

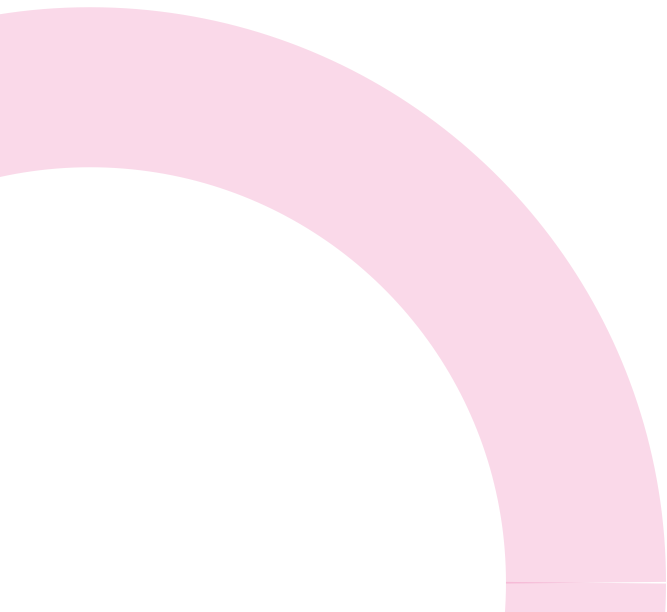


Adult Placement  
**Statement of  
Purpose**

NFA - Scotland

September 2024

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# Our Vision, Our Mission and Our Promise

## Our Vision



We will build incredible futures by empowering vulnerable children and young adults in the UK to be happy and make their way in the world.

## Our Mission

Every day we improve the lives of those we educate and look after, their families and communities through a relentless focus on learning and caring.



## Our Promise

We are kind to ourselves and each other...

we work together...

and we make things happen.

Outcomes  
First  
Group.

### The Promise

Within NFA Scotland we currently have a Promise working group whose purpose is to integrate The Promise and The Pinky Promise into everything we do, share, and communicate with our families and young people. Our aim is to shift policy, practice, and culture within NFA Scotland so that we can #KeepThePromise made to care experienced infants, children, young people, adults, and their families – that every child grows up loved, safe and respected, able to realise their full potential.

**Voice:** Children must be listened to and meaningfully and appropriately involved in decision-making about their care, with all those involved properly listening and responding to what children want and need. There must be a compassionate, caring, decision-making culture focused on children and those they trust.

**Family:** Where children are safe in their families and feel loved they must stay – and families must be given support together to nurture that love and overcome the difficulties which get in the way.

**Care:** Where living with their family is not possible, children must stay with their brothers and sisters where safe to do so and belong to a loving home, staying there for as long as needed.

**People:** The children that Scotland cares for must be actively supported to develop relationships with people in the workforce and wider community, who in turn must be supported to listen and be compassionate in their decision-making and care.

**Scaffolding:** Children, families and the workforce must be supported by a system that is there when it is needed. The scaffolding of help, support and accountability must be ready and responsive when it is required

# Introduction

This Statement of Purpose for :

## **National Fostering Agency Scotland**

NFA (Scotland) is an Independent fostering agency which is Registered as an Adult Service Provider, for the purposes of providing continuing care.

'Continuing Care' is the legal term established by Part 11 of the 2014 Act. Continuing Care is defined as meaning the same accommodation and other assistance as was being provided for the eligible person by the local authority, immediately before the person ceased to be looked after. It is important to remember that it is not a new arrangement; it is the right for the young person to 'stay put' in the same arrangement.

NFAS Young Adult Arrangement Service have developed and implemented policies and Procedures to safeguard and support young adults in our care and the service is closely linked with our Foster Care Service.

The service is overseen by the same personnel: Registered Manager, Team Managers, Advanced Practitioners, Administration workers, Panel members, Agency Decision Maker, Senior Managers, Chief Executive Officer, Board of Directors.

Caregivers have access to support groups and training relevant to their role.

The Adult Placement Service is committed to providing a quality family experience, enabling young adults who are looked after and accommodated with our foster carers to transition into a continuing care arrangement and remain with those families beyond the age of 18 years where this is considered necessary and appropriate.

### **The Conditions of Registration are:**

- 1 No more than 3 adults shall be placed at any one time within the household of any adult arrangement carer.
2. NFAS approval process of foster carers as continuing care provider for the purposes of continuing care must include assessment, and approval as a foster carer and a continuing care provider.

The Statement of Purpose (SoP) for NFA (Scotland) Limited has been developed in accordance with appropriate legislations: National Care Standards Foster Care and Family Arrangement 2005, Children (Scotland) Act 1995, the Regulation of Care Act 2001, Looked after Children (Scotland) Regulations 2009 and Children and Young People (Scotland) Act 2014 and the new health and Social Care Standards 2018. The SoP outlines the way NFAS operates as a Registered Young Adult Arrangement Service. This SoP is made available to employees, carers, local authorities and can be accessed by birth families via the NFA website.

