

Statement of Purpose

Capstone Excel

Version 3.6

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Introduction

This Statement of Purpose gives an outline of the Fostering Services (England) Regulations 2011 and National Minimum Standards for Fostering Services (2011); how the service is managed and maintains its fitness to provide fostering services.

Capstone Excel is run in accordance with the principles outlined in the following legislative and policy framework:

- The Children Act 1989
- The Care Standards Act 2000
- The Children (Leaving Care) Act 2000
- The Children & Young Persons Act 2008
- The Children & Families Act 2014
- The Fostering Services (England) Regulations 2011, amended July 2013 and April 2014
- The Fostering Services: National Minimum Standards 2011
- The Children Act 1989 Guidance and Regulations Volume 4: Fostering Services 2011
- The Care Planning, Placement and Case Review (England) Regulations 2010
- The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013
- The Care Planning and Fostering (Miscellaneous Amendments) (England) Regulations 2015
- The Children Act 1989 Guidance and Regulations Volume 2: Care Planning, Placement and Case Review (2010)
- The Care Leavers (England) Regulations 2010
- The Data Protection Act 2018
- The Children Act 1989 Guidance and Regulations Volume 3: Planning
- Transition to Adulthood for Care Leavers (Revised May 2014 and January 2015)
- The Equality Act 2010
- The Human Rights Act 1998
- The Training, Support and Development Standards for Foster Care 2012
- Working Together to Safeguard Children - a guide to inter-agency working to safeguard and promote the welfare of children (March 2015)
- Assessment and approval of foster carers: Amendments to the Children Act 1989 Guidance and Regulations. Volume 4: Fostering Services July 2013
- The Delegation of Authority to Carers: Amendments to the Children Act 1989 (July 2013)
- Promoting the Education of Looked After Children – Statutory Guidance for Local Authorities 2014
- Statutory Guidance on Children who Run Away or go Missing from Home or Care (revised January 2014)
- Statutory Guidance on promoting the Health and Wellbeing of Looked After Children March 2015

This Statement of Purpose is regularly reviewed and updated at least annually. Children and young people are also provided with a Statement of Purpose for Young People and a Children's Guide that is in a more accessible format.

A copy of the Statement of Purpose is available on Capstone Excel's website and is provided to and/or made available upon request to:

- Ofsted
- Local Authorities and other agencies using our services
- Foster carers, prospective foster carers
- All Capstone group staff members
- Any person working for the purposes of the fostering service
- Children and young people (subject to their age and understanding and the parent/carers of any such child/young person)

About Capstone Excel

Background

Capstone Excel is an Independent Fostering Agency that provides fostering services for looked after children and young people. We believe that the very best environment for a child/young person to grow up in is a family.

Capstone North and Excel both part of the Capstone Group family merged together on June 1st 2026.

Capstone Excel is registered and inspected by Ofsted.

Capstone Excel Fostering is a private limited company constituted under The Companies Act Company Number: 4343716.

Capstone Excel recruits foster carers from different backgrounds, cultures and religions to ensure that choice is available to Local Authorities when seeking a suitable home for foster children. Emphasis is placed on supporting foster carers so that they can undertake their responsibilities to a high standard and ensure children and young people are safeguarded.

Our Mission

The mission and the commitment of Capstone Excel is to promote the growth and development of children and young adults who are looked after by our foster carers, by supporting each child to have a healthy lifestyle, safe environment, to enjoy and achieve in education, to contribute positively into community and have economic well-being, whilst promoting and strengthening the family unit.

Status and Constitution of Capstone Excel



Capstone Excel operates across the North.

Capstone Excel Fostering

Capstone Excel is an Independent Fostering Agency with offices on the Fylde Coast, East Lancashire, Heywood, Barnsley, Bradford and Hull. We are a local agency, offering support to foster carers so they do not have far to travel for training or to take part in support groups and, our social workers live and work in all corners of Lancashire.



