Vale of Glamorgan Council
Children and Young People Services

Fostering Services Review of Quality of Care Report

1ˢᵗ April 2014 to 31ˢᵗ March 2015

Introduction

This Quality of Care review report has been completed in compliance with the requirements of Regulation 42 of the Fostering Service (Wales) Regulations 2003. The report provides information regarding the Fostering Service and the monitoring of matters set out in Schedule 7.

The report is published to provide children, parents, foster carers, Councillors and staff with a review of Vale of Glamorgan's Fostering Service. The review ensures that trends are gathered through the monitoring of both qualitative and quantitative information.

Background

The Vale of Glamorgan Fostering Service is based at the Dock Office, Subway Road Barry. It is responsible for the recruitment, preparation, assessment and support of mainstream and relative foster carers.

Strategically, the service is managed by the Head of Children and Young People Services. Operational management consists of the Operational Manager and the Team Manager for the Placements and Permanency Team. All staff are suitably experienced and qualified to operate a Fostering Service with managers having relevant management qualifications or working towards them as outlined in the fostering regulations

Structures are in place to ensure clear accountability for the service operation and include regular management meetings, team meetings and performance data feedback to the Senior Management Team.

In order to ensure that a quality service is being provided the following information is monitored:

- The numbers and range of foster carers available
- The turnover of foster carers
- The recruitment strategy and timescales for assessment, approval and reviews
- Foster panels
- Number of placements and vacancies
- Educational attainment of children placed with foster carers, including the number of children excluded from school
- Training of carers and staff
- Compliance with foster placement agreements
- Accidents, illnesses and injuries
- Complaints
- Allegations against foster carers
- Unauthorised absences from the foster carer home

Part 1 Fostering Service Activity – 01.04.2014 to 31.03.2015

1. **Number of enquiries**   56

2. **Number of initial visits**   32

3. **Number of applications**   11

4. **Number of carers approved**   13
   Relative foster carers   4
   Mainstream Foster Carers   9

5. **Number of current foster carers**
   Relative foster carers   22
   Mainstream foster carers   57

6. **Number of carers de-registered**   9
   Relative foster carers   3
   Mainstream foster carers   6

7. **Number of carers resigned**   7
   Relative foster carers   3
   Mainstream foster carers   4

8. **Number of children looked after**   188 at 27.3.15

9. **Number of children in foster placements**   (at 27.3.15)
   Placed with in house foster carers   79
   Placed with independent foster agencies   28
   Placed with relative foster carers   24
   Placed with other local authority foster carers   0

10. **Number of placement moves for Looked After Children**

    (Please see Appendix 1 for analysis of placement moves and disruptions)

11. **Number of current foster carer vacancies**   15

12. **Number of annual reviews**   66
    Relative foster carers   14
    Mainstream foster carers   52

13. **Number of exemptions used**   13

Analysis

The Vale of Glamorgan Fostering Service has had a challenging year during 2014/15. The main focus of attention has been on recruitment of new foster carers to increase our fostering base. We continue to build on maximising use of our own carers, having annual reviews up to date, ensuring approvals meet changing placement demand, dealing robustly with performance of carers and seeking to increase assessment output whilst supporting carers who have children displaying increasingly risky and concerning behaviour.

A recruitment strategy has been developed with the area of priority being to provide more local placements for our looked after children. We are therefore targeting new carers who can offer respite, sibling placements and teenage placements.

During 2014/15 the fostering service relocated offices to the Dock Office in Barry as part of the relocation of Children and Young People Services. Following internal promotion, a temporary manager has been in place by way of an acting up arrangement whilst changes to the way the adoption service is delivered have been finalised. . The service has experienced issues with staff sickness this year with three members of staff off with long term sickness at various times, which has impacted on capacity in the team and required the service to utilise agency staff.

The service have seen a 38% drop in the number of initial enquiries to 56. Of those wishing to proceed, 32 were visited to explore further their suitability and motivation. 25 progressed to the preparation training which resulted in 11 applications, a reduction of 63% on the previous year.   It is important for the service to understand the reasons for the reduction so we can seek to minimise the impact on our recruitment activity going forward. This analysis has commenced and recruitment data is monitored regularly to maximise our ability to respond to changing trends. It is likely that issues of capacity in the team will have impacted, but it is also understood from discussions with other local authorities that enquiries have been lower in other areas.

There were nine new approvals of mainstream foster carers during this period. This is an increase from the previous year and was above the target set for 2014/15 by one. It is expected that we will recruit a further eight foster carers in the following year with seven assessments currently underway.

It is important to note that not all applications will lead to approval as a registered foster carer, as the assessment process is robust and some applicants are not seen to be suitable or to meet the competencies required of foster carers and are counselled out prior to presentation to the Fostering Panel for approval.

As part of the recruitment strategy, the Vale of Glamorgan Council is in collaboration with a consortium of nine other local authorities in South East Wales (SEWIC). The consortium monitors the progress of each of the

authorities with the Vale of Glamorgan comparing very favourably with their counterparts in its performance.

