


TO THE
M&ON
AND BACK





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WELCOME TO OUR STATEMENT OF PURPOSE

Developed in accordance with:

- The Children Act 1989
- The Children act 2004
- The fostering services (England) Regulations 2011 (Amendments 2013)
- The Care Standards Act 2000
- The Care Planning Placement And Case Review (England) Regulations
- The National Minimum Standards for Fostering Services 2011
- Working together to Safeguard Children 2015 and other national frameworks

A copy of our statement of purpose is provided to:

- Children fostered by our families (in a child friendly format)
- Our fostering families and their birth children
- Any individual working for the purpose of our agency
- Chief Inspector
- Parents of children fostered by our families
- Any prospective fostering family
- Ofsted and Local Authority commissioners





ABOUT TO THE MOON AND BACK FOSTER CARE

To the Moon and Back is a limited company (company number 10612713) registered with Ofsted to provide fostering services to children and young people across Cambridgeshire, Hertfordshire and Northamptonshire, Peterborough and Essex.

We are an independent innovative organisation with ambition for the children we care for. We aim to attract committed people who want to be new generation foster carers, willing to try new approaches and be the best they can be.

Our two founders have a wealth of experience, of over 50 years, in the provision and leadership of services for young people and adults. We are a purpose led organisation with a talented team of people to support our foster families to be the best version of themselves. We are focused on creating powerful relationships with our carers, so that they feel safe and truly supported. This ensures that together we get the best we can for our children in our care.

ALISON KINDRED-BYRNE


Alison is a social worker with over 28 years' experience of working with care experienced children. She has worked with many fostering organisations providing support, assessment, and development of foster carers. She is regarded highly by many fostering organisations and Local Authorities who have chosen to work with her repeatedly.

Alison is a respected writer of child focused development programmes. She is driven by the desire to improve life outcomes for young people and is truly focused on giving foster carers access to the best resources to support the children and young people in their care.

Alison's ambition when founding Moon and Back remains, to inspire others to consider fostering and support foster carers to understand the impact of trauma on children coming into care. She emphasises the need and ways to work therapeutically with children and foster carers. She is focused on ensuring that children are well matched with foster families and therefore able to achieve their true potential in life and enabling our foster carers to feel truly safe and secure and valued for the amazing work that they do.

Alison is responsible for the day to day leadership of the care service and running of the agency.

 **Alison Kindred-Byrne Registered Manager**

 **Director of Quality and Development for
To the Moon and Back Foster Care limited**

 **alison@moonandbackfostering.com**



ANGELA HUNT

Angela has over 30 years' experience in health and social care. She was the CEO of a fostering agency in the South East of England and has held a variety of director roles in services across the UK.

Angela has extensive experience as a consultant inspiring and leading successful change to improve services. Her success stems from her ability to actively listen to those using and working within the service and in engaging everyone to feel they are part of the bigger team.

Angela's decision to form a new fostering agency was born out of her desire to see more foster carers feeling safe and secure in their role and better prepared to achieve remarkable outcomes for children and young people. She passionately believes in the "purpose led" and "trauma responsive" culture of Moon and Back which puts the needs and aspirations of the individual foster carers and children at the centre of the service.

Angela is responsible for creating the best environment and culture for everyone in the organisation so that they can be the best version of themselves and achieve the best outcomes for children and young people.

 **Angela Hunt of To the Moon and Back**

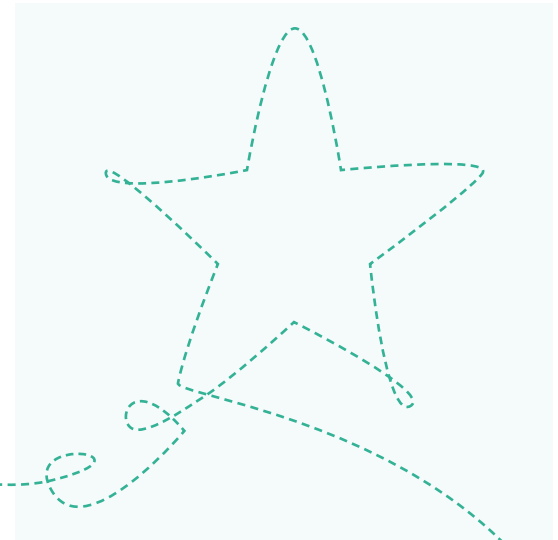
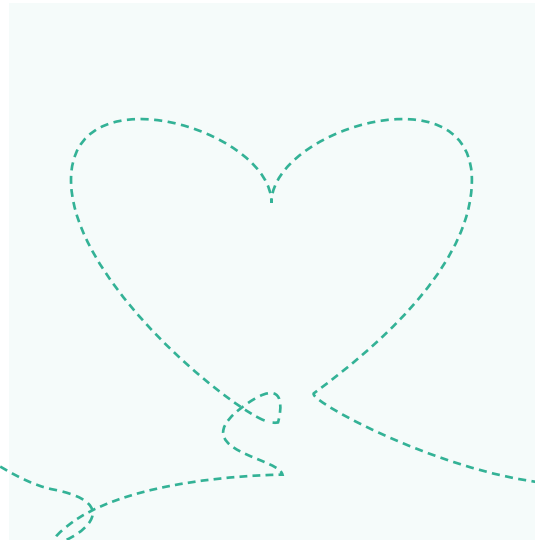
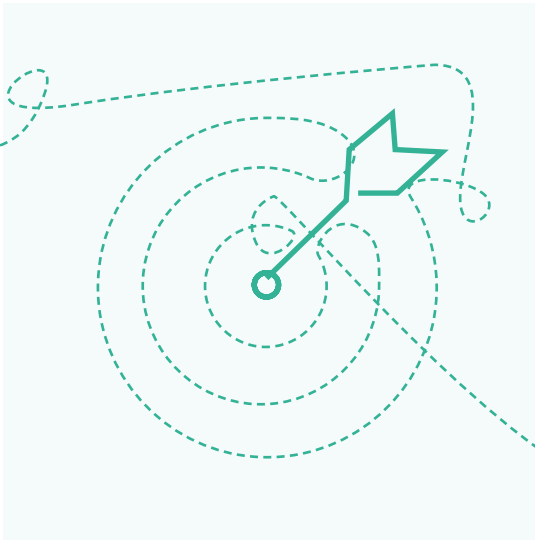
 **Managing Director of To the Moon and Back
Foster Care limited**

 **angela@moonandbackfostering.com**



TO THE MOON AND BACK AIMS, BELIEFS AND VALUES (OUR ABVS)

We believe that the provision of a safe and nurturing home carefully balanced with the ability to undertake risk enables individual personal growth and supports children and young people to reach their full potential.



