

Xcel 2000 Fostercare

# **Statement of Purpose**

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# Introduction

THANK YOU FOR TAKING THE TIME TO READ OUR LATEST STATEMENT OF PURPOSE.  
WE HAVE DESIGNED THIS MATERIAL IN LINE WITH THE FOLLOWING GUIDANCE/LEGISLATION:

1. The Children Act 1989
2. The Children Act 2004
3. The Fostering Services (England) Regulations 2011 (Amendments 2013)
4. The Care Standards Act 2000
5. The Care Planning Placement And Case Review (England) Regulations 2010
6. The Care Planning and Fostering (Miscellaneous Amendments) (England) Regulations 2015
7. The National Minimum Standards for Fostering Services 2011
8. Working together to Safeguard Children 2020 and other national frameworks



A copy of this Statement of Purpose is available on our website and upon request to;

- Children fostered by our families
- Parents of children fostered by our families
- Our fostering families and their birth children
- Any prospective fostering family
- Any individual working for the purpose of our service
- Ofsted / Chief Inspector
- Local Authorities & visitors to our website

This document can be produced in alternative formats or languages.  
Please contact us on 01795 470222 or at [info@xcel2000.com](mailto:info@xcel2000.com)

# Aims & objectives

AS PROPOSED IN THE 'FOSTER CARERS' CHARTER' WE PROMISE TO;

- **Working in partnership**

We recognise that foster parents have skills and expertise and can make the biggest difference to the everyday lives of children in care.

- **Information**

We know that information is vital in order for foster parents to provide care that meets the child's needs.

- **Support**

We recognise that fostering can be an isolating and challenging task, and that appropriate and timely support makes all the difference to the fostering family and to the children in their care.

- **Learning and development**

We believe foster parents must have learning and development opportunities throughout their fostering career. This will ensure they have the skills and knowledge they need, and allow them to develop their practice in order that they can help transform the lives of the children they foster.

- **Fair treatment**

We recognise that foster parents have a right to be treated fairly, no matter what the circumstances.

- **Communication and consultation**

We believe that open and honest dialogue is the key to a good relationship.

***"Children and young people in foster care deserve to experience as full a family life as possible as part of a loving foster family with parents who can make everyday decisions as they would their own child and without the child feeling that they 'stand out' as a looked after child. Children must be given every opportunity to develop their own identities and aspirations in order to fulfill their potential and take advantage of every chance to promote their talents and skills. Above all they should be listened to." - Foster Carers' Charter***

Our mission is to review, re-invest and adjust our service to the country's most vulnerable children by learning from our own experiences and drawing from published research. We are at the forefront of new developments and give advice to relevant authorities on legislative developments within the sector.

We expect our families to:

- Provide positive adult role models. Treat the foster child as they would their own child. Advocate for all aspects of the child's development, including educational attainment, physical and emotional health and wellbeing. Co-operate fully as part of a team with other key professionals in the child's life.
- Support their foster child's time with the family to be as positive as it can possibly be. Take part in learning and development, use skills and approaches that make a positive impact and enable the child to reach their potential. Support their foster child to help them to counter possible bullying and discrimination as a result of their care status.



# Who we are, what we are

Xcel 2000 Fostercare is an innovative, child focussed and financially robust independent fostering service with a head office in Kent, operating across the South East of England. We work in partnership with our Foster Parents and Local Authorities to continuously provide the highest standard of care for fostered children.

There are over 300 fostering organisations in the UK, many of which claim that they are 'the best'...what makes us different? We are unusual in that we have people at all levels of our organisation who have direct first-hand experience of fostering. Our combined experiences influence our thinking and our practice and we believe that this is a significant factor in our success.

We work together with our families to achieve an environment where children and young people can thrive. Our dedicated families consistently form lasting relationships with their children which allows them to reach their potential and overcome the challenges that have been present in the past.

