



THERAPEUTIC FOSTERING
LONDON & SURROUNDING COUNTIES

Statement of Purpose

How we work, in full — our aims, our principles, and the therapeutic, trauma-informed care we provide for children and the carers who look after them.

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SECTION 01

Introduction

Our Statement of Purpose sets out the framework for Indigo Fostering — who we are, and the care we exist to provide.

Regulatory framework

The Fostering Services (England) Regulations 2011 and the Fostering Services: National Minimum Standards require all fostering services to produce a written statement of purpose setting out the aims and objectives of the service and the services and facilities provided.

Our Statement of Purpose has been developed in accordance with appropriate statute law and regulations, and it seeks to promote the principles and practice outlined within:

- ◆ The Care Standards Act 2000
- ◆ The Fostering Services (England) Regulations 2011
- ◆ The National Minimum Standards for Fostering Services
- ◆ The Children Act 1989
- ◆ Volume 4: statutory guidance on fostering services for looked-after children

This Statement of Purpose is reviewed regularly. Each time it is reviewed, a copy is sent to the Chief Inspector and to all approved foster carers and foster children. A copy is also made available on request to any staff member, prospective foster carer, parent of a child placed in foster care, any child placed, and other professionals; and it is reflected in the agency's policies, procedures, and written guidance. The management team and directors review this document annually, and updated versions are published at www.indigofostering.com and provided to Ofsted.

Children and young people in our care receive an age-appropriate Welcome Guide about Indigo, to help them engage with us and ensure their voice is heard. Tailored guides meet the needs of younger children, older young people, and unaccompanied minors who may benefit from a guide addressing issues relevant to their circumstances.

Our commitment

Indigo's core mission is to channel our resources towards comprehensively meeting the needs of children and foster carers. Our primary focus is cultivating stable, nurturing environments where children can flourish, and where foster carers receive the essential support and resources they need to excel in their crucial roles. We are dedicated to reinvesting in our services so that the wellbeing of the young people in our care remains at the forefront of everything we do.

AGENCY DETAILS	
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Responsible Individual	Nicola Kusi Acheampong
Registered Manager	Adam Zorgani

SECTION 02

Mission statement

Indigo Fostering is a child-focused foster care organisation that seeks to use its resources to readily support children and their carers. We provide a high-quality, evidence-informed independent fostering service for children and young people aged 0–18, living in London and the surrounding counties, who may have suffered trauma through the experience of neglect, deprivation, physical injury, or emotional, physical and/or sexual abuse.

Every child, we believe, deserves the experience of a stable, caring and nurturing family environment.

Our aim is to place children and young people with carefully selected families who can meet a very wide range of needs, as set out in their Care Plan. We ensure children can access education and services in their local communities, however complex their individual requirements. We provide this high-quality service by ensuring that:

- ◆ Our Risks and Opportunities Panel efficiently identifies and addresses support needs, ensuring children, foster carers and staff have the resources to keep children safe and help them reach their full potential.
- ◆ All adults demonstrate a positive model for communicating effectively with children and young people.
- ◆ Each child and young person is provided with an appropriately matched, well-experienced, skilled and trained carer committed to meeting their needs.
- ◆ Each child and young person is given opportunities to achieve personal integration into their community.
- ◆ Most importantly, each child and young person experiences a stable, caring and nurturing family environment.

SECTION 03

Principles

We build on what a child can do — not only on what has gone wrong.

The principles and standards guiding this fostering service are based on the 'Working Together to Safeguard Children' framework, and are also informed by a strengths-based approach. A strengths-based approach focuses on health, capability and growth rather than deficit — building on what a child can do, not only on what has gone wrong. It is especially valuable in supporting children in foster care and those who have experienced trauma, emphasising the factors that contribute to resilience, coping and overall wellbeing. This approach informs our foster carer training and ongoing supervision.

The following are evidence-based ways in which a strengths-based approach supports children in foster care and those affected by trauma:

Strengths-based perspective

We emphasise each child's existing resources and abilities. For children in foster care or those who have experienced trauma, acknowledging and building upon their strengths can be empowering and contributes to a positive self-image.

Stability and structure

Children who have experienced trauma benefit from a structured and supportive environment in which life feels comprehensible, manageable and meaningful. We help children make sense of their experiences, provide tools for managing challenges, and foster a sense of purpose.

