



## Statement of Purpose

### Welcome to Young People at Heart

Young People at Heart was founded by Gary and Davina Cox and our first registration was granted by Ofsted in Essex, England on 9 April 2015.

Gary and Davina formed Young People at Heart as a not-for-profit organisation for one simple reason; they wanted to create an independent fostering environment where outcomes for young people were paramount for the organisation and everyone associated with it.

Being a not-for-profit organisation means there are no shares, so any surpluses are retained within the organisation for the benefit of the young people in care, not paid out to shareholders or investors as dividends or interest. Similarly, with no shares, there is no motivation to reduce costs and increase profits to increase the value of the organisation for sale.

Quite simply, everything the organisation does has the interests of young people at heart and that's the way Gary and Davina want it to stay. Young People at Heart will remain not-for-profit, overseen by the Cox family, to provide a safe, secure and stable environment for young people in care and our foster carers and staff.

Since 2015, we have expanded our service and we now have Ofsted registered offices in Essex, Herefordshire and Yorkshire. On 3 December 2020 we received our registration for a Welsh service from the Care Inspectorate Wales.

Young People at Heart. Our name is our ethos.

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## Introduction

This Statement of Purpose has been developed in accordance with Part 2 of The Regulated Fostering Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019 and the Statutory Guidance for Fostering Services 2019. The document also notes the requirements of the Social Services and Well-being (Wales) Act 2014, The Regulation, and Inspection of Social Care (Wales) Act 2016, The Regulated Services (Registration) (Wales) Regulations 2017 and The Fostering Panels (Establishment and Functions) (Wales) Regulations 2018.

Quality is the cornerstone of everything we set out to achieve. As you read this document, if there is anything you think we could do to improve our Statement of Purpose, please let us know by contacting us at the addresses at the end of this document.

Young People at Heart makes a copy of the Statement of Purpose available to:

- Care Inspectorate Wales
- Full time, part time, permanent, temporary or sessional staff members as well as panel members, independent reviewing officers and anyone else providing professional support services to the organisation.
- Foster carers and prospective foster carers
- Local Authorities placing or considering placing young people with us
- Young people placed or being considered for placement with us
- Family members of young people placed or being considered for placement with us

This document is also available on our website [www.youngpeopleatheart.org](http://www.youngpeopleatheart.org)

We consider the Statement of Purpose to be a living document so it will be updated annually, sooner if there are any significant or substantial changes to the agency, the legislation that governs us or anything we do. Any amendments we make will be approved by the senior management team and board of directors.

## Our Values

As we work towards our objective of achieving the best possible outcome for every young person placed in our care, we have two simple but key values:

- Young people are at the heart of everything we do; and
- Quality is the cornerstone of our organisation.

Everything else, such as valuing and supporting our foster carers and staff, follows from these values in order to achieve our objective.

## Section 1 - About the provider

Name of Service	Young People at Heart
Legal entity	Company Limited by Guarantee Company Registration number: 9198997
Registered Company Address	36 Rosslyn Park Weybridge Surrey KT13 9QZ
Responsible Individual	Gary Cox, Founder and Director
Manager of Service	Dave Bailey
Service Address	Rural Enterprise Centre Vincent Carey Road Hereford Herefordshire HR2 6FE

## **Section 2 – Description of the location of the service**

Young People at Heart Limited was formed in September 2014 and registered as a not for profit organisation under company registration number 09198997. Ofsted registration was granted to our Essex office on 9 April 2015 under registration number SC486913. Our Essex Ofsted registration is based in East Tilbury, Essex.

The organisation recruits, assesses, trains, supervises and supports foster carers, applying careful matching between the foster carer families and young people in care.

In September 2017, we opened a second office in Hereford, and in May 2018 we opened our third office in Barnsley, South Yorkshire. Hereford and Barnsley initially operated under the Essex registration, but on 22 February 2019, Ofsted registration was granted for our Yorkshire office under registration number 2500324. The Yorkshire office has since moved from Barnsley to Doncaster. Due to growth in Hereford, a separate Ofsted registration was granted on 7 October 2019 under registration number 2541624. Due to the proximity to the Welsh border, a Care Inspectorate Wales registration for the Hereford office was obtained on 3 December 2020 under registration number SIN-00012188-NXQN, to enable the organisation to support Welsh children placed with Welsh foster carers.