**The Registered Manager for Excel is
Emma Egan.**

Barnsley Office

Unit 10
Business Village
Innovation Way
Barnsley
S75 1JL

Bradford Office

Hope Park
4 Coop Place
Bradford
BD5 8JX

Blackpool (Registered Office)

4 Calder Court,
Amy Johnson Way
Blackpool
Lancashire
FY4 2RH

Lancashire Office

Suite 25, Northlight Pendle
Northlight Parade, Brierfield
Nelson
Lancashire
BB9 5EG

Manchester Office

Longford House
Hall Street
Heywood
OL10 1DP

Hull Office

Hesslewood,
Hall Business,
Centre,
Ferriby Road,
Hessle,
East Yorkshire,
HU13 0LH

Capstone Excel Fostering Board of Directors:

Simon Constantine (Chairman)
Richard Compton-Burnett (Non-Executive)
Charles St. John (NED) (Non-Executive)
Peter Battle (CEO)
Catherine Lockett
Debbie Tomlinson (COO)

The Board of Directors is responsible for the corporate governance of the company, including:

- The promotion of company culture and values
- The vision and mission of the organisation

- The strategy and direction of the organisation
- Regulatory and legal compliance
- Financial management of the Capstone group
- Quality assurance systems
- The overall day-to-day operation of the organisation
- The management of the organisation's human resources
- The development and review of policies and procedures and their implementation
- Corporate governance

Capstone Excel constitution comprises of the following:

○ The Chief Operating Officer (COO), Debbie Tomlinson, has overall executive responsibility for the operational and strategic leadership of the organisation. The COO provides leadership, direction and professional oversight to the Registered Managers, supporting them to deliver safe, effective and high-quality fostering services. The COO is responsible for ensuring that organisational and strategic objectives are achieved, resources are managed effectively, performance is monitored, and services are delivered in line with legislative, regulatory and organisational requirements.

The Responsible Individual (RI) is Sal Steeple, Director of Quality Assurance. In accordance with the Fostering Services (England) Regulations 2011, the Responsible Individual has specific statutory responsibility for supervising the management of the fostering service on behalf of the registered provider. The RI provides governance and assurance that the service is managed in compliance with relevant legislation, regulations, the National Minimum Standards for Fostering Services and organisational policies. The RI works closely with the COO and with Registered Managers to ensure the service remains safe, effective, well-led and compliant with regulatory requirements. The RI is line

managed by the COO. The RI works closely with Registered Managers to ensure the service remains safe, effective, well-led and compliant with regulatory requirements.

- The Registered Manager, who is responsible for the day to day running of the agency, safeguarding matters and complaints.
- The SSW's role is to supervise and offer guidance and support to their foster carers and work alongside the Local Authority who is responsible for the child to ensure that their needs are met in the foster home.
- Solicitors, who will handle all legal aspects of the agency.
- Accountants, who will give on-going financial advice and audit the agency's accounts.
- Fostering Panel members on a central list who provide recommendation to the Agency Decision Maker and meet regularly for training and panel business.

Panel members will provide a strong Quality Assurance for the organisation.

