

# Infinity Foster Care Statement of Purpose 2023



Infinity Foster Care

Infinity Foster Care is an independent fostering agency dedicated to providing outstanding foster homes and carers for children.

Our **strong, stable and caring family environment model** involves placing children with carers who truly **believe in children**, and more importantly, **believe in their future**.

**Infinity Foster Care**  
**Cranbrook House,**  
**61 Cranbrook Road**  
**Ilford, London**  
**IG1 4PG**  
**020 3488 1238**

[info@infinityfostercare.co.uk](mailto:info@infinityfostercare.co.uk)  
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LONDON



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# About Infinity Foster Care

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Infinity Foster Care was established as a result of identifying the need to promote the ethnic, cultural, religious and linguistic backgrounds of children and young people taken into foster care.

Infinity Foster Care's registered office is based in Ilford, East London. We aim to have a sufficient number of dedicated and fully qualified staff to help deliver an outstanding local service to foster carers and foster children.

Here are the full contact details for our office:

Infinity Foster Care  
Cranbrook House,  
61 Cranbrook Road,  
Ilford, London,  
IG1 4PG  
0203 488 1238  
info@infinityfostercare.co.uk  
[www.infinityfostercare.co.uk](http://www.infinityfostercare.co.uk)

*“We believe that one the greatest things you can do in your life is to make a real, positive and lasting difference to the life of a child or young person”*

# Introduction to the Statement of Purpose

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This Statement of Purpose sets out the aims and objectives of Infinity Foster Care.

The information to be contained in the Statement of Purpose is prescribed in the Fostering Services (England) Regulations 2011 and the National Minimum Standards. The Statement of Purpose is to be regularly reviewed and formally updated every twelve months. This document is made available, upon request, to foster carers and prospective foster carers, any child placed by the service, the parent of any child looked after and staff. It is also available on Infinity's website.

The Statement is informed by:

- Children Act 1989 Guidance and Regulations, Volume 4: Fostering Services
- Care Standards Act 2000
- The Fostering National Minimum Standards 2011
- Fostering Services [England] Regulations 2011 (amended 2013)
- Care Planning and Fostering Regulations 2015

# Introduction to the Statement of Purpose – Cont.

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## Values – Children

- In line with the values and priorities set by Infinity Foster Care, Infinity aims to work in partnership with local authorities and other professional agencies to ensure that children in care have the same opportunities as other children living with their parents.
- This is achieved by offering placement choices so that children are matched to a carer who can then be supported in meeting their needs.
- Positive experiences in the foster home contribute to the achievement of all of the key outcomes identified in the National Minimum Standards.
- Infinity Foster Care is committed to invest resources in increasing placement choices and quality of foster care provisions. The agency will work closely with children's services within social care to meet the needs of children and with foster carers to continuously improve and develop the service.
- The agency is committed to recruiting, maintaining, supporting and training carers from wide range of diverse backgrounds. The diverse needs of children and young people in terms of sexuality, ethnicity and disability require the agency to address these issues with foster carers during the assessment process and after approval and to be supported to meet these needs and feel supported in relation to their own identity.

## Introduction to the Statement of Purpose – Cont.

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This document had been produced to be read by the following:

- Children and young people who are placed with our foster carers
- The agency's staff and panel members
- Foster carers and prospective foster carers
- Local Authorities who are considering placing with Infinity Foster Care
- Colleagues, stakeholders and partners
- Regulatory, health and educational establishments
- The general public

We hope that the information detailed will illustrate our commitment to provide outstanding, excellent and sustainable placements for children in our care.

The statement of purpose for Infinity Foster Care is reviewed regularly by the Management Committee and any changes will be reported to Ofsted.

# Legal Status

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Infinity Foster Care, an independent fostering provider (IFP), is a private limited company registered under the Companies Act 1985 with Companies House (company number 11811963).

Infinity Foster Care was registered with Ofsted in August 2019.

In accordance with the Companies Act 1985 and 1989, Infinity Foster Care has produced a Memorandum of Association and Articles of Association.

Infinity Foster Care has a Management Board.

The Management Board meet regularly and are responsible for the corporate governance of the company, as well as determining and reviewing the company's:

- Strategic vision and direction
- Culture, values and principles
- Annual business plan
- Performance targets
- Policies and procedures
- Financial management
- Legal compliance
- Quality assurance

The Management Board at Infinity Foster Care meet the statutory duties and responsibilities as Directors of a registered company and ensure that all matters are reviewed regularly and in a planned way.

# Aims and Objectives

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Infinity Foster Care is an independent fostering agency dedicated to providing outstanding fostering homes and families for children.

We are determined to make a difference to the lives of children by bringing a fresh perspective to foster care provision. We endeavour to place children at the heart of our organisation by placing them at the heart of a community which values them and supports their needs.

