

# Children, Young People & Families Services



## Connected Carers Information Pack 2023



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Please get in touch if you require additional information not covered in this pack on  
**01202 817400** or  
**fostering.duty@bcpcouncil.gov.uk.**

We aim to keep all information up to date, but should you find content is incorrect, please let us know. Also, if you have ideas of what else could be included, we'd love to hear from you.

## Welcome

We hope you will find this pack helpful but if there is any information you feel is missing, please let your Fostering Team Supervising Social Worker know so that we can keep the information pack up to date.

### Letter from Connected Carer

Hi

I'm Tracy and I was approved, along with my husband Stefan, as Connected Carers around 8 years ago for our two grandchildren.

In the very beginning I know I had many different emotions running through my head - frightened, upset, angry and frustrated to name but a few! I'm sure you are feeling exactly the same.....I really do know and understand how you are feeling at this precise moment in time and the situation you have found yourself dropped into.

The decision about where your family members can live is now being decided by someone outside of your family, it is terrifying to know that something so important is literally beyond your control. At the same time you will possibly be feeling relieved to know that the child/ren are no longer at any kind of risk.

When this happened to us we had many questions and felt we had been thrown into an 'alien like' environment, which we knew absolutely nothing about. To have had someone to talk to, or some basic information we could pick up and look at when we needed or wanted to would have helped to relieve some of the anxieties and stresses which we were feeling at the time. We were unsure at this point, of who could answer the questions we had - this is where the pack you're now reading has come from!

The assessment and approval process can feel very overwhelming and intrusive at times. I remember feeling quite insulted at being 'checked out' - but over time, my opinion on this has changed - it's so important to make sure the placement will work, not only for the child/ren involved, but for you too! It is very challenging, as you will already know, to take on someone else's child/ren - even if they are family members you love. The assessment is just something we all have to go through to ensure the child/ren have the best care - which at the end of the day is all any of us want.

Once approved you will be offered the same training as the Mainstream Foster Carers and I would highly recommend this to you - the training I have done has helped to give me a greater understanding of how my grandchildren are feeling, and to understand and

manage their behaviours and the possible reasons behind it.

Because I felt so strongly about what we have been through and how tough it is to be a Connected Carer on so many different levels, I have stepped out of my comfort zone and completed training to enable me to help run some training specifically aimed at Connected Carers which is held during the assessment process. I hope, if needed, that I can help support and guide any other families going through the same process. I am also available on a 1:1 basis and would like to offer you any support you need either over the phone or in person. All you need to do is ask the Fostering Team about getting in touch with me.

Despite the process being so hard at the beginning, we love looking after our grandchildren and would like to reassure you that things really do get easier as time goes by.

I really hope this information pack helps you in some way.....good luck.

Tracy

## What Happens Next?

BCP Council's Children's Social Care provides a range of services for children, young people and their families. They have a legal duty under the Children Act 1989 to help and protect children in need and at risk of harm.

This information pack has been produced in consultation with other Connected Carers who were in a similar situation to you at some point.

You have been provided this information pack because you have agreed to care for a family member or friend's child/ren who are looked after by BCP Council. This carries a lot of responsibility and can be an anxious time. We hope this information will answer some of your questions and alleviate some of the worries you may have.

At this point you will have been visited by a Child Care Social Worker, who works with the child/ren you are looking after, and also a Supervising Social Worker from the Fostering Team who works with you. They will have completed, or are about to complete a 'viability study' which is a brief assessment to check whether you are able to continue caring for your friend or relative's child/ren and establish whether the placement is suitable to go forward for a full fostering assessment. Your Supervising Social Worker will notify you of the outcome of this viability study.

Please see the next page where a flowchart is provided which explains the process you are going through in more detail. Following on from this there is a brief explanation of the different teams, types of workers you will be in contact with and types of meetings you may be asked to attend in the future.

In the final pages of this information pack, you will find a Jargon Buster and a list of

Acronyms. Please utilise this as you are reading the information, to understand some of the new terminology you are going to come across as a foster carer.

In the meantime, we would like to say thank you for offering to be considered as a Connected Carer for the child/ren of your relative/friend.

## Assessment Process

The Child's Social Worker undertakes a Viability Study prior to placing a child. This is a short visit to gain basic information about your home situation, ability to care for the child and suitability as a Carer. The outcome of the Assessment will be discussed with you.

Fostering Team (FT) are notified by the Child Care Team that a 'Child In Care' has been placed with a Connected Person (family member or friend). You will be sent a Welcome Pack with a Foster Carer Application Form and Consent for Assessment Checks. You will also start to receive an allowance for the child/ren you are caring for, which will be backdated to the date they were placed with you.

FT will allocate a Supervising Social Worker to you who will undertake regular visits (individual and joint) and complete a Foster Carer's Assessment. This covers information about your whole life and includes your childhood experiences, your current lifestyle, adult life and support network. This can seem like a lot of information, but it is all considered to see how fostering may impact you and your family and what may be your particular strengths or challenges in fostering. The assessment also looks at your past experiences of parenting and your current approach. You will talk about how to show a child empathy and warmth and your views on boundaries and routines as well as how to manage challenging behaviour.

Together with your worker you will complete a chronology of your life, a family tree and a map of your support network and you will need to complete a financial statement which will need to see bank statements for to verify. A home safety check will also be done on your home. This is different depending on the age of the child and you may need to make some changes to ensure your home is safe.

The FT have 16 weeks to complete your assessment.

You will be expected to attend The Introduction to Connected Carer's Training.

If this is not possible your Supervising Social Worker will identify alternatives with you.

You will also be required to undertake a medical with your GP as well as Enhanced DBS Check. Our Admin Team will send out reference questionnaires to personal and professional referees, and undertake statutory checks with CAFCASS, Ofsted, local authorities, probation, and youth justice services.

The Supervising Social Worker will carry out reference visits with friends and family members, including children over 18, to ask them a few questions about you.

The completed assessment report is presented to the Fostering Panel - a group of professionals and other Carers who make a recommendation to the Agency Decision Maker (ADM), as to whether the Connected Carer/s should be approved as foster carers. Once authorised by the ADM you will be approved foster carers and will start to receive your Carer Fee. (See Fee Structure and Jargon Buster)

## The Fostering Team

The Fostering Team (FT) work under a range of legislation, standards and government guidance and are responsible for a number of activities.

The teams primary responsibility is recruiting, assessing and supervising foster carers, both Mainstream and Connected Carers.

The FT also have a duty system between 08:30-17:15 Monday to Thursday and 08:30-16:45 on a Friday. During these times there is a member of the FT at the end of the telephone to answer any questions or queries you have. The duty worker changes each day but the contact telephone number is always the same - 01202 817400. At times it can be difficult to get hold of professionals, in this case the duty worker is always happy to help you in making contact or pointing you in the right direction.

The FT are also responsible for ensuring you have any additional equipment required for any children in your care and for monitoring any payments you are entitled to.