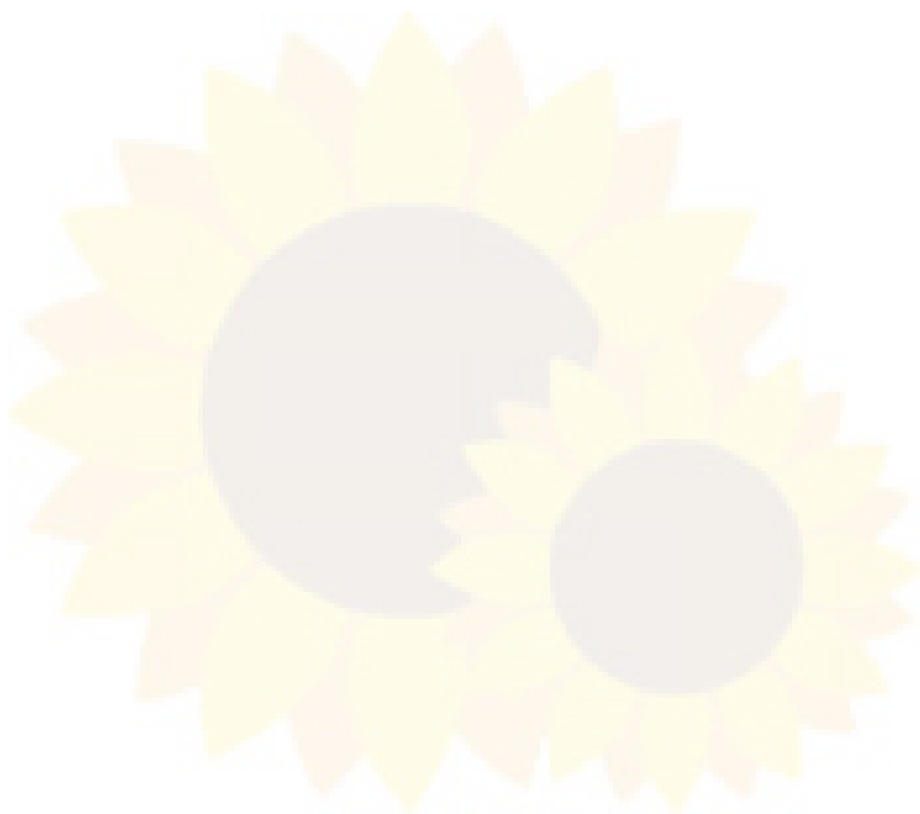
MATTS Leads and Independent clinicians (therapists, psychologists and other therapeutic specialists).

Administrators, responsible for records and administration in line with the agency's policies and procedures.

In addition to permanent staff, Capstone Excel will have a pool of people who will work for the agency on a self-employed basis across a variety of roles and health

and safety. e.g. Social Workers completing assessments of prospective foster carers, independent investigations of formal complaints or direct work to support a child; specialist consultants in medicine, law and health and safety.

Foster carers comprise the main body of the organisation and will be fully trained, assessed, medically fit and checked by the Disclosure and Barring Service.



Capstone Excel Fostering has organisational memberships with:

Coram/BAAF

(Membership No: 37612)

NAFP

(National Association of Fostering Providers)

Individual membership for each foster carer with Foster Talk



Employee Ownership Trust

As an Employee Ownership Trust, Capstone Excel Fostering is owned by its employees. We believe that being owned by our employees fits our values and our family culture as a fostering agency supporting carers, children and young people.

The Trust is governed by a panel of trustees who ensure that Capstone Excel Fostering continues to be managed in the best interests of its employees, foster carers and the children and young people we care for. These consist of a range of professionals experienced in the social care sector including:

- Richard Compton-Burnett- member of the Capstone Board of Directors
- There is an employee representative on the panel of trustees.
- Alison Sargent- Independent representative trustee
- Andrew Winning- Independent Chairman



Committed to Equality, Promoting Identity & Valuing Diversity

Capstone Excel Fostering and all its subsidiaries are committed to providing a holistic service which embraces diversity and promotes equality of opportunity. Our goal is to ensure that these commitments, reinforced by our values, are embedded in our day to day working practices with all children and young people, foster families, colleagues, customers and any other stakeholders. We will provide equality of opportunity and will not tolerate discrimination.