The SoP is reviewed and agreed as required or annually by the Registered Manager and the Management Team.

This Statement of Purpose is designed to be read in conjunction with our Statement of Purpose for our Fostering Service.

### **The office address is:**

National Fostering Agency  
1st floor  
East Gateway  
Beancross Road  
Grangemouth  
FK3 8WH  
Tel: 01324 468 055

**Registered Manager:** Claire Devine

### **NFAS is registered with the Care Inspectorate:**

Service provider number: SP2005007502  
Care service number: CS2005098696



# Principles

## Principles

It is the National Fostering Agency (Scotland) belief that every young adult who was fostered as a child has the right to continue to benefit from a positive experience of family life, enabling each to fulfil their potential in a family where they feel secure and a sense of belonging.

Working in partnerships with Local Authorities, The National Fostering Agency (Scotland) is committed to providing a quality family experience enabling young adults who were looked after and accommodated with our foster carers to remain with those families beyond the age of 18 years where this is considered necessary and appropriate.

## Service

This service is only available to young people that have been in a National Fostering Agency placement.

If carers have the appropriate space to accommodate a young adult and a looked after child/young person they may be registered as both a NFAS Young Adult Support Carer and a NFAS Foster Carer.

## Health and Social Care Standards

The implementation of the new Health and Social Care Standards in April 2018, set out expectations and in how NFAS shape plan, shape and deliver care to our children and young people.

The standards are underpinned by five principles:

### Dignity and Respect

- My human rights are respected and promoted
- I am respected and treated with dignity as an individual
- I am treated fairly and do not experience discrimination
- My privacy is respected

### Compassion

- I experience warm, compassionate, and nurturing care and support
- My care is provided by people who understand and are sensitive to my needs and wishes

### Be included

- I receive the right information, at the right time in a way I can understand
- I am supported to make informed choices, so that I can control my care and support
- I am included in wider decisions about the way the service is provided and my suggestions, feedback and concerns are considered
- I am supported to participate and actively in my community

### Responsive Care and Support

- My health and social care needs are assessed and reviewed to ensure I receive the right support and care at the right time
- My care and support adapt when my needs, choices and decisions change
- I experience consistency in who provides my care and support and in how it is provided
- If I make a complaint it is acted on

### Wellbeing

- I am asked about my lifestyle preferences and aspirations and I am supported to achieve these
- I am encouraged and helped to achieve my full potential
- I am supported to make informed choices, even if this means I might be taking personal risks
- I feel safe and I am protected from neglect, abuse, or avoidable harm

These are the standards that will be taken into account in Inspections and quality assurance by the Care Inspectorate



# Consultation and Support for Children and Young People

## Children & Young People's Rights

As a partner agency of the National Fostering Group, **National Fostering Agency Scotland** supports UNICEF's mission statement to advocate for the protection of children's rights, to help meet their basic needs and expand their opportunities to reach their full potential. In doing so, the agency, its staff and foster carers will uphold the United Nations Convention on the Rights of the Child (UNCRC).

## Participation and Consultation

**National Fostering Agency Scotland** is committed to the inclusion of all stakeholders in the review and development of its services. The views, wishes and feelings of children and young people are vital to ensuring the services meet their needs and remain relevant in a changing environment. Consultation takes various forms either through questionnaires, online surveys, consultation events, activities and feedback forms for carer annual reviews and LAC reviews. All children and young people receive a copy of their own magazine 'Kidslines' or 'Teenlines' filled with interesting news and articles from, and relevant to, children and young people.

## Support for Young adults in our Care

The young adults placed with **National Fostering Agency Scotland** come from a wide range of backgrounds and experiences and it is imperative that they receive the highest standards of care to enable them to aspire and achieve in our care.

To this end, **National Fostering Agency Scotland** has established a clear online manual of policies and procedures that outlines the standards expected from all continuing carer providers and staff.

In addition, when the Local Authority and agency have agreed that an identified foster carer can support the development towards interdependence for the young adult.; a placement contract is made agreeing the duration and objectives of the placement.

Young adults are provided information and support in accessing support through advocacy, education/career development, accessing funding and bespoke support for their needs are clearly determined in their Pathway Plans.

## Physical Environment

**National Fostering Agency Scotland** pride themselves on the standard of their homes providing safe, stimulating, caring environments, where there is a focus on health, education, protection, continuity, diet and stimulation.

Young adults are supported to develop life skills towards budgeting and managing their affairs through daily tasks.

# Consultation and Support for Children and Young People

## Boundary Setting

Each foster home has their own Family Safer Caring Plan which highlights boundaries and expectations within each home. Risk assessments and strategies relating to support young people and help the managed any risks.