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Our Vision is that all care experienced, children and young people will feel they have the same life chances as every other child and when leaving our care, feel loved and cherished, and prepared for the future, be that returning home, adoption, or independence.



OUR AIMS

- To be a foster agency of choice recruiting and retaining the most caring and talented people
- To ensure that every employee and foster carer feels part of our unified, professional and successful team
- To embrace the holistic principles of a trauma informed organisation, with a culture of openness, self reflection and trust, where we develop our skills together and value each other's roles.
- To act positively on receipt of feedback and accept ownership for the achievements of self and others
- To provide a local accessible service which is a reliable and trusted support when it is needed most
- To create meaningful and equal partnerships between everyone involved in the care of the young people we support
- To provide foster carers who are positive role models, able to treat the foster child as they would their own child advocating the achievement of all aspects of the child's development
- To work within the "Every Child Matters" National Policy Framework, promoting physical and emotional well-being, educational enjoyment and attainment, feeling part of the community and having economic well-being, all whilst feeling a significant member of the family
- To nurture and develop our agency, growing as a consequence of our outstanding reputation and our consistent success with inspiring young people to reach their full potential
- To deliver our service in the most effective way possible without compromising on our provision of an individualised service to our young people ensuring we are the best value and the best choice for local authorities
- To be a responsive and evolving organisation focused on continuous improvement



OUR BELIEFS

- Children and young people have the right to expect a place of safety and reliable support within a nurturing stable family environment for as long as they need it
- The views and wishes of children and young people are listened to and taken into account when planning their futures and the future development of our services
- Care experienced children have the same life chances as every other child and that being a care experienced child should not reduce life opportunities or outcomes for children
- The provision of great leadership is instrumental in creating positive cultures of care and the realisation of aspirations
- Everyone involved with To the Moon and Back Foster Care has the ability to influence positive change and continuous improvement
- The safety of a nurturing home balanced with the undertaking of negotiated risk enables individual personal growth, and supports the individual young person to reach their true potential
- Taking the time to use reflective practice routinely is a huge part of improving outcomes for foster carers and therefore the young people for whom they care. The taking of time to think why decisions were made and the impact the decision has had on all those involved is an important way of learning and ensuring continuous improvement
- Creating a unique blend of academic knowledge with an understanding of emotional needs and the using of practical daily activities as opportunities to learn and build relationships with children will help them to thrive
- It is important to create trusting and meaningful relationships with children, our employees and our foster carers and work collaboratively with all the people surrounding the young people in our care
- It is important to create equal partnerships between our team and foster carers, advocating for them as needed, achieving effective team work that delivers great outcomes for children and young people.

OUR VALUES



We Believe We can

We have a can do approach to enabling people to achieve their full potential. We create close relationships with our professional partners in order to achieve shared objectives for our carers and young people. We make time to help our colleagues where needed and work innovatively, challenging assumptions and offering new ideas to support foster carers to achieve great outcomes.



We Make it Individualised

We understand the need to listen actively and to be aware of our personal impact on others. We actively engage those around us to be fully involved in decision making on behalf of the young person and we remain focused enabling foster carers to feel valued and achieving individualised outcomes for children and young people.



We Dare to Care Deeply

We build great relationships with our foster carers supporting them and our professional team to use their warmth, love, creativity and knowledge to go the extra mile for our young people, treating them as if they are our own children. We are respectful of others and feel passionate about achieving the best outcomes for our young people. We will challenge assumptions and be known for our honesty and straightforward approach. We are quick to admit what we can do better and make it happen.



We Keep it Centred on the Child

We aim to understand emotion and behaviours and create opportunities for our foster carers and professional team to build authentic relationships with each other and our young people. We will work alongside our foster carers, supporting them to do the same with children in their care, supporting them to feel we can be trusted and are truly on their side. We remain calm in stressful situations and take smart risks when needed to enable opportunities for children and young people to develop their confidence and ability to make good choices for themselves.



We Do the Right Thing at the Right Time

We aim to provide timely honest feedback and a development programme for both our foster carers and professional team so that our people are equipped and feel confident and supported to make informed decisions in a timely way. We contribute pro-actively to prevent the arising of issues for young people where possible and we see things through to their conclusion.

TO THE MOON AND BACK INTENTIONS

(in conjunction with our Foster Care Charter)

To provide

- A trauma informed environment that is safe and sees behaviour as communication, advocates for children to reach their all-round full potential
- Appropriate care from the child's perspective, which is safe, inclusive and facilitates contact with the child's natural family
- A fostering service which promotes emotional warmth and attachment, with an understanding of the developmental needs of children and young people.
- A fostering service that is committed to improve the outcomes for care experienced children and to assist foster carers in the preparation and support of young people for independence
- Support and advice to foster carers birth children
- A fostering service which can support the needs of children including children and young people with special needs.
- A robust governance process which evaluates all outcomes and publishes an annual report
- A fostering service which will take appropriate measures to protect everyone in the service
- Information on how foster carers, fostered children and natural parents can challenge decisions made by the fostering agency
- A fostering service which is conducted and managed by people with the appropriate skills and experience to do so efficiently and effectively.
- A fostering service which is managed ethically and efficiently and ensures financial viability and stability
- A fostering service that is transparently open providing honest, timely feedback.
- A regular review of the skill mix of our professional team, acting to ensure that the team continues to meet recognised needs
- Access to information relating to all policies and procedures, financial matters including tax, allowances and entitlements for foster carers



- Information for foster carers to enable them to make everyday decisions that mean that the fostered child is not treated differently to their peers and can feel part of the foster family,
- Effective support, leadership and development opportunities to personally grow and inspire others to achieve their full potential
- Proactive, skilled team members to assess and support foster carers to prevent potential challenges before they arise
- Bi-monthly supervision and phone contact as appropriate
- A fostering service of the highest quality with a model of excellence which by example enhances the image of foster care
- A fostering service that reflects the wider community including the diversity of religious and cultural richness
- A fostering service with a rigorous recruitment and selection process, monitored to ensure we attract and retain the best quality people who, with continuous support and professional supervision, will continue to develop and feel valued members of our team
- Regular opportunities to give us feedback and make comments about the service we provide
- Regular updates and news about the agency for all stakeholders
- A social calendar of events and meetings providing opportunities for everyone to meet in order to develop a sense of working together as a wider family
- Recognition of those contributing to the personal achievements of young people
- Access to 24-hour support from people with fostering expertise
- Prompt payment of allowances, expenses and fees
- A local group, where foster carers and their family can find support and share experiences with other fostering families
- Appropriate and relevant development via a shared learning platform with access to on line training sessions and face to face training by skilled people who understand the fostering task
- Development opportunities such as mentoring and support from other fostering colleagues
- Opportunities for foster carers to share their skills, knowledge and expertise by providing support or acting as a mentor to other fostering colleagues
- Information relating to relevant latest research and news
- Consultation with foster carers before reviewing terms and conditions
- Emotional support should foster carers be subject to an allegation
- A supportive framework for dealing with allegations and commitment to adhere to our agreed timescale



OUR STRUCTURE

Our management structure is flat with simple but effective lines of accountability to enable clarity of responsibility and decision making. Directors and all employees will accept responsibility for ensuring that the values of the agency are upheld and will ensure continuous improvement of the service, enabling foster carers to feel valued and equipped to succeed in their role.