Resilience building

We treat resilience as a key component of wellbeing, built through supportive relationships, coping skills, and a safe and stable environment.

Empowerment and participation

We empower children to participate actively in decisions about their own lives. Involving them in decisions about their wellbeing, plans and daily activities contributes to a sense of control and agency.

Holistic support

We take a holistic view of health — physical, mental and social. Supporting a child means addressing not only their immediate needs but also their broader social context, relationships and mental health.

Trauma-informed care

Our approach aligns closely with trauma-informed care. We create environments that are sensitive to the impact of trauma, promote safety and trust, and focus on each child's strengths and resilience.

Cultural competence

Understanding and respecting each child's cultural background is essential. Valuing cultural norms and identity contributes to a more comprehensive and effective system of support. In essence, a strengths-based approach guides holistic, empowering and culturally sensitive care that fosters resilience and wellbeing. Training is developed and provided to embed this strengths-based approach.

Our goal is to support children with

- ◆ Being healthy
- ◆ Staying safe
- ◆ Enjoying and achieving
- ◆ Making a positive contribution
- ◆ Achieving economic wellbeing

We are committed to the following

- ◆ The safety and protection of looked-after children and young people will be an overriding priority for the fostering service.
- ◆ Health needs, including mental health, will be met by working closely with other professionals, including the specialist nurse for looked-after children and the Child and Adolescent Mental Health Service (CAMHS).
- ◆ Education needs will be met by working closely with other professionals, ensuring stable school arrangements, Personal Education Plans (PEPs) and the educational support necessary to meet each child's needs.
- ◆ Children will be supported to develop independence skills appropriate to their age and ability, and friendships and leisure interests in line with their wishes and care plans.
- ◆ The interests and welfare of children are always paramount, and this is reflected in all aspects of our work.

- ◆ All work is undertaken in partnership with children, their parents and birth families, foster carers, social workers and other relevant agencies.
- ◆ The fostering service advocates for children to ensure they can access their own social worker and any specialists and services they need.
- ◆ The service operates in a manner that promotes equality, values diversity, challenges discrimination and meets the varied needs of children.
- ◆ In recruiting foster carers and coordinating fostering arrangements, consideration is given to needs arising from race, ethnicity, culture, religion, disability, language and sexuality.
- ◆ Foster carers and staff are valued and supported in a way that helps them provide safe and effective care.

Indigo Fostering is committed to achieving and maintaining the highest standards and offering quality provision. It is managed in accordance with the Fostering Services (England) Regulations 2011 and the principles of the National Minimum Standards. Performance is monitored at multiple levels: Ofsted inspects regularly and publishes its report and any resulting action plan; the Director monitors activity strategically against the aims, objectives and performance indicators in the Development Plan; and the Fostering Manager monitors performance through day-to-day activities.

SECTION 04

Aims

Safe, stable, high-quality fostering that helps every child grow and develop as an individual.

Our focus areas: promoting safety, stability, activities, education, health, emotional wellbeing, family contact and life skills.

The overall aim of Indigo Fostering is to provide safe, healthy, stable and high-quality fostering arrangements for children and young people of all ages — irrespective of race, ethnicity, culture, gender, sexual orientation and disability — who, for whatever reason or period of time, need to be looked after away from their family of origin and kinship; and which value, support, nurture and encourage them to grow and develop as individuals. Specifically, Indigo Fostering aims to:

- ◆ Provide a service responsive to the needs of children who require a fostering family, recruiting sufficient foster carers to offer choice and create a culture where children are encouraged to be healthy, stay safe, enjoy and achieve, make a positive contribution and achieve economic wellbeing.
- ◆ Provide a fostering arrangement that meets the requirements of the child's care plan and, wherever possible, reflects the child's ethnic, cultural, religious and linguistic background.
- ◆ Fully assess and support the particular needs of disabled children and those with complex needs.
- ◆ Value foster carers, providing a high standard of supervision, support and guidance through individual sessions with their supervising social worker, support groups, and pre- and post-approval training, including the Training, Support and Development Standards (TSDS) for Foster Care.

