



**FORTITUDE FOSTERING
STATEMENT OF
PURPOSE**

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01. VISION STATEMENT

Fortitude Fostering is a new children's Independent Fostering Agency with a fresh outlook. We want to positively disrupt the current fostering landscape by offering a great alternative to the larger profit driven agencies that have turned fostering into a corporate business.

Our mission is to build a resilient and innovative fostering service because we believe carers, children and Local Authorities deserve better.

We are a Community Interest Company (CIC) . This means a that a proportion of our profits will be channelled into activities that have a social impact and charitable status. Our aspiration is that the financial success of the company will positively impact on the lives of children in our care. Enabling cash strapped local authorities to feel assured that the money they are spending on our service is being ethically invested.

We offer great support to our Carers through a unique 'Hub Home' provision. This means that Fortitude Carers have access to a dedicated fostering household that is primarily there to provide support to Carers and the children they look after, in the form of child care respite, short breaks and a buddy system offering emotional and practical support 24/7. We also provide access to a psychotherapist and innovative therapeutic training. As a result, we can deliver outstanding foster care for children overlooked by other agencies because they're considered too old, or too challenging or too disabled, unable to be fostered. By doing so we intend to positively impact some of the 75,000 children who require care with a more robust approach, who would have otherwise have experienced placement breakdowns, or who may have ended up in an expensive residential provision, where we know outcomes for children are reduced, and cash strapped LA's are frustrated by high costs and poor outcomes.

We believe that by remaining small family friendly, ethical and not for profit, enables us to focus on the things that matter. Achieving great outcomes for children by investing in recruiting the best staff and carers as well as offering high quality training, support and generous financial remuneration.

FORTITUDE FOSTERING

We are based in West Sussex, covering Sussex and South London with aspirations to grow into Hampshire and Surrey. Developing honest, transparent professional relationships with local authorities, that allow us to match the right carers with children that need fostering because they cannot live with their birth family either temporarily or permanently.

Hence, we feel passionately about the importance of creating Fortitude Fostering. An agency that seeks to simplify the process of becoming a foster carer, utilising training, and a unique package of support to build resilience in carers, whilst pushing the boundaries of practice in order to accommodate the needs of children by initiative and creative means. We believe we can do this ethnically in our own exceptional way.

Fortitude Fostering is equally owned and managed by Oluremi Johnson (Proposed Responsible Individual) and Benjamin Bennett (Proposed Registered Manager). They form the Registered Provider. Ben and Oluremi are qualified Social Workers, who between hold half a century of Social Work experience!

02. INTRODUCTION

This Statement of Purpose (SOP) has been developed in accordance with the Fostering Services Regulations 2011 and the National Minimum Standards 2011. This Statement of Purpose gives an outline as to how Fortitude Fostering will manage its service, its fitness to provide fostering services and how the welfare of the children within its care will be met. It demonstrates the systems that have been put in place to recruit, train and supervise staff and foster carers.

The statement of purpose relates to the “Children’s Guides”, which are provided to all children in placement, according to their age and understanding. The SOP is available to all foster carers, prospective foster carers, children/young people in placement, parents, colleagues from Local Authorities and other agencies. A copy of the statement is also made available to Ofsted. The statement of purpose is reviewed annually by the senior management team and will also be available on the website.

03. DESCRIPTION OF FORTITUDE FOSTERING

Fortitude Fostering is a Community Interest Company established in July 2020. This means we are a not for profit organisation. We have Articles and Memorandum of association, which clearly sets out the company’s aim and objectives and how the company is to operate.

Fortitude Fostering CIC is a community interest company Limited by shares. It is registered to

operate in England and Wales.

04. AIM & OBJECTIVES

AIMS

We have one clear aim, to build resilience in our staff, carers and children. We believe it is resilience that enables carers to remain, patient, empathic and committed to children traumatised by abuse and neglect. Resilience enables children to overcome difficult early life experiences to a point where they can thrive and achieve their full potential. Whilst resilient staff work with carers in a therapeutic and supportive way, even when situations are challenging and complex.

We believe that the way we recruit, train and support carers, helps build resilience. It also enables our service to consider the needs of a wide range of children, relating to disabilities, traumatic early life experiences, immigration and more specialised fostering including parent & child. We aim to attract carers from many different backgrounds and work in partnership with Local Authorities, providing foster carers for children who need to be placed in a suitable home on an emergency, short or long term basis Our aim is to match the right foster carer with the right child/young person according to their needs. This is further underpinned by our core objectives.

