

# Statement of Purpose

## TACT CYMRU/WALES



TACT CYMRU/WALES, Glyn y Coed, 20 Victoria Gardens, Neath, SA11 3BH

01639 622320 – [WalesDuty@tactcare.org.uk](mailto:WalesDuty@tactcare.org.uk) – [www.tactcare.org.uk](http://www.tactcare.org.uk)

## I. Introduction

The statement of purpose is designed to inform you about the values, and structure of TACT, some information about the recruitment, assessment and training of our carers, and details of staff and placements. The statement is a legal requirement and the issues referred to, laid down in regulation.

### 1. Organisational history

Established in 1993, formerly known as The Adolescent & Children's Trust (TACT), TACT is the UK's largest charity and voluntary agency providing fostering and adoption services. Our core work involves providing high quality and well supported fostering or adoptive families for children and young people across England, Wales and Scotland. We campaign on behalf of children and young people in care, carers and adoptive families.

TACT is governed by a Board of Trustees with 11 members. The Board has ultimate responsibility for directing the affairs of the charity, ensuring that it is solvent, properly run and delivering on its charitable objectives. In addition to meeting bi-monthly, a smaller number of the Trustees sit on sub committees alongside TACT staff; the Safeguarding & Children Services Committee and the Business & Remuneration Committee. The Board delegate day to day leadership of the organisation to the Chief Executive Officer.

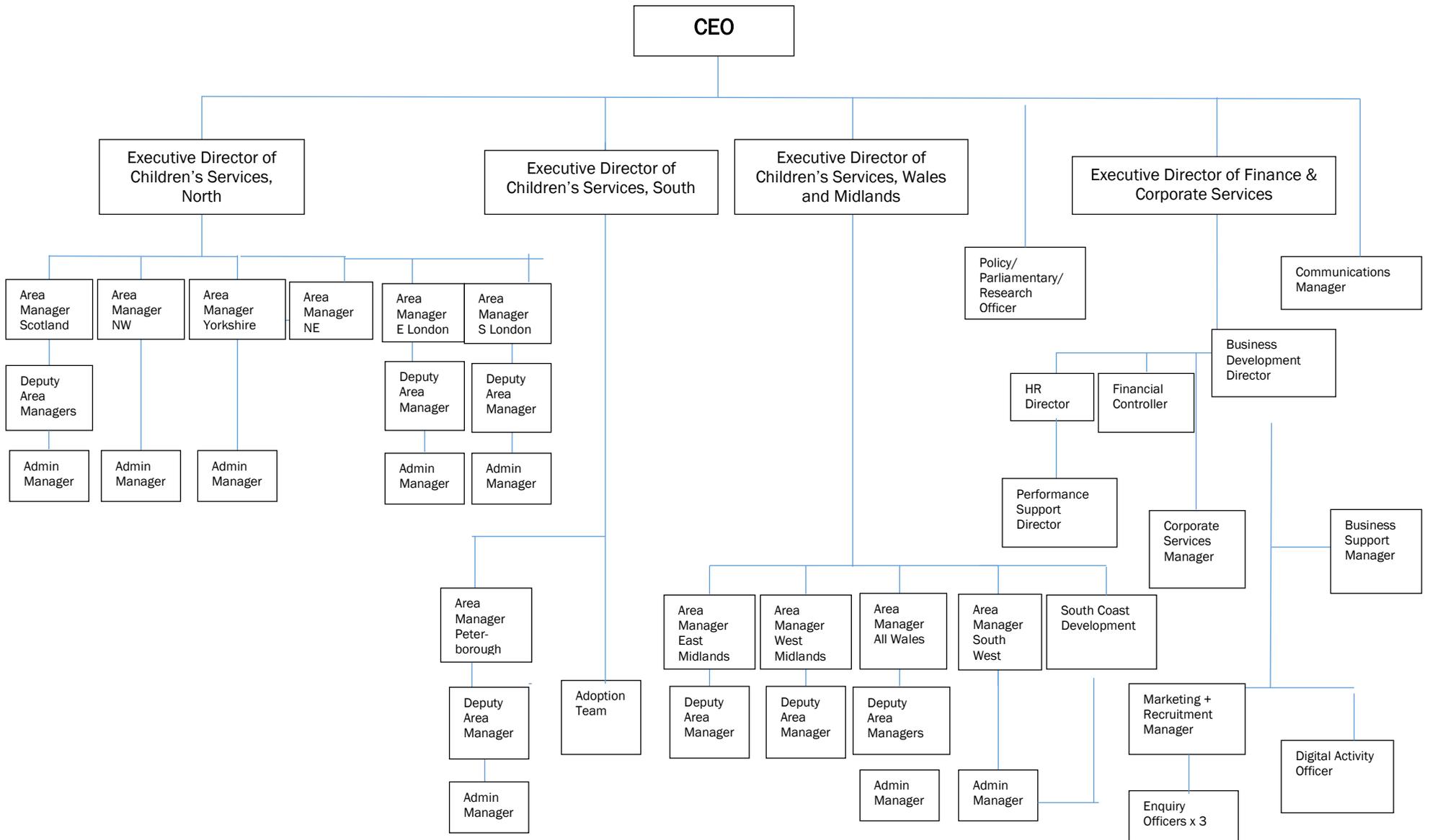
TACT's head office is based in Hither Green, London. It includes the corporate functions of finance, human resources, children's service and quality, external affairs and marketing. It is also the office of the Chief Executive and Executive Directors of Finance and Corporate Affairs, Children's Services & Quality and Policy, Communications and Fundraising.

