



Statement of Purpose

April 2026



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1. Introduction to Statement of Purpose

The Statement of Purpose for the New Routes Fostering replaces the Statement of Purpose dated April 2025. It is a public document and complies with the Fostering Services Regulations 2011, National Minimum Standards 2011 and the Fostering Service 2011 Statutory Guidance. Any comments regarding this statement should be addressed to the Registered provider at the address below;

Father Hudson's Caritas
New Routes Fostering
St George's House
Gerards Way
Coleshill
B46 3FG

or by email to JoWatters@fatherhudsons.org.uk or Joanne.Walthew@fatherhudsons.org.uk

The statement of purpose is submitted for approval to the Chief Executive Officer (CEO) of Father Hudson's Caritas and is reviewed annually or sooner if changes occur. Prospective placing authorities, children and young people, foster carers and staff have access to this statement. Copies are available to everyone on the website.

New Routes Fostering is registered and regulated by:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231
Email: enquiries@ofsted.gov.uk
Website: www.ofsted.gov.uk

Ofsted receive a copy of the Statement of Purpose on each occasion it is revised and following the approval of its content by the CEO.

Upon request this document can be made available in larger print. We will also arrange to have it available in audio form and translations if required.

2. Introduction to the Service

Father Hudson's Caritas

Father Hudson's Caritas is the Social Care Agency (charity) connected to the Catholic Archdiocese of Birmingham and includes Staffordshire, Stoke-on-Trent, Birmingham, West Midlands, Warwickshire, Oxfordshire and Worcestershire.

Father Hudson's Care legally changed their name to Father Hudson's Caritas in October 2024.

Father Hudson's Caritas provides a variety of services including fostering, Origins, a family support service in schools, community projects and adult services such as residential care for elderly people and people with dementia. The organisation was established in 1902.

New Routes Fostering

New Routes is a small 'not for profit' fostering service which was set up in 1992. The service provides fostering to children and young people aged 0 - 18 years old. The service is based at Father Hudson's Caritas head office in Coleshill in Warwickshire and recruits foster carers within the Midlands area.

The service generates an income and is supported by Father Hudson's Caritas.

Carers and the staff team work closely together to provide high quality care to children and young people.

We work therapeutically with carers and have more recently adopted the 3 B's Model (Belong, Believe, Behave). This attachment and trauma informed model integrates the principles of different therapeutic parenting approaches e.g. the Secure Base Model, Dyadic Developmental Therapy, Non-Violence resistance, Theraplay etc. We work closely with a Psychotherapist who we source on a sessional basis to undertake clinical supervision with staff and carers. These sessions are held twice monthly and more frequently if required. Social Work staff and Panel members have received training in the 3 B's Model to ensure that this model and its principles are firmly embedded within the agency at all levels.

The majority of primary carers have undergone the appropriate training and have completed a 5 day training course. Some secondary carers have received training online.

The model is underpinned in policies, procedures and practice including the carers supervision which focuses on therapeutic interventions and how these have been utilised by the carers to support children and young people.

Social Work staff are also trained in DDP level one, another intervention that compliments the model we are working to.

Within the service we are committed to upholding children's rights and protection from abuse in all forms; the belief that family life is the best context within which a child can reach their full potential and that every child has a right to a family, ideally their family of origin and upholding the individual's right to confidentiality, to make choices and to have a non-judgmental approach.

We offer a range of placements; short and long term, permanency, single placements, UASC, sibling and respite placements.

Where there is a plan for permanent care via long-term fostering for a child, it will involve additional preparation, meetings and matching report/process in accordance with the respective Local Authority protocols.

In accordance with the Children Act 1989 the welfare of the child is paramount in all areas of our work. We work in partnership with our Safeguarding Partners: Children and Families Social Care, Education, Police, Health services and any other agency relevant to the child.