Our strong, stable and caring family environment model involves placing children with carers who truly believe in children, and more importantly, believe in their future.

Regardless of the circumstances a child has been through, we believe in delivering a foster care service that places their needs at the centre of everything we do and help provide a safe prosperous future for every child that is placed with Infinity Foster Care and our approved foster carers.

## Aims:

- Provide foster care placements and support packages for children and young people 'looked after' that offer a stable and consistent experience of family life, to enhance and maximize their life opportunities.
- Recruit and retain foster carers from diverse backgrounds thus ensuring a range of appropriate placements for children and young people.
- Respect and promote the racial, cultural, religious and linguistic backgrounds of children and young people.
- Consider the gender, suitability, disability of fostered children and young people when making placement decisions.
- Promote a child/young person-centred approach.
- Provide a responsive, supportive and professional 24-hour service for foster carers, children/young people and local authorities.
- Provide a commitment to the ongoing learning and professional development of the agency, foster carers and staff.
- Establish, review and maintain policies and procedures that will comply with legislative and statutory requirements and expectations.



# Aims and Objectives - Cont.

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## Objectives:

- Develop our services in order that children and young people can develop, grow and achieve the following outcomes as stated in the National Minimum Standards:
  1. The child's wishes and feelings and the views of those significant to them
  2. Promote a positive identity, potential and valuing diversity through individualised care
  3. Promote positive behaviour and relationships
  4. Safeguard Children
  5. Minimise Children Missing from Care
  6. Promote good health and wellbeing
  7. Leisure activities
  8. Promote educational attainment
  9. Promote and support contact
  10. Provide a suitable physical environment for the foster child
  11. Suitable and well-matched placements
  12. Promote independence and moves to adulthood and leaving care
- Prepare, support and train foster carers to enable them to provide high quality specialist foster care.
- Continuously monitor the services provided by the company to develop the provision accordingly.
- Support children and young people within their family placement to optimize their potential in all areas, including: educational, social, psychological, emotional and physical development.
- Ensure that a care plan for the child's future is acted upon within the timescales and parameters, set at each review.
- Work in close partnership with local authorities to promote and safeguard the best interests and welfare of the child/young person.
- Retain foster carers and staff through a strategy that ensures they are appropriately supervised, supported, rewarded and developed.

# Management Structure

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The management activities are currently undertaken by the Registered Manager and Office Manager.

The management activities are overseen by the Responsible Individual.

The Registered Manager is responsible for managing and coordinating the social work activities of the agency, ensuring effective and efficient service provision within the legal and regulatory framework for foster care.

The Office Manager is responsible for responsible for the smooth and efficient running of the office premises and managing the administrative functions of Infinity Foster Care.

The Responsible Individual is responsible for establishing and the reviewing the organization strategic vision and direction.

## **The Registered Manager**

The Registered Manager of Infinity Foster Care has extensive experience in the management and undertaking social work duties and responsibilities and has been involved in the social care sector for more than 17 years, undertaking a range of positions in Statutory and non-Statutory settings. These include: Local Authority placement teams, fostering and assessment, child protection-safeguarding and looked after children's team, and has undertaken management activities and leadership roles within Independent Fostering Sector.

## **The Office Manager**

The Office Manager assists the Registered Manager in the day to day management of the administrative services including managing all enquiries and correspondence to the agency, team meetings, statutory checks of staff and foster carers, training, managing full information and records of foster carers and children in placement as well as health and safety compliance.

The Office Manager has over 7 years employment history in office managerial experience including over 4 years of managing the head office for an Independent Fostering Agency.

# Management Structure – Cont.

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In addition to the above, Infinity Foster Care has a dedicated team of fully qualified staff to help deliver an outstanding service to foster children.

Social Workers are responsible for providing support and supervision to foster carers. Our supervising social workers have appropriate social work qualification e.g SWDegree/DipSW/CSS/CQSW and are registered with Social Work England.

Our dedicated and professional foster carers will be responsible for providing a safe, caring and nurturing environment, promoting the welfare of children and young people entrusted in their care.

Key financial services, including invoices and payments will be undertaken by appropriately qualified financial personnel. Management and supervising social workers will manage and co-ordinate the 24 hour out of hours service.

All staff, whether directly employed on a service contract or providing services under a service agreement, are subject to the full range of enquiries including:

- DBS checks
- References from previous and current employers
- Copies of qualifications
- Identity checks

All staff who work for Infinity Foster Care, either permanent, part-time or self-employed, are covered by appropriate professional indemnity insurance and all have role profiles, contracts of employment and/or contractual project briefs.