Policies on sanctions control, restraint and complaints procedures are available to young people, parents and professionals as required. These policies are imperative to ensure that behaviours are responded to in a consistent and fair manner. Any form of corporal punishment is forbidden. Each young adult and they are supported maintain their health checks etc

## Healthy Care

In partnership with the foster carer, Social Worker and Health Authority, establish the individual health needs of each child in our care. Wherever possible fostered children will continue using their own health resources, if this is not possible children will be:

- Registered with a GP
- Registered with a dentist
- Registered with an optician

Our foster carers will:

Encourage young adults to make positive diet choices

- Encourage and enable children to participate in regular exercise to ensure good physical, emotional and psychological wellbeing
- Ensure that young adults attend routine and required health appointments and annual health assessments, dental and optician appointments
- Support young adults to maintain health appointments
- Provide support and advice on wide range of adult topics such as safe sex, identity etc
- Take the time to listen to young people giving them an outlet to share emotions, thoughts and feelings to promote positive emotional wellbeing.
- Support ongoing development with emotional and practical support

## Therapeutic Support Services

We believe that children and young people have a right to access therapeutic provision from Local Health Authorities. We have developed good working relationships with health colleagues in each local area and will access local provision wherever possible. If children cannot access local provision due to the timescales involved, or the complexity of the situation; the agency can commission the services of suitably qualified, experienced and accredited professionals to undertake the work e.g. play therapists, child psychologists, art therapists.

## Education

**National Fostering Agency Scotland** believe that young people have the fundamental right to experience an appropriate education which enables them to meet their potential.

# Consultation and Support for Children and Young People

## Contact with Friends and Relatives

**National Fostering Agency Scotland** ensures that each young adult in our care is encouraged to maintain contact with those most important to them. We encourage and support dual family membership for young adults with their birth families.

## Unauthorised Absence and Missing

All foster carers have access to the agency policy on children who go missing. If there are issues of risk, vulnerability or young adult sexual exploitation, then a strategy will be discussed and agreed with the Child's Social Worker, young person and foster carer. This is to ensure appropriate safeguards and supervision are in place, to further improve risk awareness and facilitate risk reduction. The agency will request the Local Authority conducts Return Home Interviews following all missing episodes.

## Safeguarding Procedures

has safeguarding procedures in place which are in line with Working Together to Safeguard Children to safeguard and protect the welfare of all children. All staff and foster carers are required to fully adhere to these procedures. Where there is a need to review any safeguarding practices to ensure safe care is provided, this will be done in consultation with the Children's Social Worker, foster parent, and fostered child (where possible).

## Scottish Human Rights Commission

The Scottish Human Rights Commission promotes and protects the human rights guaranteed by the European Convention on Human Rights, which form part of the law of Scotland through the Human Rights Act 1998 and Scotland 1998. The Commission also promotes and protects other human rights which have been guaranteed by international conventions ratified by the UK.

If you would like to contact the Scottish Human Rights Commission call 0131 244 3550, or email [hello@scottishhumanrights.com](mailto:hello@scottishhumanrights.com). You can write to them at Scottish Human Rights Commission, Governors House, and Regent Road, Edinburgh, EH1 3DE. Tel 0131 2443550. Their website is [www.scottishhumanrights.com](http://www.scottishhumanrights.com)

## Further Support

### Clan Childlaw

Anyone, of any age, anywhere in Scotland, can call Clan Childlaw with a question about children's rights and about how the law and legal systems in Scotland work for children and young people. Clan Childlaw has a team of lawyers who can represent children and young people in court, in children's hearings, and in important meetings. You can call free on 0808 129 0522, Monday to Friday from 9am to 5pm.

### Who Cares? Scotland

If you're a care experienced young person and you need advocacy support or someone to talk to, contact Who Cares? Scotland by phoning 0330 107 7540 or emailing [help@whocaresScotland.org](mailto:help@whocaresScotland.org). The Helpline is open Monday-Friday, 12pm-4pm.

### Scottish Child Law Centre

If you are under 21 and want to talk to someone about how the law affects you, our advice line is open Monday to Friday 9.30am – 4pm. You can contact us anytime or you may wish to call us during our dedicated Youth Hour which takes place every Tuesday and Thursday between 12pm and 1pm. During this time, our solicitors only take calls from children and young people. Call free on: 0800 328 8970 (from landlines) or 0300 3301421 (from mobiles).



# Consultation and Support for Children and Young People

## Outcomes Support – details of additional support offered to children, young people and foster families

The statistics available tell us that care-experienced children and young people are less likely to achieve well in their studies, more likely to suffer from mental health issues, more likely to enter the criminal justice system or, as an adult, other social care systems. At the National Fostering Group, we are working hard to change this bleak picture on an individual basis for children and young people in our foster homes, and have dedicated support to help boost and improve outcomes. The additional resources can be accessed at any point, and the support offered aligns with our pledge to children and young people in one of our fostering families.

