

**Five  
Rivers®**



# Statement of Purpose

**Five Rivers Fostering Service**

# Contents



Introduction .....	3	Find and Contact Us .....	16
Review .....	3	Five Rivers Offices.....	16
Status and Constitution .....	4	Midlands & North- Chesterfield .....	16
Our Values .....	5	North East - Thornaby.....	16
Respect.....	5	Lincolnshire & East Yorkshire - Doncaster.....	16
Adaptability.....	5	Midlands - Bromsgrove.....	16
Integrity .....	5	London & East.....	16
Support .....	5	South & South East .....	16
Excellence.....	5	West Country – Cornwall .....	16
Aim and Objectives .....	6	Exeter – Devon.....	16
Aim.....	6	South West.....	16
Objectives .....	6	Gloucester .....	16
Management Structure .....	7	Foster Careline .....	16
Fostering Management Reporting Structure.....	8	Safehouses Fostering.....	16
Our Employees.....	9	The Fostering Company North East.....	16
Partnerships, Accreditations and Memberships .....	9	Quality Foster Care (QFC) .....	16
Achieving Good Outcomes .....	10	Head Office.....	16
Understanding Safeguarding.....	10	Ofsted.....	16
UK GDPR.....	10	Children’s Commissioner for England.....	16
Recruitment and Assessment of Foster Carers .....	10		
Foster Carer Support.....	11		
Supervision Visits.....	11		
Out of Hours & On-call Support.....	11		
Unannounced Visits.....	11		
Foster Carer Annual Review .....	11		
Record Keeping.....	11		
Fostering Support Workers .....	11		
Education Support .....	11		
Clinical Support.....	11		
Training .....	11		
Carer Support Groups .....	12		
Foster Carer Forums .....	12		
Foster Carer Handbook .....	12		
Support for Children and Young People .....	12		
Our Placements.....	13		
Matching .....	13		
Placement Types .....	13		
Financial Information .....	14		
For Carers .....	14		
For Local Authorities.....	14		
Quality Assurance and Participation .....	15		
Equality and Diversity .....	15		
Service Improvement.....	15		
Representation and Complaints Procedure .....	15		
Compliments .....	15		

# Introduction

This Statement of Purpose has been written to provide information about the Five Rivers Fostering Service and our partner agencies Foster Careline, Safehouses Fostering, The Fostering Company North East and Quality Foster Care. It includes our overall aim and objectives as a Fostering Service, a description of our services, and an outline of the way we provide and manage our work with foster carers and the children and young people we look after.

## **The Statement reflects our responsibilities under the legislation, regulation, and guidance below:**

- The Care Standards Act 2000.
- The Fostering Service Regulations 2011. (as amended 2013 & 2015)
- The National Minimum Standards for Fostering Services (2011)
- The Children Act 1989 and The Children Act 2004.
- The Children Act 1989 Guidance & Regulations Vol 2: Care Planning, Placement & Case Review 2010.
- Delegation of Authority: Amendments to the Children Act 1989 Guidance & Regulations Vol 2: Care Planning, Placement and Case Review 2010 (July 2013)
- The Children Act 1989 Guidance & Regulations Vol 4: Fostering Services (2011)
- Assessment and Approval of Foster Carers: Amendment to the Children Act 1989 Guidance & Regulations Vol 4: Fostering Services (July 2013)
- The Care Planning, Placement & Case Review (England) Regulations 2010 (amended 2013 & 2015)
- The Children and Families Act 2014.
- Working Together to Safeguard Children 2018 (updated Dec 2023)
- Data Protection Act 2018 and United Kingdom General Data Protection Regulation (UK GDPR) 2021.
- A copy of this Statement of Purpose is given to the Chief Inspector (OFSTED) and is available to:
- Our foster carers and prospective foster carers.
- Any child or young person placed with one of our foster carers, and any parent of that child or young person.
- Any person working for or in partnership with our Fostering Service.
- Local Authorities working with or planning placements with our Fostering Service.
- Members of the public.

## **Review**

The Head of Fostering Operations and the Senior Management Team review and update our Statement of Purpose annually.

# Status and Constitution

The Five Rivers Fostering Service and our partner Fostering Services; Safehouses, The Fostering Company North East, Foster Careline and Quality Foster Care are part of The Five Rivers Child Care Limited Company, a Social Enterprise, established in 1989. We describe them in this document as our Fostering Service.

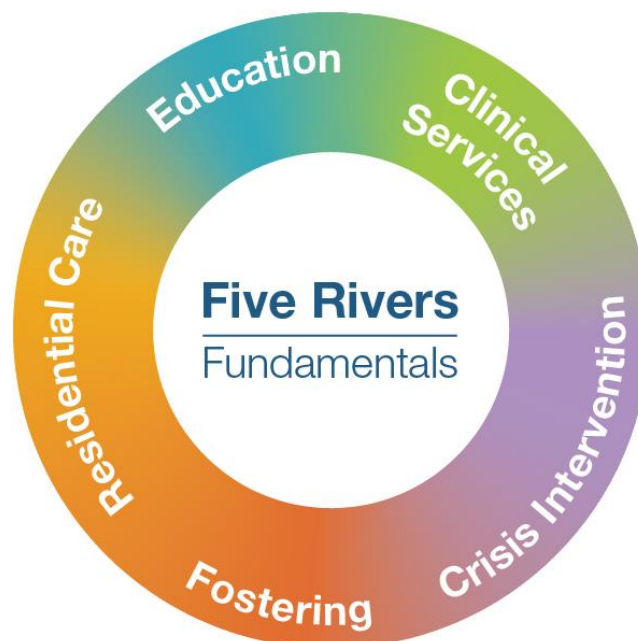
Each of the Fostering Teams in our Five Rivers family use their unique identities, locations, and community relationships to provide local services using our national infrastructure.