The Hereford office is located at Rural Enterprise Centre, Vincent Carey Road, Hereford, Herefordshire, HR2 6FE and the rented accommodation comprises office space and a participation/meeting room. Initially, the plan is to support foster carers in Wales from the Hereford Office, recruiting Welsh based staff members as the service develops and ultimately establishing an office in Wales. The fostering Panel meets in the Hereford office, or via video link.

We hire training and activity facilities from not-for-profit organisations such as local scout groups, in order to support the local communities.

The Organisation is initially recruiting foster carers in the Welsh border areas of Powys and Monmouthshire, and will extend across Mid and South Wales as the service develops.

## **Section 3 – Fostering services provided**

Young People at Heart seeks to support young people from birth through to leaving care and Staying Put placements. We provide placements for a diverse range of ethnicities and young people with physical and learning disabilities. We expect that young people referred to us will exhibit some challenging behaviours and our foster carers and staff work to support these placements. We offer short, medium and long-term placements, catering for single, sibling groups and parent and child placements.

### **Short-Term Placements**

Our short-term foster placements are offered for children with a wide range of needs and in a range of circumstances. Whatever the goal of the placement; whether this be to facilitate a return to birth family, a move to a permanent placement or to provide stability for a child whilst assessments or care proceedings are on-going, our team will work with the placing authority in line with the Care Plan. Short term placements need to be flexible and our carers are prepared to expect placements from a few days or weeks, up to a number of years in duration.

### **Long Term or Permanent Placements**

Many of our foster carers have the experience and skills necessary for providing placements to children that may last for lengthy periods of their childhood or may be planned from the outset as permanent care to support them through to independence.

The majority of our foster placements are matched long term or permanent placements.

### **Sibling Groups**

Sibling placements are for brothers and sisters who are all placed together with foster carers. Often the need to maintain relationships between siblings is the key consideration for a Local Authority when searching for the right placement. Young People at Heart have carers who are particularly experienced in providing placements that enable sibling groups to remain together in a single household.

### **Enhanced needs placements**

Young People at Heart has a number of young people with enhanced needs such as physical or learning disabilities placed with our foster carers. Added support is made available to enhanced needs placements.

### **Solo placements**

Where the needs of a young person are so complex that they prevent the placement of other young people in the foster household, added support is made available to meet the needs of the young person and support the foster carers.

### **Respite Placements**

Respite placements are available with Young People at Heart on both an emergency and planned basis. Many foster carers have all the skills necessary to meet the needs of Looked After Children but due to other commitments or personal preferences are not able to offer ongoing placements.

### **Emergency Placements**

Young People at Heart has foster carers able to offer emergency placements. Whilst we would always prefer to make placements on a planned basis, emergencies happen and with wide geographical coverage we are often in a position to respond. Emergency placements can be offered to a specific Local Authority as and when the need arises. Our referrals team are always quick to respond and our out of hours service is available to support placement matching out of normal office hours

### **Parent and Child placements**

Foster carers provide a foster home to parent(s) and their young child(ren) to support the development of their parenting capacity while the Local Authority works with the family and foster carers to make an assessment of their ability to meet the longer term needs of each child. Foster carers receive additional training for this important role.

## Section 4 – How the fostering service is provided

### Foster Carer Recruitment

Young People at Heart recruits foster carers who have the potential to meet the needs of a young person placed with them. Some applicants may have previous experience of fostering or have significant experience of working with children in another setting. Others may have their own family or simply be able to demonstrate an insight into young people that will enable them to develop the necessary skills to care for young people in the care system.

While seeking to grow the number of foster carers in the UK, Young People at Heart is also pleased to welcome enquiries from experienced foster carers from other providers who want to provide their services in a not-for-profit environment. One overriding condition on carers transferring from another organisation is that the interests of the young person must not be compromised.

Enquiries to become foster carers are welcomed from people regardless of gender, marital status, sexuality, ethnicity, disability, religion, culture or employment status. Any applicant convicted of an offence against a child or a serious offence against an adult will not be able to foster with us. All foster households will need at least one empty bedroom.

### The Assessment Process

Following receipt of an enquiry to become a foster carer, a home visit will be arranged. We refer to this as an 'Initial Visit' and it is an opportunity to have an honest, two-way discussion about fostering and whether it is right for the applicant. If both parties are happy to proceed and once a completed application form has been received by the agency, a qualified social worker will be allocated to conduct an assessment with the prospective carer and their family. We use the CoramBAAF Form F which is widely used in fostering assessments.