Of equal importance is the retention and support of current foster carers. This is monitored closely. Of the six mainstream (non-kinship) foster carers who resigned/deregistered, one had their previous looked after child continuing to live with them as an adult and could no longer offer a placement, two retired, one because their circumstances had changed and they no longer wanted to foster and two were de-registered following a complaint or allegation and did not meet the competencies required of foster carers. This latter action is an example of how the Service strives to maintain good quality care for the children looked after. The reasons for de-registration remain similar from year to year and the data shows a very high level of stability and retention amongst mainstream carers.

The quality of support for foster carers is crucial in their retention. The Vale of Glamorgan provides monthly supervision of foster carers backed up with a comprehensive training programme, from induction training for new foster carers to continued professional development training for the more experienced foster carers, alongside more specialist area training. For this coming year we are planning to introduce a series of workshops for foster carers in the evenings and e-learning modules. Foster carers also meet monthly in their own support group facilitated by three of our most experienced foster carers. Foster carers also have the opportunity to attend a monthly forum with managers of the Service in order to aid communication, provide information and being able to air any concerns or anxieties and enable these to be addressed swiftly.

There continues to be pressure on placements and as at 27th March 2015 the LAC population stood at 188. Of these, 103 are placed within in-house placements, which is an increase of two compared to last year. However those placed with mainstream carers has increased by nine. It needs to be noted that capacity can be limited in a number of ways. New carers tend to commence on reduced numbers offering respite care until they gain some experience of looking after other people's children. Foster carers are now encouraged to retain a young person living with them beyond eighteen years old until they are ready for independence which is in line with Welsh Government's 'When I'm Ready Scheme'. The Vale of Glamorgan is well placed to comply with this Scheme as it had some provisions already in place, promoting the practice of improving positive outcomes for young people. The success of achieving permanency for looked after children through Special Guardianship Orders has also contributed to a reduction in placement availability with one child placed with a mainstream carer being subject to an Order over this period. At any one time there may be a number of foster carers on hold for a variety of reasons, for example, ill health, extended leave, adoption leave, bereavement or possible temporary suspension if subject to allegations where enquiries are made under Part IV of the All Wales Child Protection Procedures.

For these reasons the recruitment strategy is key in increasing in-house placement availability. Alongside this foster carers' approval status is being extended to cover all age groups, that is, from 0-18years old. This can provide more flexibility and acknowledges foster carers have skills to meet the needs of children and young people throughout their childhoods. However, we have to consider matching issues carefully, particularly when the person requiring accommodation or other young children in placement presents risks to others. The needs of foster carers' own children also needs to be taken in to consideration. For these reasons we are currently running with 15 vacancies, where there are no children waiting for placements which meet these vacancy matching criteria. This enables us to offer placement choice, especially for children ten years old and younger. In order to maximise the capacity of our in-house foster carers use is made of exemptions and variations to foster carer's approval and matching status where appropriate and where it is in children and young people's best interest. The number of exemptions and variations used is slightly higher than last year, from 12 to 13. One of the reasons for exemptions is to keep siblings placed together, rather than separately. Other reasons are where it is the best match to meet the young person's needs. The majority of exemptions have been used for very short periods when respite has been required and it has been seen in the child's best interest to be placed with a foster carer that is already known to them. All exemptions are approved by an Operational Manager.

Children and Young People Services have always striven to place children requiring accommodation within their own families and communities with family and friends or kinship placements, where it is safe to do so. Research suggests children placed in this way are more likely to have better outcomes and this remains a key focus when considering children's needs. The Fostering Service has provided a lead person in order to promote and support this activity and ensure kinship carers support needs are met. They are afforded the same opportunities for support services as mainstream carers.

In 2014/15 there was an increase in kinship carers of one, with 3 kinship carers de-registered. One kinship foster carers obtained a Special Guardianship Order in 2014/15, one was no longer required as a result of the children turning 18 and one was due to ill health.

The trend of the number of children and young people placed in independent foster agency placements has remained the same this year 28 although this number has fluctuated throughout the year. The reduction of this figure remains a key target for the Service.

As at 31st March 2015, 88% of foster carers had up to date annual reviews/approvals. Completion of annual reviews within timescales remains a priority for the team.

Part 2 Regulation 42 - Schedule 7

1. **Compliance with the foster placement agreement and the responsible authority's plan for the care of the child, in relation to each child placed with foster carers.**

   Within the Vale of Glamorgan all requests for children to be looked after are presented to the Placement Panel for a decision. Placement Panel will consider each child's circumstances and what support may be necessary to prevent a child becoming looked after if appropriate. Where a child is admitted to care a timescale is set for monitoring interventions. A placement meeting takes place following each placement made with foster carers.

   Care Plans The Vale of Glamorgan provides PI information to Welsh Government (WG) on the completion of care plans.