Five Rivers Child Care Ltd. is a leading independent Social Enterprise that works with children and young people in need of specialist placements and services throughout England and Ireland. As a Social Enterprise we are recognised as a company “primarily driven by social objectives and whose surplus is reinvested into the organisation or community rather than creating profit.” (Social Enterprise UK.)

At Five Rivers, we re-invest a percentage of our surplus with the sole aim of achieving the best outcomes for the children and young people in our care. This includes a significant investment in our research and training programmes, practice development teams and human resources.

Five Rivers Child Care Ltd. is a private limited company registered under The Companies Act 1985 (Reg. Number: 04236028). We produce a Memorandum of Association and Articles of Association In accordance with the Companies Act 1985 & 1989 which are available to Government Regulators.

Five Rivers Child Care Ltd. is built on a systems-based approach, integrating five fundamental services; Fostering, Residential Care, Education, Assessment and Therapy, and Crisis Intervention, to provide children and young people who were neglected or abused, subject to trauma, or needing specialist mental well-being, with help.



# Our Values

## Respect

- We understand the child and young person's needs and expectations and go out of our way to meet these.
- We show consideration for one another.
- We recognise each other's differences and embrace them.

## Adaptability

- We are flexible and do not stick to rigid ways of working. We treat each and every child and young person as an individual.
- We have a drive and energy to make change. To make a difference. To challenge. To inspire and delight.

## Integrity

- We are straightforward, understanding, and easy to deal with.
- We make complex things clear, concise, and uncomplicated, and always follow our strong moral principles.

## Support

- We are real, normal, and human. We show we understand and care.
- We respond to the needs of our children, colleagues, and partners.

## Excellence

- We are ingenious. We are innovative.
- We lead the way in creating new ways of doing things.
- We call on our experience, skills, insight, and judgement.

# Aim and Objectives

## Aim

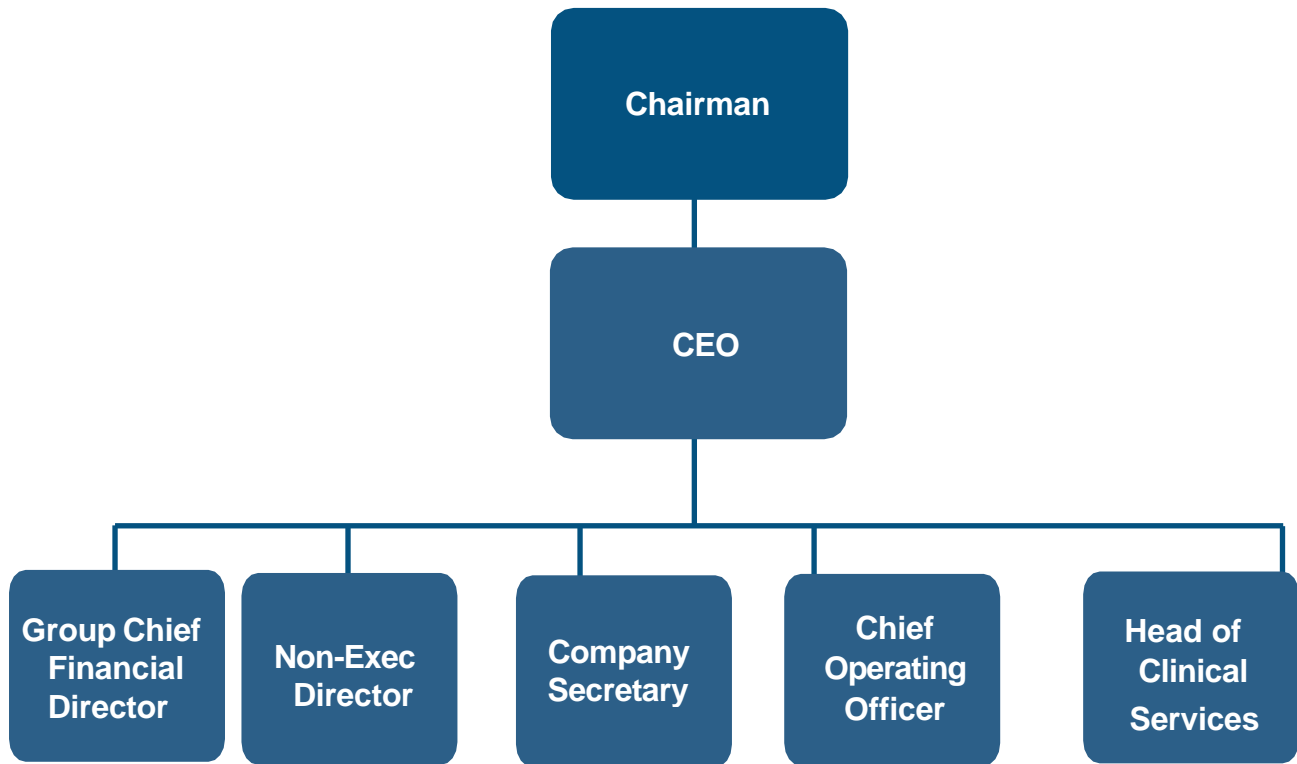
Our aim is to help children rediscover their childhood and recover from neglect, abuse, trauma, or family breakdown, turning their lives around so they can flourish and fulfil their potential.

