New Chapters Fostercare

Statement of Purpose
Revised October 2026

This Statement of Purpose is written in accordance with the Fostering Services (England) Regulations 2011, part 2, regulations 3 and 4 and the National Minimum Standards (NMS), standard 16.

New Chapters Fostercare Statement of Purpose is available to:

- Anyone working for New Chapters Fostercare
- Current and prospective foster carers
- Any children placed with New Chapters Fostercare and the parents/primary carers of any such children
- Local Authorities
- Colleagues from other Social Care agencies
- Chief Inspector

New Chapters Fostercare

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1. Introduction, aims and objectives

New Chapters Fostercare (hereby referred to as New Chapters) is an independent fostering agency (IFA) and is currently a private limited company registered under the Companies Act 1985 (company number 9282856). In accordance with the Companies Acts 1985 and 1989 we have produced a Memorandum of Association and Articles of Association. New Chapters is dedicated to delivering a quality, therapeutic fostering service based on Dyadic Developmental Practice (DDP) principles. The Statement of Purpose, as required by ***National Minimum Standards (Standard 16)*** and the ***Fostering Services (England) Regulations 2011 (Regulations 3 and 4),*** describes how the fostering service ensures best outcomes for children in foster care. It includes aims and objectives, values and legislation that guide service delivery and services provided.

In March 2020 we had a full Ofsted inspection and were rated as outstanding in all areas. We received a further rating of outstanding in all areas in March 2024.

Throughout this document the terms "child" and "children" refer to anyone aged 0-18 years.

The owner/shareholders of the company are three Directors, Craig Walton (Strategic and Commercial Development), Rosie Cavalot (Head of Therapy) and Martin George (Quality Assurance). Karen Pountney is the Responsible Individual (RI) and Agency Decision Maker (ADM). Claire Upcott is our Registered Manager (RM). The Directors are responsible for the governance of the agency, as well as determining and ensuring all matters listed below are reviewed in line with our quality assurance policy.

- Values, principles and culture
- Strategic direction, vision and forward planning
- Annual business plan
- Performance management, training & development programme
- Policies & procedures
- Financial management
- Self-assessment report (SAR) and quality improvement plan (QIP)
- Legal compliance (including confidentiality and disclosure of information)
- Equality, diversity and inclusion
- Safeguarding

We aim to deliver a fostering service that offers an excellent and diverse range of foster carers and foster homes that promote and achieve the best possible outcomes for children. New Chapters foster families offer a safe, therapeutic environment, where children have the opportunity to express their wishes and feelings, are listened to and have their views respected and, wherever possible, acted upon. Foster carers complete an 18 session Nurturing Attachment course to provide them with the knowledge and skills to use a therapeutic approach to help build strong and resilient relationships through the use of playfulness, acceptance, curiosity and empathy (PACE) parenting, using a secure base attachment model.

We regard relationships as being key to our therapeutic model and to that end our social workers and family support workers are trained to at least DDP level 1 as this helps them use a therapeutic narrative when supporting foster carers, and in their professional interactions with all our stakeholders.

We aim to fulfil objectives detailed in children's care and placement plans, personal education plans (PEP's) and any other relevant individual programmes. Our goal is to meet and, preferably, exceed National Minimum Standards (NMS) for fostering services and comply with all relevant legislative and regulatory requirements.

To ensure we achieve these aims we recruit, assess, train, support and supervise foster carers so they acquire and maintain the skills and experience to provide quality and stable family environments. The main catchment area for recruiting foster carers is the West Midlands, primarily Shropshire and Telford and Wrekin but we also have children from Staffordshire, Stoke, Dudley, Sandwell, Wolverhampton, Coventry and Powys.

New Chapters will maintain a supportive and local presence for foster carers and local authorities within this geographical area. All employees and foster carers will promote and exceed National Minimum Standards, whilst working towards achieving the five outcomes in the Every Child Matters (ECM) agenda:

Be healthy ***Stay safe*** ***Enjoy and achieve*** ***Make a positive contribution*** ***Achieve economic well being***

All our supervising social workers are professionally qualified and registered individually with Social Work England. The wider company support, in terms of human resources (HR), accountancy and solicitors/legal support is provided by external people who hold professional qualifications in their respective disciplines. New Chapters holds comprehensive professional indemnity and public liability insurances.