- ◆ Be open and accessible, ensuring practice complies in every respect with the agency's Equality and Diversity Policy.
- ◆ Provide a high standard of care in a warm, safe and stable environment that meets each child's developmental needs.
- ◆ Provide respite care to support a child living with their family or carers.
- ◆ Work in partnership with professionals, carers, parents and children to return children to their own family wherever possible, and — where return is not possible — promote good relationships with birth families in line with the care plan.
- ◆ Wherever possible and in each child's best interests, place siblings together.
- ◆ Offer information and advice on all fostering matters to the public and other professionals.
- ◆ Hold high expectations that children in foster care will reach their full potential.
- ◆ Safeguard all children and protect them from all forms of abuse and neglect, supporting carers to provide care that minimises the need for police involvement, and ensuring no administration of corporal punishment to any child.

SECTION 05

Objectives

- ◆ Every effort is made to find a fostering family that meets the young person's emotional and developmental needs, through careful matching of children's needs with carers' skills.
- ◆ A child's wishes and feelings are considered, and children are encouraged to participate in decisions about their care.
- ◆ The fostering service works in partnership with foster carers, children and their families.
- ◆ All information and records are treated confidentially and held securely.
- ◆ Applicants who wish to become foster carers have equality of access to the service, and are recruited in line with locally identified needs and annual targets.
- ◆ Foster carers are well prepared and supported for the fostering task.
- ◆ Each child is enabled to reach their full potential in all areas of life, and is safeguarded throughout their time in foster care.
- ◆ Children move on from foster care in a planned and positive way.
- ◆ All foster carers are suitably prepared and trained for the task.
- ◆ We recruit, train and develop professional staff to provide excellent support and services to children and foster carers.
- ◆ Delegated responsibility is given to foster carers as defined within the fostering arrangement.

Performance targets and indicators

- ◆ Stability of fostering arrangements, stratified by duration.
- ◆ Continued recruitment of new foster carers to address diversity and current needs.

- ◆ All assessments completed in a timely manner and to a high quality.
- ◆ All newly approved foster carers completing the agreed pathway training within their first year.
- ◆ Retention of foster carers.
- ◆ Successful Ofsted inspection, aiming for 'good' or 'outstanding'.

Putting children at the centre

We aim to put children at the centre of what we do, and support foster carers to do the same, in order to promote and safeguard children's welfare throughout childhood; promote working partnerships with children and their families; ensure equality of opportunity; ensure all children fulfil their potential in education; ensure young people are supported into independence in a planned way; and ensure all children's health needs are met.

Wishes and feelings

- ◆ We provide children with a caring and safe experience of family life that also supports their identity.
- ◆ We listen to children and young people and take their views into consideration.
- ◆ We recognise and provide for each child's ethnic, cultural and religious needs, and ensure staff and foster carers value disability.
- ◆ We work in an open and accessible way, treating children, families and foster carers with fairness and respect.
- ◆ We actively promote and improve the life chances of the children we look after.
- ◆ Working with a range of professionals, we ensure children and carers receive the services and support they need.

Valuing diversity and supporting carers

- ◆ We do not discriminate against applicants on the grounds of gender, religion, ethnic origin, cultural or linguistic background, nationality, disability or sexual orientation.
- ◆ We actively challenge views or practices not in line with our diversity and anti-discriminatory policies.
- ◆ We recruit foster carers based on the needs of the agency and the children it looks after, setting annual targets.
- ◆ We treat foster carers with respect as core members of the professional team around the child, with an important contribution to planning and decision-making.
- ◆ We value foster carers' own children and extended family, and the support they offer looked-after children.

SECTION 06

Organisational structure

Indigo Fostering is structured to ensure compliance and best practice. We are committed to maintaining a suitably qualified and experienced team that reflects the needs of the carers and children in our agency, engaging the services of ad-hoc professionals to support our operations where required. The key roles are outlined below.

Agency Decision Maker (ADM)

Makes decisions on foster carer approvals, reviews and terminations. The ADM participates in key strategic meetings, reviews cases, analyses recommendations following panel meetings, and communicates decisions to stakeholders — ensuring decisions align with regulatory requirements and the best interests of children, with clear rationale.

Responsible Individual (RI)

Oversees the overall governance of the agency. The RI chairs key strategic and Quality Assurance Review (QAR) meetings, ensures regulatory compliance, makes decisions on significant policy or practice changes, oversees inspection readiness, and liaises with Ofsted and other regulatory bodies.

Quality & Compliance Manager (QCM)

A central practice-management role working alongside the RM and RI, key to ensuring regulatory compliance and upholding the quality of care. The QCM conducts audits, guides staff on policy, coordinates assessment and review activities, monitors quality indicators, ensures inspection readiness, and drives continuous improvement — collecting feedback from supervising social workers, foster carers and young people. The QCM is also the agency's designated Data Protection Officer.