## Objectives

- To carefully match the needs of children and young people with skilled foster carers able to meet those needs.
- To actively encourage children and young people to express their views and opinions and listen to them using our participation processes.
- To provide foster care that enhance the child's resilience, family membership and friendships.
- To safeguard the children and young people we look after, using risk assessments and safer caring plans, and provide them with a stable home in which they can achieve the best possible outcomes.
- To respect and support the child's ethnic, religious, cultural and language needs.
- To ensure all the children we look after benefit from the right educational opportunities.
- To ensure the child's physical and emotional health needs are met and that they enjoy a positive, healthy lifestyle.
- To provide locally based support and supervision services to our foster carers, children and young people, and their families, through our five fundamental services, using our national structure.
- To promote the training and development of our foster carers and employees so that they can help children achieve the best outcomes.
- To work in partnership with the children and families who use our services, our foster carers, Local Authorities and health and education services.
- To continually check and improve our service to make sure it is the best it can be for our children and young people.
- To re-invest surplus income to provide more foster care support and training and recruit more foster carers to give stable, loving homes to as many children as we can.
- To comply with the Fostering Services (England) Regulations 2011 as amended, and relevant laws to provide an outstanding Fostering Service.

# Management Structure

## Five Rivers Child Care Limited Management Board



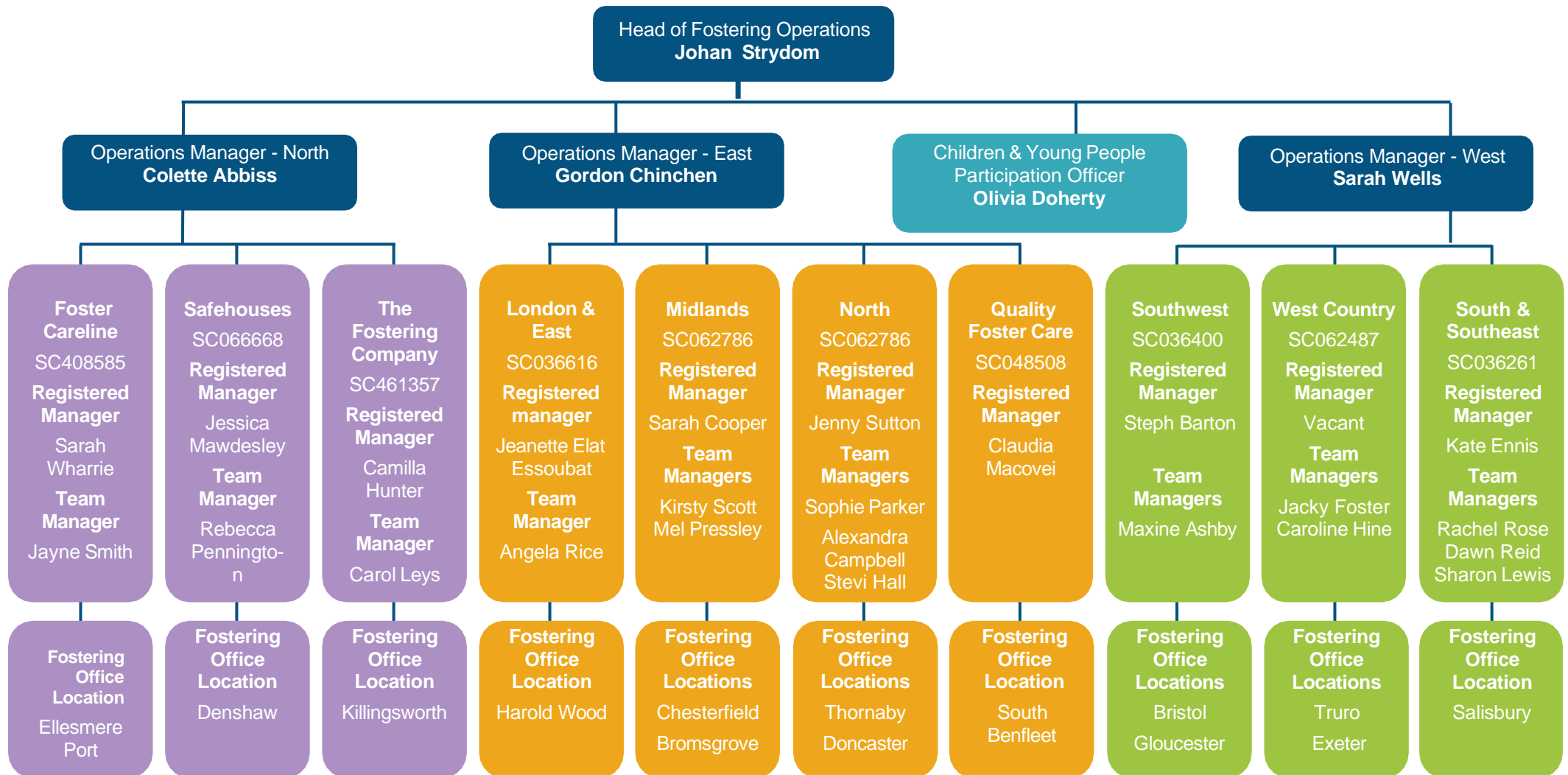
### The Board ensures that our service has:

- Strategic vision and direction.
- Child-centred values and principles and an outcome-based culture.
- An annual business plan in line with children and service users' needs.
- A developing service that uses best practice.
- Financial management to promote secure outcomes and best value to Local Authorities.
- Quality assurance to ensure the use of new research, legislation, and regulation in our practice.

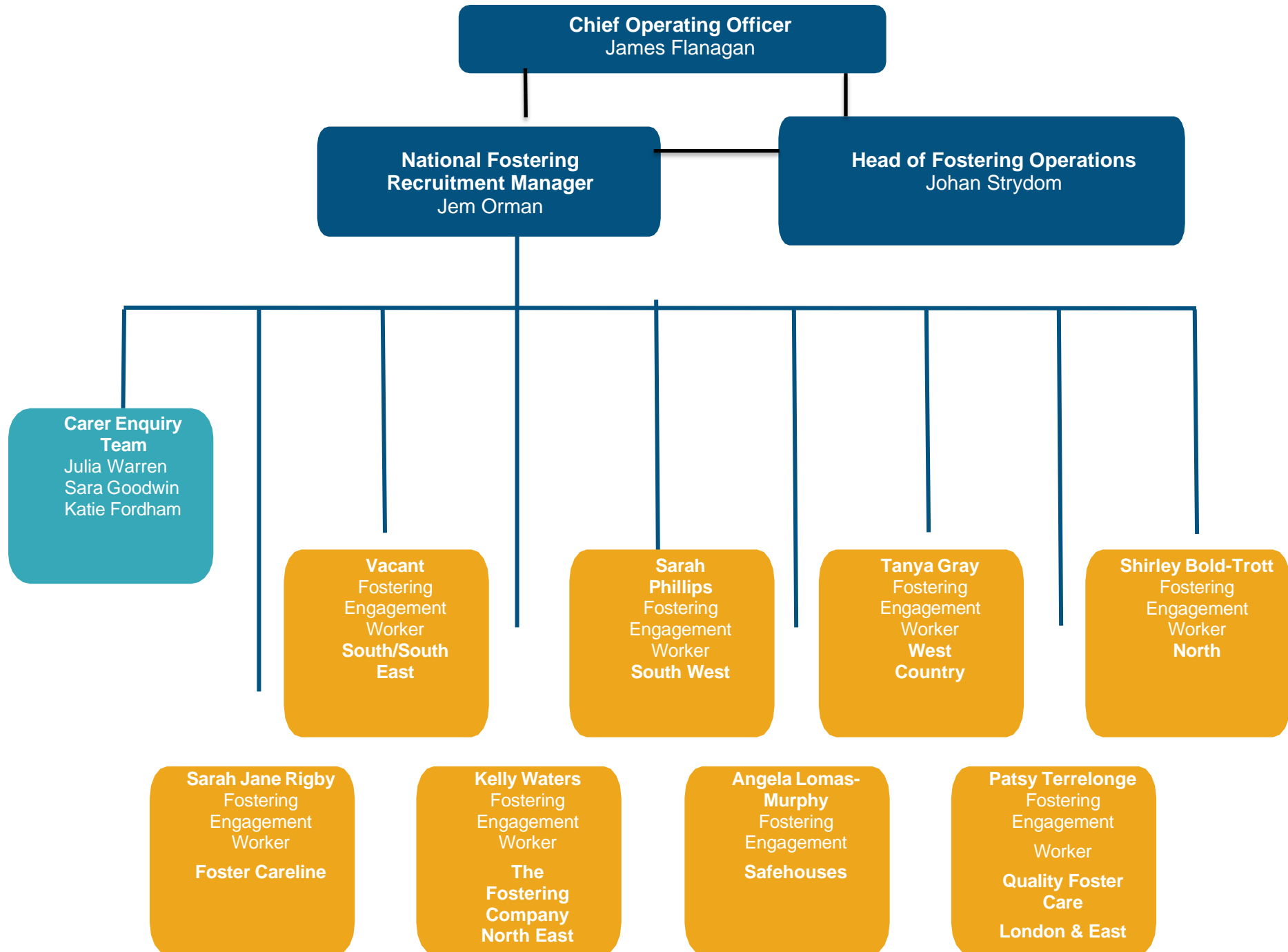
The Board of Directors and Senior Management Team members meet monthly, as do the Fostering Services Operations Management Team and Fostering Service Managers.

The effectiveness of our leaders and managers is enhanced through our quality assurance processes, research, supervision, training, and personal development. In addition, our Regional Team Meetings, as required, contribute to the sharing of best practice and the maintenance of our values and high standards of care.