New Routes Fostering service is registered with Ofsted and is inspected by Ofsted periodically. The last inspection was undertaken in August 2024 and was graded Good in all areas. Ofsted Registration URN for the fostering service is SC034855. A full copy of the last inspection can be found on the Ofsted website www.ofsted.gov.uk

3. Legislation and Statutory guidance and standards

The standard of care provided by New Routes foster carers and standard of service provided to foster carers by New Routes Fostering (Father Hudson's Caritas) is guided by current legislation and conforms to the legislation and regulations outlined below;

- Fostering Services (England) Regulations (FSR) 2011 (Regulation 3)
- The Children Act 1989 (Guidance and Regulation Volume 4 Fostering Services) and the children and young person's act 2008
- Fostering Services National Minimum Standards 2011 (standard 16)
- The Children Act 1989/2004
- The Children and Families Act 2014
- The Human Rights Act 1998
- The United Nations Convention of the Rights of the Child
- Care Standards Act 2000
- Working Together to Safeguard Children 2015, 2018 and 2023
- Health and Safety Act 1974
- Care planning, Placement and Case Review Regulation 2015
- Children and Young Persons, England. The Care Planning and Fostering (Miscellaneous Amendment) (England) Regulations 2015
- Every Child Matters (2003)

4. Organisation, Management and Staff Structure

Responsible Individual

Jo Watters is the Chief Executive Officer of Father Hudson's Caritas and Responsible Individual. Jo holds a Bachelor of Art (Honours) degree in Politics and Sociology and has completed an MBA in Leadership. Prior to her current role, Jo worked as Father Hudson's Head of Community Projects and Development for 9 years. Before coming to Father Hudson's Caritas, Jo managed a number of projects in the charitable sector including older people, homelessness, refugees, disability and community services.

Relevant Qualifications and Experience of the Registered Manager

Joanne Walthew is the Registered Manager and qualified as a Social Worker in 1997. She is registered with Social Work England. The registered manager's qualifications include: ILM Diploma Level 5 (Institute of Leadership and Management), Bachelor of Arts (Honours) degree in Applied Social Studies, Diploma in Social Work and Post Qualification in Social Work. Joanne Walthew started her social work career with a voluntary organisation in 1999 undertaking child protection risk assessments and working closely with children at risk of exclusion. Joanne has worked for both independent fostering and adoption agencies since 2004.

Number, relevant qualifications and experience of staff

Siobhan Clemons is the Agency Decision Maker and qualified as a social worker in 1989 and is registered with Social Work England. She has a degree in social science, a Masters of Arts in Applied Social Studies, CQSW and a PQ. She has practiced as a social worker since qualifying and has experience in statutory and voluntary agencies in childcare and works with adults affected by adoption. She holds a Management qualification of Level 5, Diploma in Leadership for Health and Social Care and Young People's Services.

There is a Team Manager (Recruitment process in progress), three social workers and two administrators, one of which is also the panel administrator. The administrators have the relevant qualifications. All social workers within the team are registered with Social Work England.

The social work team's qualifications include Masters and Degree honours in social work sciences, social work studies, Diploma in Social Work and Post Qualifying Awards (for example AYSE, PQ1, consolidation award and post graduate diploma, Practice Educator Award and DDP level one trained).

In addition, previous employment and expertise within the current staff team include; child protection and the courts; children and families; adoption and post adoption support; children's residential homes, disabilities, welfare rights and benefits, therapeutic direct work with children and young people and adults; unaccompanied asylum seekers; fostering; leaving care; group work and delivering training.

4. The Organisational Structure of the Agency

Agency Decision Maker
SIOBHAN CLEMONS

**Chief Executive Officer
Responsible Individual**
JO WATTERS

Fostering / Registered Manager
JOANNE WALTHER

Team Manager

Anna Rooney
**Senior
Social Worker**

Cathy Suffolk
**Senior
Social Worker**

Sarah Akram
**Senior
Social Worker**

Claire O'Hara
Panel/Fostering Administrator

Reece Rooney
Fostering Administrator

FINANCE

NOEL STUBBS

Financial Controller

PERSONNEL

HARDEEP BRAYNA

Human Resources Manager

5. Values of the fostering service

We aim to provide a high quality service to people regardless of their race, colour, religion, language, culture, social conditions, disability, sexual orientation, gender, age, marriage and civil partnership and uphold the principles and law of protected characteristics.

We are committed to celebrating Equality Diversity Inclusion (EDI) within the organisation and the wider context. We embrace having a diverse group of carers and wider staff from a variety of backgrounds and cultures.

We believe in the values and protection of all human life, the dignity of each person and have respect for their rights, views and values.

We believe that we should seek to empower all whom we serve to reach their full potential and will work in collaboration with them and other professionals to achieve this goal.

We believe that people should be able to exercise genuine choice in the services they need which are appropriate to their religious and cultural requirements.

We believe that our employees should be well informed of the aims and objectives of Father Hudson's Caritas and should be provided with suitable opportunities for development of their skills and responsibilities in keeping with those aims and objectives and values.

