

Derby's Foster Carer's Charter



Today's Children - Tomorrow's Future



Derby City Council

Welcome to the Derby foster carer's charter ...

What you can expect from us

Working Together

We know that it's foster carers from all walks of life who help today's children to work towards a brighter future. So we will work together with you and:

- value the skills and expertise you bring to the role
- agree that, as you live with the child, you know them best
- include you in any meetings that affect you and the children you care for
- treat you with the respect you deserve as a colleague
- respect your confidentiality
- recognise the valuable role you play in the children's lives
- ensure that our fostering service meets the standards set out in fostering regulations and guidance.



Sharing Information

We'll ensure that you always have the relevant information you need to care safely and effectively for each child. You'll have all that information in writing before the child comes to live with you and we'll also work with you to draw up a placement plan before the child arrives with you*or within five working days. We'll also:

- provide you with information on financial matters, including tax, allowances and additional entitlements
- provide you with full details of all relevant departmental policies and procedures
- give you the information you need to deal with any emergencies
- tell you how to raise any concerns or complaints you may have and respond to them fully and promptly.

(*except when there are emergency placements, in which case we'll provide information and your placement plan as soon as possible)

Making Decisions

We appreciate that foster carers must be able to make decisions about the children in their care, including everyday decisions that ensure the foster child feels fully involved in family life. So we will:

- let you know at the outset about the decisions you can and cannot make – this is known as delegated authority and the placement plan makes it clear who is responsible for what
- reduce any delays in decision-making as much as possible

Supporting You

Being a foster carer can mean facing some difficult issues or challenging times. We do understand how ensuring that you have as much support as possible can make all the difference. So we will:

- respond quickly if you do ask for support
- arrange to see you monthly and phone you regularly to see how you're getting on
- provide you with access to 24 hour support from people with fostering expertise
- pay you allowances, expenses and fees which reflect the task accurately and on time

- provide you with open and honest feedback
- ensure that there is a local group, recognised and supported by the fostering service, where you and your family can find support and share experiences with other fostering families.

Developing You

Being a foster carer can be about your own learning and development too. Many foster carers do take up some of the various opportunities to build on their skills and knowledge so that they can continue to deliver tomorrow's future to today's children. We will:

- provide you and your family with appropriate and relevant training by trainers who understand the fostering task
- provide you with other development opportunities which make the best use of your skills and expertise, such as mentoring or providing training or support
- provide support if you need it to take up learning and development opportunities
- help you to reflect on what you've learnt and put it into practice
- provide specific training if you are looking after children with more complex needs.

Fair Treatment

All foster carers have the right to be treated fairly in all circumstances. So we will:

- consult with you before changing terms and conditions
- ensure, open, honest and clear communication verbally and in writing
- ensure that you are treated with respect, kept informed and given emotional support should you be subject to an allegation
- provide independent support if you want it
- provide a framework for dealing with allegations and adhere wherever possible to our agreed timescales
- ensure that you know the arrangements for the payment of fees and allowances in the event that you are not able to foster while the subject of an allegation
- give you feedback following any investigation and ensure you have the opportunity to be heard.



Clear Communication

As a foster carer, you'll also be a valued colleague so we want to keep you informed about what's happening and listen to your views too. So we will:

- ensure regular communication between you, councillors and the Director of Children's Services
- ensure open and honest communication on matters that affect you as a foster carer
- give you feedback from consultations as soon as we can.

What we'll expect from you

Working Together

As a foster carer, you'll need to make some commitments to us about the high standards of care, safety and comfort you'll provide for the children you'll welcome into your home. So you'll promise to:

- make use of your skills and demonstrate expertise to the best of your ability
- provide children with a positive experience of family life by fully including them
- ensure any time spent away from your family is a positive experience

- attend meetings and work with all agencies involved with the child such as schools, health and religious establishments
- be committed to working with the birth family, wider family and other people significant to the child
- respect confidentiality
- contribute by supporting training, mentoring and support groups
- meet the standards set out in fostering regulations and guidance and follow departmental policies and procedures

Respecting Children

Today's children are tomorrow's future. You'll need to respect the children in your care, treating each as an individual and helping them to achieve their aspirations and potential. So you'll promise to:

- respect and promote each child's individual identity, including their religious, linguistic and cultural heritage
- provide the same level of protection and care to a child as you would your own child, in accordance with the national minimum standards
- ensure the child has the right to make decisions regarding their own lives, as appropriate to their age and understanding
- give children opportunities to experience the world, learn and enjoy themselves
- encourage children to take part in decisions about their lives and about children's services
- ensure children who require a period of respite care are well prepared and comfortable being with an alternative foster care.

Keeping Informed

As a foster carer you'll also need to be open and honest with us about how you're getting on. It means we can all work together to make the experience a positive one for everyone involved. So you'll promise to:

- inform us about any changes in your household
- inform us about any difficulties you're having so that we can support you
- keep clear and accurate records about the children you care for
- make yourself available for supervision meetings and do your best to keep appointments.

Developing Skills

Being a foster carer is a demanding role but so very rewarding when you have the skills it takes. That's why we want you to commit to developing your knowledge and skills, with our full support and training. So you'll promise to:

- complete the Training, Support and Development Standards for Foster Care
- be prepared to develop your skills throughout your time as a foster carer and attend relevant training
- let us know if you're unable to attend
- attend and contribute to support groups.
- take up opportunities offered to you

Communicating Well

We hold regular meetings and consultations with our foster carers to get your feedback and to see how we can keep developing people and processes to achieve the highest standards. So you'll promise to:

- respond to local consultations and discussions to help drive improvements
- come along to meetings with service managers, councillors and others to promote successful two-way communication.



We can give you this information in any other way, style or language that will help you access it.

Please contact us on: 01332 718000

Minicom: 01332 640666

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym forma718000lu lub języku.

Prosimy o kontakt: 01332 718010

Tel. tekstowy: 01332 640666

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 718000 ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

01332 718000 یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم 01332 640666 پر ہم سے رابطہ کریں۔