OBJECTIVES

- + We wish to ensure that the most competent foster carers are recruited and are then well supported by Fortitude Fostering via training, a dedicated Hub Home / Respite Service, Buddy Systems and an experienced allocated Social Worker.
- + We will be recruiting foster carers from diverse backgrounds who can offer high quality placements to a wide range of looked after children
- + We will recruit skilled and competent staff. That we train, nurture and develop so that they have the expertise, knowledge and understanding to provide a pro-active, responsive and professional service to foster carers, children & young people as well as commissioning authorities.
- + To deliver foster placements that provide looked after children with a caring, safe and secure environment where they can achieve their full potential.
- + Ensure that the views of young people and foster carers are considered in the services that Fortitude Fostering provides.

- + Channel a proportion of our profits into charitable activities for children and young people that have a social impact.
- + Operate the agency from a trading platform that remains ethical and transparent with fair pricing and a service that seeks to be environmentally friendly.

05. PHILOSOPHY OF FORTITUDE FOSTERING

The philosophy behind our agency is reflected in our name, Fortitude which means mental & emotional strength when facing difficulty and adversity. This is particularly relevant to the fact that the majority of children we foster will have experienced trauma due to abuse, neglect or adverse life events. As a result of this trauma there will be significant parts of their development both emotionally, physically and psychologically that are affected. We believe our carers have an important role to play in helping a child recover from their trauma, in partnership with the child's professional network.

Therefore, we advocate the use of a therapeutic parenting techniques, strategies and solutions as developed by Sarah Nash, Hughes and Golding et al. By advocating these strategies we do not expect our carers to be akin to therapists, but we do expect them to parent the foster children in their care differently. Specifically helping children to feel calmer and less frightened, reducing poor behaviour arising from fear. As well as using empathy to help children recognise their feelings, along with adopting clear, routines and structure so that children feel safe in the knowledge that they can predict what is going to happen to them.

We also believe it is important that Fortitude Carers have sufficient self-awareness to recognise their own levels of stress and anxiety as well as the impact this can have on their behaviour and the way they respond to children in their care. This is particularly important if we are to recognise and prevent compassion fatigue. As an experienced management team, we recognise these behaviours from carers that reflect resentment, disconnection and fear relating to a child or children in their care. This is often caused by a carer experiencing extreme fatigue or burnout.

Hence, the importance of delivering training and support that builds resilience in our staff, carers and children to recognise childhood trauma, the impact that this has on behaviour and the challenges this creates for foster carers.

06. STANDARDS OF CARE

The principles and standards of care of Fortitude Fostering service are designed to be in keeping with the Care Standards Act 2000, Fostering Services Regulations (2011) and the National Minimum Standards (2011). Foster carers must demonstrate their capabilities towards providing safe care for children and young people who are placed in their care, whether on a short or long term basis. Fortitude Fostering service's standards of care ensure that:

- **The welfare of the child is safeguarded and promoted; Consideration is given to the child's wishes and feelings.**
- **The child's religious, racial origin cultural and linguistic needs are promoted.**

Furthermore in order to ensure a high quality of service Foster Carers are required to promote the child's welfare in such areas as; their education, health, emotional and behavioural development, identity, social presentation, family, social relationships and self-care skills.