6. Aims and Objectives

Aims of the Service

- To offer high quality experiences of family life to children and young people in foster care that will help improve outcomes and demonstrate a real and measurable difference to children's lives.
- To recruit and retain a wide range of carers who can offer a stable home to children.
- To offer appropriate matches in consideration of the child or young person's race, culture, religion, sexual orientation, gender and disability to enable their individual needs to be met.
- To commit to the continuous improvement as a fostering agency so that the standards of care and support we provide exceeds National Minimum Standards. This includes working with carers and utilising interventions that are conducive to working therapeutically.

Objectives of the Service

- To work in partnership with children, young people, families and Local Authorities to promote good childcare practice.
- To recruit, assess, train and support a team of professional carers.
- To offer a high quality professional service to all our service users through the recruitment, development and support of a staff team who share our values and aspirations.
- To work with children, young people and Local Authorities to provide a range of foster carer homes that 'match' the identified needs of the child or young person to the foster carers skills, knowledge and experience.
- To work with Local Authorities to consider the long-term needs of children and young people and explore permanent options where appropriate.

7. Standards of Care and Outcomes

Standards of Care

- The welfare of children and young people is of paramount importance in the provision of foster care by this agency. All staff and carers aim to provide/facilitate the child or young person's right to appropriate services and assist/advocate on a child or young person's behalf in achieving this.
- There is full adherence to child protection procedures, in partnership with children, young people/birth families, foster families and the Local Authority.
- All carers will work to the New Routes Code of Conduct for Foster Carers.
- To embrace the good practice guidance provided by Fostering Network in their publication UK National Standards for Foster Care.
- To work within Fostering Networks safe caring principles.
- To incorporate the National Minimum Standards for Fostering Service.
- New Routes Fostering believes strongly in the importance of working in an anti-discriminatory way. Our work with children and young people and families recognises that we need to be aware of and respect individual differences, e.g. whether people are black, white, female, male, lesbian, gay, transgender or heterosexual, disabled or non-disabled, or have religious beliefs.

Outcomes

In providing a Fostering Service, New Routes Fostering aims to achieve the following outcomes for children and young people:

- Children and young people develop a positive view of themselves, emotional resilience, and an understanding of their background. They feel valued for who they are, and are a full member of the fostering household.
- Children and young people are supported in making their wishes and choices known.
- Children and young people enjoy sound relationships with their foster family and interact positively with others
- Children and young people feel safe and are safe. They learn how to protect themselves, and are protected from significant harm, including neglect, abuse and accident.
- Children and young people want to stay put, and do not go missing from care. They achieve stability in their lives.
- Children and young people learn to value their health and are supported in accessing services to meet their health needs.
- Children and young people are supported to participate in leisure and other activities which promote their development. They make a positive contribution to the foster home and their wider community.
- Children and young people are encouraged and supported in education and achievement, in order that they can reach their potential.
- Children and young people are supported with family time with people who are significant to them in order that they can maintain meaningful and supportive relationships.
- Young people develop the skills and confidence they need to transition into adult life in a way which enables them to reach their potential and achieve economic well-being.

8. Types of placements and services provided to Local Authorities

Same Day; Foster carers who provide time limited placements at short notice on the same day.

Respite; Respite foster carers care for children for short periods, usually on a regular basis to give birth parents or their full time foster carers a break. The length of break can vary from one weekend a month to a two week period.

We encourage all of our potential foster carers during the assessment process to consider their own support networks (family and friends) and identify a suitable back-up person(s) who will be subject to statutory checks and a risk assessment to allow them to accommodate overnight stays and respite to their foster child.

Short term; Foster carers look after children full time in their home. The length of stay can vary depending on the child's family circumstances. During this time staff will work with the birth family to rehabilitate the child or young person home.

Permanency via Long term Fostering; Foster carers can provide longer term care for children or young people who are unable to return to their parents. Children will continue to see their parents and family members as outlined in their care plan.

This allows children who can't or don't wish to be adopted, to live in a stable, caring family environment until they become adults. Unlike adoption, the children remain the legal responsibility of the Local Authority and fostering allowances continue to be provided to the Foster Carer.

Young people in foster care who turn 18 years are legally allowed to remain with their foster carers until they are at least 21 years of age (25 years in some circumstances). Both parties must consent to this. This private arrangement is known as 'Staying Put'.

Sibling Placements; Carers who provide care to 2 or more children including full and half siblings. Children will be required to have their own bedroom. Sharing a bedroom re: same sex siblings can be considered with agreement from the Local Authority.