The assessment consists of two stages:

- Stage 1 comprises statutory checks and personal references. These include an Enhanced Disclosure and Barring Service (DBS) check, Local Authority checks, a fostering medical and references from employers, the applicant's current fostering organisation if already fostering, and at least two personal references. We will also conduct a safety review in the home and risk assesses any pets. If there is any indication in Stage 1 that the applicant is unsuitable to foster, the Registered Manager will consider whether the assessment can continue or whether it should be terminated and the reason will be explained to the applicant.
- Stage 2 is conducted in the applicant's home or video. The social worker preparing the Form F will meet with the family between six and eight times. Sometimes the family will be seen together and sometimes on their own but it is important to remember that this is a joint venture and requires the full participation from the applicants and their family. The Form F will gather personal information about the family, their relationships and partnerships and



their support network. It will also explore the impact they think fostering will have on them. If concerns are raised about the applicant's suitability to foster during the Stage 2 and the assessor wishes to terminate the assessment, a brief report will be completed and presented to Young People at Heart's independent foster panel. A recommendation will be made by the foster panel regarding continuing or ending the assessment and the Agency Decision Maker will make the final decision about terminating the assessment based on the brief report and recommendation by foster panel.

## **Initial training**

During the assessment process the potential foster carers attend a training course called 'Skills to Foster'. This is delivered by Young people at Heart staff and ideally will include input from a foster carer and young person. Areas covered include managing difficult behavior, the legislative framework, why young people come into care, the importance of working in partnership with birth parents and other professionals, awareness of child abuse and child protection issues, safe caring, diversity and record keeping. When relevant Stage 1 checks are complete, foster carers in assessment are invited to attend training and support groups to meet other foster carers.

## **The Panel**

Once the Form F is completed, the applicants have the chance to read and comment on the assessment. The Form F will then go to Panel. The Panel is made up of a number of independent people who have expertise working with young people. Their backgrounds typically cover social work, health, education, psychology and a foster carer from a Local Authority or other independent provider. We also have a young person who has experience in the care system on our Panel. The prospective carers will attend Panel with the social worker who prepared the Form F. The Panel may ask questions and after deliberating will make a recommendation to the Agency Decision Maker who has the final decision of whether to approve the applicants as new foster carers. When approved, the foster carers receive and sign a Foster Carer Agreement with Young People at Heart and local authorities are advised of their availability to receive a placement.

## **Matching Process**

All placements are carefully matched to ensure that the needs of the children and young people are met by the skills and experience of foster carers. Many of our foster carers have a wealth of experience or specialise in areas to meet the needs of children who have been abused, have challenging behaviours or for children who have specific medical requirements etc. Our Placements Officer, in conjunction with the Registered Manager or Qualified Social Worker will offer placement choices and will liaise closely with Managers, Supervising Social Workers, foster carers and local authorities to ensure the best possible match for child and foster carer. All children and young people are different and in a sense all placements are unique.

Careful consideration is given at the matching stage as to whether the foster carers can meet the linguistic, cultural or religious belief needs of the young person.

As a not-for-profit organisation, the ability to meet the needs of the young person is paramount, and no match is made unless we feel the foster carers can meet the needs and outcome objectives of the young person.

We share all documentation received from the Local Authority with the prospective foster family and a matching document is completed for every placement to evidence the matching process.

A short profile of the foster carers and a 'Welcome Book', containing photos and details of the foster family, their home and interests is made available to the Local Authority and young person.

### **Support and Supervision of Foster Carers**

Every foster carer approved by Young People at Heart has a fully qualified Social Worker to support them. Foster carers are visited at least once a month by their social worker, more frequently if required. The monthly visit is an opportunity for the foster carers and social workers to address any areas of concern or difficulty and is typically referred to as a Supervision Meeting. In addition, the foster carers receive a telephone call weekly and may receive visits from other Young People at Heart staff, such as education or support workers. There is also telephone support available from a Young People at Heart social worker 24 hours a day, 7 days a week. In addition to the regular visits, each foster care household receives at least one unannounced visit per year and an annual Health and Safety Audit on the carer's home.

Foster carers record details and events in the foster carer logs and these are reviewed regularly by their Supervising Social Worker.

### **Post approval training**

Young People at Heart believes foster carers should continually develop their skills and an annual training calendar of face-to-face training courses is published.