- We encourage and openly work with other agencies in the best interests of children and young people.
  - We actively challenge and change systems in the interests of improving outcomes for children.
  - We are upfront and honest about what we do, enabling us to recognise our faults and learn from them.
- We have tendered successfully for local authority frameworks across England.

**“Really positive feedback from the childrens Mum to their foster parent in the PEP meetings today who called her a diamond. She thanked her for all she is doing and how well the children are thriving, particularly noting swimming sessions and confidence in the water.”**

**“During a meeting today the Social Worker for Henry commented how amazingly well Jen has looked after him. She said he has made great progress and Jen has given him a really good start in life. She thanked Jen for the care that she has provided.”**

# Embracing diversity

Xcel 2000 are proud to be part of children's, Foster Parent's and staff member's lives from a wide range of backgrounds, cultures and experiences. Our diverse makeup as an organisation ensures that we not only have a broad knowledge of fostering but we can also care for a wide range of children and meet their individual needs via our matching processes.

At Xcel 2000 everyone is treated fairly, with respect and we have trust in our equal opportunities policy. We embrace each person's racial, religious, cultural and linguistic heritage and respond readily to an individual's emotional, physical and intellectual needs focussing on their unique qualities.

We promote an 'open' environment and all management are approachable and available. We believe that our positive working environment is represented in our high team morale, eclectic skill-set and relentless dedication.

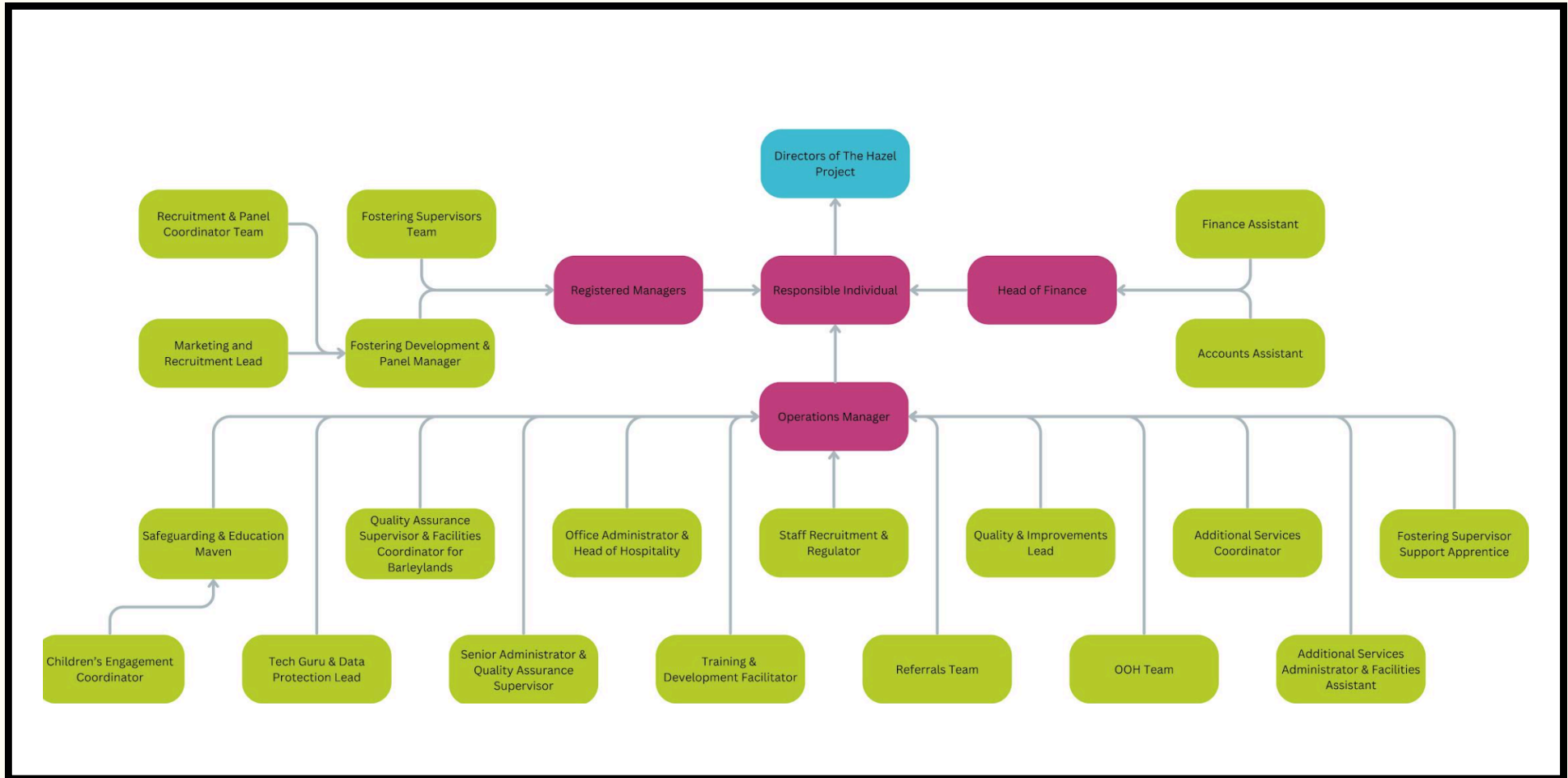
Above all, we at Xcel 2000 strongly believe that diversity is not just about ethnicity or racial heritage but about the diversity of people's characters, and the 'micro cultures' within groups of people that bring to life the wide range of skills that make us a successful and energetic organisation.