% of LAC reviews completed within timescales	95.94%
% of children LAC with a care plan in place	100%

   The percentage of LAC reviews completed within timescale is down 1.3% on last year and all children have a care plan in place prior to them being accommodated.

   Education The Vale of Glamorgan provides PI information to WG on the completion of Personal Education Plans (PEPs). We have seen a significant increase in performance on completion of PEPs this year due to the introduction of a new way of managing and recording PEPs. The fostering service also monitors the educational attainment of children placed with its foster carers and information on exclusion rates.

Children who required PEP's due to change of school or entry into care during 2014/15	35
Number of PEP's completed	35
PEP's completed within 20 days	34
PEP's completed outside 20 days	1

2. **All accidents, injuries and illnesses of children placed with foster carers.**

All children and young people placed with foster carers are registered with a GP, dentist and optician. Vale of Glamorgan foster carers receive training on meeting the health needs of children and young people in foster care. This is delivered by the looked after children specialist nurse. Foster carers also receive training on first aid for children.

Children, young people and foster carers are also able to discuss health issues with the LAC nurse. Health promotion is also discussed e.g. smoking, healthy eating, safety and safe sex. The Foster Carer Handbook also provides information and general guidance on health issues. Issues relating to health are discussed as part of the supervising social workers' monthly visits to foster carers and recorded in the case records. Any medication prescribed to children is recorded by the foster carer and provided to the supervising social worker and the child's allocated social worker.

Number of accidents, injuries or illnesses recorded	Outcome or themes identified
44 accidents/injuries/illnesses. .	Mainly falls resulting in bumps, grazes and cuts from play and general activity. Two incidents of overdoses involving alcohol.

3. **Complaints in relation to children placed with foster carers and their outcomes.**

All complaints received within the Vale of Glamorgan are registered with the Complaints Officer centrally. The Complaints Officer co-ordinates the response to all formal complaints made in relation to children placed with foster carers and the outcomes of these complaints are provided within an annual report to the Senior Management Team. Robust complaints procedures are in place and all staff and carers are made aware of the complaints process. Information is provided to foster carers on how to complain via the fostering policies. Children receive information on how to complain within the Children's Guide and also via their allocated social worker.

The Fostering Service Team Manager and Operational Manager have regular dialogue with the Complaints Officer regarding any potential complaints whether formal or informal. Where foster carers make a complaint directly to the Fostering Service this information is shared with the Complaints Officer in order to register this. Complaints are recorded on individual foster carer files and also in a central register of complaints. Issues raised by foster carers are also addressed via the annual review of approval of foster carers.

Details of the complaints received and the outcomes achieved are outlined in the following table:

Complaints in relation to children placed with foster carers and their outcome 1st April 2014 to 31st March 2015

No. of complaints received	Details	Outcome
1.	21.6.14 LAC left in car alone whilst kinship FC went to shop	FC acknowledged she acted inappropriately and assurances given that it would not be repeated.
2.	12.1.15 Range of concerns in respect of care of LAC that wished to take forward as a complaint including FCs not providing medication as prescribed.	Meeting held with parents under complaints procedure. Most concerns not upheld however medication concern upheld as FCs did not resume medication after a period of no medication, as advised by medical practitioner. Matter addressed with FCs.
Total 2		

4. **Allegations or suspicions of abuse in respect of children placed with foster parents and the outcome of any investigations 1st April 2014 to 31st March 2015**

Any allegations made against a foster carer by children placed, children known to the carer or any member of the foster carers household are referred to the child protection co-ordinator and child protection procedures are followed. All strategy meetings are chaired by the child protection co-ordinator, the meeting makes the decision about whether a Section 47 investigation should be carried out. CSSIW are informed of any allegations and the outcomes of investigations.

Number of Allegations	Details	Outcome
1.	6.5.14 FC's adolescent son had sexually abused his niece	Strategy meeting. LAC in placement moved. FC fully acknowledged safeguarding issues and fully cooperative. Perpetrator moved out of FC's home permanently. Returned to fostering panel to consider re approval.
2.	8.5.14 Told by LAC that FC had shouted at him, pushed him and fell, banging his head	Strategy discussion. Jt Police and SSD enquiries. Not criminal and not substantiated claims retracted by LAC. NFA
3.	21.7.14 LAC alleged female FC had grabbed her arm leaving a bruise	Strategy meetings under Part IV AWCPP. LAC later. NFA
4.	28.7.14 Carer informed she had caused a bruise to child whilst bathing	Part IV strategy meeting LAC child moved. Police investigated. Carer charged, later withdrawn. Police investigation ongoing.
Total 4		

5. **Staff Recruitment records and conduct of required checks for new staff.**

Within the Vale of Glamorgan the responsibility for completing checks on newly appointed staff lies with the Human Resources department. All new staff working within the Fostering Service are required to have an up to date enhanced DBS, references, evidence of eligibility to work in the UK, as required by the Asylum and Immigration Act, and provide evidence of their qualifications. Written references are followed up by a telephone call by the immediate line manager of the member of staff. Appointments are not confirmed until all relevant checks have been completed.