Registered Manager (RM)

Responsible for the day-to-day operations of the fostering service. The RM chairs operational meetings, ensures policies and procedures are implemented, sends notifications to appropriate authorities within 24 hours of a notifiable event, is responsible for the quality of staff reports, arranges Fostering Panel meetings with the Chair, and co-chairs the quarterly QAR meetings with the RI.

Supervising Social Workers (SSWs)

Provide regular supervision and support to foster carers, including monthly supervision visits focused on training, children's needs, standards and carer development. SSWs undertake pre-

placement assessments, continuous monitoring, participation in reviews, and support carers through allegations. They ensure children's views are represented in care plans and reviews and facilitate access to independent advocacy.

Indigo foster carers

Provide quality care aligned with our core values, ethical standards and Statement of Purpose. Foster carers support young people's rights, maintain appropriate confidentiality, commit to ongoing training, promote diversity and equality within the home, actively seek children's views, and play a crucial role in supporting children's education, identity and sense of belonging.

Young people

Children and young people are central to our mission and at the heart of everything we do. Their welfare is the paramount consideration in all decisions, and our policies are built on a child-centred approach in which their views, wishes, feelings and experiences are actively sought and given due consideration.

Fostering Panel

The independent Fostering Panel is supported by a **Panel Advisor** (expert advice on cases, legislation and quality standards), a **Chair** (leadership, facilitation and quality assurance of balanced decision-making), a **Vice Chair** (supporting panel leadership and quorum), and **Panel Members** (independent, impartial contribution to the quality assurance of approvals and reviews, bringing diverse expertise and maintaining confidentiality).

SECTION 07

Services provided by the fostering service

The services provided by Indigo Fostering are based on the principles laid out in the Children Act 1989, the Children Act 2004, the Every Child Matters (ECM) Outcomes Framework, the Care Standards Act 2000 and the Fostering Services (England) Regulations 2011. We are committed to putting the child first, delivering high-quality services, valuing diversity and promoting equality, working collaboratively and in partnership, valuing and supporting children, foster carers and staff, and making the best use of our resources.

We aim to provide a range of fostering arrangements so that the needs and circumstances of each looked-after child are best matched with the knowledge, skills and experience of our foster carers. We work with the placing authority from the outset to ensure an effective contribution to assessment and care planning.

Emergency care

Fostering arrangements for children who require care in an emergency, particularly outside working hours, in lockstep with the local authority to ensure effective plans are in place.

Short-term care

Care for a few days, weeks or months while assessment is undertaken and longer-term care plans are developed.

Long-term care

Care for children and young people, where adoption or special guardianship is not an option, who require long-term care through to adulthood.

Permanent care

We are committed to permanency planning and to achieving legal permanency within the child's timescales. Where appropriate and in the child's best interests, we encourage and support foster carers to provide legal permanency, and work with relevant professionals to support moves to permanent arrangements.

Siblings

We provide carers who are suitably skilled and experienced to take sibling groups. Where siblings are placed separately, we encourage and facilitate frequent contact so they can maintain positive relationships.

Children with additional and complex needs

We provide care for children with additional needs arising from physical or learning disabilities and/or emotional and behavioural difficulties. We ensure carers complete relevant specialist training wherever possible before a placement begins, work with specialist services, and — in agreement with the placing authority — commission specialist assessment, therapeutic intervention and ongoing support and training for carers.

Respite care

Available on a regular and planned basis, providing children and their carers with support — including sleepovers where appropriate and shared social activities — within a support network that functions like an extended family.

Parent and child provision

Indigo Fostering is currently developing its parent and child service provision, aiming for launch in the near future.

Staying Put arrangements

In line with the Children and Families Act 2014 and related regulations, we encourage and support foster carers to continue accommodating young people after they turn 18, recognising the significant value this brings. We help carers and young people ensure relevant planning occurs as part of the Pathway Plan and advocate for timely arrangements and a smooth transition.

SECTION 08

Recruitment, assessment and approval of foster carers

Our recruitment strategy ensures we reach a diverse population of adults and families and provide them with the information about fostering they need to express their interest. All prospective carers receive comprehensive resources to explore and understand the fostering role and make an informed decision.

