

SUNBEAM
FOSTERING AGENCY
DRIVEN BY CHILDREN'S NEEDS

STATEMENT OF PURPOSE

WEST MIDLANDS

(July 2026)

INVESTORS IN PEOPLE

Sunbeam Fostering Agency

Ofsted Good Provider

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Introduction

Welcome to Sunbeam Fostering Agency's Statement of Purpose. We hope this document helps you to understand our values in looking after children and the services we offer.

This Statement of Purpose reflects the current legislation and guidance taken from:

- A statement of our aims and objectives of Sunbeam's fostering service
- A statement as to the services and facilities provided by the fostering service
- The Care Standards Act
- The Fostering Services (England) Regulations 2011 as amended
- Fostering Services: National Minimum Standards (2011)
- The Children Act 1989 Guidance & Regulations Volume 4: Fostering Services (2011)
- The Care Planning, Placement and Case Review Regulations 2010
- The Care Planning Placement and Case Reviews and Fostering services (Miscellaneous Amendments) Regulations 2013

A copy of this Statement of Purpose is available on our website and has been provided to Ofsted, our regulator. Copies can also be made available, upon request to:

- A person working on behalf of Sunbeam Fostering Agency
- Any foster carer or prospective foster carer
- Any child or young person placed with Sunbeam
- Any parent or carer with parental responsibility for a child or young person placed with Sunbeam

This Statement of Purpose is reviewed by Sunbeam Fostering Agency 's Management Team whenever there is a change and at least anually.



About Sunbeam

Sunbeam is an Independent Fostering Agency. This means that we provide a range of different types of placements in foster homes to care for children who are looked after by local authorities. We carefully recruit, assess, train, approve, supervise, and continue to support, provide professional training and development of our foster families. Sunbeam is regulated and inspected by Ofsted and monitored by the local authority partners we work with.

Sunbeam was established in 2000 by three qualified and experienced social workers. The same founding Directors remain at the heart of the company, who have a strong vision to bring diversity and choice to ensure children have the best experience possible in fostering.

We have a dedicated experienced staff and management team with extensive social work experience within the fostering sector, providing an innovative foster care service to children and young people.

To date, we have more than 500 foster families available throughout the UK, from Portsmouth up to Lancashire providing care to over 700 children. Sunbeam has secured many contracts with local authorities and is a preferred provider for the majority of London and surrounding local authorities; including Suffolk, Northamptonshire, Cambridgeshire, Buckinghamshire, Bedfordshire and Hertfordshire, as well as the East and West Midlands. Initially based in London, Sunbeam has successfully expanded to set up three further registered offices in West Midlands, East Midlands and Home Counties (Sunbeam Pride Fostering Services)

Sunbeam has the below Fostering Services registered with Ofsted.

In 2024 Sunbeam and Footprints Foster Care, established more than 10 years ago, joined forces and this has added to the number and diversity of foster carers, the local authorities with whom we are working in partnership and the demand for stable, secure well matched placements for children and young people on which the reputations of Sunbeam and Footprints are so firmly founded.

- **Sunbeam London & South Office:** Sunbeam House, 12 Waterside Drive, Langley, Slough SL3 6EZ
- **West Midlands Office:** 383 Broad Lane, Coventry, West Midlands, CV5 7AX
- **East Midlands Office:** Melrose House, 9 Waverley Street, Nottingham, NG7 4BR
- **Sunbeam Pride Office:** 113 New Bedford Road, Luton Bedfordshire LU3 1LE, UK
- **Footprints Foster Care Office:** Longham Business Park, 168 Ringwood Road, Ferndown, Dorset BH22 9BU



Our Registered Offices

Sunbeam London and South

Our head office is based in Langley, Berkshire with resource centres in Wembley, Walthamstow, Croydon, and Portsmouth to provide support to foster carers and children locally in these areas. The Langley (London & South) business Service is registered with Ofsted (URN: SC035026).

Sunbeam House, 12 Waterside Drive, Langley, Slough SL3 6EZ





Sunbeam West Midlands

Sunbeam Fostering Agency Midlands opened in March 2011, which is separately registered with Ofsted (URN: SC425236). To support our Coventry office, we have resource centre in Birmingham.

