

foster care service standards

Our service puts children at the heart of everything we do. These service standards help us ensure we always strive to put our customers first and provide the best possible levels of customer service.

Our mission statement

“Dudley Council’s fostering team is dedicated to placing the borough’s looked after children with quality foster carers who feel appreciated and valued.

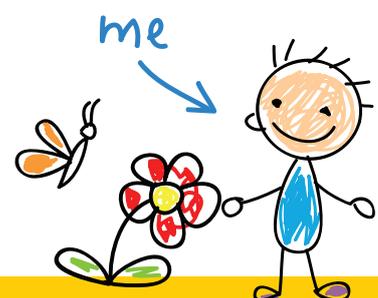
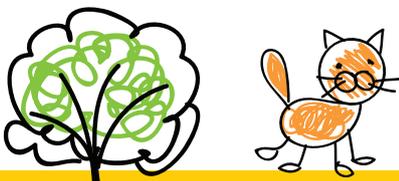
“Although fostering agencies can place children on Dudley’s behalf, the fostering team is committed to placing as many children as possible with Dudley Council’s internal foster carers, in placements supported 24 hours a day by our own dedicated social workers.

“By doing this the fostering team can make sure placements are stable and provide the very best environment for the borough’s looked after children.”

Our service commitments

When providing a service to you, we will:

- be courteous and professional at all times
- respond to enquiries in accordance with the timescales agreed within our service
- provide clear, consistent and concise information
- offer choice and flexibility in the type of fostering available and guidance to help make informed decisions
- engage in an honest and transparent discussion, and will consider all of your information thoroughly
- treat your personal information with sensitivity and respect
- actively seek feedback from our customers regarding their experiences with us and respond to suggestions to further inform our service delivery
- welcome views and listen to customers’ needs and requirements
- respect and value all forms of difference and will treat people as individuals
- provide access to our services appropriate to the nature of the enquiry (please see additional information)



We will achieve this by:

- providing support, guidance and advice for everyone who accesses the service
- providing opportunities for self development for foster carers, through regular supervision and a range of training intervention to ensure the best possible outcome for young people in your care
- actively encouraging applications from people from diverse backgrounds and varying life experiences
- working closely with fellow professionals to seek the best outcomes for looked after children in foster care

Staff code of conduct

We will:

- be courteous and professional at all times
- wear our ID card at all times
- introduce ourselves to you clearly including name, title and role
- listen to what customers have to say
- promptly and accurately update the 'appropriate database and information systems'
- keep our customers informed of the progress of their enquiry or service request
- offer realistic outcomes
- avoid jargon with customers
- hold ourselves personally accountable to ensure customers receive an appropriate response to their enquiry
- continually update our skills and knowledge to ensure we provide a high standard of service and meet the requirements of the Health Care Professions Council (HCPC)

Remember:

- we have a right to be treated with respect at all times
- if a customer is being abusive or threatening we have a right to, and will be supported in the decision to cease communication

Other information

We will respond to messages and initial inquiries within 24 hours.

We will send out information packs within 48 hours of your contact with us.

We aim to follow up on our initial discussions with you within a week of that discussion subject to your availability.

Complaint timeframes

Initial responses to complaints will be made by the manager within 10 -20 working days in accordance with our Directorate complaints procedure.

Review dates – these standards will be reviewed in 2018.