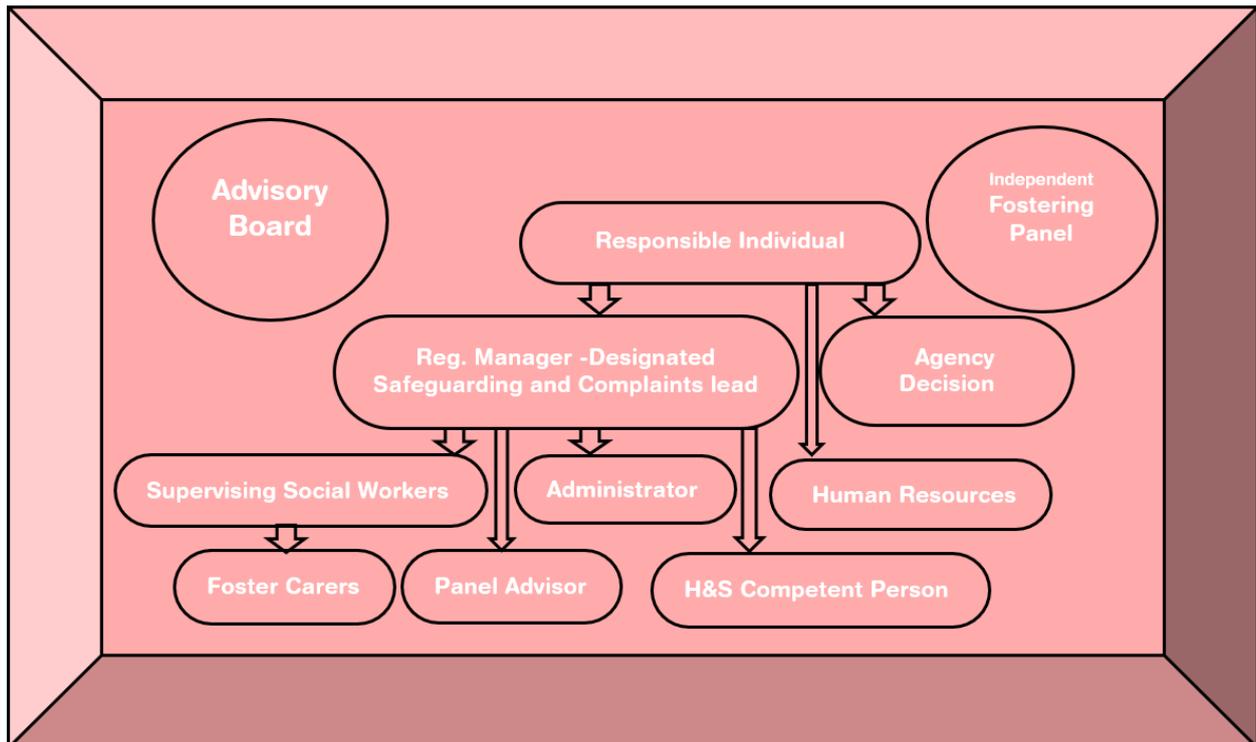
07. EQUALITY AND DIVERSITY

Fortitude Fostering Service has an equal opportunities policy that applies to staff, foster carers and allied professionals. The Equal Opportunity policy is based on the Race Relations Amendment Act 2000, Sex Discrimination Act 1975, The Equality Act 2010, Disability Discrimination Act 2005 and the Geneva Convention on the Rights of the Child 1989. These pieces of legislation help Fortitude Fostering Service to make a clear statement of the intention not to discriminate on grounds of race, gender, religion, language, disability, sexuality, age or on any other grounds. A copy of this policy is available on request.

08. STAFF & GOVERNANCE STRUCTURES

The advisory board is there to administer the Charitable functions of Community Interest Company; monitoring and reviewing the agencies regulatory responsibilities for the Office of the Regulator of Community Interest Companies. The advisory board will provide oversight in relation to the functions of the company's, Memorandum of Understanding, the company's corporate plan, any grants, or donations, it receives. The advisory board will be providing an annual report to the Office of the Regulator of Community Interest Companies, reporting on the company's - activities of social and charitable impacts, - consultation with stakeholders engaged in these functions, - the directors remuneration, and - any transfer of assets.

Governance Structure



The Responsible Individual is Oluremi Johnson who ensures that the Fostering Agency undertakes all the work required of a Fostering Agency and working in collaboration with the Registered Manager to ensure the agency operates within required Standards and Regulations. Oluremi is the HR lead, and supervises the Agency Decision Maker.

The Registered Manager is Benjamin Bennett responsible for managing on a day to day basis the Social Work services and has responsibility as the Designated Safeguarding lead and Complaints officer overseeing all other members of the fostering staff team. He will ensure that the Company has good quality assurance systems and process in place to monitor compliance in collaboration with the Responsible Individual.

Supervising Social Workers, takes responsibility for working with and supporting foster carers and children and young people.

The Administrator takes responsibility for overseeing and developing all areas of administrative tasks and includes the Panel administrator role.

The Fostering Panel takes responsibility for making recommendations to the Agency Decision Makers with regards to all who are presented to the Fostering Panel.

The Agency Decision Maker is responsible for deciding whether a person and their household remain or are suitable to foster and the terms of their approval are suitable. The ADM takes

recommendations from the panel and decides whether to approve that person and their families as a foster carer.