383 Broad Lane, Coventry, West Midlands, CV5 7AX

Sunbeam East Midlands

Sunbeam Fostering Agency has a separate registration for East Midlands, which is separately registered with Ofsted (URN: SC2783158). The registered office is in Nottingham.

Melrose House, 9 Waverley Street, Nottingham, NG7 4BR





Sunbeam Pride Fostering

Sunbeam Pride Fostering Service opened in September 2009, which is separately registered with Ofsted (URN:SC398706). Our registered office is in Luton, and the agency has a resource centre in Northampton.

113 New Bedford Road, Luton Bedfordshire LU3 1LE

Footprints Foster Care

Footprints Fostering Service has been set up since 2012 and merged with the Sunbeam Fostering Group in October 2024. Foot Prints Fostering is separately registered with Ofsted (SC442553). The Registered Office is in Ferndown very close to Bournemouth.

Longham Business Park, 168 Ringwood Road, Ferndown, Dorset BH22 9BU



All of our registered offices inspected by Ofsted have been rated either 'Outstanding' or 'Good'. Sunbeam West Midlands is rated 'Good' in the recent Ofsted inspection.

Sunbeam is a member of Foster Talk and the Nationwide Association of Fostering Providers (NAFP). We ensure that all our foster carers are individual members of Foster Talk.

Sunbeam is a private limited company registered under the Companies Act 1989 (Company Registration No – 3948662).

Our Values and Aims

Our focus will always be what is in the best interests of children and young people in our care. We are committed to the values that are set out within the National Minimum Standards: Fostering Services

- The child's welfare, safety, and needs are at the centre of our care.

- Children should have an enjoyable childhood, benefiting from excellent parenting and education, enjoying a wide range of opportunities to develop their talents and skills leading to a successful adult life.

- Children are entitled to grow up in a loving environment that meets their developmental needs.

- Every child should have their wishes and feelings listened to and considered in decisions made about them.

- Maintaining relationships with birth parents and the wider family, including siblings, half siblings and grandparents, is recognised as a significant part of the foster carer's role in supporting positive family relationships, while providing support for children's heritage and identity.

- The central importance of the child's relationship with their foster carer is of the upmost importance and foster carers are recognised as core members of the team working with the child.



Our Values and Aims

We believe in a genuine partnership between all those involved in fostering children is essential to deliver the best outcomes for children. We believe that a child is best brought up in their own birth family, with both parents playing a full part in their upbringing. We recognise however this is not always possible. If the local authority believes it is in the child's best interests to be removed from their birth family and placed with one of our foster families, our aim is to ensure that the child/young person has the best experience of being in foster care and goes onto achieve in all areas of their life.

We always promote positive working relationships with the local authority and support the local authority's care plan for the child/young person. If the care plan is for the child to return to their parent/s' care or extended family, we will fully support this and follow the steps requested by the local authority to ensure this happens.

At all times, Sunbeam Fostering Agency expects its staff and carers to positively embrace each individual child and young person's heritage. Our value base is that everyone, children and adults alike, are individuals who are to be respected and treated as equals, whatever their circumstances or difficulties.

Foster carers are the foundation of our service. Our overall aim is to recruit professional, resilient carers who can provide foster children with a positive and nurturing experience of family care. We are single-minded about recruiting and training foster carers who will work within the National Minimum Standards while completing the Training, Support and Development Standards (TSDS) within 12 months of approval. Sunbeam respects the professional fostering caring context, whilst acknowledging the responsibility of ensuring that foster carers provide a safe, caring family environment for children and young people who may have experienced abuse, neglect and trauma.

Our objectives are to:

- Exceed Foster Care Regulations and National Minimum Standards.
- Provide high-quality care and achieve positive outcomes for children and young people.
- Deliver quality support to our foster carers and enhance their skills through tailored training packages.
- Maintain a secure financial base, where care quality is individualised to children and young people placed while retaining value to local authority partners.
- Recruit and invest in our staff team to provide quality support, learning and developement and supervision so our foster carers can provide the best possible care to children.

This is evidenced in our inspection reports, which can be downloaded from the Ofsted website.