# Fostering Management Reporting Structure







# Our Employees

The Senior Management Team (Chief Executive Officer, Chief Operating Officer, Children's Services Director and Heads of Service) are responsible for the day-to-day management and strategic direction of the organisation. Executive Directors and Heads of Service hold professional qualifications in their respective disciplines of business management, social work, accountancy, human resources, training, education, health & safety management, therapy, and IT.

The Fostering Service Managers are supported by three Operations Managers (East, West and North) and business support services from Head Office.

Fostering Panels are responsible for the assessment and approval of foster carers across the organisation. Regional Placement Officers are responsible for the initial processing and recommendations for potential matching of placements in accordance with legislation and internal standards. There is a dedicated foster carer enquiry team which is the first point of contact for anyone interested in becoming a foster carer and local employees are responsible for initial visits to our prospective foster carers.

The Fostering Service only employs qualified and registered social workers, many with post-qualifying experience in Local Authority teams, especially in child protection and private/voluntary work.

Administration employees are qualified and undertake a range of specialist roles in data collection and systems management.

All employees receive regular supervision, annual performance reviews and development opportunities – ensuring they are aware of changes in legislation, research, and best practice.

Our education employees have extensive experience: many are qualified teachers who have worked with children who present challenging behaviour or have special educational needs. The whole team has knowledge and understanding of the Code of Practice for Special Educational Needs and Disability (SEND), and they are supported by specialists and consultants.

Our Clinicians are experienced therapists who either hold or are working towards appropriate qualifications and registration with a nationally recognised organisation. They have access to clinical supervision as well as organisational line management.

We also utilise the skills of several colleagues on an independent, self-employed basis across roles including Panel Members, Form F Assessors, Independent Investigators of Complaints and Sessional Fostering Support workers. Self-employed and sessional workers are required to hold appropriate qualifications, have experience of the work they are undertaking, and have professional indemnity and public liability insurance. We complete pre-employment checks including references, telephone follow-up calls and enhanced Disclosure and Barring checks to ensure the welfare of children and young people is safeguarded.

## Partnerships, Accreditations and Memberships

- Research partnership with the Anna Freud Centre, a child mental health research, training, and treatment centre.
- Investors in People – Gold Award.
- Investors in Children.
- LR ISO9001 2022.
- Accredited Contractor CHAS.co.uk.
- Social Enterprise UK Certified Member.
- Nationwide Association of Fostering Providers (NAFP)

# Achieving Good Outcomes –

## Acting on our Values, Aim & Objectives

This section provides an outline of how each team in our fostering family maintains our values and achieves the standards of care we expect of our Fostering Service. We are committed to helping and protecting the children and young people we care for and expect all our employees, partners, and volunteers to share this commitment.

### Understanding Safeguarding

Our Fostering Service supports foster carers when managing the delicate balance between safeguarding, day-to-day family life and encouraging young people to develop skills for independence.

A combination of robust supervision, risk assessment, reporting and quality assurance means that employees and foster carers prioritise safety and stability while encouraging growth and exploration. We provide up to date policy and training in key safeguarding subjects; Child Sexual Exploitation, Child Criminal Exploitation, Radicalisation, Offending Behaviour, Gang Affiliation, and the management and use of Social Media and work with established local organisations to support the risk management of young people in placement.

Our Fostering Service has a clear safeguarding and child protection policy, lines of accountability and a referral process that reflects national guidance.

### UK GDPR

All of our work, including recruitment, assessment and safeguarding, is undertaken within the scope of the Data Protection Act 2018 and the United Kingdom General Data Protection Regulation (UK GDPR) 2021.

### Recruitment and Assessment of Foster Carers

- We recruit, train, and support foster carers from a wide range of backgrounds so that we can offer the right placements for children and young people whenever they need them.
- When someone interested in fostering returns their fostering enquiry form to us, a local service manager/ social worker contacts them to discuss their enquiry. If this discussion is positive, we agree an 'initial visit' for a more detailed discussion. If we do not take the enquiry further, we explain why.
- If the enquiry becomes an application, we ask a qualified social worker to complete a comprehensive, competence-based assessment with the applicant and their family. This worker will produce a report, which we refer to as a Form F, which covers all relevant information about all members of the family household, including the applicant's skills, knowledge, and experience in relation to looking after children and young people.
- The social worker will visit the home perhaps 10 to 12 times, working with all members of the family during the assessment. It is a joint process and needs everyone in the family to take part.
- In this Stage One of the assessment applicants have to attend a preparation course called 'Skills to Foster'. This is part of the assessment process. Feedback from the course is part of the assessment.
- During Stage One of the assessment process, the Form F process requires us to obtain and assess confidential references. Our Fostering Service undertakes several statutory checks, which include:
  - › Verification of identity.
  - › Disclosure and Barring Service checks on all adult members of the household.
  - › Local Authority checks.
  - › Current or previous fostering organisation references (where relevant).
  - › Medical reports.
  - › Current employment references.
  - › Personal references (These referees will also be visited by a social worker).

- › Previous partners, children, and young people of an appropriate age from previous relationships, will be contacted.
- › A Health & Safety inspection of the home.
- › Enquiries to other agencies or organisations, as necessary.
- › Overseas checks (where appropriate)

When Stages 1 and 2 are complete the final report is shared with the applicant(s) and presented to our Fostering Panel. Applicants attend the Fostering Panel meeting with their assessing social worker.