## Adventures Support

The National Fostering Group can support young people to:

- Undertake an award with the Duke of Edinburgh's Award at the three levels of Bronze, Silver or Gold
- Join an expedition adventure with British Exploring Society

These opportunities allow young people and adults to acquire essential personal and social skills. It connects them to their communities and the great outdoors in a positive manner. These activities can help to support and boost other outcomes for young people.

**Contact:** Angela Golland – [angela.golland@nfa.co.uk](mailto:angela.golland@nfa.co.uk)

## Careers and Employability Support

This service can provide high-level support to social workers or foster families trying to find appropriate further opportunities for our young people. The service can also provide 1:1 Careers Advice and Guidance where necessary.

This is particularly important if:

- the young person is not currently in an education provision (NEET - Not in Education, Employment or Training) or between education provisions
- the young person's current educational setting has not provided guidance at a suitable or appropriate level
- if opportunities for Careers Guidance were missed by the young person/adult

**Contact:** Hannah Burke – [hannah.burke@nfa.co.uk](mailto:hannah.burke@nfa.co.uk) who will refer you to the service

# Scottish Government

The purpose of the Scottish Government is to focus government and public services on creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable economic growth.

The current Minister for Children and Young People is Natalie Don – Innes

Natalie Don – Innes  
The Scottish Government  
St Andrews House  
Regent Road  
Edinburgh  
EH1 3DG

Email: [scottish.minister@gov.scotland](mailto:scottish.minister@gov.scotland)

Crucial programmes and publications are:

- Getting it Right for Every Child
- The vision for Scotland's Children
- For Scotland's Children
- A Curriculum for Excellence
- Integrated Children's Services

And more recently:

How Well Do We Protect Scotland's Children  
HMIE Publications [www.hmie.gov.uk](http://www.hmie.gov.uk)

For further information, please do explore the extensive website: [www.scotland.gov.uk](http://www.scotland.gov.uk)

# Management and Regional Team Structure

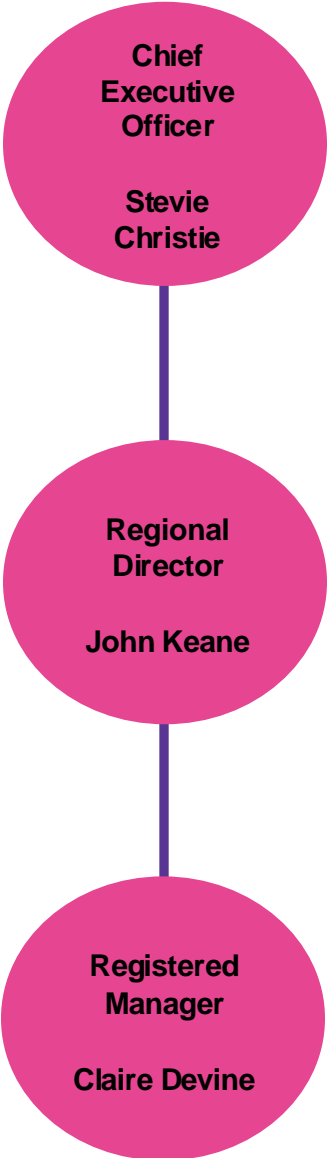
## Management Structure

### Employees and Structure

Scotland's Organisations Structure is regularly reviewed and updated and is available on request. The strategic direction, service development and performance of NFAS is monitored and reviewed by the senior management board. The Registered Manager is responsible for the day to day running of the agency. The Registered Manager ensures that all carers are properly supported and that the outcomes for children and young people are met through the implementation of the agencies policies and procedures. The Registered Manager reports to the Operations Director. All the National Fostering Agency (Scotland's) Managers, Supervising Social Workers are registered with the Scottish Social Services Council, have recognised qualifications in Social Work and have experience in Child Care and Fostering. Our staff hold Protecting Vulnerable Groups Scotland Certificate (which are renewed by Disclosure Scotland every two years).

### Quality Assurance

NFAS promotes a culture of continuous improvement, where feedback about our services is central to our delivery. Operational staff are supported by the quality assurance and compliance teams where a focus is on quality and continuous development throughout the region. The NFA has a Quality Assurance and a Compliance Department. The Compliance Team check adherence to policy, procedure and legislation. The QA team provides a QA Manager for the Region who assists and supports with panel matters. In addition all new Form F Assessments are overseen by the NFA Group National Assessment Centre, who are responsible for Quality Assuring all assessments.