Our Values and Aims

Sunbeam Fostering Agency operates according to the principles of equal opportunities and valuing diversity.

All children are cared for in a way that meets their needs and promotes their individual heritage and identity. They are supported to build on their strengths to help them to achieve their full potential and develop a positive self-esteem.

We aim to recruit sufficient foster families to offer placement choice to local authorities, and we encourage a range of applicants to foster from all sections of the community – including White, Black, Asian and other minority ethnic groups.

Our preparation training ensures that applicants understand the role of a foster carer in respecting and maintaining a child's heritage and identity, including religious, cultural and linguistic background, and the importance of an anti-discriminatory approach.

We are committed to providing a holistic service which embraces diversity and promotes equality of opportunity. Our goal is to ensure that these commitments, reinforced by our values, are embedded in our day to day working practices with all children and young people, foster families, employees, colleagues, and stakeholders.

We provide training in equality and diversity and each year focus on a specific area of difference to highlight to foster carers and social workers the importance of understanding everyone's needs and how best to meet their needs when they may be very different to your own.

We also hold celebrations for different religious festivals such as Christmas, Diwali, Eid. Our organisation is based on the principles of understanding and embracing each other, and this very much includes celebrating our differences.



Services provided by Sunbeam

Foster children may join our foster families for days, months or years. While some children return to their birth families, others may remain with foster carers long-term. There is therefore a range of placement types, depending on children's needs.

We offer the following types of foster placements:

Emergency

Sunbeam provides a 24 hours a day emergency service. Many foster carers choose to specialise in short term care and can accept children on an unplanned, emergency basis. Many children and young people are placed in an emergency and their stay with the foster carer/s continues for a short term period - this may last for a few days or a few weeks. We aim to match children and young people who enter foster care in an emergency with carers who would be able to continue caring for them beyond an emergency period. If it is only agreed for an emergency placement, we will work with the local authority to support positive transitions for children and young people to move on.

Long term can also be known as 'permanence'

These placements are where the foster carer will care for a child/young person on a fostering basis into independence. This may include transitioning to a staying put arrangement once the young person reaches age 18.

Short term

Provision of short term care could be for a few days, weeks, months and even years, whilst plans are made by the local authority for the child or young person's future. Foster carers work with children/young people and their families, as appropriate, to fulfil the objectives of the care plan, whether this be for reunification to birth family or another type of placement, such as adoption, long term fostering or independence.

Respite also known as 'planned break'

Respite/short break placements are sometimes offered to provide parents with a break from their children within a set time frame for the children to return home, and to offer additional support to the birth parent where they do not have their own support network. In addition, respite can be considered where children and young people benefit from a regular arrangement away from their main foster carers providing a positive short break experience for both foster carers and foster children.

All the above placements may involve caring for a single child or a sibling group.

Services provided by Sunbeam

Siblings

Sibling placements are for brothers and sisters who are placed together in a fostering family. We are committed to ensuring that, where possible, siblings are placed together, and the agency is able to offer families who can take sibling groups, to ensure that children do not need to be separated.

Unaccompanied asylum seeking children & young people

An unaccompanied child/young person or separated child is someone who is under 18 years of age, is separated from parents/family and is applying for asylum in his/her own right. These young people come from a range of different countries, often do not speak English and likely to be frightened and confused. Sunbeam Fostering Agency has a long history of providing foster homes for unaccompanied asylum-seeking children & young people, including supporting them into independence. Sunbeam staff and foster carers are acutely aware of the unique experiences and challenges faced by these children and young people.

Parent and child

Placements are available for mothers and/or fathers and their child/ren/baby, where foster carers will provide a family environment, support and guidance to parent(s) and help them develop their parenting skills. If requested, and by arrangement with the placing local authority, qualified Sunbeam staff can undertake a formal assessment of parenting ability. We can prepare comprehensive written assessment reports, for use in child protection conferences, planning meetings, statutory reviews, or court proceedings.

Children with disabilities and special needs

There are many children and young people with disabilities and special needs who need a foster family. This can include children with significant physical health needs or developmental disabilities; such as autism, profound global developmental delay, or who need palliative care. We have a range of foster carers who have experience and skills in caring for children and young people who have a disability and/or require specialist medical care.

