 months old, but he is developing well, and the carer is doing everything she can”

“Birth mum said that her daughter seemed more positive with the foster carer, she seemed a lot more-happier than in the previous placement”

“L explained that she attends the children's reviews and there is one this Wednesday and she goes to the PEP's and is commenting today for the foster carers review”

Summary of Feedback:

- Across the audits we gained 74 pieces of individual feedback (27 carers, 30 children and 17 birth parents).
- We need to continue to focus on ensuring this is business as usual, this is a significant increase from the previous quarter where we saw 16 pieces of feedback.
- We see positives reported from children in placement, carers, and parents on how they experience WCF Fostering and is evidence of the impact of the improvement work from the past 12 months. Parents feeling able to contribute their views is an area of focus.