Child and Parent; Carers who pre-birth care, to help the mother prepare for the arrival of her baby or they may be a parent(s) who need some help to learn basic care skills, and how to provide a safe, nurturing environment for their child.

Unaccompanied children seeking asylum; These children have come to the UK seeking asylum and have little or no English skills and require a family to support them to adapt to a new culture, language and way of life as well as helping them through the trauma they may have suffered during their journey to the UK.

We are committed to the fact we have a key role to ensure all children placed are closely matched with foster carers. Wherever possible there is a robust preparation for the placement before the child arrives (with the exception of same day). The agency ensures that the child's information is received along with a comprehensive risk assessment and safe care plan for all children and young people.

Services Provided to Local Authorities and children and Young people

- Planned and well-matched carers.
- Same day placing if appropriate.
- Introductions and preparation for children, seeking the views of the child, the foster family and the Local Authority.
- Offering a high level of support to the foster carer and family members.
- Offering a range of local arrangements: short-term and task centred, assessment, bridging, rehabilitation, long- term, permanency and respite.
- Local Authorities can commission individual pieces of work with young people e.g. direct work, Life Story Work.
- Positive engagement in the on-going development of the service.
- An alternative home offered within the service for up to 14 days when available and appropriate.
- Social events for carers and young people.
- Educational and health workshops for children and young people.
- Young people's panel.

9. Recruitment and assessment of foster carer

The Process for Recruiting and Assessing foster Carers

The agency recruits carers in a variety of ways for example: the New Routes Fostering website: <https://newroutesfostering.org/> (and other websites) supported by Twitter, Linked-in and Facebook word of mouth; advertising in the local press; buses; job fairs, shopping centres; radio adverts, exhibition stands in libraries; community centres, through the Catholic Church and Catholic schools and through other churches and community groups.

Potential applicants come from all walks of life and can be married, cohabiting or single. The agency accepts applications from people of various faiths or no faith and of any ethnic origin.

When potential carers enquire, they are invited to talk to a duty social worker who will provide information about fostering with New Routes Fostering; they will record initial details about the person making the enquiry and send an Information pack. If the potential carer wishes to pursue their interest in fostering further, a home visit is arranged with one or two social workers.

The purpose of the visit is to clarify information about the agency and answer questions, gain more information about the applicant and confirm whether or not they meet the criteria of the agency. If the agency and the applicant wish to proceed, they are invited to attend preparation training groups. New Routes currently uses "The Skills to Foster Training Programme" designed by The Fostering Network.

Preparation groups are usually co-presented by experienced foster carers and social workers. Applicants are expected to attend the preparation groups.

Following the preparation training, if the agency and applicants wish to proceed to Stage one, they are invited to complete an application form together with a consent form for statutory checks, DBS (Disclosure & Barring Service) and Local Authority and medicals checks. A minimum of four references will also be required and a visit undertaken to the referees as they are required to confirm the content of the reference provided.

Stage two of the assessment process requires the completion of the CoramBAAF 2025 version (British Association for Adoption and Fostering) Carer Assessment Form. Applicants are required to participate in the completion of the Form F, agree to the content of Form F and sign the paperwork prior to it being presented to the fostering panel. Additional references will be required from employers if applicants are or have recently worked in a childcare setting. Ex-partners will also be contacted to provide a reference. The agency reserves the right to request additional references as required. Stage 1 and Stage 2 run concurrently.

All the information gathered by the social worker is compiled into a report and outlines the carer's skills, future training needs and areas where perhaps they need more help. Carers see the assessing social worker's report before panel and can make their own comments in writing.

The Form F report is then presented to the Fostering Panel following the assessment process. The applicants and the assessing social worker attend the fostering panel.

10. Fostering Panel, approval and post approval

Fostering Panel

In accordance with the Fostering Service Regulations 2011 (Regulation 23 - 29, NMS Standard 14) the fostering panel plays a key quality assurance role and provides objectivity and challenge to the agency in the interests of the children.

The panel has a 'core' membership drawn from a central list. Panel members hold the relevant qualifications and experience and the panel advisor ensures panel is always quorate. The panel has access to Medical, Legal and a Panel advisor.

Father Hudson's Fostering Panel is chaired by an experienced Independent member with an education background plus several years of experience of chairing fostering and adoption panels. The chair also attends a Panel Chair's Forum in order to share good practice and ensure New Routes Fostering is striving for further improvement in both practice and delivery. The Vice Chair has occupied previous roles in children's health and development and is a qualified speech and language therapist. Business Panel meetings take place and this involves the Chair, Vice Chair, Agency Decision Maker, Registered Manager (Panel Advisor) Team Manager and Panel Administrator.