The Designated Safeguarding Lead (undertaken by the Registered Manager) will ensure that they have access to copies of the local safeguarding procedures manual for each authority in which Fortitude Fostering operates and make these available to each member of staff. They will take responsibility for familiarising themselves with their own procedures and those within the relevant Safeguarding partners procedures manual. The designated safeguarding manager is also responsible for the appropriate management of allegations and complaints and will work closely with the Responsible Individual to ensure the continued development of safeguarding procedures and to make sure safeguarding is planned within all service development. They will liaise with the Safeguarding Partners and ensure compliance. They will have responsibility for ensuring close liaison with the Local Authority Designated Officers and Safeguarding Partners; for effective interagency procedures for dealing with allegations against people who work with children and for monitoring and evaluating the effectiveness of these services.

The Designated Complaints Lead will ensure that the agency's complaints policy and procedures are administered effectively to ensure that any complaint is robustly reviewed and progressed to a conclusion.

The Competent Person, Health & safety is undertaken by Orbis Environmental and takes responsibility for the role of Competent Person overseeing and developing all areas of Health & Safety on the premises. The Registered Manager takes on site lead for Health and Safety and is the trained Fire Warden.

Human Resources (HR) is commissioned from Avensure, to undertake all the agency's HR functions. Oluremi Johnson is the agency's lead for Human Resources.

The Foster Carers take day to day responsibility for looking after and supporting the development of children and young people in placement. The fostering team meets on a regular basis to review the business needs of the service.

09. SERVICES PROVIDED BY FORTITUDE FOSTERING

In line with our aims and objectives, a range of support services are provided for children & young people.

Our service provides support for all children/young people from birth to 18 years of all nationalities, ethnicities, and religions. This includes:

- + **Emergency Care** - Emergency foster care is provided at any time of the night or day. This type of fostering is available at short notice via our dedicated fostering respite house.
- + **Short-term Care** - Providing care for any child from an overnight stay to a period of several months. This care is provided on a temporary basis until the child can return home to their own family or a longer-term fostering placement, adoption arrangements can be made.
- + **Long-term Care** - Care provided for children and young people who cannot return to live with their families so need to stay in foster care until they are old enough to live independently.
- + **Specialist Placements**- for children and young people with disabilities.
- + **Respite & Emergency Focussed Foster Care** – via our Hub home. This covers a variety of different types of part-time and responsive short-term care. Care can be provided for anything from a few hours each week to a couple of weekends each month, giving a child’s own family respite support or full-time fostering for a child/young person from a disrupted placement, providing the child and carers a break.
- + **Parent and Child Care** - Working alongside parents and their children is a unique opportunity to contribute to decision-making during a child’s early years and to promote and develop healthy attachments. The main aim of parent and child placements is to provide a safe environment for the child while an assessment of parenting capacity is undertaken.
- + **Out of Hours Service, Fortitude Fostering Service** provides a 24-hour emergency service. This enables Local Authorities to make out of hours emergency referral that can then be accommodated by our respite house. Our out-of-hour’s service also ensures that foster families can contact a qualified Social Worker from the agency in an emergency.
- + **Preparation for independence & Staying Put arrangements.** In order to prepare young people for independent living we provide foster carers with a specially designed programme of activities. We will also support where required staying put arrangements.

In the provision of these services Fortitude Fostering specifies the safeguarding measures that are required under legislation, (Fostering Services 2011, Care Standards Act 2000, Children Act, 1989 & 2004 and in accordance of Working Together 2018) are taken into account to ensure that the safety and welfare of all children as well as parent and child

placements, along with all fostering household members. Fortitude Fostering's Safeguarding Strategy includes Policy & Procedures, Child Protection procedures, Managing Allegations against staff and carers, as well as the following.