Our Values

Promoting excellent outcomes for children and young people
– building brighter futures into adulthood

Putting safeguarding at the heart of the agency and making it everyone's responsibility

Investing in children leaving care, supporting transitions to independence and access to opportunities

An outstanding quality of service for foster carers and their families (training, support, professionalism)

Listening, hearing and acting for those we support (advocacy)

Supporting and investing in our staff team to give their best

MATTS

We have developed our own specialist Multi-disciplinary Assessment Treatment and Therapy Service (MATTS) which is trauma-informed and led by a Clinical Lead in each region. Current research recognises the enduring negative impact of adverse childhood experiences. We know that these can be prevented by emotionally supported relationships and flexible dependable services that are responsive to the needs of the child. MATTS is just such a service! Our MATTS service has three levels of support, each one offers differing levels of intensity and focus. MATTS packages include interventions and assessments led by experienced and qualified clinicians.

- 
- **Equality** To develop an overall fostering service where there is respect for and recognition of the importance of the ethnic origin, cultural background, religion, language of children and young people and their families and foster carers.
 - We endeavour to create a fostering service where children are central to all that we do. **Safeguarding and the welfare** of children and young people are of prime importance to us.
 - To ensure that when **matching** children with foster carers consideration is given to how best the needs of children will be met.
 - We aim to offer **responsive**, rather than reactive care-giving and always will seek **sensitive resolutions** to matters that arise.
 - To provide **stability in the lives of children** and young people in our care and enable them to fulfil their potential
 - To ensure that the **views of children and young people** are regularly sought and given due consideration, irrespective of gender, race, sexual orientation, disability etc.
 - To provide **24 hour support** for foster carers and the children or young people in their care, 7 days a week.
 - To ensure that all foster carers have access to and attend **regular, on-going training and support groups** and comply with National Minimum Standards for Fostering. To acknowledge the hard work, skills and knowledge of our foster carers and provide them with a high level of support, training and encouragement.

Aims & O

- To support all foster carers in **remaining child focused** whilst working with and alongside child's families.
- To **value diversity** by aiming to recruit and retain a wide range of carers from diverse backgrounds so that Excel Fostering can offer appropriate homes for children and young people.
- To guarantee a commitment to **support ongoing plans** for foster children by supporting transitional stages, such as reunification with birth families or on to semi-independent living or staying put.
- To guarantee a commitment to **working in partnership** with all those involved in planning and providing for each child or young person's care. This includes Local Authorities, child's families, the children or young people, foster carers, health professionals, education providers and other relevant professionals, individuals or organisations.

bjectives

- Commitment and **focus on continuous services improvement**, quality assurance and high-quality service provision.
- To provide all foster carers with regular **supervision**, monitoring and support in order that the child/young person's opportunities are maximised and that the foster carers are constantly meeting children/young people's needs. The foster carers are provided guidance and are supported by a fully qualified designated supervising social worker (SSW).
- To promote a **child-centred approach** where the child or young person's safety and welfare comes first.

Capstone Excel Fostering aims to offer the following range of options

Emergency

- Provided at short notice where there has been no prior plan. Capstone Excel Fostering offers foster homes for children.

Short term

- Planned but not intended long term; care can be provided for few days, weeks or months while plans are made or the child's future.

Long term / Permanence

- Carers offer long term homes for children and young people up to and into adult independence.

Sibling group

- For brother and sisters as we advocate for keeping siblings together within a family home unless it is deemed inappropriate by the placing authority. Some of our foster carers can offer homes to larger sibling groups to ensure the children do not get separated.

Solo

- Where only one child can be looked after by foster carers due to their individual needs.

Parent and child

- Foster carers can offer support and contribute to parental assessments to parents who look after their children.

Bridging

- Capstone Excel has foster carers who will work with children and families towards preparing children for adoption, long-term fostering or work to plans aimed at supporting them into (semi)independent living.

Unaccompanied children

- Our foster carers offer safe and stable homes to young people who seek asylum in the UK. They offer support with immigration status, integration with community and faith groups and promote language and cultural needs.

Therapeutic

- For children and young people who have experienced trauma and require therapeutic support, we offer 3 different types of MATTS packages: Foundation, Full and Intensive.

Short Stays

- To offer a break in order to support the demands or needs of the child or foster carer.