## OUR HOME

- Our head office is located in Kent. Kent is the largest non-metropolitan local authority.
- The county believes "Everyone is different. We should make sure everyone is treated equally. We should also make sure everyone is listened to."



# Our organisational structure



# Our staff

We review and implement significant changes in our organisation's workforce, both in our company outlook and in our policies, in order to embrace the changes that occur in the social care sector. All Xcel 2000 staff receive appraisals and regular, structured supervision with their line manager. Combined with access to regular, relevant and role specific training courses this approach ensures that all staff members are kept abreast of updates in legislation, are always aware of significant changes and their professional developmental needs are met.

Taking care of our staff is important to us as we feel that if you are treated with consideration and professionalism you are in a better place to care for families and children.

In addition to the regular requirements of a modern workforce - we look for staff who have 'experienced' fostering in some form before they join us.

## WHY OUR STAFF SAY WE ARE UNIQUE

"We believe in what we do"

"We feel part of a family, this is not just another job."

"The whole organisation works as a team, there is no 'them and us' "





# Our statistics

April 2022-March 2023

**156**

individuals were cared for by Xcel 2000 from...

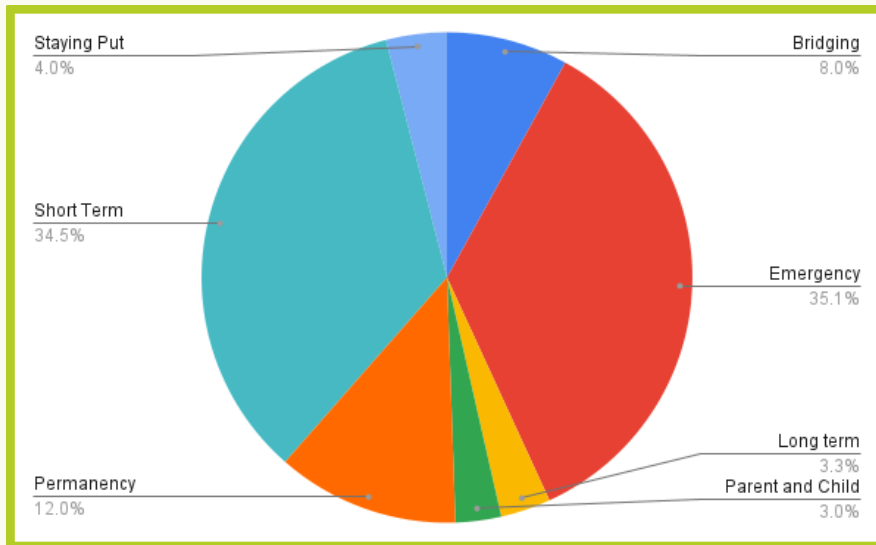
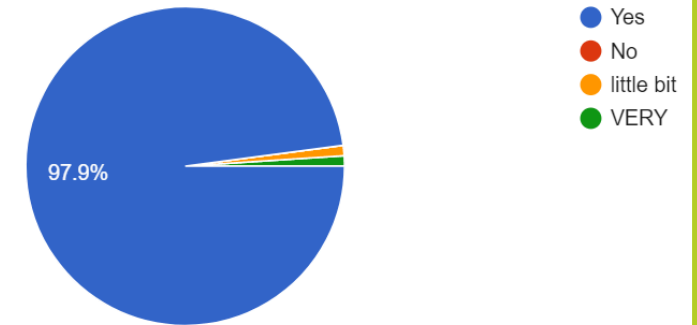
**23**

local authority areas.

Findings from our annual Children's Survey;

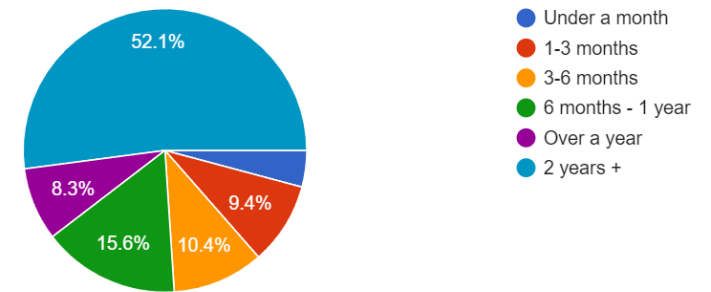
Are you happy with your foster family?

96 responses



How long have you lived with your foster family?

96 responses



# Complaints

Alongside traditional methods of receiving complaints (letter, telephone, in person, etc) we have created a dedicated area on our website where both children and adults can make a complaint. We respond to and investigate complaints and concerns rigorously. By analysing the conclusions, we improve our performance and services. We also liaise closely with our Local Authority Safeguarding Board/LADO to ensure that this area of our practice is carried out effectively.