Infinity Foster Care Insurance liabilities cover is in line with Local Authority contractual requirements and is as follows:

Employers' Liability £10,000,000  
Public Liability £10,000,000  
Abuse Liability £5,000,000  
Professional Indemnity £5,000,000

# Service Offering

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## Fostering Placements

The Placement Officer at Infinity Foster Care is the first point of contact for local authorities making referrals or enquiries about placement choice and availability. All placements are appropriately and professionally 'matched' ensuring a detailed process between the needs of children and young people and the skills and experience of foster carers to meet those needs.

The agency provides a wide range of placements for children and young people of all ages with foster carers, these include:

- Parent & Child placements
- Long term placements
- Short term placements
- Sibling groups
- Placements for children with disabilities
- Respite placements
- Asylum seeker placements
- Emergency placements

All placements made with foster carers are undertaken and monitored in accordance with the Fostering Regulations (2011).

Therefore:

- Individual 'Foster Placement Agreements' are prepared either before or at the point of placement, which include essential information sharing and care plans.
- Wherever possible, pre-placement planning is undertaken, including introductions between foster carers and children. In the case of emergency placements, immediate care planning is given timely attention.

# Service Offering – Cont.

## Supervision Service

In addition to the child's social worker, a supervising social worker is allocated to support and supervise every foster carer with the placements they provide.

The Supervising Social Worker will:

- Maintain regular contact with the foster carer/children in placement through monthly visits and daily/weekly telephone calls.
- Make a minimum of at least one unannounced visits to the foster home every year.
- Provide advice, guidance and support to the foster carer on their care of children in placement.
- Participate in the out of office hour's management and support to carers and local authorities.
- Investigate and co-ordinate other support services as appropriate.
- Liaise with other professionals and contribute to reviews and formal meetings in respect of care planning.
- Provide formal supervision and identify and respond to foster carers training and development needs.
- Keep accurate records and provide regular updates, always keeping local authority informed of the children progress

Infinity Foster Care employs Supervising Social Workers who are suitably qualified and experienced to undertake the role. Every effort will be made to match children with families that reflect their religious, cultural and diversity needs. Issues around child protection will be dealt with immediately, in line with agreed procedures.

School attendance and academic achievement will be promoted for all children and young people, in line with the DfE. Daily written records and logs on each child or young person will be maintained and provided to placing authorities, on request.

Corporal punishment will NOT be used in any circumstances. Guidance is provided on the use of sanctions and a written record kept of any implementation.

Infinity Foster Care and its carers will maintain vigilance and confidentiality. Foster carers will have continuing training, including NVQ's and TSDS standards, and support group meetings. Infinity Foster Care ensures each foster carer and foster home fulfils all health and safety and risk assessment requirements. Foster carers will work to an agreed care plan and within the terms of the placement agreement. Foster carers will promote agreed contact with the children's families unless this is considered detrimental to the child.

Foster carers will receive regular support visits from supervising social workers and regular telephone contact (weekly or daily, dependent on need). An 'out of hours' support service will be provided to foster carers, with management support, as required.

# Service Offering – Cont.

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## Support for Children and Young people

All children and young people in placement with Infinity Foster Care are visited regularly as part of the role of the Supervising Social Worker. In undertaking this, due consideration is given to the role and involvement of the local authority social worker, so that there is clarity between the roles and responsibilities of each agency and social worker. The Supervising Social Worker will ensure that the best interests of the child and/or young person is being safeguarded and promoted and identify further services that are appropriate to promote their physical, mental and emotional welfare.

Infinity Foster Care will commission qualified, accredited and experienced educational and therapeutic professionals on a sessional basis to provide psychological support, assistance and information to children and young people in placement as and when required.

## Support for Foster Carers

All foster carers have a named, fully qualified supervising social worker. It is this social worker's responsibility to manage and support the carer in the fostering tasks.

Infinity Foster Care's supervising social worker understand that they have a responsibility for ensuring that the child in placement needs are paramount, even though they do not have case management responsibility for the child.

All foster carers are enrolled as members of the FosterTalk (financed by Infinity Foster Care) as this provides excellent up-to-date information and legal insurance should carers be the subject of an allegation or need legal advice.

Foster Carers are developed through regular training and are provided support with a therapist for their wellbeing as when needed.

## Matching

All young people's placements are closely matched to ensure that their needs are met by the skills and experience of our foster carers.

Infinity Foster Care have an appointed referrals person, who is the first point of contact for enquiries about placement choices and who liaises closely with the Registered Managers and supervising social workers, foster carers and local authorities to ensure the best possible match and outcomes for the child.

## Financial

Foster carers receive an appropriate weekly fostering allowance, which is paid directly into their bank accounts which is transferred on a fortnightly basis.

Foster carers are self-employed and pay their own tax and national insurance. Detailed financial information and guidance is supplied to foster carers within the Foster Care Policies, Procedures and Practice Manual.