Once we receive an application, applicants are visited for an Initial Visit to explore their accommodation, suitability and motivation, and to present essential documents for Stage One checks. If appropriate, they are allocated for a full, competency-based assessment in line with CoramBAAF requirements, and invited to attend the pre-approval training session 'The Skills to Foster' in line with the TSDS for Foster Care.

A completed assessment report, together with satisfactory statutory checks, is then presented to the agency's independent Fostering Panel for its recommendation, with the final decision made by the Agency Decision Maker. The ADM writes to the foster carers specifying the terms of approval and entering into a Foster Care Agreement, as outlined in Schedule 5 of the Fostering Services (England) Regulations 2011.

The Fostering Panel considers the approval of new foster carers, the review of existing carers, and recommendations that an approval should be terminated where there have been concerns about standards of care or substantiated allegations. All reviews following an allegation are presented to the Panel irrespective of outcome, and applicants are expected to attend panel meetings.

Terms of approval recommended by the panel

- ◆ Type of fostering
- ◆ Age of child(ren)

- ◆ Gender of child(ren)
- ◆ Number of children, to a maximum of three

The Children Act 1989 sets the 'usual fostering limit' at three children unless the children are siblings; any variation of approval can only be for up to six days. Please refer to our policies on foster carer recruitment, assessment and approval for further detail.

SECTION 09

Training of foster carers

Carers are supervised and supported by people whose job it is to understand them deeply.

All Indigo foster carers have access to regular training sessions and support groups arranged by the agency, and we expect all carers to attend on a regular basis. Our training is organised into clear learning streams, reviewed and updated annually.

Therapeutic Skills for Fostering — pre-panel

A comprehensive preparatory course undertaken by applicants during assessment, establishing the fostering mindset essential to our approach, across three strands:

THERAPEUTIC FOUNDATIONS

- ◆ The therapeutic fostering mindset
- ◆ Understanding developmental trauma and attachment
- ◆ Language That Cares: principles and practice
- ◆ Trauma-informed responses in daily life
- ◆ Child protection and safeguarding
- ◆ Safer caring, and de-escalation through connection

THE CHILD'S JOURNEY

- ◆ Life-story work and identity
- ◆ Managing challenging behaviour
- ◆ Supporting education and health needs
- ◆ Contact arrangements and birth-family relationships
- ◆ Transitions and permanence
- ◆ Preparing for adulthood and independence; child development and relationships

PROFESSIONAL PRACTICE

- ◆ Fostering regulations and legal framework
- ◆ Working within the professional network

- ◆ GDPR, record keeping and daily recording
- ◆ Equality, diversity and inclusion
- ◆ Prevent Duty and contextual safeguarding
- ◆ Health and safety, risk management and safer-caring plans
- ◆ Impact on fostering families and self-care

Statutory recurring training

- ◆ Child Protection and Safeguarding (valid 2 years)
- ◆ Paediatric First Aid (valid 3 years)
- ◆ Behaviour Management (valid 3 years)

Post-approval mandatory training

- ◆ TSDS portfolio completion
- ◆ Impact of the secure base
- ◆ Promoting education and health of looked-after children
- ◆ Advanced de-escalation and behaviour management
- ◆ Managing contact arrangements
- ◆ Understanding allegations and complaints procedures
- ◆ Recording and contributing to child reviews; annual review preparation

Specialist training

Courses that complement our statutory and mandatory programmes, tailored to the identified needs of children and carers' professional development:

- ◆ Therapeutic and behavioural: therapeutic crisis intervention; self-harm and suicide prevention; managing sexualised behaviour.
- ◆ Specific populations: working with unaccompanied minors; disability and complex health needs; supporting LGBTQIA+ young people.
- ◆ Advanced safeguarding: county lines and criminal exploitation; advanced online safety; FGM and honour-based violence.
- ◆ Preparation for independence: preparing young people for independence; Staying Put arrangements.

We facilitate the TSDS for Foster Care, which carers complete in their first year, alongside a First Aid course updated every three years. Every carer has a Continuous Professional Development Plan, reviewed annually, and is encouraged and supported to attend specialist and external training — including NVQ and other social-care qualifications — to support their development.

SECTION 10

Support and supervision of foster carers

We recognise that the key to excellent care and successful outcomes lies in the quality and level of support provided to foster carers. Once approved, carers are allocated to a Supervising Social Worker for ongoing support and reflective supervision, and are visited on a regular basis whether or not they are currently caring for a young person — including at least one unannounced visit every 12 months.