Alison Kindred-Byrne

Registered Manager

Is responsible for the day to day operational management of the fostering service. She is responsible for the assessment of potential foster carers, and the allocation and management of assessments along with the development of foster carers.

She is responsible for the management of the fostering panel. Alison will ensure that all regulatory standards are met as part of the everyday operation and will provide data relating to quality outcomes for discussion relating to the agency governance process.



Angela Hunt

Responsible Individual

Is responsible for the strategic and financial management of the agency. She works to deliver the marketing and foster carer recruitment strategies and is responsible for the monitoring of the quality outcomes. She engages everyone in the continuous improvement plan, providing feedback as part of the governance process. She reviews and updates policies and procedures to ensure everyone works to the highest of standards.

We work within a culture of openness and transparency. We select our people carefully, for their positive attitude and desire to be reflective, creative and responsive to the needs of foster carers and our young people.

We recognise the need to connect with our foster carers and build relationships, advocating on their behalf and enabling them to have access to the resources they need to be successful.

We support caseloads that enable our supervising social workers the time to really support our foster carers. We work to an average of 10 foster families per supervising social worker. We monitor this closely and will continue to do so as we grow in size, working to promote a true sense of community, whereby foster carers can feel supported by each other too.

We are committed to develop our infrastructure to maintain a friendly and approachable team that supports our carers and increases our reputation as the foster agency of choice for commissioners, support teams, foster carers, children and young people.



Alasdair Kennedy

Agency Decision Maker

Alasdair is an experienced senior care executive and social work trained. He is responsible for undertaking decisions relating on whether potential foster carers are approved to work for To the Moon and Back Foster Care. He provides feedback relating to the assessment and approval process to ensure that the agency team can reflect and make changes where required to maintain continuous improvement in our service.



Dr Jocasta Webb

Psychotherapist

Jocasta is a well regarded trauma specialist and works to support young people affected by family homicide and terrorist activity. She is a valued member of our team, supporting us to support children and young people affected by the traumas associated with their neglect and abuse.



Sarah Ling

Administrator

Sarah is our administrator. She has a background in the local authority fostering and adoption services as well as financial organisations. She currently focuses her time on the recruitment process ensuring that new people who make enquiries are supported and that all checks are undertaken as required. She supports foster carer reviews and our continuous improvement as part of our governance processes.

“
Always
trying to
be the best
version of
ourselves



Lisa Cousins

Supervising Social Worker

Lisa has worked independently with the agency for over a year assessing new foster carers. She commenced in August 2020 as a Supervising Social Worker.

Lisa has many year's experience and brings specialist knowledge of disability and the challenges that face disabled children and young people. She enjoys working therapeutically and enabling foster carers to succeed.



Ciara McClelland

Supervising Social Worker

Ciara joined in November 2020 as a Supervising Social Worker. She has many years experience as a front line social worker and as a registered Drama Therapist. She uses therapeutic approaches in her work and is creative in enabling children and young people to achieve their true potential.

“
**We dare
to care**”

RECRUITMENT AND APPROVAL OF FOSTER CARERS

There is a national shortage of foster carers to meet the growing demand for safe caring homes needed for young people who for a variety of reasons are unable to live with their own family.

At To the Moon and Back, we aspire to recruit the best people to be successful foster carers. We believe that it is important to be honest about the challenges, that fostering a young person can have on the lives of foster carers and therefore provide honest information relating to what it takes to become a foster carer. We look for families who have the energy, commitment and learning capacity to develop a professional career in fostering.

We encourage applications from diverse backgrounds and life experiences.



APPROVED

RECRUITMENT AND APPROVAL PROCESS

1

When someone enquires about fostering we take the time to listen to what is behind their motivation to provide a loving home for a young person. We provide information and an opportunity to meet informally to discuss their aspirations and the assessment process. The assessment process is rigorous and we feel it is important and only fair to share our expectations of the levels of self-awareness, resilience and emotional strength required to support a young person, who has been emotionally traumatised, to fulfil their true potential. We encourage questions and clarity of understanding and only when we are satisfied that the applicant is able to attain the requirements to foster do we encourage them to consider the formal application process.

2

Statutory and agency checks are carried out early in the process, including Disclosure and Barring screening (DBS), medical examination, local authority checks, home health & safety inspections, financial checks and the taking of personal references as well as any references relevant to previous work with children. Successful candidates will be invited to attend a course which will be evaluated. The detail of the evaluation will be fed in to the assessment process. The outcomes of these checks and initial training will determine whether the applicant is advanced on to the next stage which will involve a formal allocation of an independent assessor who is an experienced registered social worker.

3

After the family have been through the in depth assessment process, lasting approximately 12 weeks, the social work report and statutory checks are formally presented to the Panel. The applicants and where required significant family members will then be required to be presented to The Moon and Back Panel, which consists of suitably qualified or experienced independent members. The Panel members will have the opportunity to see the report and checks in advance of meeting the applicants and will have the opportunity to discuss it as a panel before the applicants are invited to join them. The panel will pose questions to the applicants, who will be supported by their assessing social worker. The Agency Decision Maker is the person who looks at the whole picture and makes the final decision based on all the evidence provided by the assessment and the panel minutes.

4

Once approved the foster carers are allocated a dedicated social worker who will supervise and guide the whole family as they start to provide a nurturing environment for a child. Ongoing reflection via supervision and access to additional support as required from our support team will ensure the opportunity for families to explore any potentially challenging situations and identify an appropriate course of action. There will be further opportunity to discuss the pre panel training and develop a personal development plan to meet the needs of children in their care or the children they are likely to support in the future. It is important that foster carers are able to understand and manage their own anxieties so that they can build their confidence and make good decisions on behalf of the young people in their care.

5

The first year of fostering will be full of milestones and the allocated supervising social worker will monitor the foster carers well-being and success in supporting young people to adapt to living in a foster home and achieve outstanding outcomes. A formal review of the foster carers will be undertaken annually. In the first and third years the review will go to the Panel for their input and the foster carers will be required to attend and meet with the Panel. This gives a great opportunity to discuss the initial approval and determine if any changes are required to be made.