Following their initial training, referred to in a previous section, during their first year after approval foster carers are expected to take part in a number of mandatory programs. These include safer caring, safeguarding, paediatric first aid and equality and diversity training

All Young People at Heart foster carers are expected to attend at least 25 hours of training per annum aimed at improving the outcomes for young people in their care.

Training programs are delivered by Young People at Heart staff or specialist contracted trainers at venues convenient to groups of foster carers. We also offer a suite of online training programs. We also pay for foster carers to attend relevant training provided by organisations such as the Fostering Network or CoramBAAF.

During their first-year post approval, new foster carers are required to complete a Training Development standards workbook evidencing their experience.

A Personal Development Plan is prepared when foster carers go to Panel and is updated annually at their review.

## **Annual Reviews of Foster Carer Approval**

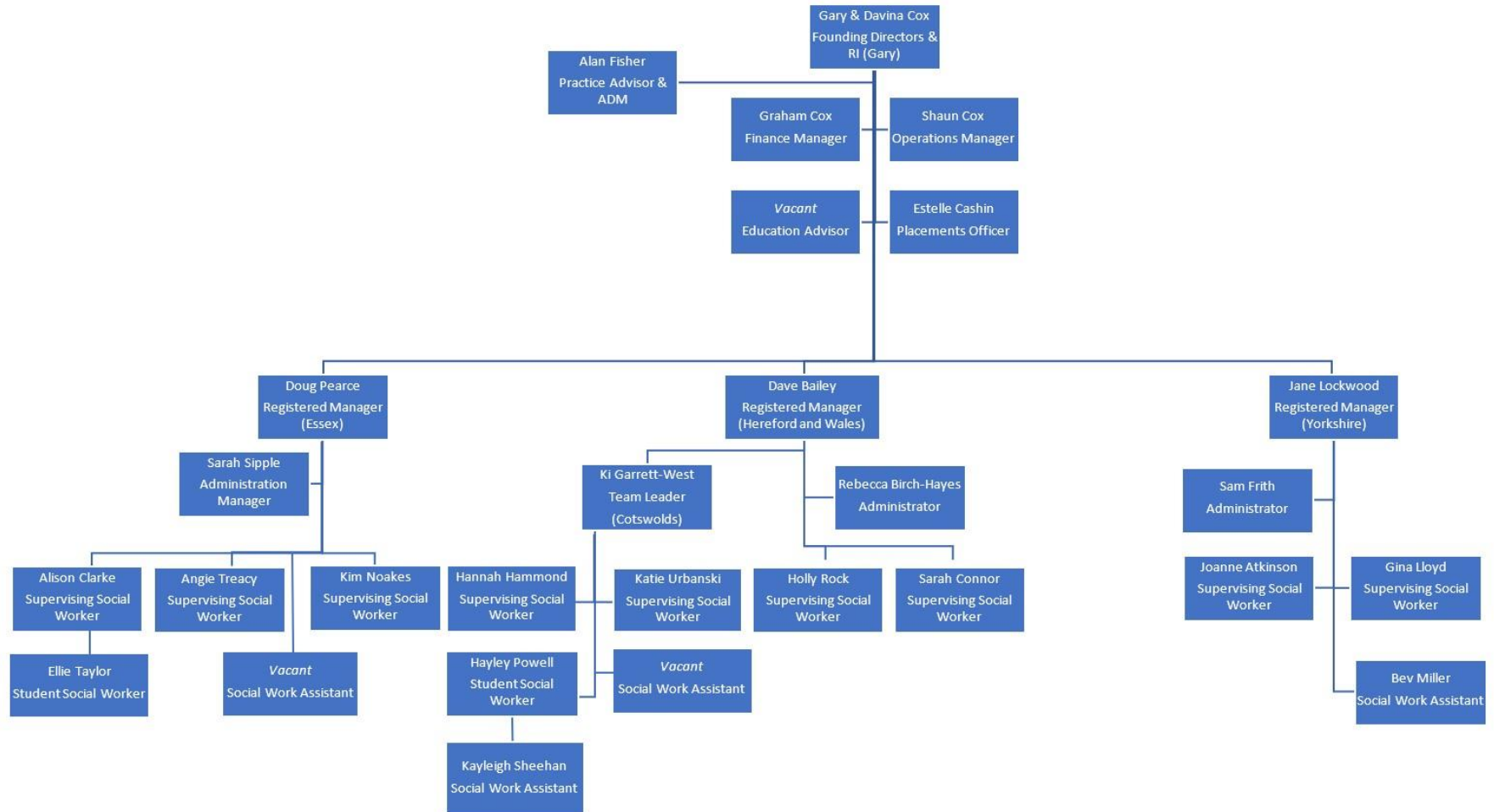
All of our foster carers are reviewed at least annually. The first annual review is presented to Panel, with the foster carers in attendance, and any reviews recommending a change in approval will be presented to Panel as a Review of Approval. Foster carer's annual reviews will also be presented to Panel every three years thereafter.

