



Allegations and Complaints Terms of Reference

Foster carers who have been subject of an allegation or complaint consider the process to be unfair and leaves them feeling vulnerable and unsupported.

Objectives: To identify key issues that carers feel are unfair; to work with KCC to review the procedures and identify options for supporting carers; to improve foster carers understanding of the processes around allegations and complaints and how to deal effectively with the process.

Deliverables:

- 1) A number of information gathering workshops with foster carers
- 2) A multi agency workshop addressing issues identified within the process which are deemed as unfair.
- 3) Document delivered on the web.

Process & Phases:

- Seek assistance from Fostering to identify statistics of both allegations and complaints in terms of numbers and duration of process.
- Work with KCC in reviewing the current procedures.
- To hold information gathering workshops to identify foster carers perspective and experiences.
- We produce a document outlining the perceived issues identified above which will be used as input to the multi agency workshop.
- We will hold a multi agency workshop to address the issues identified.
- A final report will clarify processes and support.