## STAGE 1

Within five working days of receiving the complaint form, the Complaints Officer will arrange a meeting between the person making the complaint and the person or people complained about. Either of these people can bring a friend or representative to the meeting but must let the Complaints Officer know in advance. The Complaints Officer will then inform everyone invited who is to be present.

The job of the Complaints Officer is to help those involved to come to an agreement as to what should be done to rectify any problem(s). It is not the job of the Complaints Officer to make decisions on others' behalf. Any agreement reached must be one that the people involved have the authority to put into effect.

## STAGE 2

Where agreement cannot be reached at Stage 1, the Complaints Officer must refer the matter to the Registered Responsible Individual. The Complaints Officer has the authority to select an independent person to advise at this stage.

The process ends if all parties agree to a resolution and that resolution is within the authority of the Complaints Officer.



## STAGE 3

In the event of there being no resolution or that the original complaint directly implicates the Complaints Officer, the matter is then referred to the Directors. At least two independent people are invited to attend this meeting. The decision of this group would be final.

# Matching and placement types

Xcel 2000 believes that every child is an individual with individual needs, many of which can be very complex. To accommodate this, we recruit and train families who are well matched to the types of referrals that we can reasonably expect to receive based on statistical measuring of our data. Local Authorities' specific requests for matching such as geography, ethnicity, religion, language, special needs etc are taken into account and only matches which meet their requirements or recommendations will be offered.