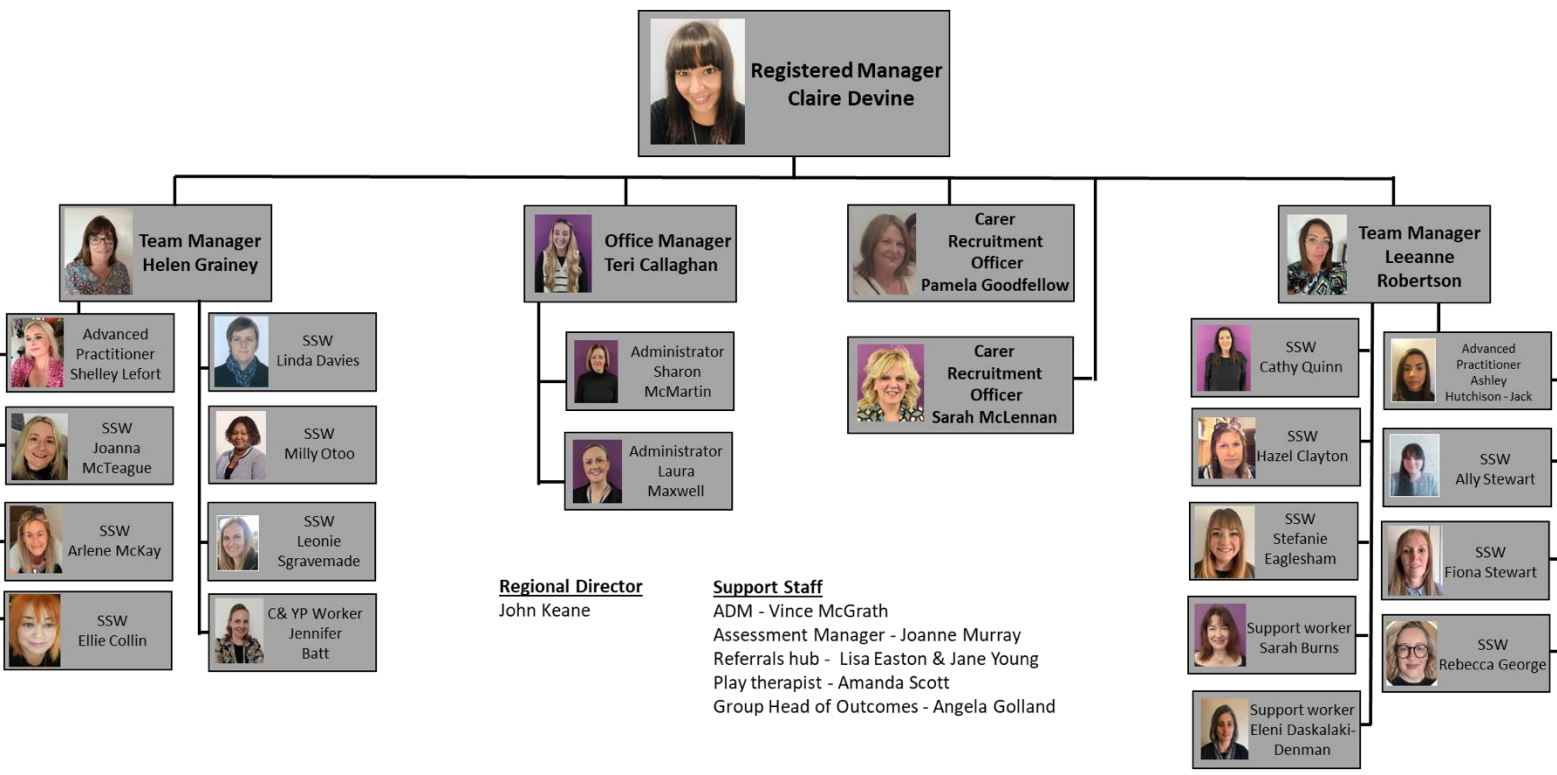


# Management and Regional Team Structure

## NFA Scotland Organisational Chart



### NFA Scotland Organisational Chart



# Management and Regional Team Structure

## The Staff Team

The registered office is based in Grangemouth.

The Supervising Social Workers & Support Team, and Carer Recruitment Officer can work remotely to ensure that we meet the needs of our foster carers and children and young people. All our Social Workers hold recognised professional social work qualifications and are registered with Social Work England.

## The Regional Director

The Regional Director has a key strategic role and is responsible for developing and managing all aspects of fostering resources and support functions in all registrations within their allocated region (Midlands).

The Regional Director supervises the Registered Manager and supports them in delivering a high-quality service demonstrated by the results of external inspections, stakeholder feedback (Local Authorities, carers, children and young people), internal audits and key performance indicators. The Regional Director ensures that operating objectives and standards of performance are understood and owned by the whole staff team, seeking to continuously improve performance across all areas of service delivery and delivering aspirational outcomes for children and young people.

## The Registered Manager

The Registered Manager is responsible for the overall operation of the agency, including the supervision of the Team Manager, Business Manager and the Carer Recruitment Officer.

