

Foster Care Group Wales Cyf

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the Regulations and Inspection of Social Care (Wales) Act 2016 (RISCA). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: Foster Care Group Wales Cyf

Provider summary

The provider was registered on:	17/01/2020
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	All staff training needs are identified during annual appraisal and discussed in monthly supervisions thereafter. Monthly practice meetings are held, where pertinent topics are discussed. All staff have a training budget, enabling them to attend external training courses of interest, alongside having access to FCGW & CwmTaf training calendar. All staff also have an annual subscription to FCGW training website. Staff are also supported to complete external qualifications, e.g. ILM.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staff retention is excellent. staff hours have been modified and revised to accommodate personal circumstances. Caseloads remain low and support and supervision of staff remain paramount. Staff wages and benefits are very competitive, as is annual leave entitlement. staff are also given private healthcare, loyalty service awards and we adopt a flexible/hybrid working model, which promotes a positive work life balance.

Regulated services delivered by this provider

Service name	Service type	Type of care
Foster Care Group Wales	Fostering Service	None

Service: Foster Care Group Wales

Service summary

Service Type	Fostering Service
Type of Care	None
Approval Date	17/01/2020
Maximum number of places	0
Service Conditions	- Foster Care Group Wales Cyf is registered to provide a Fostering Service in Wales. - The responsible individual for this service is Dawn Elizabeth French
How many children were supported by the service during the last financial year?	71
How many foster families were supported by the service during the last financial year?	28

Service management

Responsible Individual(s)	Dawn French
Manager(s)	Stefanie Whetton

Service contact details

Service Telephone Number	<u>02920689849</u>
Service Contact Email Address	<u>dawn@fcgw.co.uk</u>

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

FCGW utilise a number of different methods to consult with people who use the service. Within the last financial year this has included individual consultation visits with children and young people, group events for both young people alone and with their foster families and a foster parent consultation group and Whatsapp group. In addition to this, bi-annual online questionnaires are circulated to a wide range of stakeholders and people who use the service, including young people, foster parents, local authority social workers, placement teams, IRO's, staff and panel members. All foster parent reviews also include the voice of the child, and independent reflections by foster

parents, as well as external feedback from local authorities, IROs, education, health professionals and all relevant members of the foster family.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	7
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Social Worker	4	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Social Worker	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	Not relevant to this staff group

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Social Worker	Working towards all staff completing	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Social Worker	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Social Worker	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Social Worker	Working towards all staff completing	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Social Worker	4	0	0
Other Staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Social Worker	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	0	1
Supervisory Staff (not providing direct care)	0	1
Social Worker	1	3
Other Staff	0	3

Staff qualifications**Hold required qualification & Working towards required qualification - not apprenticeship**

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Social Worker	0	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Social Worker	0	0
Other Staff	0	0