See attached staffing structure (Appendix 2)

Number of team meetings held: 10

Number of staff appraisals/PDR's completed: 100%

6. **Notifications of events listed in Schedule 8**

For notifiable events required under Regulation 42, forms are provided to foster carers to complete. Notifiable events are also raised during monthly supervision visits to foster carers.

Notifiable Event	Number of events
(1) Death of a child placed with foster carers	0
(2) Referral to the Secretary of State Pursuant to section 2(1)(a) of the Protection of Children Act (1999)(a) of an individual working for a fostering service	0
(3) Serious illness or serious accident of a child placed with foster parents	0
(4) Outbreak at the home of a foster parent of any infectious disease which in the opinion of a registered medical practitioner attending the home is sufficiently serious to be so notified	0
(5) Allegation that a child placed with foster parents has committed a serious offence	0
(6) Involvement or suspected involvement of a child placed with foster parents in prostitution	0
(7) Serious incident relating to a child placed with foster parents necessitating calling the police to the foster parents home	0
(8) Absconding by a child placed with foster parents	16
(9) Any serious complaint about any foster parent approved by the fostering service provider	1

7. **Unauthorised absences from the foster home of a child accommodated.**

The expectations of carers and the procedures to follow are contained within the Foster Carer Handbook. There is also a policy for staff and carers on dealing with absences without authority for looked after children. Carers are aware of the protocol with regard to children being absent from their care and the need to contact the 'on call worker' and Emergency Duty Team out of office hours. Unauthorised absences are recorded on the child's file and reported centrally.

No. of unauthorised absences	16
No. of children	7

8. **Use of any measures of control, restraint or discipline.**

Foster carers are provided with behaviour management guidance and training to prevent any inappropriate use of discipline. Issues with managing the behaviour of children in foster placements are discussed during supervision visits and recorded within the supervision template.

Date of incident	Behaviour leading to use of measure	Description of measure	Who used measure and who was present	Consequences & effectiveness
21.7.14	LAC became aggressive and violent towards foster carer and damaging property.	Tried to grab LAC's arm in self defence	Foster carer and LAC	Part IV. LAC retracted statement, FC admitted grabbing arm in self-defence. NFA

9. **Medication, Medical treatment and First Aid administered**

All foster carers are provided with advice and guidance within the Foster Carer Handbook regarding first aid and provision of medication. A form is provided to carers to record any medication given to children placed. Any regular medication required and administered to a child placed should be contained within their care plan in line with their specific health needs. If a

child placed requires emergency treatment foster carers are aware that they should notify the department as soon as possible, the relevant senior manager can then be contacted to provide permission. All foster carers receive first aid training.

No. of carers who have administered medication to children	14
No. of children	18

Part 3 Consultation Activity Undertaken

The Vale of Glamorgan Fostering Service consults with service users bi – annually as part as part of the Directorates' rolling programme of consultations conducted by the Quality Assurance Officer.

Foster carers, children and young people were consulted during 2013/14 through questionnaires and interviews. We are currently consulting with foster carers and children placed at the time of writing this report May 2015 the findings of this consultation and any resulting action plan will be made available and attached as an appendix to this report.

A children's consultation document is completed for all foster carer's annual reviews by looked after children, given their age and understanding. We have also developed evaluation forms which are sent out to prospective foster carers during different points in the recruitment, assessment and approval process, to ensure we continuously consult and improve our service.

- **Foster Carers – Analysis of Consultation**

    To be attached as an appendix following completion

- **Children and Young People – Analysis of Consultation**

    To be attached as an appendix following completion

- **Parents** – The Vale of Glamorgan Fostering Service does not currently undertake consultation with birth parents and family regarding the quality of Service.

Signature:…………………………. Date: May 2015

Karen Conway

Operational Manager

APPENDIX 1

Analysis of the moves of Looked After Children
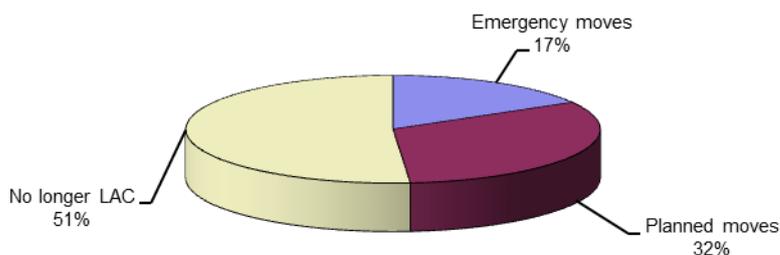## From January – December 2014

Based on the report generated during 2014 relating to new admissions and moves, there were a total of 150 'moves' of Looked After Children from January to December 2014 (this does not include 'new admissions').