The current panel members come from diverse backgrounds and offer the following areas of expertise: medical, child protection and safeguarding, education, experienced care person, foster carers, adopters and child-care social workers.

Approval

Following the presentation of the Form F by the assessing social worker and the applicants in attendance, the panel makes a recommendation to the Agency Decision Maker (ADM) as to whether or not to approve as foster carers. The ADM then reviews the recommendations, advised by the panel, and gives their final decision regarding approval. In the situation where prospective foster carers are not approved, the assessing social worker will discuss the reasons with them and the agency formally writes to the prospective carers with the decision. Carers are entitled to put forward views and appeal the decision using the Independent Reviewing Mechanism (IRM).

Post Approval

Once carers are approved they will be required to sign the foster carer's agreement and code of conduct.

11.Support, Supervision, Learning and Development for foster carers

New Routes is committed to becoming a therapeutic fostering agency. The majority of primary and secondary carers have received training and any new carers that come on board will also receive training. Individual sessions with our commissioned Psychotherapist remain in place. The expectation is that carers will develop the appropriate strategies to support vulnerable children using trauma informed approaches.

In addition to the above, we are committed to supporting and enabling foster carers to grow and develop through a comprehensive learning and development programme. This is a combination of formal training, support groups, informal discussion groups, one to one training, relevant reading and research and other specialised roles for example; delivering training, assisting with recruitment, buddying and mentoring. Foster carers receive supervision and support on a regular basis and is needs led. This process will focus on therapeutic interventions. It is recognised that carers need continued support and help with difficulties that arise from the demands of the fostering role and also in connection with the care of particular children, especially those who have experienced trauma.

Openness and treating carers as partners, combined with a professional approach, are imperative to ensuring stability for children and young people. New Routes is committed to investing in our foster carers both financially and in moral terms. Each carer will have a named worker and all carers are given comprehensive written information which outlines their responsibilities and entitlements. This includes relevant policies and procedures, in particular Safeguarding and child protection, Health and Safety, Safe Care, Complaints and compliments procedures.

Below is a brief overview of the services and information available to foster carers as well as children and young people;

- Training: Pre-Approval (Preparation “Skills to Foster” - Fostering Network), Induction and assessment, Training Support and development standards (completed in the first 12 months of approval) and mandatory post approval and additional specialist training.
- Further certified training for those who have completed their Training, Support and Development Standards.
- An allocated supervising social worker (1 worker to a maximum of 10 carers - protected caseload).
- Frequent support via supervision visits/regular telephone contact to ensure the progress and monitoring of children’s. These visits are needs led and can be increased at any time.
- Support and attendance by the supervising social worker at children and young people’s meetings for example; reviews, educational and health and any others deemed appropriate. The supervising social worker will also see the child and young person every 3 months.
- Regular support groups with the expectation that carers attend as part of their fostering agreement. Foster carers meet together in small groups that provide the opportunity to talk about fostering issues impacting on them.

Smaller groups have been formed following the therapeutic training as part of our ongoing commitment to clinical support, overseen by the Psychotherapist.

- Unannounced visits (minimum of two per year).
- Out of hours telephone contact which is staffed by the social work team.
- Foster carer Handbook which provides a wealth of information about the fostering role and how to support children and young people as well as policies and procedures.
- Membership of Foster Talk which provides foster carers with legal support, counselling and other benefits.
- New Routes organisational membership to Fostering Network allows staff to access support and advice from another source which can be passed on to the foster carers.
- New Routes are members of CoramBAAF, which provides discounted training for members, quarterly journal of fostering and adoption, training resources and fostering advice.
- New Routes are members of NAFPP (National Association of Fostering Providers) and FFP (Fairer Fostering Partnership) which provide forums to share information on good practice and working collaboratively with our partners and being a voice for independent fostering agencies.
- Positive encouragement to the foster carers to be involved in the on-going development of the service.
- All the children and young people receive a welcome pack which includes a children's guide, information about the service, its aims and objectives, how to make a complaint and how to access independent representation and advocacy. They also receive a lockable box for their personal belongings.
- Annual consultation by the way of Foster Carer Evaluation and Development workshop and annual questionnaires.
- Consultation and participation of children and young people using the service to shape and influence future development of the service.
- Quarterly Newsletter for foster carers and the children and young people.
- Annual loyalty bonus to foster carers who have been approved more than 12 months and have a child in their care.
- 14 days paid respite per year (21 days if 2 or more children/young people in their care L/T).
- Social events for carers and young people all year round.
- Carer buddy system.
- Opportunities for foster carers to co-facilitate training with the social work team.