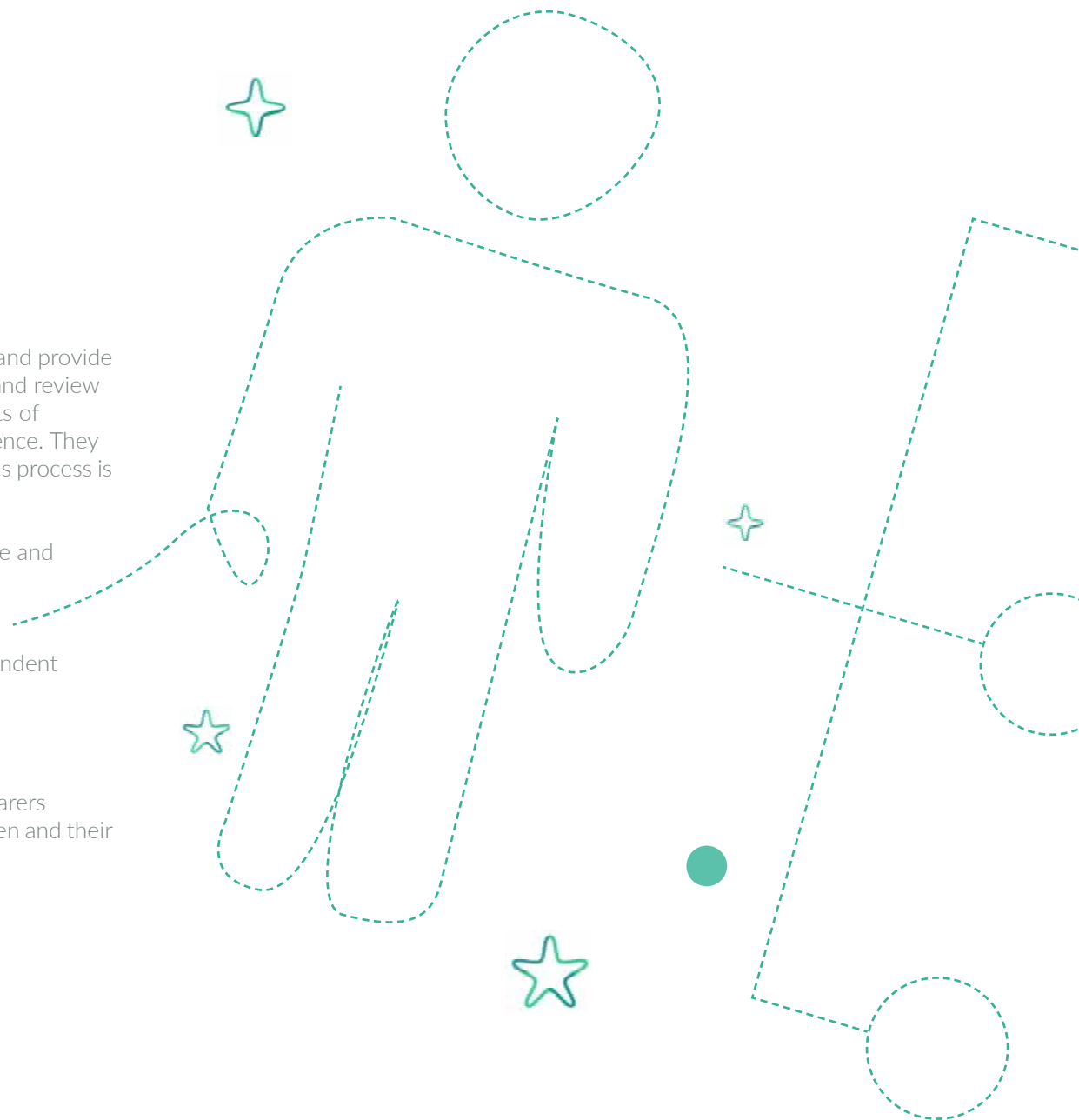


THE FOSTERING PANEL

To the Moon and Back will recruit, administer, support and provide ongoing training of a Fostering Panel for the approval and review of foster and respite carers. Our fostering panel consists of individuals with the relevant qualities, skills and experience. They will act independently and ensure a positive and rigorous process is in place.

Our intended Panel includes individuals with knowledge and experience of:

- Living in foster care
- Being a foster carer for a Local Authority or independent fostering service
- Care planning for looked after children
- Education of looked after children
- Health & well-being of looked after children
- Meeting the needs of disabled children and their carers
- Development of support services to younger children and their carers
- Assessing and supporting foster carers
- Being a son or daughter of a foster carer



THE TRAINING AND DEVELOPMENT OF FOSTER CARERS

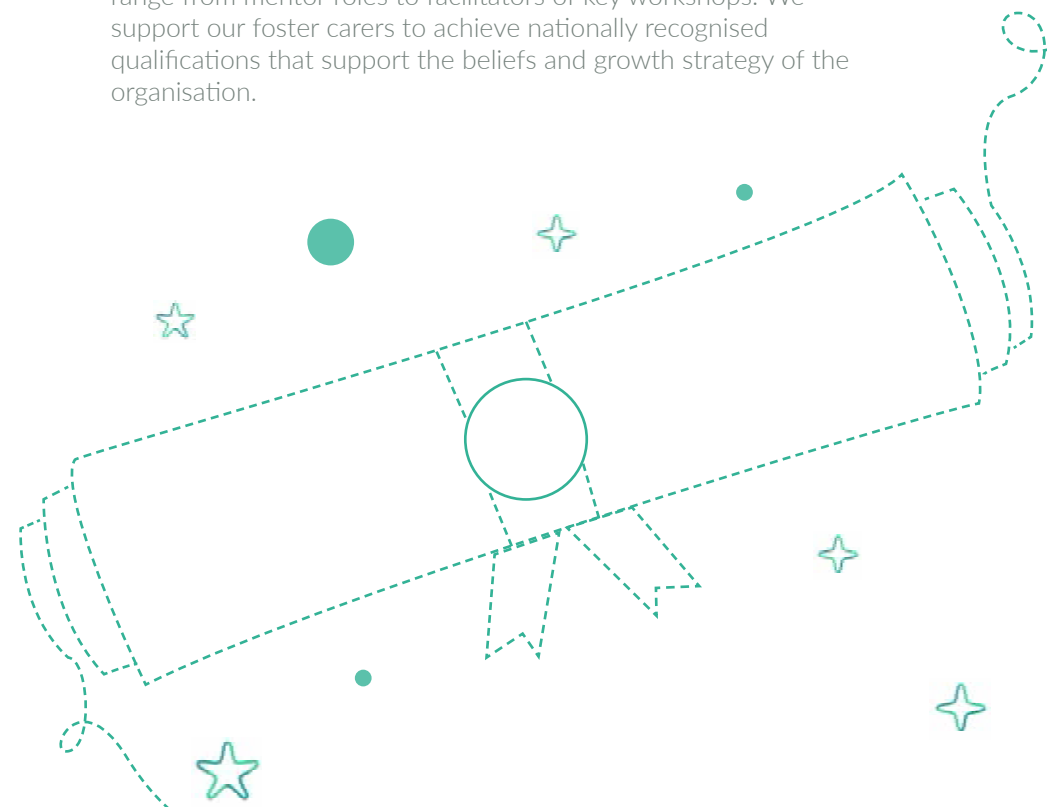
Underpinning the work of our foster families is the understanding that training and professional development are vital for understanding the complex emotions and behaviours that can be presented by the children, as a result of their traumatic experiences. We believe that the investing in and undertaking of new learning is important in order to ensure that our foster carers remain updated about the law, best practice and evidenced theories, so that they can continue to offer the best available service to those in their care. It is important to evidence a plan for continuous learning so that foster carers recognise their valued professional contribution and accountability for the long-term welfare of a child in their care including an understanding of the theories relating to assisting a young person to become independent and have well-being in their adult life.