Services for Foster Carers, Children and Young People



Our Services

- Capstone Excel's Children and Young People's Guide/ Handbooks.
- Easy to use review feedback forms that are age appropriate.
- Various social activities during the year.
- Preparation for independence support.
- The opportunity to be part of children's consultation and participation events conducted during the year.
- Participate in Capstone Excel's survey, training, fostering panel and recruitment.
- Children's Champions and Support Workers.

Supervising Social Workers

- Each foster family is allocated a supervising social worker to visit regularly to provide support and supervision. They monitor standards and help foster carers manage problems if and when they arise. They are also available for telephone consultation and liaise with the social worker for the child/young person.

Short break/planned stay

- As part of our support package, planned breaks/short stays can be arranged for our foster carers and children keeping their best interests in mind.

Access to Key Personnel

- We offer support from experienced managers, foster carers, administrators, social workers and support workers.

Newsletters and website

- We maintain contact with our foster carers through our newsletter and designated carer area. These feature developments within foster care, forthcoming training opportunities and information regarding what's happening within Capstone Excel and the services we offer. Foster carers have the opportunity to contribute material and information to these newsletters.

Guidance and Support (Including Out of Hours)

- All our carers have access to a 24- hour support line that is managed by our experienced and qualified social workers. Senior managers are always available and can be contacted by social workers for any support and guidance.

Independent support

Foster carers are given individual membership of Foster Talk. This allows them to access advice and support, including legal advice, independent of the agency. The membership includes:

- 24-hour Legal Advice Helpline
- Arrest and Interview Assistance
- Legal Expenses Insurance
- Accountancy Advice Helpline
- 24-hour Counselling Helpline
- Tax Advice
- Education Advisory Service
- Social Work Support Line
- Independent Financial Advice
- Medical and First Aid Helpline

- Discounts
- Online Forum
- Magazine

Fostering allowance /fees

- Capstone Excel operates to the Framework Contract for Independent Fostering Agencies. This ensures fees are transparent and inclusive.

Foster carer support groups

- Our foster carers are encouraged to attend support group meetings. These are held at local offices but are also held virtually when needed.
- Newly approved foster carers can be supported by being "linked up" with experienced foster carers as peer mentors.

Initial & ongoing training

- Foster carers are given preparatory (Skills to Foster) and pre-approval training as well as ongoing training in a range of subjects. We have an extensive list of all core, mandatory and developmental training sessions offered.

Support from the MATTS team

- Support and advice is given to enable fostering families to better understand children's needs and provide a trauma informed response.

Guidance and training to partners, sons and daughters of foster carers

- In recognition of the involvement of all family members in the fostering task we understand the need to support the family holistically.

Recruitment and Assessment

Capstone Excel Fostering is committed to recruiting foster carers who can provide high quality care. Applications are welcomed regardless of gender, sexuality, marital status, employment situation, culture, and religion. The progress of selection is rigorous and designed to ensure commitment and compatibility to the fostering task.

The basic requirements to progress to the assessment stage are:

- Sufficient room to care for a looked after child.
- Applicants must be over 21 years of age.
- They must be prepared to undertake a comprehensive Form F assessment, attend preparatory training and commit to attend training and support groups following approval.
- Will be required to support family time between the looked after child and his or her family members, take child to and from school and attend or facilitate any meetings or activities related to the foster child.

The Assessment Process

All assessments are carried out by qualified and experienced social workers using the Coram BAAF template and process. The assessment process is to determine the applicant's capacity to meet the needs of any children and young people likely to be matched with them and the suitability of their home to foster which will be determined by the Health and Safety check.

The assessment is carried out in line with National Minimum Fostering Standards 2011 and Fostering Services Regulations 2011. We welcome foster carers who wish to transfer from another fostering agency or Local Authority

National Minimum Standards 2011 and Fostering Services Regulations 2011 require the fostering service to undertake statutory checks as part of the assessment process.