Of the 150:
48 were planned moves
25 were emergency moves
77 were where placements ended and there is no longer a LAC status

The chart above shows that the most common type of move was planned with 32% (48) falling into this category, with only 17% (25) of moves being due to an emergency. Of the emergency moves, 7½ % (11) were due to disruptions and 9½ % (14) were due to non-disruptions.

51% (77) of the moves were attributed to the placement ending and the child no longer being looked after.

Planned placement moves

Of the 48 planned moves there were several different placement options that occurred.

In-house foster care	18
Residential children's home	7
External foster care	5
Placement order / adoption	5
Supported accommodation / lodgings	3
Kinship / relative carer	5

Placement with parent regulations   2
Residential / School   -
Independent living   1
Secure   1
Hospital (CAMHS)   1

Planned moves 2014

A bar chart titled "Planned moves 2014" showing the following values:
- In-house foster care: 18
- Residential childrens home: 7
- External foster care: 5
- Placement order / adoption: 5
- Supported accom / lodgings: 3
- Placement with parent regulations: 2
- Kinship / relative carer: 5
- Independent living: 1
- Secure: 1
- Hospital (CAMHS): 1
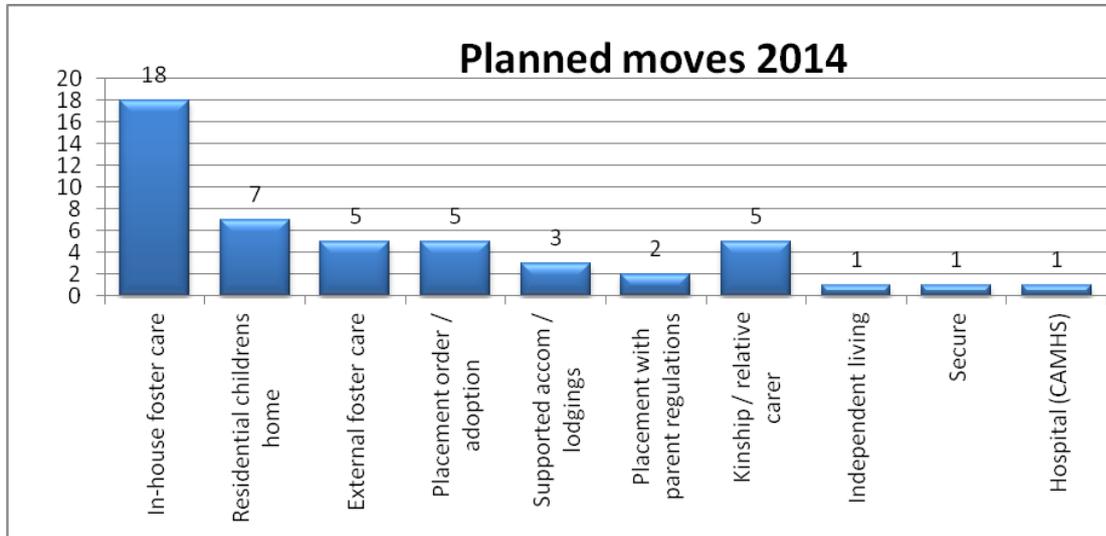
The above chart shows that the most common planned move was to in-house foster carer at 38% (18), followed closely by moves to residential children's homes at 15% (7) and external foster care at 10% (5).

The least common planned moves were to independent living, secure and hospital at 2% each (1 each).

Emergency placement moves

The least common type of move was emergency un-planned moves and 17% (25) fell into this category.

These are made up of several placement options detailed below:

In-house foster care   13
External foster care   4
External Residential   4
Relative / Friend   2
Supp.Accom/Lodgings   2

Emergency moves 2014
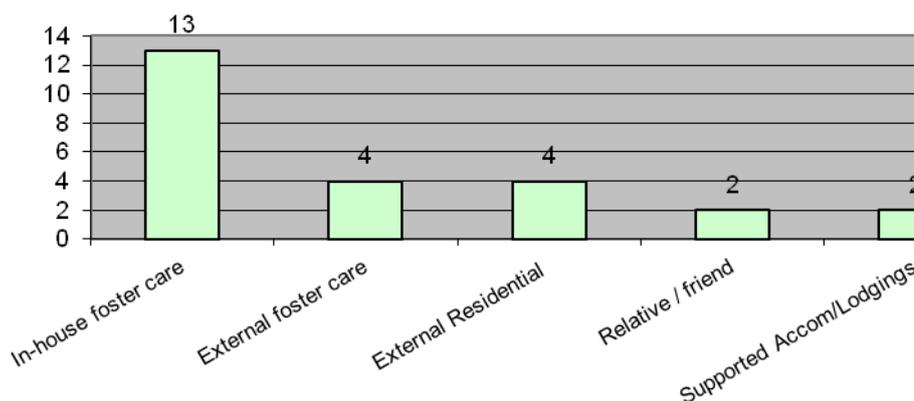
The above graph displays that the least common emergency moves from January to December 2014 were either to Relative/Friend, or Supported Accommodation/Friendly Lodgings, both at 8% (2 each).