Each foster carer will be introduced to a personal development programme. The aim of this is to support the foster carer to reflect positively on their strengths and existing skills whilst exploring gaps in knowledge and experience. Carers will do this with their allocated supervising social worker and develop an agreed plan to meet the specific needs of children in their care and to meet the needs of future children that may join them. Self-reflection is a large part of the development programme. We encourage our foster carers to be honest about their development needs by providing a safe space for them to reflect and talk about their experiences with each other and with our professional support team. We aim to encourage honest yet constructive feedback to support the foster carers in their development and their ambition to be successful.

We provide a shared learning platform which blends face to face workshops with online courses, additional reading, videos and discussions. We provide reflection on their new found knowledge and explore how best to use it to support the young people to fulfil their potential. This combination of theory with an individualised approach by their supervising social worker to support and inspire confidence in the foster carer will ensure that the new knowledge is used creatively to best effect. We feel that this proactive approach will support all foster carers regardless of their experience to continually grow thus role modelling the benefits of lifelong learning to the children in their care.

Apart from a structured mandatory training programme which all foster carers are expected to undertake, our development programme is designed to meet individual needs and ambitions.

We aim to create a development pathway which enables foster carers to undertake other roles within the agency. These roles range from mentor roles to facilitators of key workshops. We support our foster carers to achieve nationally recognised qualifications that support the beliefs and growth strategy of the organisation.



MATCHING AND PLACING CHILDREN AND YOUNG PEOPLE WITH FOSTER CARERS

To the Moon and Back Foster Care ensure that children and young people are carefully matched with foster carers who can meet their specific needs and provide them with a stable home environment. Good matching is important to ensuring placement stability, which is a major factor in improving outcomes for care experienced children. We aim to get this right from the very start to avoid further experience of loss and anxiety for the child, caused by a placement breaking down.

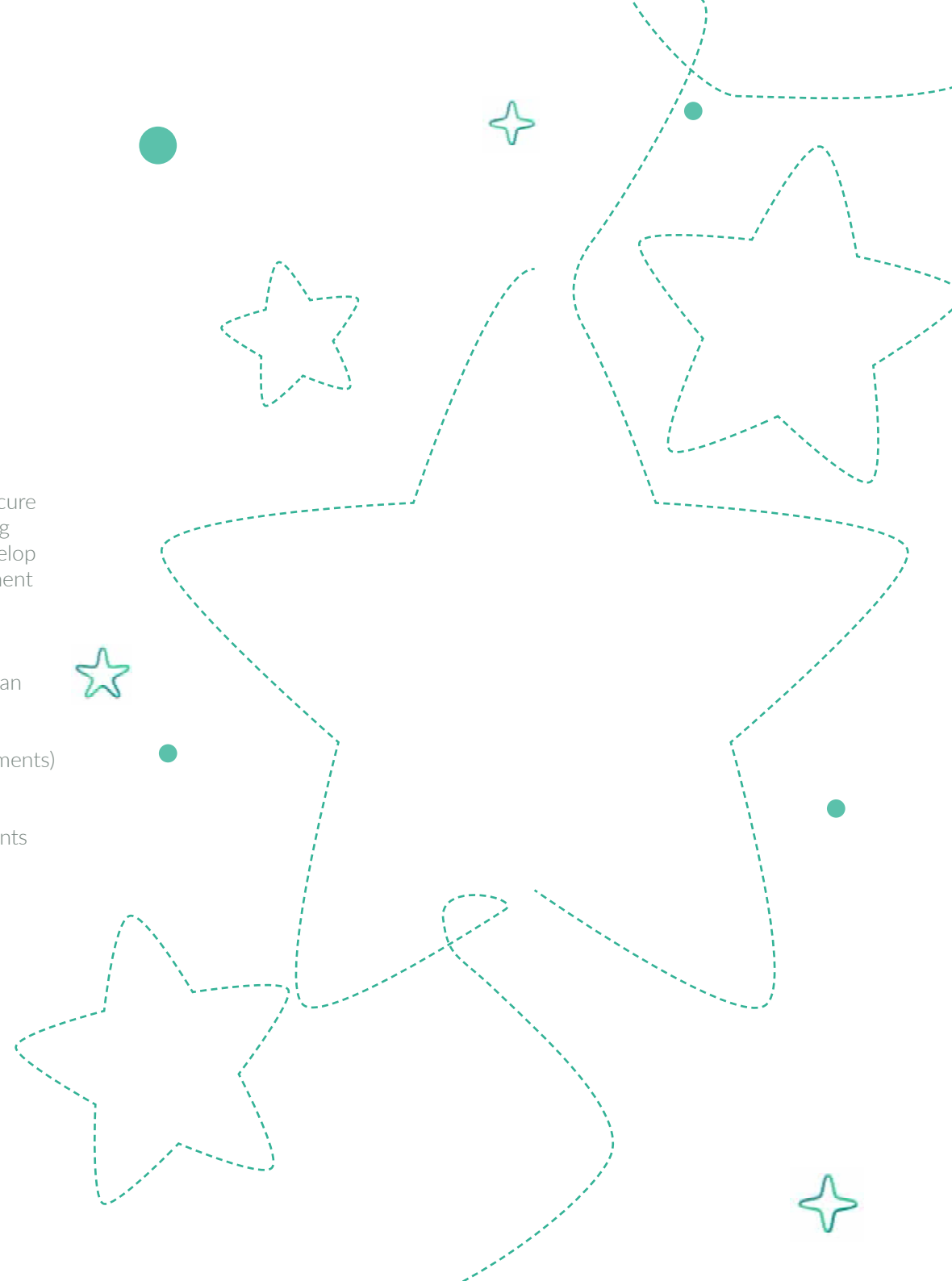
We ensure:

- The placement is consistent with the carers terms of approval
- The carer has the necessary skills and experience to meet the child's needs
- A risk assessment verifies that the carer and the agency can manage the identified risks
- The supervising social worker supporting the foster carer is involved
- The placement is able to support the child's contact with the birth family
- The foster carers can support the foster child to attend the preferred school
- Adequate steps are taken to support a sibling group being kept together
- The placement matches the child's cultural and religious background or that the carer will be able to meet these needs
- Consideration of the impact of the placement on the fostering household, including any other children placed there

SERVICES WE PROVIDE

We recruit and develop carers to be able to provide safe, secure and nurturing homes for a wide variety of children and young people of different ages. We enable our foster carers to develop the specialised skills needed to provide the following placement services

- Parent and child arrangements
- On-going assessment and review during a child's care plan review
- Emergency and short term
- Where the child is the only child in the home (solo placements)
- Keeping siblings together
- Preparation for adoption
- Long term including moving in to staying put arrangements
- Respite
- Unaccompanied minors
- Children with complex health needs
- Remand placements



SERVICES WE PROVIDE FOR FOSTER CARERS

We offer a competitive package for foster carers which incorporates a professional development structure and the ability to undertake more responsibility to support the achievement of our agency outcomes.

We provide:

- Monthly payment of professional fee/child maintenance fees
- Foster Carer Group Supervision (monthly)
- Foster Carer Individual Supervision (monthly as a minimum)
- Weekly telephone contact
- Consultancy with a Psychotherapist
- An individualised development programme
- Opportunities to develop skills in other roles such as peer mentors, contact supervisors, workshop leaders
- 24 hour service so that foster carers always have someone to talk to
- Open Door Policy
- Electronic access to all policies, documents and our Foster Carer handbook
- Up to 21 days respite
- Membership of 'Foster Talk'
- Legal, education, medical and accountancy advice via Foster Talk
- Annual Review
- Excess mileage allowance
- Festival allowance for each foster child
- Initial school uniform allowance for each foster child
- Social events

DIVERSITY AND EQUALITY



At To the Moon and Back we believe that each person has inherent potential, is valuable, resourceful and can make a meaningful contribution to improving the lives of others by including them in decision making and involving them in the wider community. We embrace diversity and promote equality of opportunity. We are committed to finding ways of working inclusively with all people involved in the service we provide, regardless of their race, culture, religion, sexuality, ability and geographic origin and creating conditions where young people, foster carers and employees can achieve their full potential.

We recognise the diverse society and communities in which we all live and work. We aim to recruit people from all backgrounds to reflect the demographics of the communities we serve. Our Equal Opportunities Policy applies to staff, foster carers and young people.

We expect all staff and carers to undertake mandatory training relating to Equality and Diversity and throughout their time with our agency demonstrate an authentic commitment to respecting diversity and valuing the contribution of others. Our values support our intention to respect the individuality and sense of identity of each other and we want all children and young people in our placements, our foster carers and employees to feel valued and treated equally and fairly. We will work to protect the young person's right to maintain their identity via appropriate matching with carers and direct work in relation to their cultural background.

We are committed to challenge any discrimination, this is supported in all of our policies which we ensure reflect our core values.

A decorative graphic featuring several teal stars and dots of varying sizes scattered across the page. A large, irregular shape is outlined with a dashed teal line, containing a solid teal star in the center. The overall design is clean and modern, using a teal color palette.

GOVERNANCE

Our governance and quality assurance strategy reflects our determination to be an outstanding agency committed to learning how we can continually be better at ensuring our young people and our foster carers achieve their full potential.

We have established clear objectives and aligned them with measurable outcomes to be able to track our progress. We have committed to sharing the outcomes with our team.

We have set out to develop a positive, friendly and professional culture within our team and we will monitor this closely. We will engage the support of others within our larger team of stakeholders to give us honest feedback so we continuously make our service even better. We acknowledge that we have multiple layers of satisfaction we need to deliver, from our young people, to the commissioning local authorities.

We have appointed independent Panel members and an Agency Decision Maker who we feel will add to our expertise and equally as important give us regular formal feedback, which we will be required to acknowledge and act on, therefore challenging our expectations and those we support so that we can continually raise our bar of excellence as a team.

GOVERNANCE

(CONTINUED)

We

- Provide a rigorous selection process for our employees and ensure that they fully align with our vision and shared values and meet the requirements of all statutory checks
- Provide comprehensive policies and systems of working, reviewing these routinely and engaging everyone with any changes made
- Provide a development programme which will enable our people to grow professionally
- Monitor our employee's well-being and capacity to provide the level of support required by our foster carers
- Undertake key audits as part of our formal audit system which will enable us to track outcomes for young people and our foster carers and highlight the overall performance of our team
- Analyse our data in respect of comments and complaints in order to ensure we continuously improve the level of satisfaction with our service.
- Look at key indicators relating to reported incidents, school attendance, health and well-being
- Undertake at least two unannounced fostering household visits per year
- Analyse minutes of meetings and outcomes of discussions and monthly group supervision sessions
- Report on our findings in an open, positive and transparent way

For those wishing to foster with our agency we provide

- Detailed information and support to all who enquire about fostering
- An honest and transparent service to all foster carer applicants
- Experienced assessors committed to our values and beliefs
- An individualised training and development programme
- Monthly supervisions
- Opportunities to meet with the directors regularly
- A whistleblowing policy
- The ability to make direct calls to the directors if required
- Support for foster carers birth children
- Regular information relating to the agency and sign posting to key news and research related to children's services and fostering
- A trauma informed service
- Assess and individually support our foster carers well-being

For our young people we provide

- Opportunities to feedback in a variety of ways, their thoughts about the people they see and talk to from our agency
- Learning opportunities to enhance the skills and knowledge they value as needed when leaving care
- A whistleblowing text and telephone notification
- An opportunity to meet with other care experienced children
- Information and activities relevant to their age