If you need to speak to someone outside of the FT working hours, the Out of Hours Team are available on 01202 738256.

## Your Supervising Social Worker

Your Supervising Social Worker (SSW) is your point of contact in the FT and is there to support you as a foster carer.

They are required to visit you monthly under the Fostering Regulations (2011) – during these visits they will discuss any children in placement with you in regards to their health, behaviour, contact issues or changes in the care plan. They will also ask about your own family circumstances and offer any support and advice that you may feel you need. You can contact your SSW any time you need to, you do not have to wait for your next visit from them.

Your SSW is also required to carry out a number of unannounced visits per year. During these visits the SSW will normally ask to look round the house and see any bedrooms where children are staying. They will also liaise with your child's social worker to ensure all parties have the same information regarding any children in your care and discuss any plans for the children.

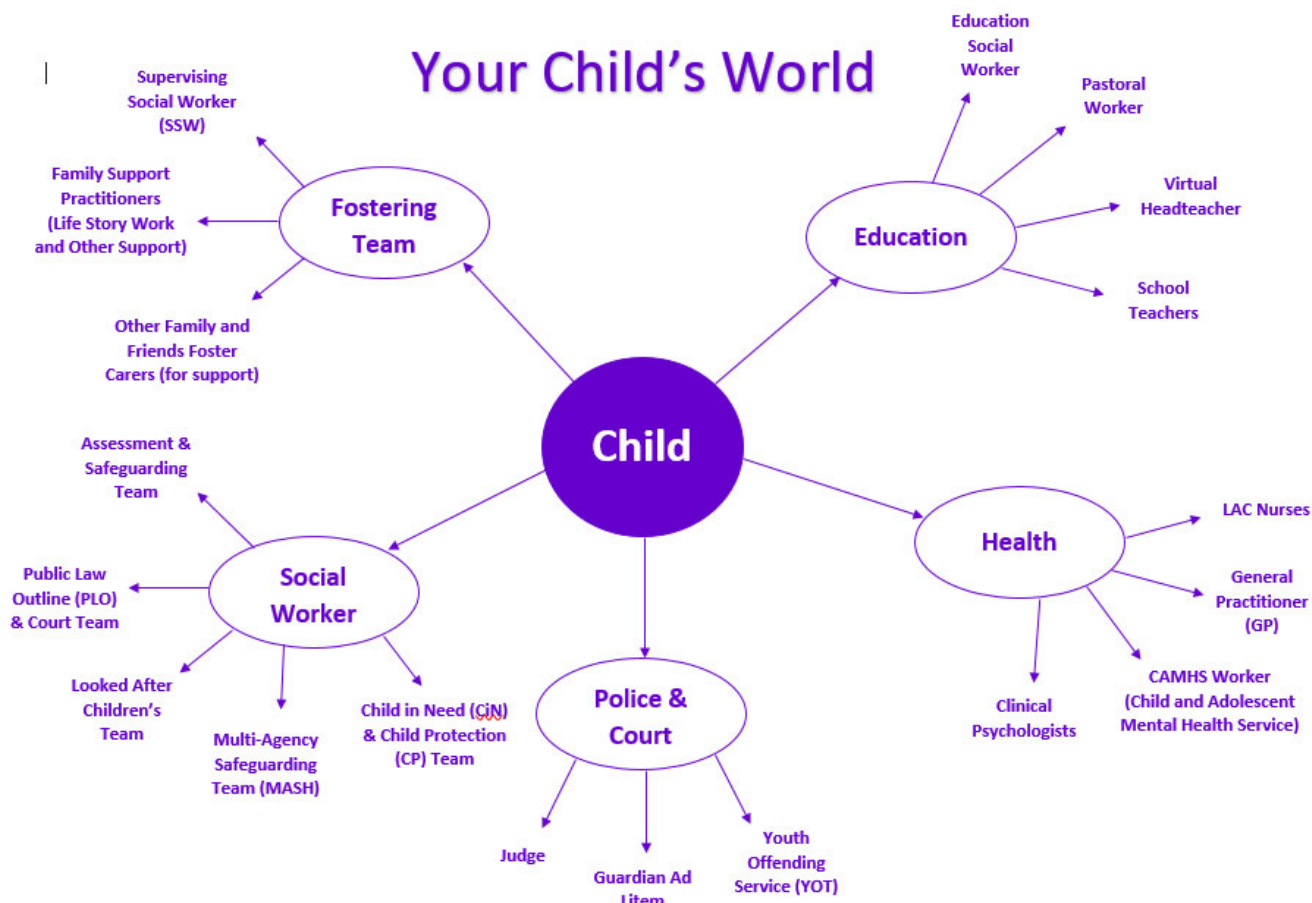
Your SSW will be informed about training opportunities and will discuss these with you dependent on your needs, availability and the mandatory training that you are required to do.

## Child Care Social Worker

A child care social worker will work with children and young people. Some of these children may reside with foster carers, kinship carers or in residential placements. Their role is to work alongside other professionals and carers, to ensure that a child or young person receives appropriate care, education and health services.

The child or young person you are caring for will have their own social worker and will be required to visit the child(ren) monthly. This social worker may come from one of the following teams: "Child in Need and Child Protection Team (CiN&CP)", "Children In Care Team (CIC)", "Public Law Outline (PLO) & Court Team", "Assessment & Safeguarding Team" or "Multi-Agency Safeguarding Hub (MASH)".

## Support for Your Child



## Legal Status Overview

### Section 20

This is also known as voluntary accommodation, and means that parents will agree for Children's Social Care to arrange for someone else, such as a foster carer or family member, to care for their child/ren.

Children's Services has a duty to safeguard and promote the welfare of children in need by providing a range of services to children and their families and one of these is accommodation.

A person can approach Children's Services and ask for a child to be accommodated but one of the following must apply:

- \* There is no-one with parental responsibility for the child/ren, or
- \* The child/ren is lost or has been abandoned, or
- \* The person who actually cares for the child is prevented (for whatever reason) from providing suitable care or accommodation for the child.
- \* The parent is threatening to harm the child.

Children's Social Care will only look after a child on behalf of a family if this is the best option for the child/ren.

Parents will be fully involved in the planning and decision making for the child/ren and will be kept informed of any progress. They continue to hold parental responsibility.

### Police Protection Powers

The Police have powers under Section 46 of the Children Act 1989 to protect children. If a police officer believes that a child is at risk of suffering significant harm in a particular situation then they may exercise powers under this Act to remove the child to suitable accommodation. If the child is in hospital or a place of safety, they may take steps to keep them there. A child cannot be kept in Police Protection for more than 72 hours.

Normally the child would be immediately passed to the Local Authority to place in foster care. There is no right of appeal against Police Protection Powers being exercised.

## Emergency Protection Order

An Emergency Protection Order is made when a child is in immediate danger and may have to be taken away from home quickly. This might be because someone has called the police if they are worried that a child is being hurt, or it could be because a child has told someone like a teacher that they are being hurt.