The Panel makes recommendations about the suitability of applicants to be approved as foster carers with our Fostering Service.

Our Agency Decision Maker ensures that all views and recommendations made by our Fostering Panel are considered and then makes the decision about approval.

Applicants are informed verbally and in writing about the agency decision. All the information we obtain about prospective foster carers during their application and career with us is held on file. (Some information is available to view on request subject to UK GDPR regulations).

## FOSTER CARER SUPPORT

### Supervision Visits

After approval, the work of our foster carers is carefully and regularly supervised and supported by our supervising social workers (SSW). Supervision is a formal process and support less so. The partnership between the SSW and foster carer and their discussions are an opportunity to ensure the needs of the child in placement are met and put the child's care plan into action. Any concerns or difficulties are identified and discussed with our partner Local Authorities and changes agreed and implemented.

### Out of Hours & On-call Support

At weekends, bank holidays and at night all our foster carers have access to our on-call support service. This is provided by our supervising social workers, supported by a Registered Manager.

### Unannounced Visits

All our foster carers receive a minimum of one unannounced visit each year in line with National Standards and Regulations.

### Foster Carer Annual Review

All foster carers are reviewed each year. This is a formal opportunity to appraise the past year of their fostering career, set new goals and actions for the year ahead and identify training and development needs.

## Record Keeping

Foster carers maintain records of their work with the children and young people they look after. Our service uses an online record system (CHARMS). Keeping records is an important part of the foster carers' role and accurate, factual recordings help us to make sure we achieve the best outcomes for our children and young people. Recordings, where required, are shared with the Local Authority, and can be used as evidence in court proceedings.

## Fostering Support Workers

Foster carers have access to fostering support workers who may help in contact and transport arrangements (linked to a child's care plan) or provide organised activities for children and young people.

## Education Support

These colleagues offer support to foster carers when negotiating with schools and promoting children/ young people's educational needs\*

## Clinical Support

Clinicians are available to provide expert guidance and support to foster carers of children/ young people who are experiencing serious emotional difficulties\*.

*\*The level of support offered will depend on the type of placement provided.*

## Training

Supervising social workers have the responsibility for managing the day-to-day work of foster carers and this includes identifying their training and development needs. Our Fostering Service is committed to providing excellent and varied training that is accessible and relevant to all our foster carers. This begins with the preparatory course ('Skills to Foster') during assessment.

### Training continues after approval to:

- Ensure a comprehensive induction training programme for our foster carers who work through the Training Support and Development Standards for Carers (TSDS) during the first 12 months of being approved.
- Improve foster carers' knowledge and continuously develop their skills in relation to fostering.
- Ensure that all foster carers are competent and confident in safer caring and in protecting children from harm.
- Encourage foster carers to take responsibility for their own professional development and maintain their individual training profiles.

### Every foster carer must complete a minimum amount of training on relevant subjects, such as:

- Child Protection, Safer Caring and Safeguarding Courses.
- Caring for children who have been abused.
- Child Development.
- Therapeutic Parenting.
- Promoting Family Time.

- Promoting Identity and Self-esteem.
- Criminal Exploitation, Gangs and County Lines.
- Children who go Missing from Home.
- Equality & Diversity.
- Attachment, Separation and Loss.
- Caring for Children who have Experienced Trauma.
- Paediatric First Aid.
- Health and Safety.
- Education of fostered children and young people.
- Caring for children with a disability.
- Preparing children and young people for adulthood.
- Legislation, Regulations & Record Keeping.
- Managing Allegations.

**To be approved to offer parent and child assessment placements, our foster carers must also undertake a specialist training course, which covers:**

- An introduction to parent and child placements.
- Tools used to assess the parent and their care of their child.
- Keeping the parent and their child safe.
  - › How parents form relationships with their children.
  - › Supporting parents with a learning disability.
  - › Developing recording/report writing skills.

### Carer Support Groups

Regular support groups are held in local venues for foster carers. These are groups where information can be shared, carers can learn from and support each other, and matters can be raised with the Fostering Service.

### Foster Carer Forums

Foster Carer Support groups from all our fostering teams put forward local representatives to meet regularly with the senior management team. This promotes partnership and openness and contributes to our service improvement.

### Foster Carer Handbook

Our Fostering Service has developed a comprehensive, but easy to understand, online Foster Carer Handbook that every approved foster carer has access to. This provides information on their local Fostering Service and supports their fostering. The handbook contains information on policies and procedures, recording, finance, legislation, the complaints procedure, access to records, child protection, support, health and safety matters, education information, managing behaviour and various other subjects relevant to foster carers and the task of caring for a young person.

### Foster Talk

Our foster carers are all provided with Foster Talk membership. This is a nationally recognised organisation for fostering advice, practice guidance, training, and independent support for both foster parents and fostering services alike. Foster Talk also delivers Fosterline, the free independent advice and support service on behalf of the Department for Education.