- As mentioned previously, therapeutic interventions/workshop/training with a qualified Psychotherapist. This includes one to one sessions as and when the need arises and is available to both carers and young people. Consent will be required from the respective Local Authority regarding the latter.

Foster Carers will receive robust induction training with the team which is then followed up by their supervising social worker during supervision and support visits.

The induction includes information that informs them again of the expectations of the agency and training requirements, the completion of the training support and development standards, supervision and support, finances, social events and much more. They are also provided with the New Routes Foster carer Handbook. The therapeutic training will also be prioritised in the first 12 months.

All foster carers once approved are subsequently reviewed annually. Foster carers are asked to attend their 1st review following their approval and thereafter if possible. Annual reviews are taken to panel every two years unless there is a significant change, so therefore may return sooner. The Panel make a recommendation for continued approval which in turn is reviewed by the ADM for their final decision. In the years the annual reviews are not required to go to panel they are again reviewed by the ADM for a decision regarding their continued approval.

Care, control and conflict management

It is our firm belief that it is most important to create an atmosphere in which positive behaviour is encouraged through praise and rewards. It is important for carers to see beyond the presenting behaviours and work with children in a trauma informed manner in order to address complex behaviours/needs.

12. Quality Assurance and performance monitoring

New Routes fostering provides quality supervision for staff and foster carers. In order to maintain high quality social care practice, we invest in our staff and foster carers to ensure they receive the appropriate training and support to equip them to carry out their roles and responsibilities and enable them to develop both personally and professionally.

For staff we conduct regular file audits and performance monitoring during the probation period, supervision and appraisal systems. We produce quarterly reports to Ofsted and the Board of Trustees. The agency currently works to a three year business plan that is reviewed regularly.

We use the National Minimum standards to benchmark and guide services as well as qualitative feedback from our foster carers, children and young people and our partners.

New Routes Foster Carers

As of the 1st April 2026, New Routes Fostering has 14 foster carer households.

Ethnic Breakdown

4 households	-	African Caribbean
10 households	-	White/UK

Marital Composition

8 households are couples
6 households are single female carers

Disability

No carers are registered disabled.

Children and Young People Placed by New Routes Fostering

As of the 1st April 2026: 18 children and young people are placed with New Routes foster carers.

13. Complaints procedure

In the last 12 months New Routes Fostering has not received any formal complaints.

Foster carers and others utilising the service are provided with a comments, compliments and complaints leaflet which provides guidance about informing Father Hudson's Caritas about any comments or compliments or about making a complaint. Children and young people have a user friendly complaints and compliments leaflet. All leaflets provide people with the names, address and telephone numbers, names of staff, Ofsted and information about other independent advice.

The complaints procedure has 2 stages – an informal and a formal stage.

It is anticipated that minor complaints will be dealt with at the informal stage by the Manager and Deputy Manager. The registered manager is to be notified of all complaints.

It is hoped that the matter can be resolved quickly. If this is not possible through the informal stage, the matter can be moved to the formal stages of the complaints procedure. This will be investigated by a senior manager and a full response will be provided as detailed in Father Hudson's Caritas policy and procedure.

Foster carers are provided with details of the Complaints Procedure.

Children and Young People are provided with details of the Complaints Procedure, and the means by which they may access independent support through the Children's and Young People's Guides.

Complaints should be addressed to:

Registered Manager
Father Hudson's Caritas
New Routes Fostering
St George's House
Gerards Way
Coleshill
B46 3FG

Telephone Number: 01675 434 000

14. Ofsted Contact details

People who use our service may also make representations to:

By post

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

By Telephone (General helpline)

0300 123 1231

For text phone / Minicom users

0161 618 8524

Email

enquiries@ofsted.gov.uk

Website

www.ofsted.gov.uk

15. Financial Management, Status and Constitution of Father Hudson's Society.

Father Hudson's Caritas has a robust business plan and funds.

Father Hudson's Caritas is a company limited by guarantee (1653388) and a registered charity (Charity number 512992).

Memorandum and Articles of Association of Father Hudson's society is available on request.

A copy of our full annual report and accounts is available upon request.

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www.fatherhudsons.org.uk