Services are provided from 10 area offices for fostering, one of which also includes adoption. These are; East London, Bristol (covering Bristol & South West), Neath (covering all of Wales), Liverpool (covering North West), West Bromwich (covering West Midlands), Kettering (covering East Midlands), Leeds (covering Yorkshire), Edinburgh (covering Scotland), Newcastle (covering North East) and South London (covering South London and Kent) We also have a registered adoption agency based in Peterborough.

We are currently expanding our service geographically. We will be opening a new office in Bournemouth in 2019, In the East Midlands we are expanding into Nottinghamshire and Derbyshire. In the North West we are expanding into Greater Manchester. In Scotland, we are expanding through Dundee and up the East Coast to Aberdeen. These expansions are being closely supported and overseen by our Business Development Unit.

TACT have also been chosen to run Peterborough's permanency services (including adoption and all fostering services). The contract began on 01.04.17 and runs for 10 years.

# TACT MANAGEMENT STRUCTURE 2018



## II. TACT's charitable objectives are:

- To relieve children and young people who, by reasons of their circumstances, have need of foster, adoptive or substitute care by placing children in foster homes or adoptive placements and by training foster or adoptive parents to deal with the needs of the children in their care.
- Otherwise to promote the care and upbringing and establishment in life of children in need thereof including by promotion of their health, development and education attainment and particularly children in foster or adoptive care.

## III. TACT's Vision and Values

### Our Vision

'Better lives for our children and young people'

### Values

- **Aspirational** – by helping others, we grow ourselves
- **Passionate** – we are determined to keep improving what we do. We will ambitiously pursue the best outcomes for everyone we work with and strive for excellence in all we do
- **Customer Focussed** – we shall listen and respond to the people we work with, children and young people, their birth families, carers, our staff, our supporters, local authorities and other stakeholders
- **Fair and equitable** – we will be open and transparent, communicating what we do and why we do it, based on equality and respect for all
- **Beyond Profit** – reinvesting our resources into improving outcomes for children and young people

## Fostering standards

Standards of care are measured and monitored against The Fostering Services (Wales) Regulations 2003 and the Welsh National Minimum Standards for Fostering Services. We also work to the requirements of the Social Services and Well-being (Wales) Act 2014 and the Welsh Language (Wales) Measure 2011.

## TACT believes:

- All children have the right to a permanent family in which they are able to grow and develop as unique individuals.
- Every child in care should benefit from a specially designed care plan to address their specific needs.
- All children have the right to be involved in planning their own futures.
- All children should take with them memories of a positive experience of their time in care when they leave.
- Individuals with parental responsibility have the right to be involved in making decision about their child/ren's future.
- Proper use must be made of the theory and considerable body of professional knowledge which is available relating to child care and child development.
- Every individual involved in TACT's childcare programmes should benefit from appropriate training and development opportunities.

All people involved with TACT will receive the best treatment possible, irrespective of gender, age, disability, marital status, sexuality, race, ethnicity or religion.

## 2. Local office history

### Local Office History

The Welsh office was opened in 1998. The Registered/Area Manager for Wales is Mike Anthony. Debra Walker, Deputy Area Manager (East Wales), Miriam Williams, Deputy Area Manager, (West Wales) and Stephen Humphreys, Deputy Area Manager covering Mid/North Wales. The Welsh office and the Region extends across the whole of South, Mid/North Wales. The social work staff are supported by an administrative team managed by Shan Thomas.