The Supervising Social Worker draws up a Continuous Professional Development Plan with each carer as part of the assessment and supports completion of the TSDS for Foster Care portfolio. This plan is a dynamic 'live document', responsive to the needs of the carer and the children in their care.

Foster carers maintain meaningful daily logs of children's day-to-day experiences, relayed to the agency through our secure digital systems and actively monitored and reviewed. The allocated Supervising Social Worker is available for help and advice, and where they are not available, all carers have access to 24/7 support from a Duty Social Worker during evenings, weekends and Bank Holidays.

We organise foster carer support groups, which all carers are encouraged to attend. All carers caring for children receive fostering allowances — details available on request — and we ensure prompt payment, with payments reviewed regularly. In the event that a carer is the subject of a child protection allegation, they are advised of their right to independent advice (for example from Foster Talk or The Fostering Network), and the agency provides support in a way that does not influence any investigation.

SECTION 11

Reviewing of foster carers

All foster carers are subject to an Annual Review under Regulation 28 of the Fostering Services (England) Regulations 2011. Disclosure and Barring Service and medical checks are completed every three years, and health and safety checks are reviewed annually. The review examines carers' abilities to meet the needs of the children in their care, their strengths and areas for learning, and their training and development needs, and makes appropriate recommendations regarding their ongoing approval.

As part of the review, in addition to reports from the Supervising Social Worker and the carers, Indigo invites views from the children looked after, their social workers, and the carers' own children, to ensure a holistic view of each carer's skills and abilities.

Foster carers attend the Fostering Panel for their first review, and the first annual review is presented to the Panel for consideration. A review following a change of circumstances — or any

request to change approval status — is also referred to the Panel. In the event of a child protection investigation arising from an allegation, the review takes place immediately after the conclusion of the investigation and is presented to the Panel.

SECTION 12

Voice of young people

Children's views are actively sought, listened to, and given real weight in what we do.

The views of children and young people receiving a service are sought regularly, through a range of channels: proactive feedback and surveys, informal away-days, the outcomes of complaints, lessons from disruptions, the fostering service's annual review, home visits, and children's views expressed in statutory and foster carer reviews.

We also run a Children and Young People's Panel to actively gather views and opinions — which may include feedback on how the agency operates and what children want and need — providing a broad spectrum of opportunities for meaningful engagement and consultation.

Written feedback is requested from the child's social worker as part of the foster carer's review and at the end of each fostering arrangement. We aim to seek views from a range of service users, including representatives from other agencies, carers and young people.

SECTION 13

Records management

As an agency we process information relating to applications, staffing matters, foster carers, and the children and young people we care for. We are committed to full compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, ensuring personal data is obtained, processed and stored securely while respecting the rights of foster carers and children.

Our records include application forms, assessment reports, training records and placement details. These are regularly reviewed and updated for accuracy, and protected through a combination of encryption, secure passwords for digital files, and locked cabinets for physical documents, with access limited to authorised personnel only.

Records are retained for the statutory periods set out below. After the retention period, physical documents are securely shredded and electronic files securely deleted. Foster carers may access their records by completing a request form, to which the agency responds within the statutory timeframe, though some information may be redacted for privacy reasons.

In the event of a data breach or unauthorised access, incidents are reported to the Data Protection Officer (DPO), the Information Commissioner's Office (ICO), the individuals concerned and other

relevant bodies, and prompt corrective action is taken. All staff undergo records-management training at induction and as part of ongoing development, and the DPO conducts regular audits to ensure compliance.

RECORDS	REGULATION	RETENTION
Case records for approved foster carers (including relatives, friends or connected persons granted temporary approval under regulation 24 of the Care Planning, Placement and Case Review (England) Regulations 2010), and related information in the register of foster carers.	Fostering Services (England) Regulations 2011, s. 32	At least 10 years from the date approval is terminated.
Case records for people not approved as a foster parent, or who withdraw their application prior to approval.	—	At least 3 years from refusal or withdrawal.

The agency's Quality & Compliance Manager (QCM) is the designated Data Protection Officer (DPO).

SECTION 14

Matching and placement

Indigo Fostering provides foster carers who can meet each child's specific needs. To achieve this, we implement a comprehensive matching process and involve all relevant parties.