Anyone, such as Children's Social Care, the police or a neighbour can go to a court and apply for an Emergency Protection Order but only a Court can make the decision. The Emergency Protection Order lasts for up to 8 days.

## Interim Care Order

An interim care order places the child in care on a temporary basis while the family is assessed and until the court can make a decision about what is best for the child. The interim care order has the same effect as a final care order in giving the local authority parental responsibility to make decisions about the child.

## Care Order

A Care Order places the child in the care of the local authority, with parental responsibility being shared between the parents and the local authority. The Court will expect to be informed by the local authority of what plans there are for a child and be satisfied that the care order is in the best interests of the child.

A care order can last until a young person is 18 years old, or until an adoption, supervision, special guardianship or child arrangements order (previously known as a residency order) is made. The Court may also decide that the care order is no longer necessary.

The local authority or persons with parental responsibility for the child can apply for the discharge of the order.

## Child Arrangements Order

Child Arrangements Orders replaced Residence Orders and Contact Orders in 2014. The Child Arrangements Programme (the 'CAP') applies where a dispute arises between separated parents and/or families about arrangements concerning children. The CAP is designed to assist families to reach safe and child focused agreements for their child, where possible out of the court setting.

A Child Arrangements Order decides:

- \* Where the child lives
- \* When a child spends time with each parent (as well as grandparents and other family members where dispute exists about time spent with grandchildren)
- \* When and what other types of contact, like phone calls, take place (as well as grandparents and other family members where dispute exists about time spent with grandchildren)

As Child Arrangements Orders replace Residence Orders and Contact Orders, parents, other family members, such as grandparents or friends with these orders don't need to re-apply.

## Family Time

Contact between children and their parents and extended family is arranged on an individual basis. This will be arranged by the child/rens social worker.

## Special Guardianship Order

Special Guardianship means that the child lives with carers who have parental responsibility for them until they are grown up. The child is no longer the responsibility of the local authority. The order usually lasts until the child is 18 years old.

### Who can apply to be a Special Guardian?

You must be over 18 years of age and have an existing or possible relationship with the child. You could be:

- \* Grandparents
- \* Aunt/Uncle
- \* Brother/Sister
- \* Other relatives

Also you don't have to be a blood relative. You can be a:

- \* Family Friend
- \* Other relationships
- \* Unrelated Foster Carers

If you would like to learn more about this option, please speak either to the child's social worker or your supervising social worker, who can arrange a visit of the Local Authority's Special Guardianship Support Manager.

## Aspire Adoption Services

Aspire Adoption provides adoption and special guardianship services for the local authorities of Bournemouth, Dorset and Poole.

Aspire have a dedicated support team to advise and guide special guardianship carers and to answer any questions for prospective special guardians.

The adoption and special guardian team are available during office hours on 0300 123 9868 or alternatively you can email them at [enquiries@aspireadoption.co.uk](mailto:enquiries@aspireadoption.co.uk).

## Guide to Meetings

### Child Protection Conference

Child Protection enquiries are undertaken when a member of the public or an agency reports concerns that a child may be being harmed or neglected. When the enquiries show that this may be the case, or could be in the future, a child protection conference is held.

The purpose of this meeting is to agree a protection plan which helps and supports Parents/Carers to care for their child/ren safely, with support from professionals who work with the family. It also provides the opportunity to share information about:

- \* The concerns that have been raised
- \* The child/ren in the family
- \* Other members of the family

At the meeting a decision will be made as to whether the children have been harmed or are at risk of being harmed in the future.

There are a core of people who are invited and they include:

- \* Child's parents
- \* A Chairperson
- \* Child care social worker
- \* A police officer who specialises in child protection
- \* GP

And, depending on the child/ren's age and individual circumstances:

- \* Health visitor, school nurse or other health professional involved
- \* A representative from the child/ren's school or nursery
- \* Other children's services representatives such as a solicitor, family centre worker or foster carer.

The primary decision a conference can make is whether your child needs a child protection plan. In extreme situations it could recommend that

Children's Social Care should apply for a Court Order to protect a child when it is felt the risk is very high.

### Core Group Meeting

If a child protection plan has been decided upon then this will be developed and monitored by a core of involved professionals and family members. The first core group meeting should take place within 10 working days of the child protection conference and then at regular intervals afterwards. Where a child/ren is looked after, the core group monitors the progress of the care plan between Children In Care reviews and develops the permanence plan for the child/ren.

The group will meet less frequently when a child/ren is in a stable long term placement and has a clear permanence plan.

### Child In Care (CIC) Reviews

When a child is looked after, their social worker will draw up a plan of care for them. This needs to be reviewed regularly to make sure that it is still working and we do this by having a CIC (Child In Care) review.

The first review is held within 28 days of a child becoming looked after, and the next is within three months of the first. After this they are held at least every six months until the child turns 18 years of age. CIC Reviews are chaired by an Independent Reviewing Officer (IRO).

The purpose of these reviews is to make sure the child/ren are receiving the care they need and have plans in place that they can achieve. Some of the areas discussed within a CIC review include education, health, identity and the organisation and agreement of contact arrangements with family members and friends.

We also talk about what everyone can do to make sure the child/ren is safe, well and happy, and that we are all working towards them having a long-term, stable place to live. The IRO will see if anything was suggested for the child/ren in an earlier review, if the suggestions were carried out and if there is anything more that needs to be done.

Normally, people who know the child/ren or young person well and work closely with them will be invited to the CIC review. These people could include:

- \* The child/ren or young person – if they are old enough
- \* Parents and anyone else who has responsibility as if they were the parent



- \* Children's Social Worker
- \* Anyone else who may be caring for the child/ren or young person
- \* Independent Reviewing Officer-who chairs the meeting

Depending on the situation the following people may also be invited:

- \* Health staff, such as health visitor, Children In Care's nurse
- \* Teacher or Nursery worker
- \* Child/ren's Guardian if there are on-going legal proceedings
- \* An advocate for the child/ren or young person
- \* Fostering social worker
- \* Anyone else that the child/ren or young person wants there if the Chair agrees.

## Personal Education Plan (PEP)

All Children In Care (CIC) have a Care Plan which is drawn up by their social worker. The Personal Education Plan (PEP) is a statutory requirement of the Care Plan for CIC from aged 3 years (if in an education provision) up to 18 years old.

The PEP is a tool to ensure that everyone is actively prioritising the education of the Young Person, carefully tracking their progress and supporting them to achieve and to be aspirational. PEP Meetings are held every term to review the child's progress.

The key personnel who should be involved in every PEP meeting are:

- \* The Young Person (if appropriate)
- \* The Social Worker
- \* The Education Worker (from the Local Authorities Education Team)
- \* The Independent Reviewing Officer (IRO)
- \* The Foster Carer
- \* The School's Designated Teacher for CIC or the Early Years Centre Lead for CIC or the College's Lead for LAC

## Fee Structure

Carer's Guide to BCP Fostering fees and allowances provides a comprehensive outline of the financial support BCP Foster Carers can access.