These are:

- A Disclosure and Barring Service (DBS) check on all people who reside in the household who are over 18 and any persons staying overnight or and may be taken on adults who supporting on a regular basis.
- Local authority and other agency checks as required.
- Child health and education checks will be carried out on any school-age children in the household.
- Current/most recent employer references are needed for each applicant. Additional references from any previous employer where there was contact with children or vulnerable adults will be obtained.
- A medical examination undertaken by the applicant's own GP.
- A minimum of three personal referees (one of whom should be a family member) who will provide written references and will be interviewed as part of the assessment process.
- Interviews will be carried out with applicants' own children and any other adults in the household.
- References and where possible, interviews will be carried out with previous partners.
- Overseas check (where appropriate)
- A Health and Safety report to be completed.
- Current fostering organisation references (where appropriate).

Gathering evidence or information

A variety of techniques will be used to gather evidence or information regarding the applicants' suitability to foster.

Capstone Excel aims to complete the assessment within 24 weeks from allocation of the case unless there are extenuating circumstances. The National Minimum Standards 2011 state that an application/assessment should be considered by the Fostering Panel within eight months from application.

Approval

The Independent Fostering Panel comprises of a variety of professionals and independent members, including foster carers, social workers, and people with experience of the looked after children system.

All assessments are considered by fostering Panel, which makes recommendations to the agency regarding the suitability of the applicant to be a foster carer. This may include any additional terms that the Panel considers should apply to a foster carer's approval status. The Agency Decision Maker takes full account of the Panel's recommendations when reaching their decision. Prospective carers are expected to attend the Panel.

All successful applicants are provided with a Foster Carer Agreement, which confirms their appointment as an agency foster carer. It also gives details about the terms of approval and how this will be reviewed.

Post Approval Induction

Newly approved foster carers are informed about the decision verbally within two days and they receive a letter of confirmation within five working days.

Upon approval Capstone Excel assigns a Supervising Social Worker who completes a post approval visit and goes through an induction. This involves:

- Foster Carers Handbook
- Discussion around the child referral and matching process in respect of timescales and processes.
- Discussion around future training courses and the answering of any immediate questions asked by the foster carers about the fostering

Foster Carers

- Provide an environment that is stable, safe and supportive for a child or young person in their care.
- Promote family time to enable the child or young person to stay in touch with family members or people who are important to them, as guided by the care plan.
- Promote the child's health, emotional, social and educational development.
- Support the child or young person's cultural identity, confidence and self-esteem.
- Advocate for children and young people empowering them to make decisions.
- Provide safe boundaries and a secure base for children and young people so they feel safe, accepted and reassured.
- Work as part of a team at Excel and make time to attend meetings on behalf of the children and young people.
- Help children and young people transition in a sensitive, professional and positive way.
- Take responsibility to maintain a level of professionalism by attending regular training and support meetings to further develop knowledge and skills.
- Complete regular detailed logs and records for children, and communicate confidential information with relevant professionals in accordance with the Data Protection Act principles.



Management & Support of Foster Carers

Support

We regard our foster carers as the foundation of our service. Therefore, we offer our foster carers a robust package of professional support and financial remuneration. Foster carers receive regular visits from their supervising social worker, who works to ensure that the welfare of the child and/or young person is being safeguarded and promoted, and to identify support or services needed to enhance the young person's physical and emotional wellbeing.

Our carers make a real difference hence we celebrate the achievements of our foster carers. We ensure that they are given a professional service from all aspects of the agency so that they can carry out the day to day role of being professional foster carers and providing a quality home to the young people cared by them. We work as a team to ensure we can help children and young people have the best outcomes possible during their time with their foster carers and the agency.

Supervisory Home Visits

All foster carers have an identified Supervising Social Worker (SSW). The SSW visits foster carers regularly (NMS21) to monitor the standards of care provided, assist the foster carer to play their part in the child's care plan and identify any training needs.

The SSWs are always the first point of call for our foster carers.