### Support for Children and Young People

Our supervising social workers visit and engage with children and young people in placement in partnership with Local Authority colleagues. HONOSCA (Health of the Nation Outcome Scales Child & Adolescent Mental Health) are completed with the Assessment and Therapy Team to identify any additional needs. Support is also available from Five Rivers Education who can offer one to one education for Maths and English. We share this information with the Local Authority and agree their provision or purchase of additional support subject to our placement agreement.

Our Fostering Service also provides many opportunities for additional engagement with children through one-to-one work with children in support, review, education, and family time settings. We also talk to them as part of regular supervision, foster carer Annual Reviews and support visits, activity days and consultation in our annual Fostering Service review.

We also provide activities and outings where children meet, play, and learn alongside each other. Many of our activities are organised for both children in placement and the birth children of foster carers.

Listening to the children and young people we care for and the birth children of our foster carers helps us to keep them all safe. It also contributes to the development and improvement of our Fostering Service. Feedback forms, groups, activities, and consultation events help us to gather, share and act on these views.

Our Children's Guide provides up to date and clear information about our Fostering Service and contains contact details for outside advocacy groups.

# Our Placements

## Matching

All children and young people placed with our service are carefully 'matched' to ensure that their overall experience and progress is as good as it can be.

Our diverse group of foster carers all provide safe and nurturing homes, but we are proud to have many experienced foster carers who can specialise in meeting the more complex needs of children who have been abused, have challenging behaviours or who have specific medical requirements.

Our fostering placement officers are the first point of contact for enquiries about placement choices and they liaise closely with supervising social workers, foster carers, and Local Authority colleagues to ensure the best possible match for child and foster carer.

We recognise that children and young people experience life's challenges differently, and in this sense all our placements are unique.

## Placement Types

An advantage of our different teams and locations is our adaptability and the range of services we can provide linked to the needs and local trends identified in the community with our Local Authority partners.

- **Short breaks & Emergency Placements:** Our skilled and experienced foster carers can provide a positive experience for children and young people coming into care at short notice, for varying lengths of time and for a variety of reasons. We can provide assessments of needs; support back home and preparation into new foster placements or independent living; supported contact with parents and other family members and close working and support during court proceedings. We work flexibly to ensure that young people understand the purpose and timescales of their placement.

Our Fostering Service can provide an emergency placement to Local Authorities for the urgent placement of children and young people.

- **Short term/not permanent placements:** For children and young people who may need looking after until they can return to their family, be placed permanently in foster care or move on to adoptive parents.

- **Long Term/Permanent Placements:** Where a long-term plan has been agreed for a child because they cannot return home, we can provide foster carers who offer a suitable match once confirmed by the placing authority's panel. Our Fostering Service teams have an excellent record of placement stability and, of course, access to our wide range of support services.
- **Placements for Children with Complex Needs or Single Placements:** We provide specialist placements for children with complex needs, whether because of disability and/or complex health requirements or particularly challenging behaviour. A number of carers across the Fostering Service are experienced in offering specialist care and many have adapted their homes to provide the best possible experience for the children and young people living with them.
- We also have foster carers trained and supported to care for young people assessed as unable to live with other children, those with histories of multiple placement breakdowns and attachment difficulties, and those who may otherwise be placed in residential care.
- **Transition to Independence and Staying Put:** We offer placement for young people transitioning from residential care into family settings and many of our carers also have young people Staying Put in placement whilst they pursue education and training and plan independence.
- **Parent and Child Placements:** These placements are provided where there is a need for a period of assessment of a parent and child. These are usually time limited and required for court proceedings and further care planning. These placements require more support and supervision, reflected in more frequent visits from our supervising social workers and colleagues. Our social workers and foster carers will provide observations that may form part of the parenting assessment, court reports and, in some instances, this may mean attendance at court hearings.

All our foster carers who provide these placements are specifically approved, trained, and supported for this purpose.

# Financial Information

## For Carers

Our foster carers receive a generous weekly fostering allowance, paid directly into their bank account by BACS transfer.

Our foster carers are self-employed and as such must ensure they pay their own tax and national insurance. Detailed financial information and guidance is supplied to our foster carers within our financial information sheet, and a detailed annual statement is provided to each carer.

All our foster carers are entitled to 14 days holiday pay, per child, per year. The eligibility for this runs from the date of the first placement following approval. It may be varied depending on the young person's care plan.

## For Local Authorities

Charging information for placements is confirmed with Local Authorities before any placement is agreed. Local Authorities can contact our Fostering Service for details of charges at any time. We do not include services such as educational/clinical therapeutic support costs within our weekly charges, however, upon any request for additional support, we may facilitate these services, as required, at an additional rate.

# Quality Assurance and Participation

## Equality and Diversity

Our Fostering Service is committed to encouraging and promoting equality and diversity in all that we do. We strongly believe that the delivery of our service should not discriminate or result in less favourable treatment of those with whom we work and support on the grounds of age, gender, disability, sexual orientation, race, religious belief, or marital status. We monitor our placement referrals, employee and foster carer recruitment and policies, to ensure the diverse nature of our services and support packages.

A particularly important part of our approach to equality is the encouragement and involvement of children and young people in the development and evaluation of our services.