The financial package offered to Carers is broken down into two part: Fostering Fee and Fostering allowance. There are also additional allowances that Carers can claim with this guide outlines.

As a Foster Carer you are self-employed. This means that you are responsible for your own tax and National Insurance Payments. While there are benefits the Carer can claim, you cannot claim Child Benefit or Child Tax Credits for any Child in Care.

BCP Foster Carers are members of Foster Talk. Foster Talk hold training sessions during the year to support Carers with guidance and advice around tax issues.

## Criteria for Skill Levels

There is a formal approval process to assess Carers who are eligible for Level 2. The process evaluates foster carers skills against a specific set of criteria. This can be completed during the assessment process to become a foster carer or at a later date in a foster carer's career. To meet this criteria, foster carers or prospective foster carers need to evidence experience, training, qualifications, knowledge and skills.

Foster Carers also need to be able to evidence good outcomes for the children, which includes providing stability and support for children or young people who are difficult or challenging.

The Levels refer to 'Carer' rather than 'Carers', however households where there are primary and secondary carers, it is expected that both carers will have undertaken the mandatory training and will keep their training up to date as required.

## Level 1 Fees

Level 1 does not attract a skill level payment. Foster carers will be entitled to the child's allowance for any child placed.

As a Therapeutic Fostering Service, it is expected that all new carers would participate fully in preparatory training during their assessment period and be approved as Level 2 carers.

However, it is recognised that a very small cohort of carers may not have undertaken this training prior to panel approval, hence level one recognises this.

This level also recognises that in cases of Connected Person Carers, children could be placed under temporary approval. However, Connected Person Carers should not be disadvantaged because of this, hence if the mandatory training is completed at the time of their panel approval their fee will be back dated to the time of the placement being made.

Connected Person Carers who are being assessed while caring for a child placed with them are offered additional support to enable them to complete the

mandatory introductory training. For example, this could be face to face training, online training or one to one training with their assessing Social Worker.

The purpose is to ensure that the training is providing additional support and is not seen as causing any additional stress to the carers and as such assessing Social Workers are encouraged to work with carers and be creative in identifying which training option best meets the carer's needs.

Level 1 Foster Carers can move to Level 2 following completion of mandatory introductory training. This includes Skills to Foster Course, Safeguarding, Safer Foster Care, Equality & Diversity, Introduction to Attachment, Life Story Work and Paediatric First Aid. For Connected Person Carers these courses can be offered as a one-to-one session with the assessing Supervising Social Worker.

Level 1 Fee			
Age Group	Foster Carer Allowance	Skill Level Payment	Weekly Total
0-2 yrs	£154.34	£0	£154.34
3-4 yrs	£159.00	£0	£159.00
5-10 yrs	£175.39	£0	£175.39
11-15 yrs	£199.00	£0	£199.00
16-17 yrs	£233.00	£0	£233.00

**Newly approved carers who have not completed the mandatory introductory training during the assessment process.**

Children placed within Level One placements will have a range of needs and behavioural challenges, which the carers will be expected to support and meet.

Carers at this stage would not have been expected to have completed any training at this stage.

Carers are expected to meet all fostering standards.

### Level 2 Fees

- \* The Carer has completed all mandatory introductory training, including Skills to Foster, Safeguarding and Attachment.
- \* The Carer has undertaken or is in the process of undertaking all Level 1 training requirements.
- \* The Carer is available and able to attend appointments with or on behalf of the child e.g. health, education, review and professional meetings including providing transportation.
- \* The Carer can facilitate contact with parents, siblings and extended family members.
- \* The Carer can care for the child before and after school, during school holidays and during periods of sickness.

- \* The Carer can transport the child to and from school unless there are agreed reasons why not.
- \* The Carer (both if jointly approved) has or will complete their TSD workbook within the required timescale.
- \* The Carer shows commitment to continuous learning and development and can evidence they have undertaken learning/training relevant to the fostering task.
- \* The Carer can evidence a good understanding of child development and the importance of attachment.
- \* The Carer is able to work in a professional manner as a member of the team around the foster child contributing to assessments, reviewing and planning.

Level 2 Fee			
Age Group	Foster Carer Allowance	Skill Level Payment	Weekly Total
0-2 yrs	£154.34	£100	£254.34
3-4 yrs	£159.00	£100	£259.00
5-10 yrs	£175.39	£100	£275.39
11-15 yrs	£199.00	£100	£299.00
16-17 yrs	£233.00	£100	£333.00

**Carers will be approved at Level 2 if the expected mandatory training has been completed during the assessment process prior to approval.**

They are committed to engage with all fostering expectations in regard to statutory meetings, attending forums and support groups & ongoing training. They can demonstrate their ability to support a child to meet their developmental milestones and have achieved positive outcomes.

Carers would be expected to have undertaken or in the process of undertaking all enhanced level one training requirements.

They demonstrate an awareness and application of attachment style parenting. Carers would be encouraged to provide 28 days' notice.

Carers would have undertaken the following minimum training:

- \* Skills to Foster
- \* Attachment
- \* Safeguarding
- \* Diversity
- \* Life Story Work

**Retainer:** There is no retainer offered at this level.

**Bed blocking Fee:** Bed blocking fees can be offered where appropriate - refer to section on bed blocking fees.

**Notice Period:** Carers are expected to work with the Fostering Team to support placement stability, but there is no mandatory notice period on this level.

To maintain the skill level, it is expected they would work towards the Level 2 training requirements as identified in their Personal Development Plan.

## Allowances

The breakdown of Foster Care Allowance Element is meant to act as guidance and to ensure accountability for how the child's allowances will be spent. For example, it is not expected that Carers spend £34 every week on a 7-year old's clothing. However, it is anticipated throughout the year there will be times when carers will spend more than £34 a week - for example changes of seasons and buying the school uniform.

## Clothing

It is not expected that young person be given their full clothing and personal allowance amount every week. However, our priority is to support our young people to develop independence skills and so carers are encouraged to work with the young people in their care to build up individual budgeting skills, and this may include working towards the young person managing their clothing and personal allowance.

## School Uniform

School uniform refers to clothing and items attached to a specific school. The school uniform allowance includes:

- \* Blazer
- \* Tie
- \* Jumper
- \* School bag
- \* Gym bag
- \* Shoes
- \* Shorts/skirts/trousers

- \* Socks
- \* PE Shoes
- \* PE Shorts

To calculate additional payments that need to be paid to contribute towards the school uniform we need:

1. How many weeks the child has been in placement?
2. How much allowance the Carer would have received towards the child's allowance since they have been placed?

Any additional costs on top what the Carer has received within the weekly school uniform allowance can be claimed. Example: Billy is 9 years old and has been with his Carers for 10 weeks which means that the Carer would have had a total of £60 towards his school uniform. His school uniform costs £100 in total which means we need to reimburse the Carer £40.