Local authorities will work with us to support children and young people to remain in their education provision, attending clubs and seeing significant people in their lives.

Xcel 2000 takes both children's and Foster Parent's characteristics (emotional, creative, physical and intellectual) into careful consideration to achieve the best match possible. Local Authorities ultimately make the final decision on who the child is placed with, and Xcel 2000 will provide a holistic service for any child or young person.



## WE PROVIDE A RANGE OF PLACEMENT TYPES:

- Emergency
- Short term
- Long term
- Permanent
- Parent and child
- Staying put
- Internal and external respite
- Children with disabilities
- Solo/specialist care
- Unaccompanied asylum seeking children

# Service Provision

## KEY POINTS OF OUR SERVICE

- Very experienced, committed and highly trained professional foster families.
- Access to 24 hour advice and guidance.
- The services of a dedicated Fostering Supervisor who is available to visit and offer advice when needed, but at a minimum of once per month, with weekly telephone calls.
- A comprehensive 'Out of Hours' service - with placement and matching provision.
- Specialist training for Foster Parents in areas that are identified to be needed.
- Monthly group meetings.
- The Annual Review of Foster Parents approval.
- Access to a dedicated Education Engagement Team providing direct educational support.
- Maintaining written records (CHARMS Daily Logs).
- Dedicated supervised 'family time' packages available.
- Rigorous health and safety risk assessments on the home.
- Trained mentors and support workers for young people.
- Bespoke additional services packages available.

In our services to children and Foster Parents:

- We put the needs of children and young people first.
- We encourage children and young people to develop respect for themselves and others.
- We provide foster families with the skills they need to carry out their responsibilities.
- We listen to the views of children, young people and their families, and of Foster Parents and Foster Parents' own children and of our staff in planning and carrying out all of our activities.
- We deliver services that recognise and build on the strengths of children and young people from all cultures and religious backgrounds, in ways that meet their needs and help them achieve their full potential.
- Our purpose is to provide the highest standard of care to the children and young people who join us. These children and young people are vulnerable and experiencing difficulties in their lives, they require support and care to provide them with stability and promote resilience.
- We deliver a service that is built upon honesty and integrity that complies with all relevant law and regulation but challenges where necessary any areas of doubt that we feel may hinder a child or Foster Parent's development. This approach enables our Foster Parents to make confident decisions.
- We provide support and guidance of the highest quality to our foster families, recognising that in order for them to consistently meet the needs of children and young people in their care, they need to feel well supported.



- All matching has been done with the utmost care and respect, paying particular attention to children specific needs and where relevant, their cultural, religion and ethnic background.
- We promote safeguarding all children by assisting our dedicated foster parents to deliver the highest level of care.
- We protect and secure our Foster Parents recordings, recognising them as important and valuable information.
- We guarantee that all our Foster Parents are assessed and provided with training to meet a variety of child's needs.
- We respectfully store and maintain all information regarding our service in a manner that is both secure and compliant.
- We encourage and enable educational and personal achievements for all our children and young people.
- Our Foster Parents have a tailored training program created in line with their individual aims and ambitions.
- Our Foster Parents routinely meet all the requirements of a child's care plan, including contact and health arrangements where applicable.
- Our Foster Parents receive regular supervision with their Fostering Supervisor including monthly home visits, weekly telephone calls and monthly group meetings. In addition to this, Fostering Supervisors review Foster Parent's recordings on a regular basis.
- Foster Parents have a robust annual home review.

- All our family households have a comprehensive health and safety assessment which exceeds industry standards and reflects the importance that we place on keeping children and families safe.
- Our out of hours service is highly experienced and provides not only advice to our Foster Parents, but prompt and comprehensive placement finding to Local Authorities.
- All families are registered with Fostering Network through our organisational subscription.
- All families have the opportunity to engage in specialist and informal events.