The annual review is an opportunity to identify any training or development needs, to discuss progress and set goals for the following year.

## **Welsh language**

Language and cultural skills and needs are taken into consideration when recruiting foster carers and matching young people to foster carer households. Documentation will be provided in the Welsh language as necessary.

## Section 5 – Staffing arrangements



The Organogram depicts the wider Young People at Heart organisation as evidence of the depth of support and advice available within the organisation.

Future posts will include:

- Additional Supervising Social Workers and Support Workers
- Education workers
- Therapists
- Training & Development manager
- Policies and Quality Assurance manager
- Human resources manager

Initially, foster carer assessments were conducted by sessional assessors under the supervision of the Registered Manager. As the organisation has grown, supervising social workers will conduct assessments as part of their normal case load.

It is envisaged that social workers will carry caseloads of 10-12 carers. Education Workers and Therapists will eventually be employed and support caseloads of 20-30 young people. Support workers are employed at a ratio of one per 20 young people.

Social Workers employed by the organisation come from a variety of roles, all with the necessary experience, skills and qualifications to help young people achieve the best outcomes in a safe care environment and are registered with the relevant professional body. In addition, Registered Managers will have either completed the required Management qualification or will register for the qualification within 6 months of taking up post. We also provide work placements for social work students.

Social Work Assistants (SWAs) are an additional resource to provide support to foster carers and young people. They have a variety of professional and life skill experience.

All staff, permanent, temporary or sessional, are subject to the same employment and safeguarding checks. These include an enhanced DBS (with a subscription to the update service paid for by the organisation in the case of permanent staff, renewed every three years in the case of temporary or sessional staff) and reference checks followed by a confirmation telephone call.

All staff have a named line manager, and they meet formally once per month for supervision. The Registered Managers' professional supervision will be conducted on a reciprocal peer review basis by another Registered Manager, with input from the Agency Decision Maker. A written record will be kept of all supervisions. In addition, all staff are required to have an Annual Appraisal. An audit is undertaken periodically by the respective Registered Manager and the Responsible Individual to review the quality of records and ensure that foster carer supervisory visits and staff supervisions are being conducted timeously and to the required standard.

Staff are encouraged to attend foster carer training and have access to the online suite of training programs. Additional learning needs for staff are identified in supervision.

The Senior Management Team meets regularly and has responsibility for both the strategic direction and day to day operations of Young People at Heart.

These responsibilities include the

- Vision and Values
- Business Planning, Development and Financial Management
- Quality Assurance
- Legal and Statutory Compliance
- Performance and Evaluation
- Consultation and Feedback

### **Welsh Registration**

The Herefordshire office, under the leadership office Dave Bailey, is the office registered with Care Inspectorate Wales.

As Responsible Individual, Gary Cox has 15 years' experience in Independent Foster Care organisations, having run Swiis Fostercare, the overseas operations of Foster Care Associates in Europe and Australasia and Partnerships in Childrens Services (PICS), a venture capital backed fostering Group. After leaving PICS, Gary and his wife Davina founded Young People at Heart as a not-for-profit organisation to ensure the needs of young people are put before the needs of shareholders and investors. Gary is a Chartered Accountant.

Dave Bailey is the Registered Manager of the Hereford office. Dave completed his Diploma in Social Work in 2001 while serving in the Royal Navy, and his Diploma in Social Work Practice Teaching in 2003. After leaving the Navy, Dave has worked for Herefordshire, NSPCC, Fosterplus, and he joined Young People at Heart in 2017 to open the Hereford office. Dave has also completed his Level 5 NVQ management qualification.

All social workers in the Hereford registration have appropriate social work qualifications.