## Savings

Every child in care should have £5 put in savings for them from their allowance every week. Carers are encouraged to liaise with the child's social worker to open a savings account.

## Pocket Money

Pocket Money recommended amounts may be subject to individual children. For example, you may have an agreement that you are paying for a top up for a 16-year old's phone, so you agree to a lower amount of pocket money a week.

Foster Allowances	Weekly Allowance				
	0-2 yrs	3-4 yrs	5-10 yrs	11-15 yrs	16-17 yrs
Age of child	£154.34	£159.00	£175.39	£199.00	£233.00
<b>Recommended split of allowance</b>					
Food	£27.00	£27.00	£30.00	£32.00	£40.00
Clothing Shoes/Winter clothes/Summer clothes	£21.34	£22.00	£25.00	£26.00	£28.00
School Uniform					
➤ £205 for 4-year-olds per year	N/A	£4	£6	£7	£9
➤ £315 for 5-10-year-olds per year					
➤ £365 for 11-15-year-olds per year					
➤ £416 for 16-17-year-olds per year					
Hobbies/After school activities/Sports					
➤ Football Club	£8	£9	£16	£19	£26
➤ Sports lessons/clubs					
➤ Music lessons					
➤ Gym membership					
➤ Weekend Activities					
➤ After School Clubs					
➤ Swimming Lessons					

<b>Transport</b>	£14.00	£14.00	£14.00	£14.00	£15.00
<b>Personal</b>					
➤ Toiletries	£9.00	£10.00	£12.00	£14.00	£23.00
➤ Hair Cuts					
➤ Household					
<b>Household/Utilities</b>					
➤ Heating	£70	£68.00	£67.39	£67.00	£67.00
➤ Gas					
➤ Electricity					
➤ Media/Internet					
<b>Savings</b>	£5.00	£5.00	£5.00	£5.00	£5.00
<b>Pocket Money</b>	N/A	N/A	N/A	£10	£15
<b>Mobile Phone Allowance</b>				£5	£5

## Mileage

<b>Allowance Miles</b>					
<b>Age of child</b>	<b>0-2 yrs</b>	<b>3-4 yrs</b>	<b>5-10 yrs</b>	<b>11-15 yrs</b>	<b>16-17 yrs</b>
Miles per week included within the foster allowance	10	10	15	20	25
Claim Form to be submitted by Carer for agreed excess mileage. The excess Mileage rate is £0.45p per mile					

## Holiday Allowances

<b>Foster Carer Holiday Allowance</b>		
<b>Skill Level</b>	<b>Annual Allowance</b>	
Level 2	£200	<p>Payments are made in the financial calendar year (April 1<sup>st</sup> - March 31st) Holiday claims not made in time scales will not be honoured.</p> <p>There should be a six-months gap between Carer holiday claims.</p>
<p>The Foster Carers Holiday Allowance enables the Carer to claim an additional 2-weeks Fee for their holiday.</p> <p>Carers who have had children placed at least 6 months in the year are entitled to claim this allowance.</p> <p>Carers who have been approved for 7 years + can claim an additional weeks Fee for their Holiday Allowance (total 3-weeks).</p>		
<b>Child in Care Holiday Allowance</b>		
<b>Age of child</b>	<b>Annual Allowance</b>	
0-2 Years	£308.68	<p><b>A Carer taking the child away for an overnight stay outside of the placement can claim a full week allowance.</b> Example: A Carer takes a child to London to visit attractions and stays overnight can claim a full week allowance.</p> <p><b>A Carer takes the child on holiday, either in the UK or abroad for a minimum of 5 days or more can claim the full two-week allowance.</b> Example: A Carer takes a child camping for the week can claim the full 2-week allowance. Example: A Carer takes a child on holiday for a week to Spain or one week can claim the full 2-week allowance.</p> <p>While the child is with the Carer the Carer also continues to receive the child's Allowance, which would also contribute to additional costs incurred.</p> <p>The Carer will provide details of the holiday arrangement to the SSW but does not need to provide receipts. The Carer can claim this holiday allowance for the children regardless of the length of time the child has been in their care.</p> <p>The Carer can claim for the costs to take the child on day activities (i.e., Paulton's Park). The Carer will need to provide receipts for these activities as is the normal process for Carers being reimbursed. The Carer can claim up to the 2-week allowance for activities being undertaken.</p> <p><b>What can be claimed for:</b></p> <ul style="list-style-type: none"> <li>* Entry to activities</li> <li>* Transportation costs (train/coach)</li> <li>* Parking costs</li> </ul> <p><b>What cannot be claimed for:</b></p>
3-4 Years	£318.00	
5-10 Years	£350.78	
11-15 Years	£398.00	
16-17 Years	£466.00	
<p>The Fostering Team can contribute towards a child's holiday if the Carers provide the child with a holiday either in the UK or overseas.</p> <p>At Managers' discretion an additional allowance can be paid towards more costly long-haul overseas holidays.</p> <p><b>Exceptions:</b></p> <p>The following guidance is specific to:</p> <ul style="list-style-type: none"> <li>* Children who would be unable to manage a holiday experience (which is supported by the Childcare Social Worker).</li> <li>* Children with very high levels of contact who would be unable to spend time away from the local area.</li> <li>* Children under section 20 where parents have refused for the child to be taken out of area.</li> </ul> <p><b>In the case where the Carer is unable to take the child on holiday:</b> Discussion with Child's Social Worker/ Supervising Social Worker &amp; Foster Carer to agree why it would not be possible to give the child this experience.</p>		

Carers can claim two-week Holiday Allowance per child per year. It would be up to management discretion to provide additional Holiday Allowances in the year.	<ul style="list-style-type: none"> <li>* Food and drinks out (covered in the child's weekly Allowance)</li> <li>* Mileage will be covered through the normal mileage claim process.</li> </ul>
<b>School Trips</b>	
£300	The Fostering Team can contribute up to £300 as a one off towards one school trip overseas. This is one school during for the duration of the child's time in education CIC Teams will also contribute towards one school trip overseas.

## Other

### Insurance Claims

Carers are expected to pay for their own content's insurance. If an insurance claim is made due to damage caused by a young person or child in their care, Carers will be reimbursed for the excess associated with that claim.

### Baby Equipment

For Connected Carers, there will be consideration for equipment to be funded, including cots and stair gates and monitors.

## Training Opportunities

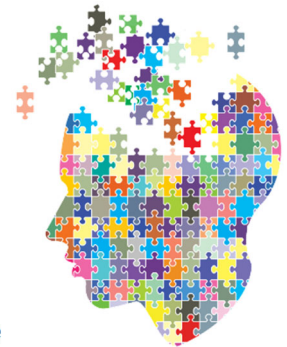
As part of your assessment you will be asked to attend our Introduction to Family & Friends Care Course which is an introduction to the training and support that you will be offered in the future. These sessions will be specific to Connected Carers so you will get to meet other families who are going through the same process as you.

