



**Herefordshire**

## Herefordshire Foster Carers Charter

### What Foster Carers can expect from the Fostering Service:

#### Working in partnership

We recognise that foster carers have skills and expertise and make the biggest difference to the everyday lives of children in care.

We will:

- ▶ Value your skills and expertise equally to those of other professionals.
- ▶ Recognise that you are the people who live with children every day and know them best.
- ▶ Include you in all meetings that affect you and the children you care for.
- ▶ Ensure that our fostering service will meet the standards set out in fostering regulations and guidance.
- ▶ Treat you without discrimination and respect you as a colleague
- ▶ Respect confidentiality.

#### Information

We know that information is vital in order for foster carers to provide care that meets the child's need.

We will:

- ▶ Give you all the information you need in order to care safely for the child
- ▶ Provide this information in writing prior to placement (except when there are emergency placements and it is not feasible to do so, when we will provide this information as soon as possible)
- ▶ Ensure that there is a placement plan drawn up in discussion with you and agreed with you in advance of placements (except in emergencies where this will be done as soon as possible).

- ▶ Provide you with information on all financial matters including tax, allowances and additional entitlements
- ▶ Provide you with full details of all relevant departmental policies and procedures.

### **Clarity about decisions**

We recognise that in order for children to live a full family life foster carers must be able to make decisions regarding the children they foster.

We will:

Ensure that, wherever possible, you are able to make everyday decisions that mean that your fostered child is not treated differently to their peers and can feel part of your family.

Provide clarity about any decision you cannot take at the outset so that everyone understands who is responsible for what. This will be looked at in detail within the placement plan.

### **Support**

We recognise that fostering is an isolating and challenging task and appropriate and timely support makes all the difference to the fostering family and to the child in your care.

We will:

- ▶ Respond positively to requests for additional Support
- ▶ Provide you with formal supervision 3 times a years and regular phone or email contact.
- ▶ Give you honest and open feedback provide you with access to 24-hour support.
- ▶ Pay you allowances, expenses and fees in a timely manner.
- ▶ Pay fees that reflect your skills.
- ▶ Ensure that there is a local group, recognised by the fostering service, where you and your family can find support and share experiences with other fostering families.

## **Learning and development**

We believe that foster carers must be enabled to access learning and development opportunities throughout their fostering career.

This will ensure they have the skills and knowledge they need, and allow them to develop their practice in order that they can help transform the lives of the children they foster.

We will:

- ▶ Provide you and your family with appropriate and relevant training by trainers who understand the fostering task. At appropriate times, including weekends and evenings.
- ▶ Provide you with other development opportunities which make the best use of your skills and expertise, such as mentoring or providing training or support.

## **Fair treatment**

We recognise that foster carers have a right to be treated fairly, no matter what the circumstances.

We will:

- ▶ Consult with you before changing terms and conditions
- ▶ Ensure openness in all of our discussions and communications with you
- ▶ Ensure that you are treated with respect, kept informed and provided with emotional support should you be subject to an allegation
- ▶ Provide a framework for dealing with allegations and adhere to our agreed timescales
- ▶ Ensure that you know the arrangements for the payment of fees and allowances in the event that you are not able to foster while the subject of an allegation.

## **Communication and consultation**

We believe that open and honest dialogue is the key to a good relationship.

We will:

- ▶ Facilitate regular communication between you, councillors and the Director of Children's Services.
- ▶ We will listen to foster carers
- ▶ Ensure that we consult with you in a meaningful way on matters that affect you.
- ▶ Give clear expectations around children's care plans and the foster carers role within that.
- ▶ Give you timely feedback from consultations.

## **What the Fostering Service can expect from Foster Carers:**

### **Working in partnership**

We will demonstrate a high standard of care and conduct.

We will:

- ▶ Demonstrate our expertise and make use of our skills to the best of our ability provide children with an experience of family life
- ▶ Attend meetings about the children and young people we care for
- ▶ Work with the agencies involved with the child such as school, health and religious establishments.
- ▶ Show a willingness to work with birth parents, wider family and people significant in a child's life
- ▶ Meet the standards set out in fostering regulations and guidance and follow departmental policies and procedures respect confidentiality.

## **Respect for the child**

Every child and young person should be respected as an individual and be supported in meeting their needs and achieving their aspirations and potential.

We will:

- ▶ Respect and promote a child's religious, linguistic and cultural heritage afford the same level of protection and care to a child as we would our own child in accordance with the national minimum standards
- ▶ Ensure the child has the right to make decisions regarding their own lives, as appropriate to their age and understanding.

## **Information**

We believe that open and honest dialogue is the key to a good relationship.

We will:

- ▶ Inform our supervising social worker about changes in our household
- ▶ Inform our supervising social worker about any difficulties that arise for us.

## **Learning, development and support**

We must be enabled to access learning and development opportunities throughout our fostering career. This will ensure we have the skills and knowledge we need, and allow us to develop our practice in order that we can help transform the lives of the children we foster.

We will:

- ▶ Be prepared to develop our skills throughout our fostering career
- ▶ Attend relevant training
- ▶ Take up opportunities offered to us
- ▶ Let you know if we are unable to attend and contribute to support groups.

## **Communication and consultation**

We believe that open and honest dialogue is the key to a good relationship.

We will:

- ▶ Respond to local consultations and discussion in order to inform the development of the service. The role of the elected Foster Carer Representatives is available to help support this dialogue.
- ▶ Meet with councillors, service managers and others in order to promote dialogue and a good working relationship.