Capstone Excel recognises that supervision and support for foster carers is vital. Carer satisfaction and retention is essential for a healthy and safe fostering service.

SSWs are responsible for ensuring that the care offered to children in foster care meets the required standards. Administration, practice and support are covered in supervision which is recorded and shared with the carer. Visits can be increased as assessed need determines. As part of the monitoring of the work of foster carers, there will be at least one unannounced visit by the SSW's to the foster carer's home per year. SSW may speak with the foster children and other household members and they will complete health and safety checks to ensure that the foster home is suitable.

Foster Carer Reviews

The main aim of the annual review is to determine whether the foster carer(s) continue to be suitable to foster and whether there should be any changes to terms of their approval. It is also an opportunity to look at the progress the foster carer(s) have made and to set targets and goals for the next year.

Training needs are also assessed and a recommendation for future approval is made by the SSW and the Independent Reviewing Officer.

Approved foster carer will have their first review within 12 months, which is chaired by an Independent Review Officer. The first review following approval is always presented to Panel.

Subsequent annual reviews may also be presented to the fostering Panel in situations where this is deemed necessary or in line regulatory requirements.



Training and Development

At Capstone Excel Fostering we recognise that the only way to achieve excellence is by investing in foster carers. We therefore seek to promote a competent and motivated team of foster carers through continuous development in order to enable the delivery of high-quality services to the children and young people in our care, their families and other agencies who we are involved with.

The training programme developed by Capstone Excel Fostering is compliant with the National Minimum Standards ensuring that all foster carers receive relevant induction and continued professional development. Foster carers are expected to meet the Training, Support & Development (TSD) Standards and complete the workbook within one year of approval.

1. Pre-approval Training – Skills to Foster

Prior to approval all prospective foster carers are required to attend a 'Skills to Foster' course which is presented by a skilled trainer. In the case of couples, both must attend this training and undergo assessment and checks. The course runs over 2-3 days and is an integral element of the assessment process. Where appropriate a separate session is available for children of the family or other household members.

The course will introduce individuals to the challenges of foster care, the kinds of experiences children may have gone through and why they may behave in certain ways. The course will provide individuals with information about professionals they will be working with and responsibilities of being a foster carer. We offer other pre approval training.

2. Post-approval – Mandatory, Core Training Programme & Carer Developmental Training

Our training programme provides foster carers with the opportunity to explore and understand issues essential to their role, and to identify their future learning and development needs. Opportunities for training and support will therefore be provided at four levels:

- Support, discussion and evaluation at the foster carer's home.
- Participation in foster care groups e.g. support groups, social events.
- Participation in formal training events with other foster carers and social workers.
- Completion of TSD standards within 12 months of approval as foster carers.

Training Support and Development (TSD) Standards

- Standard 1: Understand the principles and values essential for fostering children and young people
- Standard 2: Understand your role as a foster carer
- Standard 3: Understand health and safety, and healthcare
- Standard 4: Know how to communicate effectively
- Standard 5: Understand the development of children and young people
- Standard 6: Keep children and young people safe from harm
- Standard 7: Develop yourself

There is a strong commitment to ensure that foster carers have access to the right support and development opportunities. Training and development is an intrinsic part of fostering. Excel has a clear expectation that all foster carers will participate in training offered by the agency as fully as possible. There will also be the opportunity for carers to undertake online learning.

These opportunities will enable foster carers to meet the complex needs of the children and young people for whom they care, and to develop skills and knowledge to keep the foster family and the fostered children safe and protected.

The following courses are mandatory training which are expected to be completed within the first year of approval:

Paediatric first aid (refreshed every 3 years)

Advanced safeguarding (refreshed every 3 years)

Administering medication to children (refreshed every 5 years)

Safeguarding and safer care & allegations (combined or separate – refreshed every 5 years)

Diversity and equality (refreshed every 5 years) 6. Keeping data safe (refreshed every 5 years)

Online therapeutic care with PACE (refreshed every 5 years)

Understanding distressed behaviour (Regulation/De-Escalation) (refreshed every 5 years)

Foster carer records (Language that Cares) (refreshed only if required)

Health and safety in the fostering home (refreshed only if required)

Foster carers' training needs are constantly monitored by Supervising Social Workers and formally evaluated through reviews of the foster carer's terms of approval.