### **Childrens survey 2024**

**100% of children were happy living with their foster family.**

**"It's fun"**

**"I'm more than happy here"**

**"Love it, never leaving"**

**"Very, very happy"**

# Developments

Our 'Toolkit' is an online resource at the heart of our organisation. It is a breakdown of what we do, why we do it, our ethos and our philosophy in relation to standards and regulations. It contains all our policies and procedures and is available online to all our families and staff. It is amended as and when changes are made to legislation, and updated constantly as our organisation grows and evolves. We have been using our Toolkit for several years now and it has been an invaluable resource for our service.

## CHARMS

We use a web-based, secure site to record and store our approved families, children and staff records which brings families, fostering supervisors and staff together in the best interest of children and allows us to capture our young people's journeys. We share records with LA's securely via the online portal.

CHARMS provides our families with their own login, to be able to log and record progress and significant events. Sensitive information is stored securely, can be shared safely and information is available as soon as it is recorded.

## The Outcomes Tracker

The Outcomes Tracker allows us to track particular elements of a child's development, enabling us to have an up to date and insightful overview of a child's development, useful in planning future interventions and strategies for individual children and young people.

The information that the Outcomes Tracker gathers also proves most effective at children's reviews providing an overview in the form of a progression graph and a detailed qualitative report evidencing outcomes.

## Daily logs

In the past, our Foster Parents would write their daily logs on paper or via email. Both methods are now viewed as inefficient and inadequate so we use an adaption to CHARMS enabling our Foster Parents type their logs directly into the system.

Excellent feedback has been received from our Foster Parents regarding this method and we are content that our Foster Parents' highly sensitive log information is secure and only accessible to the right people at the right time.

## **Health and Safety**

Diverse Care outsource this service which looks at all aspects of a domestic home environment, benefiting both the Foster Parents and the children placed with them.

Diverse Care is proud to benefit from services offered to our families.

## **Family Time Services**

Diverse Care can now offer our own in-house family time services to Local Authorities as part of our on-going commitment to continual service improvement.

Our bespoke family time service consists of the following:

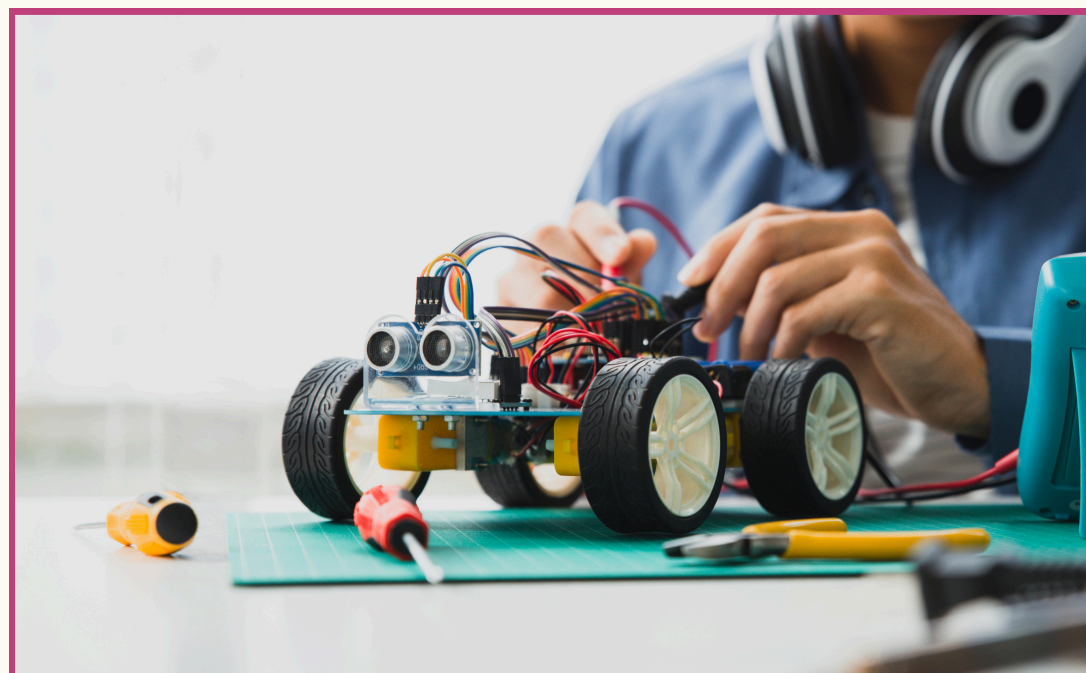
- Professional, fully trained family time supervisors
- High-Definition CCTV with audio for enhanced supervision
- Dedicated Sensory room or larger family room
- Reliable, safe and comfortable furnishings and fixtures.