The most common type of emergency move was to In-house foster care and 52% (13) of all moves fell into this category, followed closely by external foster carers at 16% (4).

2014 has demonstrated a more evenly balanced outcome in movements, using in-house and external foster care, in both planned and emergency cases. The charts below show the reduced gap in planned verses emergency to external foster care & in-house foster carer during 2014.
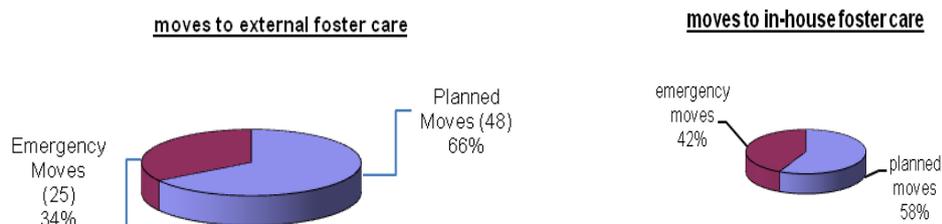
Emergency moves – due to disruption

There were 25 placement moves that were not planned and had to be carried out on an emergency basis. There is minimal difference between the number of moves due to disruptions 44% (11) and non-disruptions 56% (14). A disruption occurs when the foster parents request that a foster child be moved from their home. This can be for various reasons, eg the child presenting behaviours that the foster parents feel are beyond their expertise.

Emergency moves due to disruptions

disruption, 44%

non-disruption, 56%
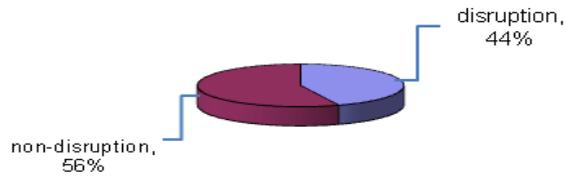
Of the above disruptions (11), it was a variety of types of placement that broke down.

In-house   4
External foster carer   3
External Residential   3
Placement with Parents   1

Placements which broke down due to disruption

Placement with Parents 9%

In-house 37%

External Residential 27%

External foster carer 27%
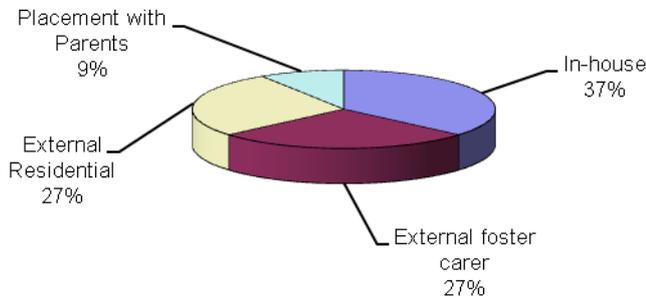
The above chart shows that the majority of disruptions took place within in-house foster placements at 37% (4), followed closely by external foster care placements and external residential placements, both at 27% (3) each. One Placement with Parents also broke down which constituted 9% of the total.

Of the 11 disruptions, different placements types were used to move the children and young people to.

In-house foster care   2
External foster care   2
External Residential Home   3
Relative/Friend   1
Supported Accom/Lodgings   2
Residential School   1

Alternative placement type used after disruption
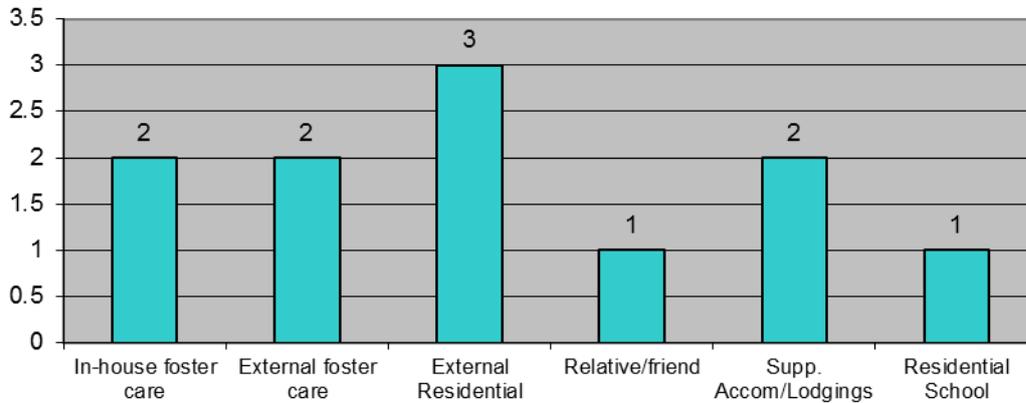
The above chart shows that the most common alternative placement used following emergency disruption moves was to external residential care with 27% (3) of the moves falling into this category. This was followed closely by three categories, internal foster care, external foster care, and supported accommodation/lodgings, with 18% (2) placements each.