The Registered Manager is responsible for producing the agency's business plan, achieving business objectives and maintaining budgetary control of the agency. They are also involved with the development and implementation of the strategic aims and objectives of the organisation and meet monthly with Senior Managers and Directors. The Registered Manager ensures that all practice is in accordance with agency policy and procedures, and contributes to the review and updating of these.

They oversee the completion of ongoing auditing and monitoring of the service to ensure the fostering service is of the highest standard. The Registered Manager monitors and advises on serious complaints and allegations and ensures the appropriate procedures are followed and safeguards are in place.

## The Team Manager

The Team Manager has line management and supervisory responsibility for the agency's Supervising Social Workers. The Team Manager oversees the day to day support offered to the agency's foster carers and fostered children and makes case decisions accordingly as part of this. The Team Manager oversees the matches undertaken on fostered children referred to the agency, along with supporting positive outcomes being achieved for all children placed. In conjunction with the Registered Manager the Team Manager undertakes auditing, ensures compliance with the Fostering Regulations and Guidance, and strives to achieve good outcomes for children. The Team Manager oversees the assessment and review of the agency's prospective and existing foster carers.

The SSWs have responsibility for the assessment, support, supervision and annual review of foster carers. In addition, they work in close partnership with the Looked After Children's Social Worker and will attend Looked After Reviews and Personal Education Plan (PEP) meetings with the foster carer to ensure the very best outcomes are achieved for children placed with our carers. SSWs are responsible for monitoring the continuous professional development and training of foster carers. They ensure that all foster carers complete the Training, Support and Development.



# Management and Regional Team Structure

Standards (TSDs) and maintain an ongoing portfolio; working closely with the Learning and Development Team to facilitate this. In addition, SSWs co-ordinate and deliver support groups for foster carers and provide the frontline delivery of Out of Hours Services to carers.

## **Fostering Support Worker**

Fostering Support Workers (FSW) provide specific support services to both foster carers and children and young people, and have experience of working with children in a variety of settings. Input is time-limited and solution focussed to enable those supported to achieve personal growth and development. Support services can include occasional transporting, supervising contact and undertaking direct work with children and young people. Direct work covers areas such as the development of independence skills, educational support and preparing for employment and further education, self-protection and risk reduction skills, improving self-confidence and self-esteem. This list is not exhaustive and all packages of work are bespoke to the individual needs of the child or young person, enabling them to aspire and achieve their best potential. Support Workers also run groups and activities for both looked after children and children who foster which provides them with opportunities to socialise, share experiences and derive support from their own peer groups.

## **Carer Recruitment Officer (CRO)**

The CRO is responsible for implementing the recruitment and marketing strategy, organising carer recruitment and retention activities/events and the initial screening of prospective foster carers. The CRO works closely with the regional management team, referral coordinators and panel administrator and more widely across the National Fostering Group with the Head of Carer Recruitment to ensure the 'carer journey' is personal, timely and effective in recruiting and retaining foster carers.

## **The Referrals Hub**

The Referral Hub manages all incoming referrals and keyworking relationships with Local Authority placements teams in order to identify potential foster placements for looked after children. The Referrals Hub liaises with foster carers and works closely with social workers and managers to ensure that good

matching takes place by qualified social work staff; coordinating all arrangements through to placement.

The Referrals Hub has responsibility for collation and initial analysis of referral and placement data, and works closely with the Registered Manager to agree contracts and financial arrangements for foster placements.

## **Office Manager**

The Office manager has responsibility for maintaining the relevant checks for foster carers, adult household members and their support network e.g. DBS, Medicals, LA checks. They also have responsibility for the collation and distribution of all Annual Review and Fostering Panel paperwork, room bookings, food and refreshment.

## **Fostering Clinical Services**

Clinicians working in Fostering Services are qualified Psychologists and Psychotherapists with experience of working with families and with children with histories of trauma including neglect, violence, and abuse. They bring to the roles an extensive knowledge and experience of child development, trauma, and interpersonal dynamics within families, as well as understanding of the psychology of individuals. The focus of much of the work for clinicians in fostering is on supporting Carers to use therapeutic approaches, including managing their own responses to difficult situations they are in; this is to support the child to feel safe, to develop and to flourish.

To achieve this, Clinicians offer consultations with Supervising Social Workers to develop understanding of families and children and develop next steps, and consultations with families. Direct work with children can also be provided where this is needed. Training is offered to both carers and to Supervising Social Workers to support their knowledge and practice in working with families. In addition, support groups with carers are offered, as well as reflective practice sessions with Supervising Social Workers. These are examples of what can be offered; at other times, a more extensive assessment may be needed for the child. What is provided will be driven by developing an understanding of what the child and the carers need, and this will be approached by working collaboratively with both Carers, Supervising Social workers and other professionals involved with the family to offer a full multi-disciplinary approach.