New Chapters utilises a pool of independent workers who undertake work for the agency. For these workers verification of any necessary formal qualifications in relation to the work undertaken is obtained and our safe recruitment process is followed rigorously.

2. Values and legal framework

The values of New Chapters are consistent with those embedded in the National Minimum Standards, Working Together to Safeguard Children (revised in 2023) and any good practice guidance relevant to fostering or looked after children, which is issued nationally or locally. There is a set of key values that New Chapters places particular emphasis on.

- The child's welfare, best interests, safety and identified needs are at the centre of the care afforded to them
- Children should have an enjoyable childhood, benefiting from excellent parenting, education and healthcare, whilst enjoying a wide range of opportunities to develop their talents and skills, leading to a successful adult life
- Children are entitled to grow up in a loving environment that can meet their physical, emotional, intellectual and social developmental needs

- Every child should have their wishes and feelings listened to and taken into account in all decisions about their well-being
- Every child should be valued as an individual and given personalised support, consistent with their individual needs and background to develop their identity, self-confidence, self-belief and self-worth
- The needs of disabled children and children with specific needs will be fully recognised and taken into account
- The significance of contact for looked after children with their birth and wider family is recognised, as is the foster carer role in this
- Children in foster care deserve to be treated as a good parent would treat their own children and to have the opportunity for as full an experience of family life and childhood as possible, without unnecessary and/or burdensome restrictions
- The central importance of the child's relationship with their foster carer should be acknowledged and foster carers should be recognised as core members of the team working with the child
- Foster carers have a right to full information about the child
- It is essential that foster carers receive relevant support services and development opportunities to provide the best care for children
- Genuine partnership between all those involved in fostering is essential to deliver the best outcomes for children. This includes the Government, local government, other statutory agencies, fostering service providers and foster carers.

Our Statement of Purpose meets the requirements arising from regulations and guidance that are in force regarding children in care and consideration has been given to the following;

- Children Act 1989 (as amended by the Adoption and Children Act 2002)
- Children (Leaving Care) Act 2000
- Care Standards Act 2000
- Children Act 2004
- Children and Young Person's Act 2008
- Children and Families Act 2014

It has also considered further key regulations and guidance and these include:

- Fostering Services (England) Regulations 2011 *as amended by the Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013*
- Care Planning, Placement and Case Review (England) Regulations 2010 *as amended by the Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013*
- Children Act 1989 Guidance and Regulations volume 4 – Fostering Services *as amended by the Assessment and Approval of Foster Carers: Amendments to the Children Act 1989 Guidance and Regulations volume 4*
- Children Act 1989 Guidance and Regulations volume 2 – Care Planning, Placement and Case Review *as amended by the Delegation of Authority: Amendments to the Children Act 1989 Guidance and Regulations volume 2*
- Children Act 1989 Guidance and Regulations volume 3 – Planning Transition to Adulthood for Care Leavers
- Independent Review of Determinations (Adoption and Fostering) Regulations 2009
- Data Protection Act 1998 (strengthened by the General Data Protection Regulations (GDPR)
- The Children (Leaving Care) Regulations 2010
- Working Together to Safeguard Children (revised 2023)
- National Minimum Standards for Fostering Services

Collectively these form the basis of the regulatory framework for the provision of fostering services and the inspection framework used by Ofsted

3. Services and support provided

New Chapters approves foster carers to look after children within the age range 0-18 years. The foster carers provide safe, stable, nurturing and therapeutic family environments and, along with the Agency and the placing authority, develop flexible packages of support to meet the assessed needs of the children living with them.

Children live with our foster carers for different reasons and support offered includes:

- short term
- long term
- respite
- bridging
- sibling groups
- children with disabilities
- solo
- unaccompanied asylum seeking children (UASC)
- parent and child

All requests follow a comprehensive matching process to make sure the competencies and knowledge of our foster carers meet the needs of each child. New Chapters ensures the children retain contact with their family and friends where appropriate. Comprehensive discussions are held with the placing local authority and individual contracts are agreed in conjunction with West Midlands tender arrangements, unless a child comes to live with one of our foster carers on a spot purchase arrangement.