- Matching considerations
- Risk Assessment
- DBS checks
- Safe Caring strategies
- Support from supervising social workers.
- Training
- Advice and Guidance on current safeguarding issues

10. SUPPORT TO FOSTER CARERS

Fortitude Fostering Service values the significant contribution that Foster Carers make to the development and well-being of children and young people in placement. Therefore, we have invested in a high level and wide range of support to enable them to meet the needs of children and young people in their care. Types of support offered by Fortitude Fostering include:

- + A dedicated Hub House with an experienced set of Fortitude carers that dedicate their time & home to supporting other carers. This includes providing both practical and emotional support, respite, social activities, forums and coffee mornings.
- + A buddy system linking a fostering household with a person they have identified from their personal network to provide practical / emotional support. The buddy will receive training and financial remuneration from the agency and in cases where no suitable candidate can be identified from the carers network, Fortitude will recruit a buddy on the carer's behalf.
- + Direct support from a qualified and experienced independent psychotherapist commissioned by Fortitude Fostering
- + Free membership to Fostering Network & the National Association of Therapeutic Parents
- + Supervision & support from an experienced social worker with a limited caseload that enables them to give sufficient time to carers and the children in their care, necessary to resolve issues and support placement stability. Foster carers are introduced to their supervising social worker when approved and they carry responsibility for liaising with the foster carer and other agencies on their behalf. Supervising social workers also conduct

home visits, regular calls, unannounced visits, and Annual Foster Carer Reviews. As well as attending LAC Reviews, Personal Education Plans and other professional meetings to support the foster carer and children in their care.

- + Training for carers reflects our desire to create a stimulating learning environment with innovative training that develops practical skills, knowledge and expertise necessary for the fostering task, alongside the opportunity to study for accredited qualifications. Including the Diploma in Therapeutic Parenting and counselling skills Level 1
We offer a timetable of blended learning that includes short courses and extended study delivered via classroom based learning, one to one, face to face, and self-directed learning. We also use virtual and online platforms when required.
- + Foster carers' will receive monthly support groups, supervision and networking - Foster carers are provided with an opportunity to meet regularly at support groups and coffee mornings, facilitated by a Fortitude social worker and/or a hub carer. This provides foster carers with the opportunity to reflect on the complexities of their work in an open honest forum, where they can gain peer support. To increase accessibility, we are keen to offer some groups virtually and vary times that the groups are offered. Bi-monthly support groups are facilitated by an independent psychotherapist, take time to read our carers support & supervision policy.
- + Out-of-Hours Service - The out-of-hours service operates seven days a week, twenty-four hours a day. Foster carers know that they can always contact a member of staff should they need to do so. The Out of Hours service is available to local authorities to request emergency placements.
- + Management support calls — As well as formal supervision, the management team will provide weekly support calls, either as a video call, or phone calls. This will enable us to ensure that we are meeting our carers' needs, and that they are happy with the service they receive.
- + Social Events— We arrange social events from time to time where foster carers will be able to socialise with other carers in a relaxed environment.
- + Other Placement Support - Where appropriate foster carers are given additional support, i.e. respite arrangements as well funding for specific additional resources / activities.
- + Annual Review - All foster carers have an annual review to ensure that they continue to be suitable to look after foster children. Annual reviews also provide an opportunity for foster carers to evaluate their practice and review their professional development

Plan (PDP). Professionals and children in placement (including birth children) are invited to contribute to the review process.

- + **Foster Carer Handbook** - All foster carers receive a link to the Foster Carers' Handbook via Dropbox. The handbook contains information regarding the agency's policies and procedures and is updated regularly.
- + **Activity Days** – A wide range of individual and group activities are provided via the Hub House.
- + **Finance** - All Fortitude Foster carers receive an allowance for each child in placement.

11. SUPPORTING CHILDREN AND YOUNG PEOPLE

Fortitude offers a range of services to children who are placed with the agency. Foster carers ensure that children/young people's health, educational, psychological and emotional needs are met. Foster carers work in partnership with various professionals to ensure that children and young people achieve their full potential. Young people in placement are encouraged to maintain positive links with birth families (if appropriate and part of the care plan) and foster carers play an important role in facilitating contact arrangements. Children and young people are also offered opportunities to express their views at the foster carer's review contributing to Fortitude's quality assurance systems.

TYPES OF SUPPORT OFFERED BY FORTITUDE INCLUDE:

- > **Therapeutic Support** - In recognition of the psychological and emotional needs of children who have suffered in a variety of ways and as a result of abuse and neglect, Fortitude has access to therapists and trained staff to work directly with carers and children requiring this type of service when required.
- > **Child Saving Scheme** - Every child or young person placed with Fortitude has £10.00 per month saved for them for the duration of their placement with Fortitude. This will be administered via the Local Authority to the child's account in the Share Found, or an account will be set up with Share Found.
- > **Reasonable Access to a Computer** - Fortitude encourages all foster carers to provide young people with reasonable access to computers.
- > **Consultation with Children and Young People** - Fortitude takes young people's participation agenda very seriously. As such it is our aspiration to hold consultation events for children and young people to assess our performance and suggest ways in

which we can improve. In addition, all children and young people will also be encouraged to provide feedback for foster carers annual reviews. Our vision is to create a Children's Forum, to work closely with the management team.