## **Young People's Mentors**

Diverse Care believes that many young people benefit from a relationship with a trusted adult outside of the home therefore offer the services of mentors with whom they can work towards personal goals.

## **Education and Engagement Team (EET)**

Every child placed with a Diverse Care family has access to a dedicated Education and Engagement Team member.



# Training

Xcel 2000 offer comprehensive training tailored to the roll of each member of staff.

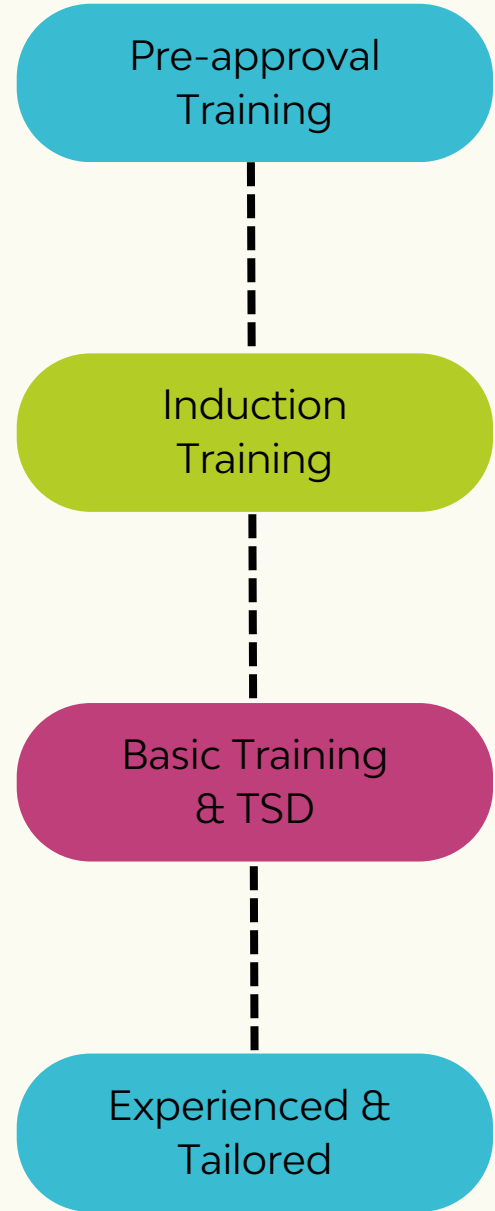
- Xcel 2000 recognises that effective foster care requires knowledge, skills and dedication.
- We take pride in providing on-going quality training that is not only tailored to our Foster Parent's needs, but delivered at times that are convenient to them.
- We offer a mixture of weekend courses and online training for families who may find it difficult to attend during the day,
- As part of their professional development, we offer all our Foster Parents the opportunity to achieve AQA Therapeutic Practitioner qualification.

Our families' pre-approval training includes 2 full days of 'Skills to Foster'.

New families receive induction training covering our internal policies and procedures (Toolkit & CHARMS) and online safety.

Every Foster Parent completes their TSD within 12 months of approval.

As families gain experience we offer more advanced training to cover their specific personal development paths.





# Contact us

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Independent Fostering Provider  
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