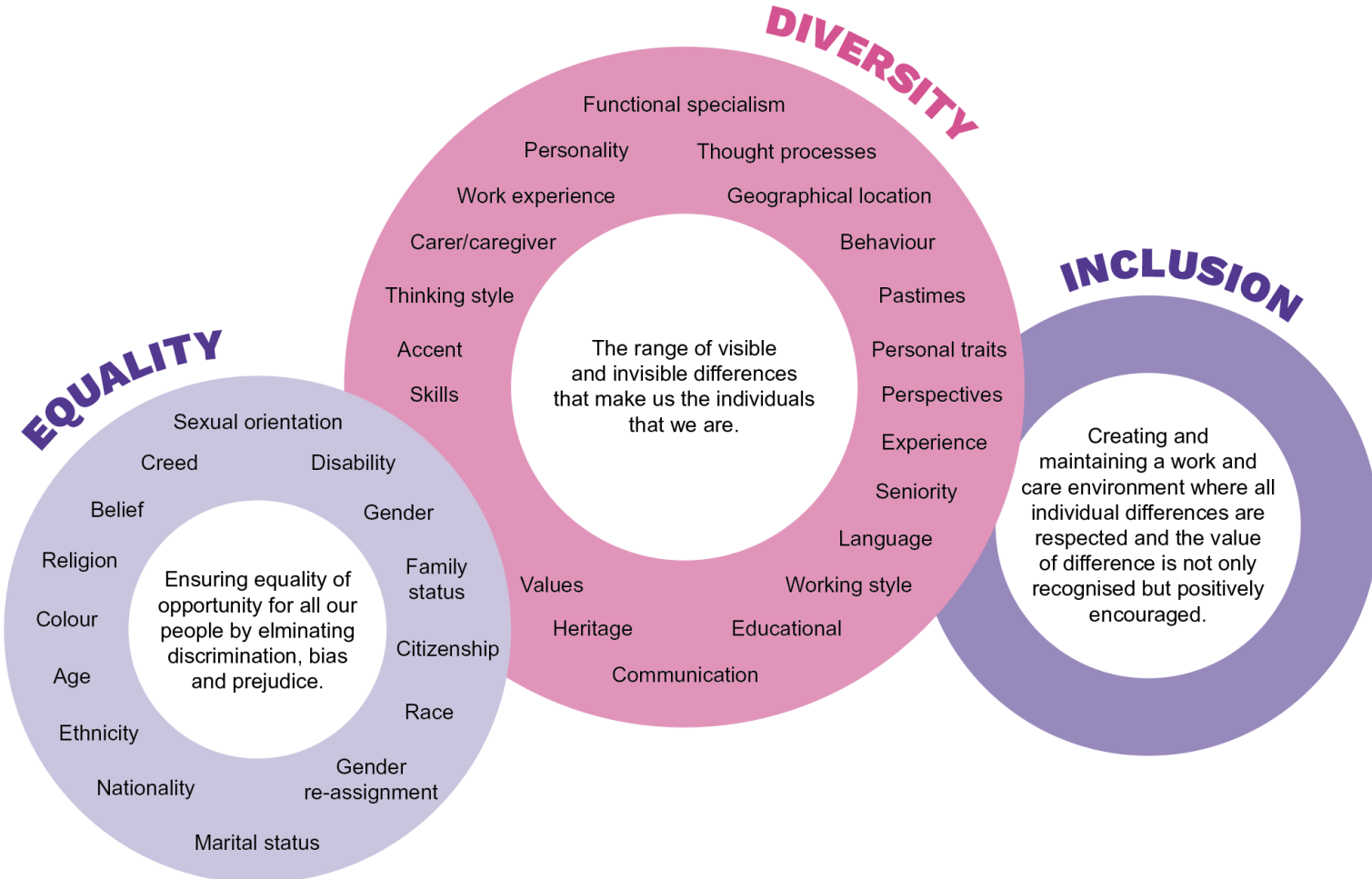
# Commitment to Equality and Diversity

At **National Fostering Agency Scotland** we recognise the diverse society and communities in which we all live and work. We embrace and celebrate diversity, respect difference and promote equality of opportunity. We aim to recruit staff and carers from all backgrounds to reflect the demographics of the regions in which we operate, and to meet the diverse needs of the fostered children we care for.

We are aware that discrimination, prejudice, unfairness and oppression can exist in every aspect of daily living, including education, employment, health and social care.

We are committed to enabling all fostered children, foster parents and their children, and employees to reach their full potential as individuals, unimpeded by discrimination, unfairness or oppressive behaviour within the organisation.

At **National Fostering Agency Scotland** we want all fostered children in our care, our foster carers and employees to feel valued and treated equally and fairly. Our goal is to ensure our values are embedded in our day to day working practices with all our stakeholders and service user groups.