- > **Promoting Independent Living** - A support package is available for young people age 15+ to promote their independent living skills. Young people are given the opportunity to attend activities to prepare them for independence.
- > **Children and Young Person's Guide** - In accordance with the National Minimum Standards (2011), Fortitude has developed Children's Guides to compliment the Foster Carer's handbook. We have produced two guides; one is aimed specifically at children under 10 and the other aimed at young people over 10 years. Foster carers are requested to go through the guide with children/young people who are placed with them and ensure that they understand their rights. The Children's Guide contains a list of important contact numbers that children and young people can use if they would like to speak to an independent person, .
- > **Grants & Financial Support** – Fortitude Fostering will make available financial resources to young people to support their education and social development. This will be in the form of small grants for equipment such as computers, funding for specific activities or sponsorships as well as a post 18 leavers grant in addition to local authority support, accessed via the charitable outcomes of the CIC.
- > **Recognising achievement** – We wish to recognise the achievements of our children on a regular basis, via newsletters to children and carers, monthly reports provided to the local authority and in time an annual awards ceremony.
- > **Life Story Work** - Children who do not live with their birth families, and who may have had lots of moves, often don't have much information about their personal history. They may find it difficult to develop emotionally and socially. Each young person will receive a 'memory pack' as part of helping them to collect keepsakes and memories, which they will keep and take with them when they leave our care.

12. RECRUITMENT & ASSESSMENT OF FOSTER CARERS

Fortitude is committed to the recruitment of a diverse group of foster carers who can meet the needs of children and young people who are placed with the agency. The following process is undertaken when dealing with applications to foster:

- + Initial home visits will take place in the home of the prospective foster carer to provide

further information on the agency and ensure the carer meets the basic criteria to become a Fortitude Carer.

- + Prospective foster carers complete an application form, giving detailed information about them and their families. This includes written consent to carry out the necessary checks and enquiries to ascertain their suitability to foster.
- + Statutory checks and references are undertaken regarding all applicants. This includes the following checks and references: Enhanced DBS checks on applicants and adult members of the household, Identity Checks and verification of Personal History, 3 Referees who will provide written references and will also be interviewed, Previous partner references (if applicable), Medical Assessment, Enquiries to Children's Social Services Authorities, Health and Safety Assessment, Employment References
- + Applicants are invited to attend the "Skills to Foster" training course to enhance their understanding regarding the tasks of fostering, along with other preparatory training once the carers have started the assessment process.
- + A qualified independent social worker carries out a competency-based assessment (Form F Assessment). This means that applicants are asked to demonstrate their competence to become approved foster carers. We advise applicants that they must provide evidence of their ability to foster vulnerable children and young people. We will also gain additional evidence from our observations when applicants attend the 'Skills to Foster' course. Throughout the assessment process information is gathered using the agency's assessment forms.
- + During the assessment process monthly support and training sessions will be delivered by Fortitude to support the applicant's knowledge and learning.
- + The Form F. assessment process includes 6-10 home visits to the applicants and interviews with applicants, household members, birth children and referees. Throughout the assessment process applicants are advised and helped to gather information and evidence providing examples of their relevant experiences and skills. This enables applicants to produce a portfolio of evidence.
- + The completed assessment is presented to the fostering panel. All information gathered except references are shared with the applicants. Applicants are also given an opportunity to read the social worker's assessment before it is presented to the fostering panel for them to comment on.

13. THE FOSTERING PANEL

Fortitude fostering panel is compliant with the Fostering Services Regulations 2011. According to these regulations, all fostering services have to set up a Fostering Panel to carry out the following duties:

- > To consider applications and to recommend whether or not applicants are suitable to be approved as foster carers.
- > Recommend the terms on which fostering approval is to be given (i.e. the number of children/young people, types of placement)
- > Consider foster carer annual reviews: The first review of newly approved foster carers will be presented to the panel and any subsequent reviews referred to it by the fostering service.
- > This process is to give advice and make recommendations regarding any other matters referred to them by Fortitude Fostering.
- > To oversee the conduct of assessments carried out by the fostering service.