Placements ending

Included in the 'moves' of looked after children are placements that have ended which coincide with a child no longer being looked after and sometimes a placements move.

There were 77 placements that fell into this category between January-December 2014.

There were several reasons given for their looked after status to end, which is detailed below.

reason for placements ending
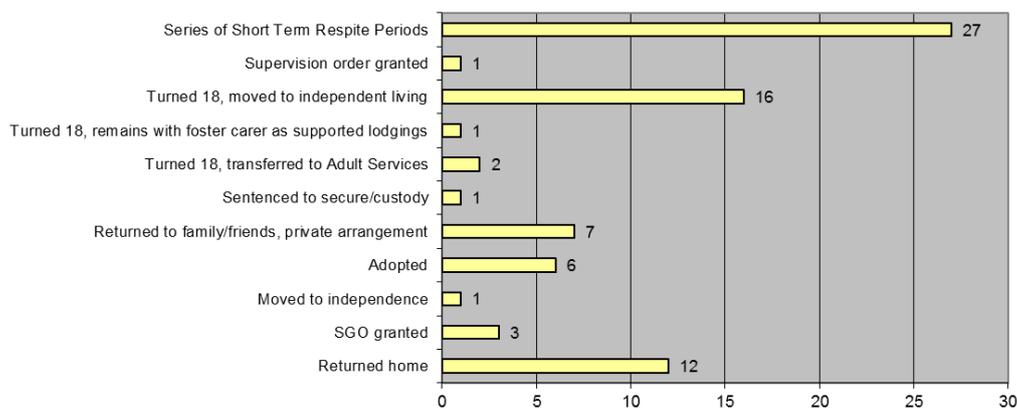
Ends – Series of Short Term Respite Periods

The above chart shows a large proportion of 'Ends' (27), relating to 'Series of Short Term Respite Periods'. This is used as a preventative measure where a family in crisis require a few days regular respite, and the child/young person is Looked After for short periods in order to prevent the need for them to become Looked After full time. These periods are shown as 'New Admissions' and then 'Placement Ends'. This figure will appear to be quite high due to the number of periods of respite involved (although the children/young people involved may be few).

Ends – Move to independence

The next highest number of 'Ends' (16) were due to young people who have turned 18years and moved on to independence. This equates to 21% within this category.

Ends – Return home

The above chart shows 12 'Returned home' end types. This was where the child or young person returned home, with 16% of moves falling into this category.

Ends – Adoption

There was a number of 'ends' due to the looked after status ending due to adoption which equates to 8% within this category.

**Ends – Looked after children turned 18**

There were a combined a total of 4 young people who moved due to turning 18 years of age which equates to 5% of all 'end' moves falling into this category; although outcomes of this are broken down in the chart below.
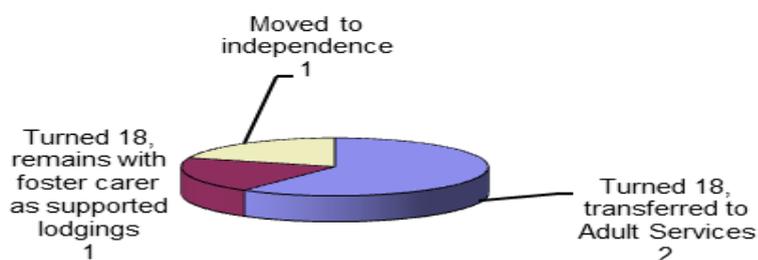
Ends – move to relative placement

There were a combined a total of 11 young people moved to family/friends which equates to 14% of all 'end' moves falling into this category. The outcomes of this are broken down as:-