### Service provided in Wales

- Fostering to children/young people 0-18 years
- Outreach Support Services to children and families
- Child and parent placements
- Assessments
- Foster Carer training
- Support Groups
- Residential
- Placements for children with disabilities
- Therapeutic Services are available as and when required.
- Supervised Contact

### Staff at the Neath office:

**Scott Ruddock** is the Executive Director of Children's Services. He joined TACT in 2013 and undertakes the supervision of all operational matters for the Country. His qualifications include:

- Diploma in Social Work (DipSW)
- Post Graduate Certificate in Management Studies
- Post Graduate Certificate in Managing Quality in Social Care
- Practice Teacher Award

Scott has worked in Social Work for 20 years. Prior to joining TACT he was a Placements Team Manager and Service Manager in a Local Authority and an Operational Manager for a large children's charity in Wales.

**Mike Anthony** is The Registered & Area Manager for TACT Cymru. He joined TACT in 2003 and undertakes the supervision of all operational matters in the Area. His qualifications include:

- Diploma in Social Work (DipSW)
- Bachelor of Science (Economics) Degree with Honours (BSc (Hons))
- NVQ4 in Management Studies
- ILM Level 5 Management

Mike has worked within the social work profession for over 25 years having gained extensive experience working in Local Authorities in child care teams, and in particular, fostering services.

**Debra Walker Deputy Area Manager.** Debra joined TACT in January 2010 as a Senior Practitioner Manager. Debra has a Diploma in Social Work and Practice Assessors Award. Debra has worked in Children's Services in Local Authority for 17 years as an Administrator, Senior Practitioner, Acting Team Manager, Independent Reviewing Officer and Child Protection Conference Chair. Debra has completed her NVQ level 5 in management.

**Miriam Williams** joined TACT in July 2013 as Miriam started her caring career as a Registered Nurse, Level 2; in 1987 she changed her career path wanting to work within Social Services and qualified as a Social Worker in 1992 when she was awarded the Diploma of Social Work, following on from this she gained a BA Hons in Community Studies in 1993. Since that time she has also been awarded a Post Graduate Teaching Certificate in 1996 and the PQ6 award in 2006. Since qualifying as a Social Worker she has worked within both Adult and Children's Services within the voluntary sector and for the Local Authority and has worked in the field of fostering for the past 10 years.

**Stephen Humphreys Deputy Area Manager** joined TACT in April 2010 and undertakes the supervision of all operational matters in the Mid & North Wales area. His qualifications include:

- Diploma in Social Work (DipSW)
- Diploma in Higher Education
- IOSH Managing safely
- In Service Certificate
- QCF Level 5 Diploma in Management

Stephen has worked in various childcare settings since 1986 including managing children's residential units, working within Child Care teams as a Social worker and Local Authority Fostering Teams. Previous to his current appointment he worked for another Independent Fostering Provider for four years Stephen is undertaking a QCF level 5 Management course.

**Lead Practitioner (Training & Assessment) - Ruth Llewelyn** is the Learning and Development Training Co-ordinator. Ruth joined TACT in 1999, and her qualifications include: BA Applied Social Studies.; The Certificate of Qualification in Social Work; ILM Level 5 Management & NVQ 4; The NVQ Assessor and Verifier Award and Training the Trainers.

Ruth has many years experience in child care and also mental health services with a number of local authorities.

**Shaun Holdsworth** originally joined TACT in April 2011 until July 2013 re-joining TACT in August 2013, as **Placement Officer for Wales**. Shaun holds a CQSW, a Bsc. Econ in Economics and Politics, an MBA, and Post Graduate Certificate in Local

Government Studies. He has worked in and around the 'looked after system' for over twenty eight years both within the Statutory and Voluntary Sectors.

The **WALES Area Team** has 7 Supervising Social Workers and 2 Children's Resource Workers.

**Janet Pickston (P/T)** joined TACT in 2005. Janet has the Diploma in Social Work, and has many years experience, mostly in a Local Authority Child Care Team. Jan has also worked with adults with learning disabilities sensory impairments and physical disabilities for 12 years in residential settings and community settings and still draws on this experience today

**Clare Morris** joined TACT in January 2009. Clare has a Diploma in Social Work and Masters in Social Work as well as a Degree in Psychology. Clare has many years experience in a Local Authority Child Care Team where she worked as a senior practitioner.

**Jacqui Meredith (P/T)** joined in 2005. Jacqui has a Diploma in Social Work and the Post Qualifying Award in Social Work. Like all our social workers Jacqui has experience of local authority child care.

**Andrea Morris** joined in March 2011 as Senior Supervising Social Worker. Andrea has Diploma in Social Work, Certificate in Management and a Diploma in Management. Andrea has 23 years experience in working in the Local Authority - 13 years in a residential setting with adults with learning difficulties and 10 years in Children Services, supporting children and families within Child Protection, Child in Need and Looked After Children.