Each foster carer has a Personal Development Plan drawn up in conjunction between the SSW and the foster carer.

Policies and Procedures

Capstone Excel Fostering group has comprehensive foster carer policies, procedures, guidelines and practice manuals in accordance with Fostering Regulations and national minimum standards for fostering. The Foster Carer's Handbook contains information on law, safeguarding, supporting complex behaviour using pace principles, health and safety matters, care planning, training, financial matters, meeting the needs of children and young people, education, complaints and grievances, and record keeping.

Complaints Procedure

At Capstone Excel we strive to provide the highest standard of service to children, parents, foster carers and Local Authorities.

We are proud to note that over the years we have received overwhelmingly positive reactions. We encourage feedback from everyone who receives services from us. If the matter is urgent and relates to the safeguarding issue, allegations or an incident involving a child's health, safety or welfare - please call the office or out of hours immediately.

Who can make a complaint?

- a) Any child who is or was looked after by foster carers or a person acting on their behalf.
- b) A parent, family member or person with parental responsibility.
- c) Child's Social Worker or any professional who has had an involvement with Capstone Excel Fostering.
- d) Any Capstone staff member.
- e) Any person which Capstone Excel considers has sufficient interest in a child's welfare to warrant his or her representations being considered by them.
- f) Any person who has had an involvement with us

Children may also contact the Children's Commissioner on 020 7783 8330 or 0800 528 0731 or via the website www.childrenscommissioner.gov.uk.

Children's Commissioner for England
Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT

How to make a complaint?

You can call our office on 01253 7122734 and ask to speak to a Registered Manager. You can also send an email to: talk@capstonefostercare.co.uk or write to the office address. If you wish to complain directly to our regulator please contact Ofsted:

Ofsted
Piccadilly Gate 4
Store Street
Manchester
M1 2WD

Email: enquiries@ofsted.gov.uk
Tel. 0300 123 1231

When a complaint is made directly to Capstone group by or on behalf of a child, the responsible authority social worker will be informed. Agreement will then be reached with the responsible authority about which agency will investigate the complaint. If any complaint relates to an aspect of the service provided by Capstone group and is brought to our attention, this will always be investigated by Capstone group.

Our **Children and Young People's Guide** as well as **Complaints and Compliments** leaflet contains written information on how to make complaints, including the availability of independent support and advice.

Children will be assured that their complaints will be taken seriously and that they will receive written notification of the outcome.



Complaints by a foster carer and others

Complaints may be made to Capstone group about any aspect of the service received from the agency. The complainant will receive written acknowledgment of the complaint and details of the planned investigation.

All Capstone group foster carers are members of FosterTalk, who they can approach to seek independent advice and support.

The complaints procedure is available on request.

Capstone Excel Fostering has the following insurance policies in place, provided by Markel UK:

- Employers, Public and Products Liability for up to £10 million
- Abuse for up to £5 million
- Professional indemnity for up to £5 million
- Medical malpractice up to £5 million

- MARKEL (UK) LTD
- Financial viability
- Professional liability
- Public liability
- Indemnity insurance

Financial viability

The agency's income is generated entirely by fees paid by the Local Authorities for each child who lives with with our foster carers. These fees are detailed in the agency's Schedule of Fees.

The agency's expenditure comprises fees to foster carers, staff salaries and the expenses associated with the running of the service.

There is also a commitment to improving and enhancing services to carers and children. The most recent accounts indicate that the agency has a sound financial base and remains viable.



Call us on

01253 712734

or visit our website excelfostering.com

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