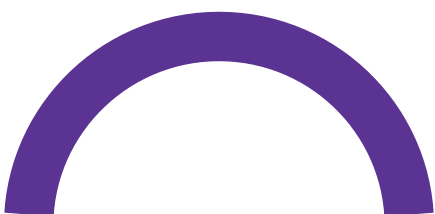
# Training and Development

## Forums for Looked After Children and Sons and Daughters

In addition to seasonal events where birth children and looked after children can meet, share experiences and have fun, NFAS provide an opportunity to be involved in the development of a Young Persons forum, which is demand led.

## Your Voice

NFAS has a dedicated e mail address, [yourviews@nfa.co.uk](mailto:yourviews@nfa.co.uk) that was set up by the NFAS Team in collaboration with the IT Team, to enable children and young people to communicate directly in relation any issues, questions, and suggestions that they may have. The mailbox address is included in the Children's Welcome pack.





# Annual Reviews

The National Fostering Agency (Scotland) reviews the approval of Foster Carers and Continuing Care providers on an annual basis. If one aspect requires an early review and panel presentation then both must be reviewed and presented to panel.

There are significant changes in circumstances that could trigger an early Review.

For example:

- A significant change in health
- A change to household membership
- A serious Complaint or Child/Adult Protection investigation
- A recent criminal conviction
- A Request to change Approval
- The breakdown of a placement or ending of a Continuing Care arrangement.

# Complaints Procedure

The National Fostering Agency (Scotland) Complaints Procedure remains the same for each Young Adult Placement Provider, where each complaint will be dealt with equitably and speedily. The agency has a whistleblowing policy to encourage employees/volunteers to feel confident in raising concerns. All concerns will be taken seriously and fully investigated.

## Complaints by Foster Carers

The National Fostering Agency (Scotland) recommends that any complaint made by a Foster Carer should first be discussed with their Supervising Social Worker. If the complaint is not resolved at this stage then a meeting will be arranged between the Foster Carer and the relevant Manager to resolve any concerns. If the Foster Carer is still not satisfied, they will be asked to put their complaint in writing to the Registered Manager for investigation. The Director will acknowledge this complaint in writing within seven days and the investigation will be completed within 21 days (or as long as it is necessary to reach a satisfactory outcome).

## Complaints by Children, Parents or Social Workers

The Social Worker, Supervising Social Worker and Foster Carer will be informed immediately of any complaint made by a Young Person or a Parent if appropriate. In the first instant, the complainant is encouraged to resolve the matter directly with the Foster Carer. The Foster Carer's Supervising Social Worker and the Young Person's Social Worker can provide support in this task.

If the complainant is still not satisfied, they will be asked to put their complaint in writing to The National Fostering Agency (Scotland) Director for investigation. NFA will acknowledge this complaint in writing within seven days and the investigation will be completed within 21 days. (or as long as it necessary to reach a satisfactory outcome).

The National Fostering Agency (Scotland) Registered Manager will inform all parties of the outcome of the investigation in writing following its completion.

Letters of formal complaint can be sent to: National Fostering Agency Scotland, 1st Floor, East Gateway, Beancross Road, Grangemouth FK3 8WH

## Allegations of Abuse

All Allegations of Abuse are immediately reported to the Team Manager, Service Manager and Registered Manager, the Local Authority Child Protection Team and the Care Inspectorate.

All Allegations of Abuse are dealt with in accordance with the Child's Local Authority Child Protection Teams.

## Care Inspectorate (SCSWIS)

The Care Inspectorate inspects, regulates and supports improvement of care and social work and child protection services across Scotland.

All Children placed have a statutory right to an Independent Complaints Procedure through the Care Inspectorate.

All Foster Carers have a statutory right to an Independent Complaints Procedure through Care Inspectorate.

## Care Inspectorate Enquiries

- Concerns can be reported to the Care Inspectorate, using the online complaints form at [enquiries@careinspectorate.gov](mailto:enquiries@careinspectorate.gov)
- 0345 600 9527
- Scotland National Office, Care Inspectorate Compass House, Discovery Quay 11 Riverside Drive, Dundee, DD1 4NY

# Continuing Care Arrangement

As part of our service NFAS believe that Continuing Care is an opportunity to plan in a gradual way, increasing independence at a rate and stage that suits the evolving capacity of the young person. The aim of the provision is to ensure that where it does not significantly adversely affect their welfare then all eligible looked after young people are encouraged, enabled, and empowered to stay in an existing care placement until they are able to demonstrate their readiness and willingness to move on to interdependent living. Interdependence more accurately reflects the day to day reality of an extended range of healthy inter-personal relationships, social supports and networks.

We will strive to support young people in making a successful transition to adulthood.

**“We are part of National Fostering Group. By supporting foster parents to create safe, secure, nurturing environments, we help vulnerable children and young people to thrive and settle into education, giving them the great start in life they deserve.”**

## **NFA - Scotland**

1st Floor East Gateway | Beancross Road | Grangemouth | FK3 8WH

01324 468055 | [www.nfa.co.uk](http://www.nfa.co.uk)