Our matching process considers

- ◆ Carers' skills and experience
- ◆ Specific requirements from the child's referral
- ◆ Potential vulnerabilities and unknowns
- ◆ Care plan information

We involve all relevant parties

- ◆ Professionals: supervising social worker, children's social worker, and current or former foster carers
- ◆ Foster carers and their families
- ◆ Children and young people in the household

We address emerging gaps through

- ◆ Regular supervision
- ◆ Targeted training
- ◆ Reflective practice sessions

- ◆ Provision of additional resources

Our approach ensures a thorough, collaborative matching process that adapts to the evolving needs of both children and carers. We prioritise early identification and resolution of potential challenges, fostering open communication among all stakeholders. The relevant professionals include the commissioning team or child's social worker, the supervising social worker, the foster carer, and the Registered Manager. The extent of each professional's involvement is determined by the circumstances of the case, including the urgency of the need for the arrangement.

SECTION 15

Safeguarding

Safeguarding is everyone's responsibility — responsive, proactive, and never static.

At Indigo Fostering we prioritise safeguarding and the promotion of children's welfare through a dynamic, responsive approach that aligns with relevant regulations. Our Registered Manager ensures the implementation of the following proactive measures.

Dynamic care planning and matching

- ◆ Develop and continually update Safer Care Plans that evolve with each child's needs
- ◆ Provide real-time guidance to carers, adapting to emerging situations
- ◆ Undertake thorough matching while promptly responding to changes in circumstances
- ◆ Maintain up-to-date information so carers are always prepared

Proactive placement stability

- ◆ Support continuity of arrangements through real-time support and resources
- ◆ Provide on-demand training and immediate access to support networks
- ◆ Conduct ongoing, responsive monitoring and risk assessment to identify and address emerging issues
- ◆ Foster a collaborative environment for effective problem-solving

Adaptive safeguarding measures

We promote dynamic safer-caring practices that adjust to each household's evolving needs, through:

- ◆ Regularly updated Safer Caring Family Plans
- ◆ Ongoing child-specific safer-caring assessments and real-time risk assessments
- ◆ A regularly revised Child Protection Policy

We provide flexible, needs-based training for carers and staff, including:

- ◆ Continuous child protection and safeguarding updates
- ◆ Adaptive techniques for managing challenging behaviour
- ◆ Responsive supervision, adjusting support as needed
- ◆ Actively involving children in developing Safer Caring Plans
- ◆ Proactively addressing emerging issues such as cyberbullying, online exploitation and mental health concerns
- ◆ Unannounced visits, at least once annually, providing immediate feedback
- ◆ A proactive vetting system that continuously monitors carer suitability

We are committed to creating an environment where all children, young people, staff and foster carers feel safe, and to ensuring our safeguarding measures best support safety, stability and positive outcomes for children and fostering families.

SECTION 16

Complaints and child protection allegations

As a childcare organisation, we aim to ensure all our children can expect safe and effective care that helps them achieve the best possible outcomes. On receipt of any allegation, Indigo Fostering instructs the child's placing local authority, liaises with the relevant Local Authority Designated Officer (LADO), and notifies Ofsted. All new staff are subject to robust safer-recruitment procedures.

We provide training and expertise in safeguarding so that everyone is aware of the risks to the children and families we look after. All families participate in writing a Safer Caring Family Plan, updated after any significant event and reviewed annually. Each child has a risk assessment, regularly reviewed and updated, with clear actions to minimise risk. Health and safety checks are completed at least annually, alongside regular unannounced visits.

We employ clear procedures for considering complaints from looked-after children, foster carers and other concerned parties. Our policies, procedures and the Foster Carer's Handbook set out how we respond to concerns, complaints and allegations, and the Children's and Young Person's Guides explain how to raise them. Excluding child protection concerns, we first make every effort to resolve matters through informal discussion; where that is not achieved, a designated professional undertakes an investigation and presents the assessment to senior management or an independent party for a decision.

COMPLAINTS TO OFSTED	
Phone	0300 123 1231
Email	enquiries@ofsted.gov.uk
Webform	contact.ofsted.gov.uk/contact-form

Any enquiries may be sent to hello@indigofostering.com.

SECTION 17

Contact information

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CHILDREN'S COMMISSIONER FOR ENGLAND	
Address	Sanctuary Buildings, 20 Great Smith Street, London SW1P 3BT
Phone	020 7783 8330 · 0800 528 0731
Website	childrenscommissioner.gov.uk

INDIGO FOSTERING	
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