The course is facilitated by one of the Fostering Teams Supervising Social Worker's and they are supported by an experienced Connected Carer who has already been through the assessment process. If this course is not available during your assessment period, you are entitled to undertake this training through our online provider or in 1-2-1 sessions with your SSW. Please liaise with your SSW to organise how you will undertake this.

Throughout your first 2 years of approval as a foster carer, you will be expected to undertake the following mandatory training courses:

- \* First Aid including Paediatric (to be repeated every 3 years)
- \* Safeguarding Children (to be repeated every 3 years)
- \* Attachment (to be repeated every 3 years)
- \* Equality and Diversity (to be repeated every 3 years)
- \* Safer Foster Care

We encourage at least one member of the fostering household to undertake these training courses at our face-to-face sessions where possible. There is also 1-2-1 training available from your SSW and Online Training available to you.



As a minimum throughout each year as a carer, we expect everyone to complete between 2 and 3 courses depending on your Foster Carer Level. (Please ask your SSW for more details).

Following on from this you will be offered a variety of training and development opportunities and your SSW will work with you to decide what subjects may benefit you most and to look at the best way for you to complete these.

We also hold Foster Carer Forums; they are not mandatory, they are informal sessions to which a speaker is invited to talk about specific subjects related to fostering. It's also a great opportunity to meet other carers and draw on their experience and support.

## The Connections Support Group

This is a support group held once a month specifically for Connected Carers. The group is run by a Clinical Psychologist, Laila Jamil, and is there for all Connected Carers, new and experienced to talk through any difficulties they may be experiencing or any good progress that they have made and to get support from other carers who may be experiencing something similar to them. We would encourage all Connected Carers to attend this as our current Carers have found this to be an invaluable resource for them.



To attend, please speak to your Supervising Social Worker.

## Attachment Theory

### Why Understanding Attachment Theory Is Helpful

Becoming a 'corporate parent' and caring for children on behalf of the Local Authority is a unique and responsible task. As a Family and Friends Foster Carer you will have evidenced child care skills, most likely by either parenting your own children or looking after children of your relatives, friends or in a professional context.

This has equipped you with parenting skills and you might find it strange to now have professionals involved in your life who reflect with you on the way you are caring for a child or young person.

In carrying out your new role, the child or young person you are caring for is likely to show behaviours you haven't come across when maybe raising your own children or looking after children of your relatives or friends.

The experience of neglect and abuse has a lasting impact on a child's brain development and having a sound understanding of this will help you responding confidently to the needs of the child or young person you are caring for. The concept behind this is called 'Attachment Theory' and was developed by the psychologist John Bowlby (1907-1990).

Children are born with a drive to seek closeness to their carer. The experience of having needs recognised and met (food, drink, soothing, showing affection, interacting etc.) provides a secure base that settles the baby and reduces his anxiety, which, in turn, allows him to play and explore.

Over time this will create a positive mind-set in the child, also described as the Internal Working Model:

**I am loveable!**

**I am worthy of love!**

**Other people are available to support me!**

**The world is a good place to explore!**

The internal working Model is the child's developing sense of self, others and the world. Where this is positive, it will allow the child to have a good self-esteem and to develop trust in people they meet, which is an important prerequisite to build relationships. It also enables a child to regulate their emotions and cope with stress.

Early experiences of separation or neglectful or abusive parenting will cause children to remain anxious and to distrust close relationships. Children adapt to the lack of a secure base by developing different patterns of behaviour, for example they may prefer to rely on themselves, they can be aggressive, over compliant or clingy.

Managing this is challenging and as part of the ongoing support we will provide you with training and professional reflection to create healing environments with a trusting relationship at its core.

## Safer Care

### How To Keep Everyone Safe

In order to comply with the National Minimum Standards for Foster Carers, all Foster Carer households are required to have an up-to-date Safer Care Policy. With the support of your Supervising Social Worker this will be developed by you and your family and has the purpose to ensure the foster home is a safe environment for everyone.

Putting together a family policy may seem daunting at first but it will help you to look more closely at your day to day family life. This is to ensure that everyone feels protected, respected and safe and there is no confusion, fear and unhappiness.

Every family has their own individual family routines and patterns of life and where perhaps introducing new routines and patterns may feel very strange at first, they soon become a way of life.

In addition to your family's Safer Care Policy there are other ways to help everyone feel safe:

- \* Know your Fostering Service's policy for investigating allegations
- \* Keep the foster carer diary up to date and factual
- \* Have a support network
- \* Make use of training
- \* Work closely with other professionals and keep communication open

## The Foster Carer Diary

At some point during the assessment you will be given a foster carer diary. It may seem strange to record daily events when caring for a friend or member of the family. However you have to be mindful that by choosing to be a Family and Friends Foster Carer you have elected a formal, supervised arrangement over a private one. Documentation is part of this.



## Benefits of keeping the diary

- \* Daily entries will document a history for the child (developmental milestones, daily habits, likes and dislikes, current wishes and feelings).
- \* Entries provide opportunity for reflection and allow for analysis of patterns of behaviour.
- \* The diary can be used as legal document for court and case conferences.
- \* Provides evidence in case of complaints or allegations of abuse.
- \* Helps to identify your training needs.

## What should I record?

- \* Improvements, progress, and achievements of the child (both positive and negative), humorous things that happen which the child enjoyed.
- \* Any observed changes or concerns in behaviour or mood.
- \* Significant milestones in development (first sheet attached to diary).
- \* Accidents and injuries (even if slight) to the child (Describe what, when, where and how it occurred). Name any witnesses, action taken and who/when it was reported
- \* Details of contact visits, phone calls, letters/cards. Child's responses before and after.
- \* Details of specific incidents/events/changes of circumstances of any family member
- \* Comments or disclosures the child makes, when possible use their own words.
- \* Details of alternate care givers such as babysitters/ respite/ away with family or friends/ school trips/ when gone missing and notes from this carer
- \* Any medical, dental and optician appointments/ record treatments/ medications/ decisions/ immunisations/ dates of future appointments.
- \* Dates of meetings, attendance, and decisions from meetings.
- \* Contact with school professionals, parents' evenings, PEPs.
- \* Details of CIC Reviews/ meetings/ visits with social workers, other professionals or outside agencies.
- \* Details of any damage, theft, involvement with police (reasons and outcomes).
- \* Details of any complaints or any disagreements. Requests of help or assistance.
- \* Brief day to day events and any other significant information or events!

## Life Story Work

### How Can Connected Carers Help?

It is important for young people in care to have things and memories that will help them to make sense of their past, present and future.

As a Family and Friends Carer you are likely to be fully aware of the child's journey before they entered care and as such you are best placed to be able to help the child understand the reasons for this journey. Sharing of such information, however, should be presented in a balanced and unbiased way.

### Memory Box

Every child/young person in family and friends care would benefit from having a memory box and/or folders into which they can safely keep any items of importance or significance to them.