COMPLAINT MANAGEMENT

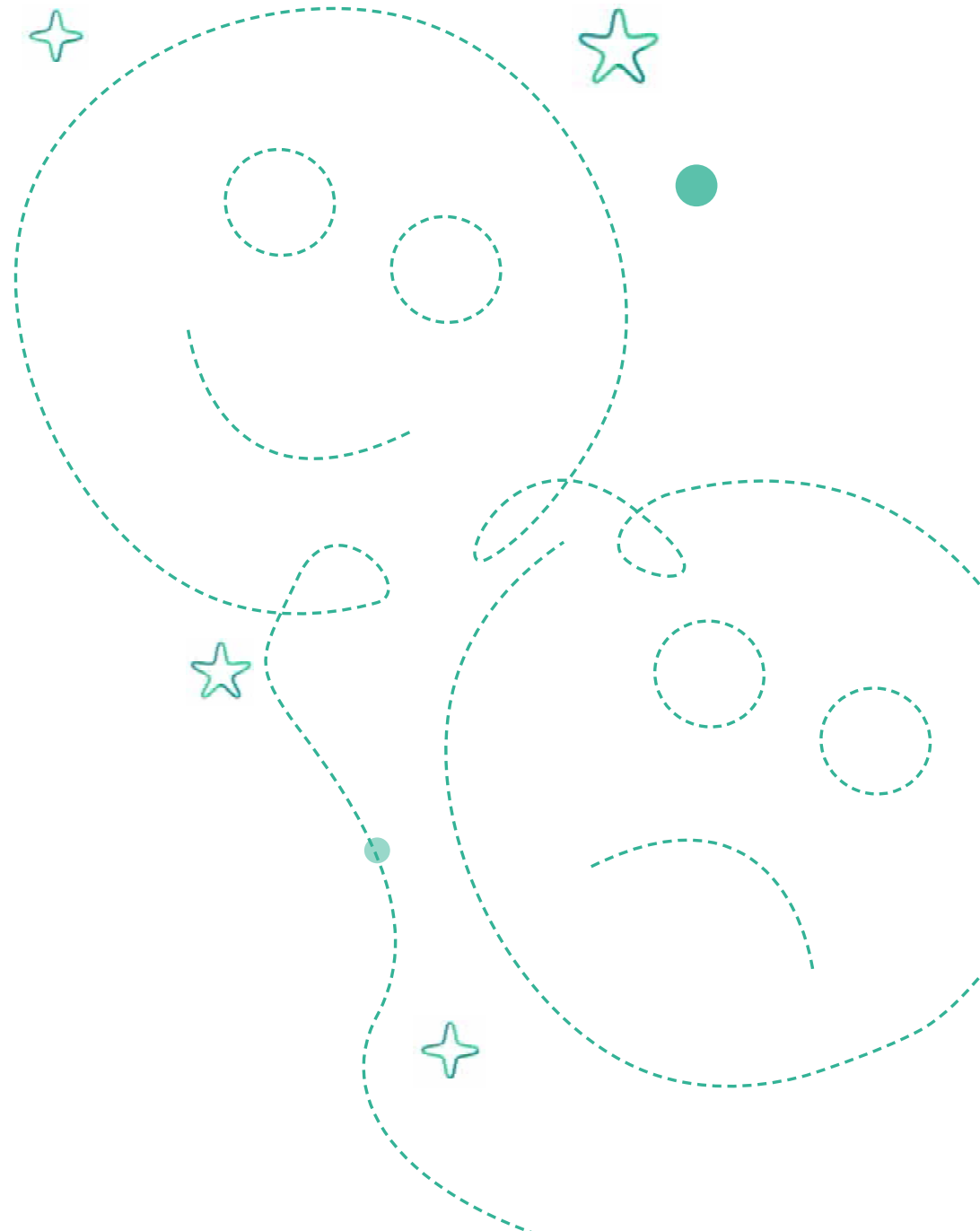
At To the Moon and Back Foster Care we aim to provide a high standard of service to everyone and we care about getting it right. We want to know where there are any issues of dissatisfaction so that we can make improvements. As a result we actively listen to all people with whom we come in to contact for opportunities to improve our service.

We appreciate that making a complaint can be a nerve wracking thing for some people, the fear of repercussion or the reluctance to offend often delays the making of complaints.

We encourage people to give feedback and we take any areas of dissatisfaction seriously. We empower the team to remedy the issues that may arise at the earliest opportunity. We believe this gives confidence in our service and reassures those who work with us.

Our policy clearly gives three stages of managing any complaint, with a fourth stage available involving an independent professional to arbitrate where required. We are committed to making a swift response aiming to resolve any issues within 14 days.

Where complaints are made in relation to foster carers or employees the issues will be dealt with taking into consideration our whistleblowing, safeguarding and in the case of employee, human resource policies. Our policy relating to making complaints is made available to our young people as part of the children's information packs. There are three packs available to meet different age ranges and subsequent levels of understanding of the individual child. These are able to be translated in to a variety of languages.