## Section 6 – Facilities and Services

### How we securely store records

Due to the confidentiality of information regarding young people in care, we take data protection very seriously and are committed to protecting and respecting privacy and confidentiality. We maintain records in accordance with Regulation 39 and Schedule 2 of the Regulated Fostering Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019, the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

When processing data we comply with the principles of good practice which provides that information must be

- Processed lawfully, fairly and in a transparent manner
- Processed for specified, explicit and legitimate purposes
- Is adequate, relevant, and limited to what is necessary –
- Is correct, kept up to date and held for no longer than is necessary
- Processed in a manner that ensures proper security

Our foster carer and young person database record keeping system is the sector widely used CHARMS. We also utilise cloud-based IT systems protected with passwords and anti-virus software.

All approved foster parents must sign a Foster Carer Agreement which outlines the agency's expectations about confidentiality, and training regarding confidentiality is provided during the assessment stage.

Young People at Heart maintains the records held on foster parents and on children and young people in accordance with the requirements of the Fostering Regulations and Guidance. This means that:

- Records are accurate, up to date and held securely
- Records regarding each approved Foster Carer are held for no less than 15 years after the termination of approval
- When a young person moves on from their foster carers, all records provided by the Local Authority relating to that child, will be offered back to the placing Local Authority. If these documents are not required by the placing Local Authority, we will securely remove the information from our database six months following the date of the placement end.
- Records will be made available to the Welsh Ministers on request
- Young People who use our service are made aware of their right to access their records, and to have such access to their records as is allowed by the placing Local Authority

## **How we meet with young people**

Hearing the voice of the child is vitally important and something we take very seriously. We use a number of opportunities to interact with our young people and to gain feedback, formally and informally:

- All young people are given an age appropriate Children's or Young Person's Guide that provides details about their placement and who they should contact if they are unhappy about any element of their care
- For the annual Foster Carers review, our Social Work Assistants will seek feedback, written where possible, or age appropriate emojis, from Children Looked After and the foster carers own birth children
- Supervision and home visits conducted by Supervising Social Workers, Social Work Assistants, other staff and Directors, to see young people in their home environment enable staff to gauge the young person's satisfaction with their placement
- At least one 'day in the life of...' discussion is held annually between our Social Work Assistant and young person in an informal setting away from the foster home to enable the young person to talk freely about their experience with their foster carers
- Activity events run by the Organisation provide the opportunity to speak directly with young people
- Young people are encouraged and supported to attend their Child Looked After reviews and participate as best they can, which may include making a referral to an Advocacy Service if requested or if it is felt appropriate

We use feedback to plan and improve the services and activities we offer.

## **How we provide training and development**

Training and development is included in the respective foster carer and staff sections above.

In addition to formalised training, staff meetings are held monthly, chaired by the Registered Manager, and are attended by the Responsible Individual and/or Director. Practice issues are discussed including any case management issues which serve both to inform and educate other staff team members. The Responsible Individual shares progress on recruitment and development plans and listens to ideas or concerns raised by staff. These meetings are fully minuted.

Foster carer support groups are held every second month with the dual purpose of providing an arena for the foster carers to meet and chat informally, while taking part in a topical discussion with a guest speaker. Other social events for foster carers include a crochet group which meets monthly. These groups also provide the opportunity for direct consultation and feedback from foster carers on support they receive and any ideas they have to develop the service. Support groups are attended by staff, and at least one of the Responsible Individual, Registered Manager or Director.



## Section 7 – Governance and quality monitoring arrangements

### The Responsible Individual

Young People at Heart is a not-for-profit organisation and aims to provide a friendly, family ethos where young people are at the heart of everything that we do.

The Responsible Individual and his wife, a fellow Director, play a key role in ensuring the ethos of the Organisation and high practice standards are maintained, for staff and foster carers.

The Responsible Individual and his fellow Founder Director are visible in all the locations of Young People at Heart. They are known to all staff and foster carers who all have access to them via email and their mobile phone numbers, which all staff and foster carers have.

The Responsible Individual and Director are actively involved in the day to day running of the Organisation, and regularly attend staff meetings, training, activities and visits foster carer support groups. This affords them active oversight of the operations of the Organisation.

To fulfil his regulatory responsibilities, The Responsible Individual will meet with staff, young people and foster carers at least quarterly in order to obtain feedback about the quality of care. He will also visit the Registered Office to inspect the premises, and review records, compliments and complaints.