Decisions around what is bought to be used as a memory box or folder, how it is decorated, what to put in it etc. should always be in conjunction with the child. If the child/young person moved on from you, then their memory box/folders and all their contents move with them.

Please try to ensure that your child has some form of memory box/folder.



### Data Protection

You have the right to request details of the information that is held about you. Please see our webpage for information about how to make a subject access request. You may also ask us to stop: processing your information or recording your opinion if this causes or might cause damage or distress. If you do give consent for us to use your information, you may withdraw this at any time. However, this may affect our ability to continue to provide you with a service.

Fostering Regulations 2011 32(3) and 32(1) state that we must hold your information for at least 3 years from refusal or withdrawal of a Fostering Application. If approved as a Foster Carer, we must hold your information for a minimum of 10 years from the date on which your approval is terminated.

Current BCP Council policy is that we will retain your information for 15 years if you withdraw your Fostering application or if you are approved as a Carer; 75 years for information relating to Children In Care; 110 years for persons that pose a risk to children.

If you have a concern about how we are using your information, we would ask you to contact us in the first instance at Fostering Team, 14a Commercial Road, Poole, BH14 0JW

For further information about Information Rights legislation, please contact the Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk) or by telephone 0303 123 1113 11.

The Council's full Privacy Policy is available on <https://www.bcpCouncil.gov.uk/About-BCP-Council/Privacy/Privacy.aspx>

## Jargon Buster

**Access to Resources Team (ART):** ART is the Children's Services equivalent of a supermarket or internet search engine. The team have comprehensive commissioning knowledge and ensure that we have a wide and diverse range of services available to children and young people.

**Agency Decision Maker (ADM):** this is a senior person within the fostering service who makes a final decision on the recommendations from the fostering panel (see above). The qualifications required for this role are explained in National Minimum Standard 23.

**Allegation:** an accusation of physical, emotional or sexual abuse, or serious neglect, of a child or young person by a foster carer or other member of the foster family.

**Allowance:** this is a payment given to foster carers to cover the cost of the child's care including food, clothing, transport and pocket money. At least 5% of the allowance must be saved for each child following payment of the allowance.

**Assessment:** this is the process undertaken to ensure that a person is suitable to become a foster carer. The assessment process includes interviews, training, references and other checks.

**Care Plan:** every child in care should have a care plan which will include details of their needs and how these will be met, and contain information about their placement and the longer-term planning for their care.

**Children's Services:** part of a local authority that has responsibility for providing services to children and young people, including the provision of foster care.

**Child Arrangement Order:** An order granted by the court which decides where a child lives, where and when a child spends time with each parent, and when and what other types of contact take place. This order replaces Residence Orders and Contact Orders.

**Child(ren) In Care (CIC):** alternative for Looked After Child.

**Child's Social Worker (CCSW):** this is a social worker who is provided by the responsible authority to work with a child and to plan for their care. They are also responsible for meeting with the child to ensure that their needs are being met.

**CiN:** abbreviation used for Child in Need.

**Connected Person:** a connected person is a family member (whether by birth or marriage/civil partnership), friend of, or other person who is known to, the child. They can be child minders, teachers, youth workers or others working in a professional capacity with the child.

**Contact:** the process whereby children stay in touch with people who are important to them, including relatives such as parents and grandparents as well as others, such as former foster carers. Also known as Family Time.

**Corporate Parent:** A corporate parent is an organisation or person in power who has special responsibilities to care experienced and Children In Care and young people.

**DBS Check (previously CRB):** the Disclosure and Barring Service check is undertaken to discover if a person has an existing criminal record in the UK. DBS checks can include 'soft' information, where no criminal charges have been brought but where serious concerns have been raised.

**Delegated Authority:** this is where the responsibility for making day to day decisions about a child has been passed to the foster carer. This can include decisions around activities, haircuts and overnight stays amongst other things.

**Family & Friends Care:** when a child is living full time with someone who is a family member, friend or was previously known to them. The majority of family and friends care is made up of informal arrangements between parents and relatives, but there are other situations and sometimes legal orders



too. Where the child is looked after by a local authority and the family and friends carer is approved as their foster carer, this is known as family and friends foster care or Connected Care.

**Fee (Skill Level):** this is a payment made to a foster carer for their work as a foster carer. A foster carer's fee is based on their current skill level which is assessed by the Fostering Team.

**Foster Care Agreement:** an agreement between the fostering service and the foster carer which sets out matters such as terms of approval, the obligations of the foster carer, and what training and support the fostering service will provide for them. More information on what should be included in the Foster Care Agreement can be found In Schedule 5 of the Fostering Services (England) Regulations 2011.

**Fostering Panel:** the panel is a group of appointed people who make recommendations on the approval of prospective foster carers and any changes to the approval of existing foster carers. Details of who has to sit on this panel are covered in Regulation 23.

**Guidance:** this explains how the regulations should be put into practice. All fostering services must comply with them unless there are exceptional circumstances. You can read the guidance relating to foster care in England on [www.gov.uk](http://www.gov.uk).

**IFP or IFA:** An IFP or IFA (Independent Fostering Provider/Agency) is an organisation that places children into foster placements on behalf of the Local Authority. Some are profit making companies while others are charities or not for profit companies.

**Independent Reviewing Officer (IRO):** the IRO is a social worker who takes part in the reviews for children in care. They chair the review and monitor implementation of the care plan, as well as ensuring that the child's voice is heard and that their wishes are taken into account.

**Local Authority:** the local council that has responsibility for children's services, including provision for Children In Care.

**Child In Care:** anyone under age 18 who is looked after by the local authority, either because they are on a care order or they are accommodated through a voluntary agreement with their parents.

**National Minimum Standards:** these describe the absolute minimum standard of service expected by the government, which fostering services must provide. They are used during inspections to check the regulations are being met.

**Mainstream Carer:** A mainstream carer is a person who has chosen to care for a child or young person who is not related or known to them. These carers may care for many children over their fostering service.

**Ofsted:** the Office for Standards in Education, Children's Services and Skills (Ofsted) is the government body responsible for inspecting fostering services in England. All independent fostering providers have to be registered with Ofsted.

**Out of Hours Service:** Out of Hours Teams can give advice and support in an emergency when offices are closed. Where necessary, they can also visit you to assess your needs and provide services.

**Parental Responsibility:** all the rights, duties, responsibilities and powers which the law gives a parent in relation to their child. Mothers automatically have parental responsibility as do fathers if married to the mother when or after the child was born or by other legal agreements. Parental responsibility can also be given by the courts to others under orders such as special guardianship or adoption.

**Pathway Plan:** this document is completed as part of the leaving care process for each young person and includes any actions that have to be carried out by the responsible authority, foster carer, the young person themselves and any others involved.

**Personal Education Plan (PEP):** this forms part of the child's care plan and gives information about the arrangements that have been made for their educational and/or training needs by the responsible authority.