# Service Offering – Cont.

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## Emergency Support (On-call service)

At weekends, during the evenings and at night, foster carers are offered an on-call service, which is appropriately staffed, who in turn are supported by the Registered Manager.

Carers are encouraged to contact the 'on-call' worker for support and guidance. The office telephone numbers are diverted out-of-hours to the on-call worker. In addition, the Registered Manager is also always available via a mobile phone.

Infinity Foster Care also provides a 24 hour referrals and home finding service available to Local Authorities/Social Services Departments for the emergency placements of children and young people.

## Unannounced Visits

Part of the monitoring of the work of the foster carer is occasional unannounced visits by the supervising social worker. There will be at least one unannounced visits each year. These visits are not intended to be intrusive in any way.

## Foster Care Review

As set out in the Children Act 1989 and the Fostering Service Regulations 2011, all foster carers must undergo an Annual Review. The main aim of the Annual Review is to determine whether approval should be renewed and whether there should be any change in the terms of approval. The review will include written reports and feedback from the foster carer's and their family, Supervising Social Worker, Registered Manager, the local authority Social Worker, children and young people in placement, children of the household/carers and the foster carers themselves. Once completed, it is signed by the carers and their supervising social worker.

The Annual Review is an opportunity to look at progress in meeting targets set for the improvement of skills, to set new goals and action plan for the next year. Training needs are assessed and commitment to further training agreed.

## Recording Keeping

Foster carers are expected to keep a daily log of significant events appertaining to the child/ren in placement. Maintaining diaries and logs is an important part of a foster carer's role, and accurate, factual and unbiased recording is therefore paramount.

It should also be noted that these diary recordings could, should the need arise, be used as evidence in the Court system. This record will be kept in a daily log, one for each child in placement. Diaries and logs are supplied by Infinity Foster Care, and remain the property of Infinity Foster Care, so at placement end, they should be returned to the Agency.

# Foster Carers / Children & Young People

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Infinity Foster Care will have on its register a number of professional foster carers from different background and wide range of skills that are looking after children. We will be caring for a wide range of children and these include siblings groups, asylum seekers, learning disabilities, children of particular faith and others. More information about the foster carers and the children in the care of Infinity Foster Care can be provided upon request.

To obtain the current information, please put your request in writing to:

Ashish Goswami,  
Registered Manager,  
Infinity Foster Care  
Cranbrook House  
61 Cranbrook Road,  
Ilford, London  
IG1 4PG  
Phone: 020 3488 1238  
Email: [ashish@infinityfostercare.co.uk](mailto:ashish@infinityfostercare.co.uk)



# Complaints

We are committed to providing a high quality, accessible and responsive service. One of the ways in which we can continue to improve our service is by listening and responding to all comments and complaints.

Infinity Foster Care's Complaints Procedure places an emphasis on resolving complaints at a local level where possible. Records of investigations and outcomes of complaints resolved informally are held on file for inspection by Ofsted and other regulatory bodies.

All children/young people placed with Infinity Foster Care foster carers are informed of the organisation's complaints procedure via a Children's Guide/handbook and an individual complaints leaflet, that can be detached and sent to the Registered Manger.

All foster carers, staff and children's/young persons are also provided with information about Infinity Foster Care complaints procedures.

Infinity Foster Care's complaint process has the 2 stages.

## Stage 1

All complaints should be addressed in writing to the Registered Manager. The exception is for children, who can make a written or verbal complaint to any member of staff. The Registered Manager will respond to each complaint and seek a resolution within 28 days.

Please address all your complaints in writing and send to [ashish@infinityfostercare.co.uk](mailto:ashish@infinityfostercare.co.uk) or

Ashish Goswami, Registered Manger, Infinity Foster Care,  
Cranbrook House, 61 Cranbrook Road, Ilford, London, IG1 4PG  
Phone: 020 3488 1238

## Stage 2

If the complaint has not been adequately addressed, then the Responsible Individual can be contacted in writing. If appropriate, an independent officer, may be appointed to help deal with the complaint.

Summary details of all complaints and their outcomes are filed confidentially and can be provided upon request.



# Complaints – Cont.

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We are always pleased to receive comments about our work. It is useful for us to know when we have done a good job, as well as when things have gone less well. This helps us maintain and enhance our service.

Please address all your comments or feedback in writing and send to: [ashish@infinityfostercare.co.uk](mailto:ashish@infinityfostercare.co.uk)

Or

Ashish Goswami,  
Registered Manger,  
Infinity Foster Care,  
Cranbrook House,  
61 Cranbrook Road,  
Ilford, London  
IG1 4PG  
020 3488 1238

If you have a complaint or are not satisfied with the outcome, you have the right to contact Ofsted, which is the organisation that registers and checks the work that fostering agencies do is to a high standard, at any time. Ofsted can be contact at:

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Tel: 0300 123 1231