Other monitoring processes adopted by the Responsible Individual include –

- Line management responsibility for the Registered Manager
- Active involvement in the staff and foster carer recruitment process
- Oversight of the Fostering Panel through attendance at the Panel venue, meeting twice yearly with Panel Chairs of the Organisation with the Agency Decision Maker, and the Annual Panel Report
- Monitoring of placement disruptions, compliments, and complaints through attendance at monthly team meetings and formalised and minuted monthly meetings with the Registered Manager
- Monitoring of staff supervision and frequency of file audits through the internal file audit program reports
- Feedback and reports of Inspections by Care Inspectorate Wales (CIW)
- Collation of views or comments expressed by parents and other professionals and/or through the statutory Reviews of children in placement - Monitoring of Foster carer Reviews, including the comments and views collated from parents, other professionals, the children in placement and/or their representatives
- Quarterly reporting to the Board of Directors by the Registered Managers on the quality of care

## **Participation and Consultation**

Young People at Heart actively seeks the views of foster carers, young people and our Local Authority customers on the services we provide and the outcomes we achieve, during the annual review process and at the end of the placement as we believe this contributes to the development of the organisation.

Foster carers' views on their placements and on Young People at Heart are included in their Annual Review, as are the views of their birth children. We also ask the young person in placement for their views on their placement and we also consult with our carer's birth children about how they have managed during the time that there have been other children in the household. These views are important to us and they can help us to understand the families better and identify any potential problems.

We also ask foster carers and young people to participate in discussing proposed initiatives that affect them. This involvement has included training requirements and interviewing prospective staff members. In time, three initiatives we intend to consider are two collaborative research arrangements in the areas of healthy eating and tertiary education for young people from the care system and a program to offer young people in care and birth children of foster carers access to apprenticeships.

We are continually developing our website and seek input from foster carers and young people on design and functionality. We also invited birth children and young people to work on the graphic content of our Young People's guide.

## **Whistleblowing**

Young People at Heart has a whistleblowing policy in place and a copy of this is available to all staff and foster parents and can be made available on request to any other stakeholders.

## **Complaints Process**

The Young People at Heart complaints procedure is available to all foster carers, young people, customers and staff. We review it annually to ensure it is up to date and to identify any areas of concern.

We aim to resolve any complaints at an informal level. Where complaints cannot be resolved at this informal level they will be referred to the Registered Manager who will notify the Responsible Individual of all complaints and representations. A written record of all complaints is reviewed by the Board of Directors.

Alternatively, a foster parent, child or young person may also choose to approach the Children's Commissioner for Wales who can be contacted at the following address:

Children's Commissioner for Wales  
Oystermouth House  
Charter Court  
Phoenix Way  
Llansamlet  
Swansea  
SA7 9FS

Tel: 01792 765600 / Fax: 01792 765601

Freefone number for children and young people: 0808 801 1000

Text number for children and young people - 80 800 (starting their message with COM)

Email: [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

Web: <http://www.childcomwales.org.uk>

Where complaints remain unresolved, the complainant can raise a concern with Care Inspectorate Wales. CIW cannot legally investigate complaints or resolve disagreements, but they may review the issue as part of their inspection process. CIW can be contacted at:

Tel: 0300 7900126

Email: [CIW@gov.wales](mailto:CIW@gov.wales)

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## **Allegations**

Any allegations of abuse will be dealt with in accordance with the Young People at Heart Child Protection Policy and Safeguarding Procedures. We will work closely with the appropriate local authority and ensure that the Regulatory Authority is kept informed of the progress and outcome of any investigation. We will also carry out an internal investigation of procedures of any area relating to the allegation to establish whether any procedures need to be amended.

## **Offices**

Young People at Heart  
Responsible Individual: Gary Cox  
36 Rosslyn Park  
Weybridge  
Surrey  
KT13 9QZ

Email: [hello@youngpeopleatheart.org](mailto:hello@youngpeopleatheart.org)

**Essex** (Ofsted registration number SC486913)  
Registered Manager: Doug Pearce  
Thames Enterprise Centre  
Princess Margaret Road  
East Tilbury  
Essex  
RM18 8RH

**Herefordshire** (Ofsted registration number 2541624, Care Inspectorate Wales registration )  
Registered Manager: Dave Bailey  
Rural Enterprise Centre  
Hereford  
Herefordshire  
HR2 6FE

**Yorkshire** (Ofsted registration number 2500324)  
Registered Manager: Jane Lockwood  
Gresley House  
Doncaster  
Yorkshire  
DN4 5HX