**Placement Plan:** the placement plan forms part of the child's overall care plan and lays out how the placement will meet the particular child's needs.

**Private Fostering:** an arrangement whereby a parent arranges for their child under 16 (or under 18 if they are disabled) to live with someone who is not a relative (as defined below) for more than 28 days. Private fostering arrangements must be notified to the local authority, who will visit periodically to ensure the welfare of the child.

**Regulations:** these outline the legal requirements that foster care and all fostering services must comply with. Failure to do so is a breach of the law. You can read the Fostering Services Regulations for England on [www.gov.uk](http://www.gov.uk).

**Relative:** defined by the Childrens Act 1989 s.105 as a person who is by full blood, half blood, marriage or civil partnership, the grandparent, brother, sister, uncle or aunt, or step-parent of a child.

**Responsible Authority:** this is the authority that has responsibility for ensuring that the child is looked after appropriately while in its care.

**Short Breaks:** these are a series of placements made for a limited amount of time where the child then returns to their parents. This does not include children who are subject to a care order.

**Special Guardianship (SGO):** when the court makes a SGO it gives parental responsibility to the special guardian, which they share with anyone else who has this. The order lasts until the child is 18, unless the court discharges it earlier.

**Statement of Purpose:** required by law under the Fostering Services (England) Regulations 2011, the statement of purpose must include the aims and objectives of the fostering service as well as the services and facilities that they offer. The statement of purpose has to be placed on the fostering service's website if they have one.

**Staying Put Scheme:** when young people want to remain with their former foster carer beyond the age of 18.

**Usual Fostering Limit:** under the Children Act 1989 Schedule 7, the number of children fostered by a foster carer is limited (the usual fostering limit). The current usual fostering limit is three children unless the children are all siblings although exemptions can be granted.

## Acronyms

ASBO	Anti-Social Behaviour Order
BASW	British Association of Social Workers
BCP	Bournemouth, Christchurch & Poole Council
CAFCASS	Child and Family Court Advisory Service
CAMHS	Child & Adolescent Mental Health Service
CCSW	Child Care Social Worker
CIC	Child In Care
CIS	Children's Information Service
CIN	Children in Need
CO	Care Order
CP	Child Protection
CPP	Child Protection Plan
CPS	Crime Prosecution Service
CSC	Children's Social Care
TSD	Training Support and Development
DfES	Department for Education and Skills
ECM	Every Child Matters
ECW	Education Case Worker
EHCP	Education and Health Care Plan

FT	Fostering Team
FSP	Family Support Practitioner
HCPC	Health Care Professions Council
HSC	Health and Social Care
ICO	Interim Care Order
IPC	Individual Placement Contract
LA	Local Authority
LAC	Looked after child
LSCB	Local Safeguarding Children's Board
NAI	Non Accidental Injury
NSPCC	National Society for the Prevention of Cruelty to Children
NQSW	Newly Qualified Social Worker
OFSTED	Office for Standards in Education
OOHS	Out of Hours Service
PM	Practice Manager
PPM	Placement Planning Meeting
PPP	Police Powers of Protection
SCIE	Social Care Institute
SPT	Safeguarding and Permanence
SSW	Supervising Social Worker
TM	Team Manager
YJS	Youth Justice Service
YOS/T	Youth Offending Service/Team

## National Support Resources

### Foster Talk

**W:** [fostertalk.org/](http://fostertalk.org/)

**T:** 01527 836 910

Once you are approved as a Connected Foster Carer the Local Authority will fund your membership of Foster Talk, an independent support provider for Carers. They offer a range of services: legal and financial advice as well as support after an allegation has been made. Membership also comes with a range of product discounts.

### Family Rights Group

Advice to parents and other family members whose children are involved with or require children's social care services because of welfare needs or concerns.

**W:** [frg.org.uk](http://frg.org.uk)

**T:** 080 8801 0366

### Grandparents Plus

An advice and information service for grandparents and family members who have stepped in to raise a child. They also offer free peer support network.

**W:** [grandparentsplus.org.uk](http://grandparentsplus.org.uk)

**T:** 0300 123 7015

### Coram Children's Legal Centre

Free independent legal advice and factsheets to children, parents, carers and professionals.

**W:** [childrenslegalcentre.com/](http://childrenslegalcentre.com/)

[childlawadvice.org.uk](http://childlawadvice.org.uk)

**Child Law Family Law Advice: 0300 330 5480**

**Child Law Education Law Advice: 0300 330 5485**

### **Buttle UK**

Buttle offer support to kinship carers through programmes for children young people.

**W: [buttle.org](http://buttle.org)**

**T: 020 7828 7311**

### **Addaction**

Addaction offer support if you're concerned about a child or young person with a drug or alcohol problem.

**W: [addaction.org.uk](http://addaction.org.uk)**

**T: 01202 558855**

### **Aspire Adoption**

**[aspireadoption.co.uk](http://aspireadoption.co.uk)**

**T: 0300 123 9868**

### **Children In Care's Support Services**

**W: [family-action.org.uk](http://family-action.org.uk)**

### **Children's Mental Health**

**W: [youngminds.org.uk](http://youngminds.org.uk)**

### **Children's Play Advice**

**W: [playengland.org.uk](http://playengland.org.uk)**

### **Citizen's Advice Bureau**

**W: [citizensadvice.org.uk](http://citizensadvice.org.uk)**

### **Mental Health**

**W: [minds.org.uk](http://minds.org.uk)**

### **Self-Harm Support**

**W: [selfharm.co.uk](http://selfharm.co.uk)**

### **Support Service**

**W: [everychildmatters.co.uk](http://everychildmatters.co.uk)**

### **Welfare Rights Advice**

**W: [rightsnet.org.uk](http://rightsnet.org.uk)**

## **BCP Contacts**

### **BCP's Fostering Website**

**[bcpcouncil.gov.uk/fostering](http://bcpcouncil.gov.uk/fostering)**

**T: 01202 817400**

**E: [fostering.duty@bcpcouncil.gov.uk](mailto:fostering.duty@bcpcouncil.gov.uk)**

**E: [fostering.admin@bcpcouncil.gov.uk](mailto:fostering.admin@bcpcouncil.gov.uk)**

### **Online Training Provider**

**[thetraininghub.co.uk](http://thetraininghub.co.uk)**

### **Access to Resources (Fostering Finance)**

**E: [art.finance@bcpcouncil.gov.uk](mailto:art.finance@bcpcouncil.gov.uk)**

### **Child in Care Duty**

**T: 01202 118555**

### **Care Experience Young Person's Duty**

**T: 01202 118500**

### **Children's First Response (child at risk)**

**T: 01202 123334**

**E: [childrensfirstresponse@bcpcouncil.gov.uk](mailto:childrensfirstresponse@bcpcouncil.gov.uk)**

### **Family Resource Centre - 246 Kinson Road (Contact / Family Time)**

**T: 01202 458015**

### **Out Of Hours Team**

**T: 01202 738256**