New Chapters does not have any carers who exclusively respond to emergency requests but should such a referral be received we would consider whether any carer with a vacancy could potentially be considered. The matching process would be followed as diligently as possible to minimise the risk of failure.

Consistent with the regulatory framework, placement plans are completed for each child, covering aspects such as essential information and delegation of authority. Full chronologies are always requested. Preparation takes place wherever possible prior to a child arriving with one of our foster carers. Risk assessments and safe caring processes are always completed. We ensure that our foster carers adhere to all health and safety requirements within the care environment.

Our therapeutic approach is built around the recognition that childhood trauma and attachment disorders are the primary causes of the behaviours that so many children in care present with. PACE parenting is proven to help maintain stability and DDP provides our staff with the knowledge and skills to support foster carers in the use of PACE parenting.

Supporting our foster carers is the Agency's primary responsibility and supervising social workers (SSW's) will each manage a maximum caseload of 12-14 fostering households. This will allow them to have regular contact with the foster carers and children living in the foster home. They will be part of the out of hours service offered to foster carers. The SSW's will contribute to the team around the child and any formal meetings that take place regarding a child in care. They will assess, plan and review the competencies of the foster carers on their caseload. This will enable them to respond to any training needs to help foster carers achieve, maintain and exceed the Training Support and Development (TSD) standards and the national minimum standards. The SSW's will complete outcome trackers on the children living in the foster home, in consultation with the foster carers and placing authority.

New Chapters believes that the recruitment and retention of dedicated and highly competent carers is fundamental to its success. Recruitment and retention success is based firmly upon the highest standards of support, management and training. The Agency ensures we enable our carers to meet the needs of the children they look after, and to that end they receive:

- dedicated support 24 hours per day, 365 days per year
- minimum of a monthly visit from their SSW
- regular phone support
- support in meeting the child's educational needs
- support from their SSW at professional agency meetings
- generous fostering allowance whilst a child is living with them
- regular programme of training and development covering core and enhanced training topics
- regular support group meetings
- organised activities for children
- buddying programme

The SSW or relevant professional from New Chapters will complete unannounced visits at least twice per year. For each unannounced visit, the SSW or relevant professional will complete an unannounced visit report, a copy of which will be made available to the foster carer/s. Any areas of concern will be addressed during the next available supervision or, in the case of any areas of serious concern, reported directly to the Registered Manager and Panel. An additional unannounced visit will always take place within 4 weeks of a child coming to live at the foster home.

A compliments and complaints procedure is in place, along with a management monitoring system. New Chapters uses compliments to inform best practice and complaints are always taken seriously, and we make every attempt to resolve problems and discontent through dialogue and negotiation. New Chapters believes every carer, child and partner agency has a voice and a right for this to be heard. Comments, compliments and complaints are a useful medium to help develop the services delivered by the Agency.

The foster carer cohort are further supported and represented by our Carers Voice group, who meet regularly with the Registered Manager to ensure the Agency is kept informed about any issues affecting our foster carers.

A whistle blowing policy is in place for foster carers, employees, children and partner agencies.

Any foster carer or foster child may choose to contact our regulator, Ofsted, directly regarding any complaint/allegation concerning the standard of service provided by New Chapters, or about the management of our service. New Chapters will always co-operate fully with any investigation conducted by Ofsted.

Ofsted National Business Unit
Royal Exchange Buildings
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231

The Registered Manager will automatically refer any serious complaints against foster carers to Ofsted, for information, and will advise Ofsted of the outcome of any investigation.

All complaints, representations and allegations against foster carers are monitored by the Registered Manager and reported to the Directors. Their outcomes are annually evaluated as a basis for informing future service provision. Comments and compliments are also collated, analysed and included in management reports. Information from these processes will be shared with employees and the fostering panel.