**Victoria Roberts** joined TACT in July 2012 as a Senior Supervising Social Worker. Victoria has a Diploma in Social Work and Post Qualifying Social Work Award. She has spent 5 years working as a Local Authority Children and Families Social Worker and 2 years in a Local Authority Family Placement Team. Victoria has also worked as an Independent Reviewing Officer for 5 years chairing Looked After Children Reviews, Child Protection Conferences, Adoption Reviews and Foster Carer Reviews. She has experience of sitting on a Local Authority Foster Panel as Vice Chairperson.

**Maria Monaghan** joined TACT in the East Team in December 2011, initially as an agency worker, before being appointed as a permanent Senior Supervising Social Worker in July 2013. Maria has an MA Hons in Sociology and English, a Certificate and Qualification in Social Work, a Post Qualifying Social Work Award, Practice Educator award, Counseling Diploma and is currently studying for an ECDL.

Maria worked for Local Authorities for over twenty years, firstly in Scotland, (Probation, EDT, Childcare) and then in England, (Inspection, Senior Practitioner for Adoption and Fostering). She then progressed to working as a Senior Practitioner and Manager for two Independent Fostering Agencies in Bristol and Cheltenham. She has experience of sitting on Fostering and Adoption Panels. Her pastimes and interests include running, film and theatre, languages and Welsh culture.

**Kirk Hawksworth** joined TACT in 2013 as Senior Supervising Social Worker. Kirk has a BSc Hons (Social Work), Dip SE (Supported Employment) and a BCA (Creative Arts). Kirk worked in fostering services for a LA provider for 5 years before joining TACT in April 2013. Prior to this, he worked with adults with learning disabilities, adults with disabilities, and the elderly, both in statutory and voluntary settings.

**Jeremy Thomas, Children's Resource Worker** joined TACT in February 2012. Jeremy has spent 25 years working with young people in a wide variety of settings. He trained as a Drama Teacher, (PGCE Goldsmiths) and has used drama as a tool for personal growth to raise awareness, explore issues, learn new skills and raise confidence and self esteem. He has worked with Theatre in Education companies throughout the UK and Geese Theatre Co. in Birmingham. He is also a trained actor (RWCMD) and has completed the Advanced Certificate in Counselling Skills at Bridgend College.

**Sharon Jones (P/T) Children's Resource worker** joined TACT in 2001. Sharon has a City and Guilds certificate in Caring for Children and Young People. Her work involves supporting both carers and children to facilitate placement stability.

The Areas are supported by the **Administration Team**

**Shan Thomas** is the **Administration Manager**. Shan joined TACT in 2000 and her qualifications include:

- Certificate in Management Studies (CMS)
- ILM Level 5 Management & NVQ 4
- Nebosh Qualified Certificate
- IOSH Managing Health and Safety
- RSA and LCC Secretarial Award

Shan's experience includes 20 years as an administrator and Child Protection Secretary in a Local Authority Child Care setting as well as being part of the Referral Order Panels for YOT.

### **Administrators**

**Emma Mundy** joined TACT in 2002 as Senior Administrative Officer. Emma has RSA in Typing and both NVQ 3 and NVQ 2 in administration and has undertaken a variety of computer software training. Emma is also IOSH qualified. In 2014 Emma completed her ILM 3 in Business Management.

**Alyson Saunders** joined in 2007. Alyson has many years experience within the administration field and came from a civil service background. Alyson achieved her NVQ 3 in Business Administration in 2008. Alyson is a Senior Administrative Officer.

### **Children's Guide**

TACT has a Guide for children and young people cared for by the Charity. It has information about being in care, what carers can do to help the young person and it

tells them what to do if they are unhappy or wish to complain about something. For new placements the Children's Resource Worker will meet each newly placed child and introduce them to the Children's Guide, the activities and participation events they can become involved in.

#### **Number of approved foster carers**

TACT Wales have 82 approved carer households and there are 5 households currently being assessed as carers.

#### **The number of children in placement**

There are 95 children and young people in placement. TACT has a clear matching policy and will only place children with suitable carers who can meet the child or young person's needs.

#### **The number of complaints and their outcomes**

There has been one complaint and three allegations within the last twelve months.