## Service Improvement

We are always looking for new ways to engage with our children and young people, foster carers, and employees to review and refresh our policies and procedures and to improve our performance. Our tools for engagement include:

- National Youth Councils for Children and Young People to get involved, promote change, and develop projects. This had led to an increase in the involvement of our children and young people, both looked after and from carer households.
- National Forum for Foster Carers and Staff members.
- Consultation with and participation of children and young people through the Make a Difference scheme and Fun Days Out.
- Young people involved in selection, interviews, training of staff and foster carers, preparation and design of materials including audio visual material.
- Our Carer Engagement Survey. Our Fostering Service welcomes the views, wishes and suggestions of our approved foster carers and we use our surveys to gather feedback. We use this to plan improvements in the quality of care and support offered to our fostering families and the children and young people placed with them. The survey results are published and available, upon request, to all our foster carers and Local Authority partners. They are also made available to Ofsted at the time of Inspection.
- Our Employee Engagement Survey.
- Annual Review processes for children, carers, and employees.

- Consultations with the Local Authority partner agencies we work with.
- This work promotes a culture of continuous improvement, paying careful attention to feedback about services offered by any individual or organisation we encounter.
- Managers and our teams are supported by audit and monitoring reports which focus on quality assurance throughout the company. Internal audits are completed at regular intervals to ensure practice and regulatory standards are met. The recommendations from these audits are implemented using local or service-wide action plans.

## Representation and Complaints Procedure

All children/young people placed with our foster carers are informed of the Representation and Complaints Procedure at the beginning of placement by their supervising social worker. They are provided with more details of who they can contact in our Children's Guide.

Foster carers, employees and placing Local Authorities are also provided with information about our Representation and Complaints Procedure. The procedure is reviewed annually to ensure fair and effective operation and to confirm that action is taken in line with the outcome of individual complaints.

A summary of complaint outcomes and their impact upon service design and delivery is collated nationally and reported to the Board.

The Fostering Service places an emphasis on resolving complaints at a local level and at an early stage (Stage 1 Complaints).

## Compliments

The Fostering Service maintains a record of all compliments received from service users and commissioning partners.



# Find and Contact Us

## Five Rivers Offices

### Carer Recruitment:

- Tel: 01858 412765 | [fostering@five-rivers.org](mailto:fostering@five-rivers.org)

### Placements Team:

- Tel: 0800 389 8708 | [placementsteam@five-rivers.org](mailto:placementsteam@five-rivers.org)

### Staff Recruitment:

- Tel: 01722 435750 | [recruitment@five-rivers.org](mailto:recruitment@five-rivers.org)

## Midlands & North

- Studio Suites D&E, Market Hall, Market Place, Chesterfield, Derbyshire S40 1AR
- Tel: 01246 558292

## North East

### (Part of Midlands & North Registered Service)

- Ground Floor, Westminster House, St. Mark's Court, Stockton on Tees, TS17 6QP
- Tel: 01642 612966

## Lincolnshire & East Yorkshire

### (Part of Midlands & North Registered Service)

- Unit 1 Heather Court, Shaw Wood Way, Doncaster DN2 5YL
- Tel: 01302 230604

## Midlands

### (Part of Midlands & North Registered Service)

- Basepoint Business Centre, Unit 61, Bromsgrove Enterprise Park, Isidore Road, B60 3ET
- Tel: 01527 834653

## London & East

- Suite F6 & F7, Bates Business Centre, The Old Brickworks, Church Road, Harold Wood, Romford, Essex RM3 0JA
- Tel: 01708 393134

## South & South East

- Unit 3, London Road Office Park, London Road, Salisbury, Wiltshire SP1 3HP
- Tel: 01722 421142

## West Country – Cornwall

- Park House, Threemilestone Business Park, Threemilestone, Truro, Cornwall TR4 9LD
- Tel: 01872 264608

## Exeter – Devon

### (Part of West Country Registered Service)

- Aldens Business Court, 7a Chudleigh Road, Alphington, Exeter, Devon EX2 8TS
- Tel: 01392 454 989

## South West

- Suite 7, Westbury Court, Church Road, Westbury-on-Trym, Bristol BS9 3EF
- Tel: 0117 9594690

## Gloucester

### (Part of South West Registered Service)

- Unit 8, The Steadings Business Centre, Maisemore Court, Maisemore, Gloucester GL2 8EY
- Tel: 01452 203159

## Foster Careline

- Suite F10, The Business Centre, Oaklands Office Park, Hooton Road, Hooton, Ellesmere Port, CH66 7NZ
- Tel: 0151 3786873

## Safehouses Fostering

- The Fleece, 41 Oldham Road, Denshaw, OL3 5SS
- Tel: 01457 878516

## The Fostering Company North East

- Silverbirch House, Mylord Crescent, Killingworth, NE12 5UJ
- Tel: 0191 268 6888

## Quality Foster Care (QFC)

- 1st Floor, Communication House, 134-146 High Road, South Benfleet, Essex SS7 5LD
- Tel: 01268 795597

## Head Office

- 47 Bedwin Street Salisbury Wiltshire SP1 3UT
- Tel: 01722 435750 Fax: 01722 435797

## Ofsted

- Piccadilly Gate, Store Street, Manchester M1 2WD
- Tel: 0300 123 1231

## Children's Commissioner for England

- Sanctuary Buildings, 20 Great Smith Street, London SW1P 3BT
- Tel: 0800 528 0731