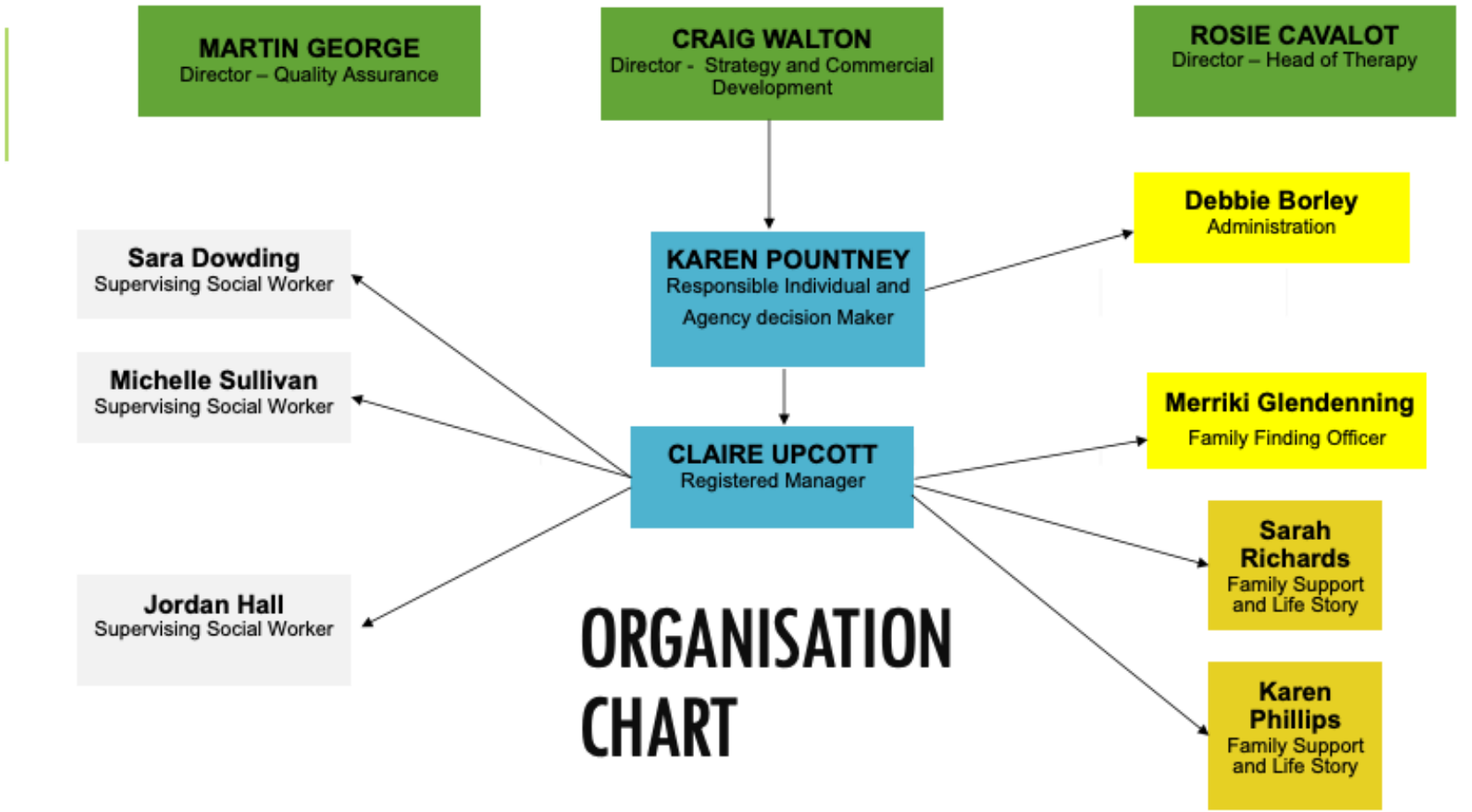
4. Children's guide and listening to children

Subject to the child's age and understanding, New Chapters ensures the child receives the children's guide to being fostered at the point of coming to live with the foster carer/s and the Agency ensures that the foster carer explains the contents of the children's guide in a way that is understandable. Family support workers will also look at these with the child when they complete their first introductory visit.

The children's guide includes a summary of what the fostering service sets out to do for children, how they can find out about their rights, how a child can contact their independent reviewing officer (IRO), children's rights director or Ofsted if they wish to raise a concern.

We take children's views into account when developing future paperwork and policies. They will be supported and encouraged in making decisions and being involved in reviews, where they are of an age and understanding to be able to contribute. Through the family support service New Chapters will develop regular groups for both looked after children and birth children of foster carers. This will provide an opportunity for children to share their experience of foster care.

NB: This Statement of Purpose will be updated at least annually or when a significant change occurs.


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