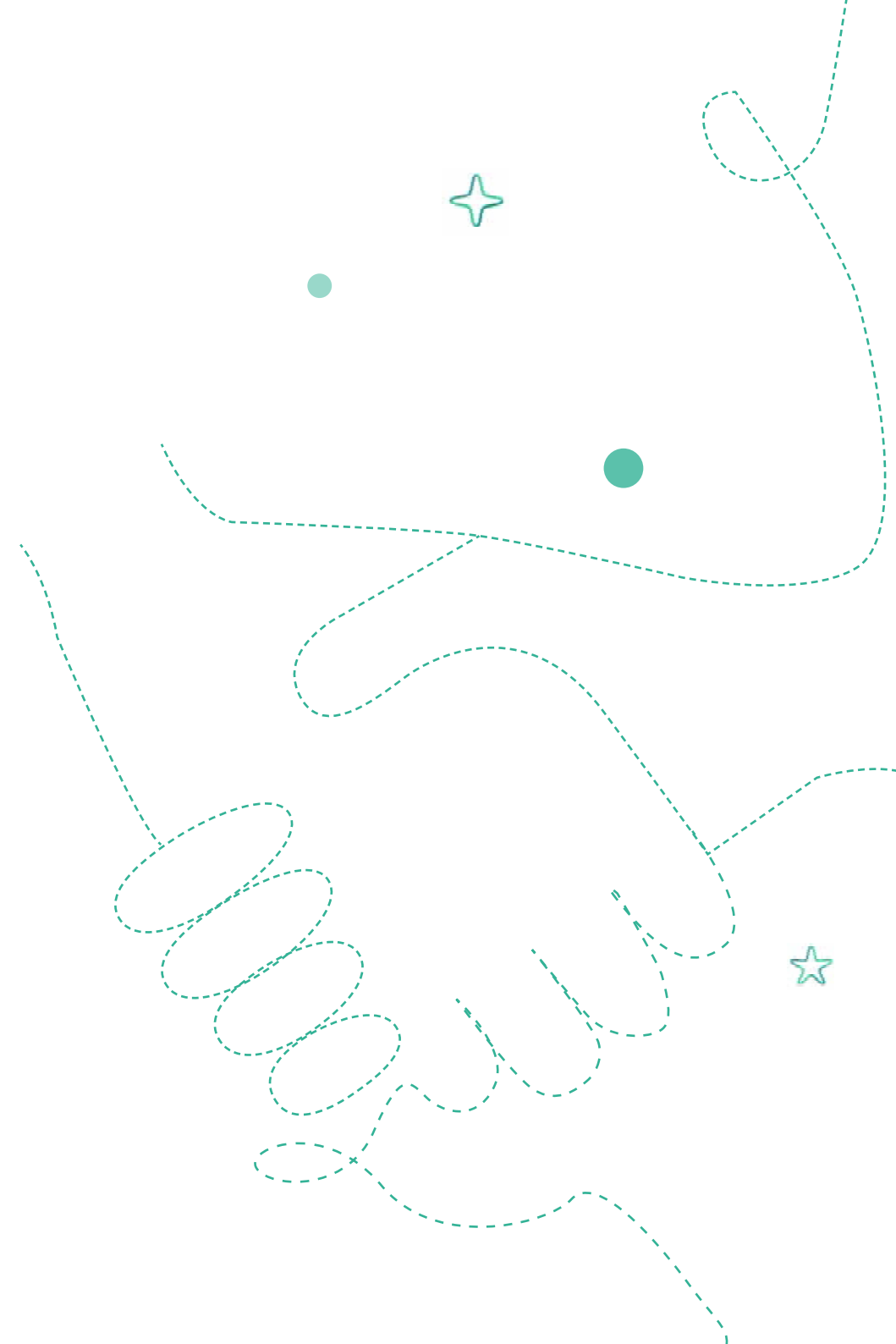


FEES AND CHARGES

To the Moon and Back Foster Care Ltd undertakes to keep under review its running and operational costs and to set its fees in line with the ethos of the agency and recognition of the incredible work that our foster carers do.

We aspire to be cost efficient so to be able to offer our foster carers the best financial reward for their efforts and to support them with packages that put our agency as their agency of choice. We believe that we deliver great value to our local authority partners and are responsive to their needs and aspirations.

It is our aim to be included in the Local Authority approved provider list in each area we operate.



COVID-19

In what has been an unprecedented time for everyone world wide, we are thankful to be healthy and well.

Covid-19 and the subsequent lockdown has resulted in significant changes having to be made to ensure that we protect our people from being exposed to the virus.

Whilst the risk of contracting the virus remains, we are continuing to work with guidelines issued by Public Health England (PHE).

We have been successful using video calls for development sessions, meetings and even foster carer supervision sessions.

We continue to support new approvals of foster carers during this challenging time. We continue to prepare our foster carers well and provide the support our foster carers deserve.

Our team have access to PPE as needed and practice social distancing when meeting face to face is the only solution. We have put in place precautions to ensure that families are not exposed to risk where alternative arrangements can be put in place.

This is an emerging situation and we endeavour to provide updates as required. We provide advice and support where required and continue to monitor the wellbeing of our team, foster carers, children and young people.

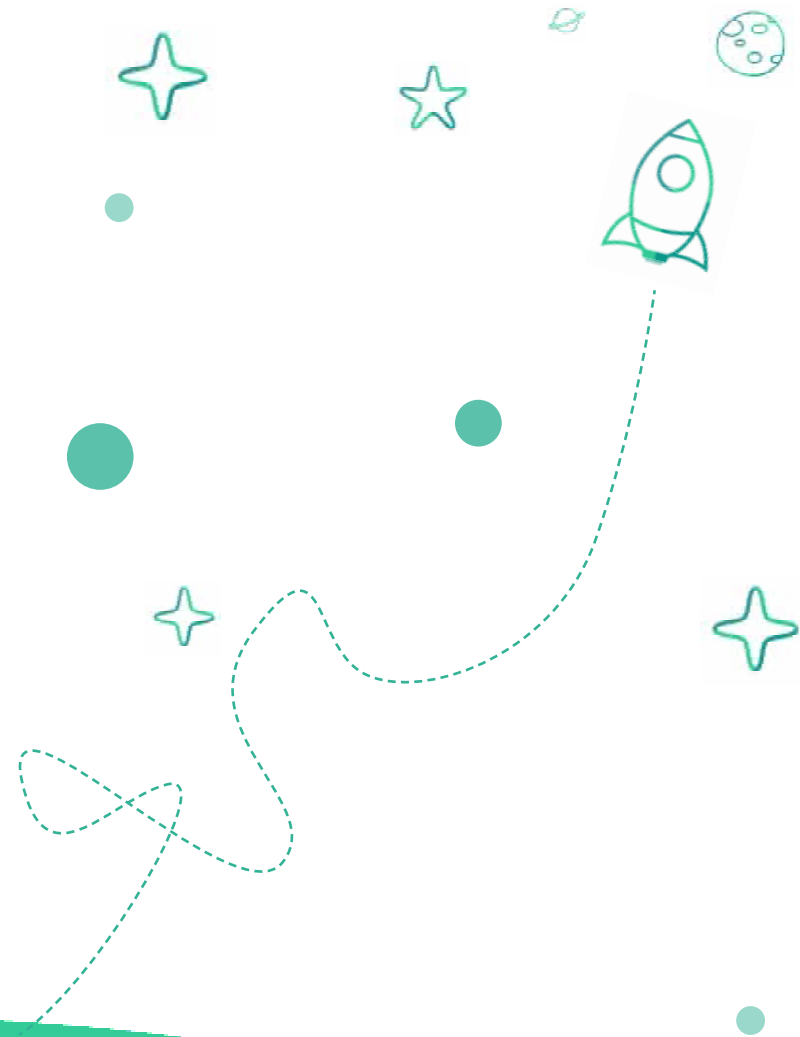


COVID 19

THE FUTURE

The intention of To the Moon and Back Foster Care Ltd is to develop its capacity to steadily build the number of households and placed children so that we can create close geographical communities of support in conjunction with what we feel foster carers and care experienced children's expectations and desires.

We intend to work collaboratively with local authorities. We have a clear strategy which prioritises the quality of our service above profit making, but ensures that we maintain investment in the key areas that will give the agency prolonged success and enable us to achieve and retain the goal of "fostering agency of choice" for our young people, our foster carers, our employee's and our local authority partners.



Our contact address:

To the Moon and Back Foster Care
Future Business Centre
King's Hedges Road
Cambridge
CB4 2HY

All enquiries:

Telephone: 01223 800420
Email: hello@v

All the activities of To the Moon and Back are inspected and regulated by Ofsted who can be contacted via telephone email or by post.

Address
Ofsted Piccadilly Gate, Store Street Manchester
M1 2WD

All Enquiries and Advice:

Telephone: (0300 123 1231)
Email: enquiries@ofsted.gov.uk