14. TRAINING FOR FOSTER CARERS

Fortitude Fostering delivers training through a blended method, combining face to face, webinars, and eLearning. We believe this offers carers flexibility and adapts to different learning styles.

INTRODUCTORY TRAINING

Fortitude Fostering offers a module-based approach to pre-approval training, extending the traditional 3 day skills to foster programme in order to prepare prospective foster carers adequately to start fostering as soon as possible post approval. The modules are undertaken by carers in tandem with their Form F assessment, with all modules designed to be completed prior to attending panel for approval. Training in the modules is delivered face to face and online. The Modules cover 6 key themes:

(1) The role & responsibilities of foster carers (2) The importance of identity and the impact of life changes on children (3) Working together (4) Understanding & Managing Behaviour (5) Safer Caring (6) The importance of stability & supporting transitions.

INDUCTION & INITIAL TRAINING

During the first 12 months Carers will have the opportunity to attend a number of courses which makes up their induction training. This training is designed to ease carers into the fostering task raising their confidence, whilst increasing their skills and knowledge. We require carers to complete this training in their first year following approval, enabling them to link their learning to the TSD standards. To deliver this training Fortitude Fostering have partnered with Trinity Training <http://www.trinitytraining.co.uk/>.

Introduction to attachment • Record Keeping & Report Writing • Child Protection & safeguarding • Safer Caring • Equality & Diversity • Fire Safety Awareness • Promoting Contact Paediatric First Aid • Promoting Positive Behaviour

ONGOING DEVELOPMENT

Once Carers have successfully completed their first year of fostering, we believe it is imperative that we support them to develop their expertise, nurture their interests and promote their professional development. We will do this via their PDP (Personal Development Plan), which will be reviewed annually. Carers will have the opportunity to engage with a range of courses throughout the year, which Fortitude will timetable or provide access to as the need arises. These include:

Separation & Loss - Signs & Symptoms of Physical & Sexual Abuse -Caring for Children Sexually Abused - Fostering Children after Domestic Abuse - Caring for Children who have been Neglected – Allegations - Child Sexual Exploitation - Child Development - Understanding Behaviour - Communication -Working with Adolescents - Supporting Young People Who Self Harm - Foster Care & Disability - Fostering Children on Autism Spectrum - Moving Children On - Preventing Placement Breakdown - Preparing for Independence - Leaving Care & Staying Put.

Carers will access training through West Sussex* Learning Gateway & therapeutic training services

- Prevent Radicalisation & Violent Extremism
- Modern Slavery
- Serious and organised Crime, County Lines
- voice of the Child
- Applying Trauma Informed Practice
- Assertiveness Course
- Attachment Disorder training
- Introduction to Therapeutic Parenting

SPECIFICALLY FOR CARERS

Those carers with 2 years of fostering experience, will also be offered the opportunity to achieve an accredited qualification after completing their second annual review, or earlier with previous fostering experience. This could include the level 3 Diploma in Therapeutic Parenting or Counselling skills level 1 & 2, dependent on the carers ability to meet course entry requirements.

15. COMPLAINTS

Fortitude fostering has a 'Complaints Procedure' and the guidelines are clearly described in the foster carer's handbook. The complaints procedure indicates the types of actions that will be carried out if a complaint is made. In addition Fortitude has a 'Whistle blowing' Policy, which is designed to give staff and Foster Carers the freedom to expose any area of bad practice within the company. If you require a copy of the complaints procedure you can contact Fortitude Fostering on 01903 372 037.

You can also make direct contact with the Chief Inspector at Ofsted either by telephone on 0300123 1231, by e-mail at enquiries@ofsted.gov.uk, visit www.ofsted.gov.uk, or write to Ofsted at: Piccadilly Gate, Store Street, Manchester, M1 2WD. There is a separate number for children's complaints, and this is incorporated into the Children's Guide.

16. FURTHER INFORMATION & SERVICE DEVELOPMENT

If you would like further information please do not hesitate to contact Fortitude Fostering in writing or on the phone using the contact information outlined:

FORTITUDE FOSTERING

**25 Cecil Pashley Way
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West Sussex
BN43 5FF**

Email:

contactus@fortitodefostering.co.uk

Website: www.fortitodefostering.co.uk

Telephone Office: 01903 372 037

Enquiries: 03301 224 165



FORTITUDE FOSTERING

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