#### **Fostering Panel**

The fostering panel is a requirement of the fostering regulations and is updated to meet the criteria set out in the regulations. The panel meets regularly, at the Neath office to consider each application for approval and to recommend whether or not a person is suitable to act as a foster parent. It also recommends the terms of approval; reviews the suitability to continue as carers from time to time; advises the charity on the procedures and their effectiveness; oversees the conduct of the assessments that are carried out; and gives advice and makes recommendations on such matters or cases the charity may refer to it.

The panel is chaired by an independent person with many years experience in child care, and includes members with a wide and appropriate range of experiences.

#### **Panel members' names and positions**

- Paul Bevan – Independent Chair
- Louise Waite - Vice Independent Chair
- Emma Williams – Independent Education Advisor
- Dawn Davies – Independent Health Adviser
- Teresa Armstrong – Independent Foster Carer
- Spencer Lewis – Independent Panel member (Previously LAC)
- Shaun Holdsworth - Social Worker – TACT – Child Care Advisor
- Vacant – Social Worker – TACT – Fostering Advisor
- Stephen Humphreys – Panel Advisor

### **Recruitment, Assessment and Approval Process for foster carers**

The following process is followed for any applicants who wish to become approved foster carers.

All enquiries are dealt with by TACT Business and Development Unit. All enquiries are logged on Charms (database) first thing in the morning and will be contacted as priority during the morning. All follow up calls will be made as a second priority after new enquiries have been contacted. Any enquiries that are scheduled to be closed will be actioned as a third priority.

When contact has been made an enquiry form will be completed and typed up immediately and this will be signed off by BDU manager. The completed enquiry form will be sent to the Area Manager/Deputy Area manager (or any other staff member identified by the area office. BDU will have obtained visit availability from the applicant before sending the form to the area office. The initial visit will be passed to an available social worker who will arrange a visit and a letter of confirmation of the visit date and time will be sent out to confirm the appointment.

If an enquiry is received by the area office by telephone or in person and a member of staff is available to take the enquiry it should be handled at the local office; if a member of staff is not available a message should be taken and the enquiry passed to the Business Development Unit.

### **Training, Support and Reviewing Process for Foster Carers**

- a) The office in Neath has an annual training programme with training courses being held both in Neath and several venues in the area to ensure training is more accessible for foster carers. Foster Carers have an individual learning and development plan linked to the programme. Foster carers are supported to attend training through financial packages and TACT will help with childcare arrangements if needed. Undertaking learning and development is an ongoing requirement for TACT foster carers and now being extended to include on-line courses.
- b) Foster carers are allocated a Supervising Social Worker with a limited caseload of no more than ten families. Support is offered to foster carers twenty four hours a day, seven days a week via a duty system of Supervising Social Workers and Social Work Managers. Foster carer support groups also meet in small geographic areas. Young people who foster are also supported individually and through groups.
- c) Each foster carer is reviewed annually by a Manager or an Independent Fostering Reviewing Officer (IFRO) who must chair the 1<sup>st</sup>, 4<sup>th</sup>, 7<sup>th</sup> etc. reviews. Other reviews can be carried out by the Supervising Social Worker so long as there are no issues of concern. Reviews are either presented to panel or to the Executive Director for signing off.

The 1<sup>st</sup> and 7<sup>th</sup> reviews are fully considered by the Panel. Subsequent reviews are considered by the Director of Country unless an issue is raised at the Review i.e. allegation that requires the attention of the fostering panel.

### **Monitoring of Fostering Service**

The fostering service is monitored through a quarterly (3 monthly) reporting system that brings together qualitative and statistical data and analyses this to identify continual improvement. This is scrutinised by TACT's Senior Leadership Team and a sub group of the Trustees. The main, but not exclusive, sources of monitoring information are:

- Foster Carer Reviews
- Young People's LAC reviews
- Young People's Feedback questionnaires and the Young People's participation group
- Foster Carer Feedback
- Meetings with Foster Carer Representatives
- Customer (Local Authority) Feedback
- Monthly File Audits and carer supervision audits
- Complaints and Compliments
- Findings from allegation investigations
- Placement Disruption Meetings
- Reporting on Children's Outcomes
- Foster Panel Quality Assurance feedback
- Notifications to CIW
- Customer Survey Questionnaires
- CIW inspection findings
- Staff meetings

Alongside this the service is monitored on a day to day basis via provision of formal supervision for all staff and foster carers, the auditing of case files and supervision records, business reporting and day to day feedback from young people and carer groups. The quality and effectiveness of the complaints procedure is regularly monitored and kept under review.

### **Review of Statement of Purpose**

The statement of purpose is reviewed on a monthly basis with regard to local information and twice/yearly in relation to organisational information.

# TACT WALES STRUCTURE

Deputy Area Manager  
Stephen Humphreys