Supervision Order granted   1
Special Guardianship Order granted   3
Family/friends private arrangement   7
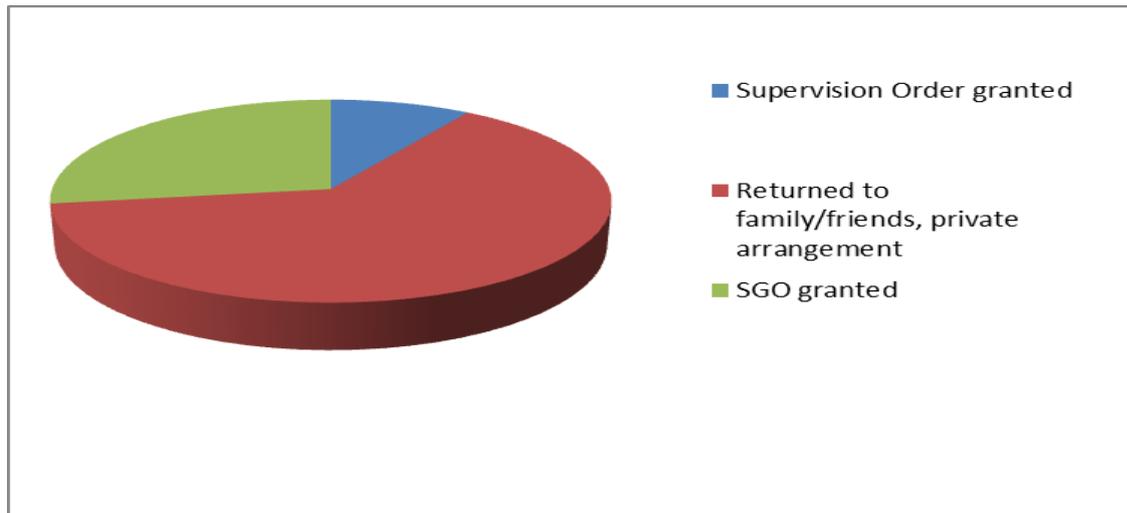
The above chart shows that when a child moved to a relative's home and was no longer looked after, the most common was 'Returned to family/friends' with a total of 7 'ends' under these arrangements. This continues to be a positive outcome to support personal indicators and team plan objectives to reduce LAC population by 10% over 3 years.

The least common was where a Supervision Order was granted with just 1 'end' falling in this category.
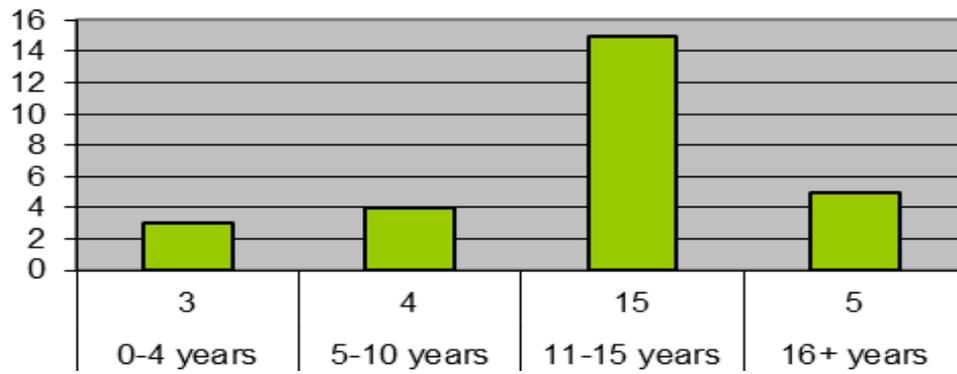
Emergency moves – age & gender

Of the 25 emergency moves the most common gender was:-

Male   12
Female   13

female 13
52%

male 12
48%
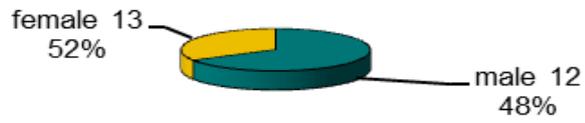
Ages of these young people range between 0-16+ years of age but the most common was the 11-15 age group.

	3	4	15	5
	0-4 years	5-10 years	11-15 years	16+ years

Appendix 2
Management and Staffing

STAFFING

NAME	ROLE	QUALIFICATION
Martyn Blackmore RSW	Team Manager (Interim) Registered Manager	CQSW (1987) DipSW (1987)
Bethan James RSW	Practitioner Manager	MA SW (2008)
Glenda Sloan RSW (left Jan 2015)	Practitioner Manager (PT)	DipSW (2000)
Carol Sinnett RSW	Practitioner Manager/ social worker from Nov 2014(Agency) (PT)	CQSW (1987)
Lynne Hocking RSW	Practitioner Manager (Agency) (PT) from Nov 2014	CQSW DipSW (1986) NVQ L 4 PQ1
Amanda Hindley Morris RSW	Social Worker	DipSW (2002) PQ6
Gareth Matthews RSW	Social Worker	BA Hons SW (2007)
Debbie Reece RSW	Social Worker	DipSW (2009)
Alison Tyrrell RSW	Social Worker (Agency) (PT)	DipSW (1999)
Veronica Barker RSW	Social Worker	DipSW (2006)

Martha Cirino RSW	Social Worker	DipSW (2005)
Trudi Harris RSW	Social Worker (Agency) (PT)	DipSW (1998)
Rebecca Couch RSW (left end 2014)	Social Worker (PT)	DipSW , MA SW (2005)
Ciara Rees RSW	Social Worker	B.A Hons SW (2007)
Terry Price	Social Care Officer	
Colette Raymond	Senior administration officer from December 2014)	ECDL, NVQL3 Business & Administration, NVQ L3 Management
Michaela Virgill (left July 2014)	Administration Officer	ECDL
Caroline Harfoot (moved teams Jan 2015)	Administration Assistant (PT)	ECDL
Carol Organ	Administration Officer from July 2014	