Enhanced fostering

Recognising the growing need for therapeutic foster placements, we have purchased the licence for the Attachment, Regulation and Competency (ARC) framework for foster carers, caring for traumatised children and young people within a family context.
ARC is designed to support foster carers from a base of understanding childhood trauma. Equipping them to re-parent children and young people through this trauma informed lens. Children of all ages who have experienced multiple and/or prolonged trauma, benefit from foster carers who receive regular reflection and support, in addition to bespoke package of support. Children and young people often present with severe psychological and behavioural issues which can lead to significant challenges for foster parents to fully integrate them into everyday life. The ARC framework provides overarching principles to assist foster carers with therapeutic parenting and supervision, to fully support the child or young person's emotional well-being.

Solo placements

We have foster carers who are experienced in caring for children and young people who can only be placed in a household where there are no other foster children. This may be because they pose a risk to other children, or because of the level of support they require.

Management Team

At Sunbeam we have an extensive management team who all undertake different roles to ensure that all areas of the service are effectively managed. We have a dedicated staff team with extensive social work experience within the fostering sector throughout the organisation right up to the Directors.

All Directors are the members of the board and take an active role in the management of the organisation.

Jacqueline Pape - Registered Manager

Jackie has extensive experience in fostering for over 20+ years and she is a qualified social work practitioner. Jackie has excellent knowledge on safeguarding and child protection areas and also management of complex and challenging cases. Jackie has been working with the Sunbeam Team prior to being Registered Manager.

Nicola Westley - Head of Business Development

Nicola has worked for Sunbeam Fostering for 20+ years in a variety of roles spanning Fostering Panel Coordinator, Administration Manager to Business Development Manager and now Head of Business Development. She holds a degree in Business Management, and a Certificate of Credit in Commissioning and Purchasing for Public Care through the IPC (institute of Public Commissioning) from Oxford Brookes University Nicola's experience is across many business support functions within an independent fostering service delivering high quality and personalised services to children and young people and foster carers. These include managing administration, marketing and recruitment, placements, tendering and contract with local authorities, ensuring regulatory compliance, and working collaboratively with colleague on finance, HR, and IT and with external partners. Nicola has a comprehensive knowledge of the regulatory framework governing the work of Sunbeam Fostering, has a detailed understanding of and commitment to safeguarding.

Natalie Tew - Head of Operations

Natalie is a highly experienced and qualified social worker with over 27 years of dedicated service in children's social care. She holds a BA (Hons) in Criminal Justice, a Diploma in Social Work from Brunel University, complemented by a Post Qualifying Award in Social Work and a Master's degree in Applied Social Studies. Her professional development includes a wide range of post qualification training, notably APMG Change Management accreditation, Therapeutic training and an NVQ Level 5 in Leadership for Children's Services. These qualifications reflect her strong commitment to continuous improvement. Natalie's career has been dedicated to achieving permanency, security and emotional stability for children in care. She holds a personal and professional appreciation for the immense value foster carers bring to children's lives. Natalie has played a pivotal role in driving improvements across multiple local authorities and independent agencies, contributing significantly to achieving Ofsted 'Good' and 'Outstanding' ratings. Her leadership style is collaborative and outcomes-focused, consistently working to ensure positive change for children, families, and the services she leads. Natalie is delighted to be part of the Sunbeam family.

Karamjit Dhull - (Responsible Individual) and Member of Board

Karamjit has over 30+ years of social work experience and acts as a Responsible Individual for Sunbeam West Midlands. Karamjit joined Sunbeam in 2001 and oversees our business performance, HR areas and current growth in the regions we operate. Karamjit is also a member of the board.

Management Team

Muhammad Haneef - Company Director and Member of the Board

Muhammad has 30+ years of social work experiences both within statutory setting and private sector as a social worker, senior social worker and manager. Muhammad is one of the founding directors and set up the Agency in March 2000. Muhammad oversees finance and manages our key relationships with our bank, suppliers and other external parties.

Naseem Ahmed - Company Director and Member of the Board

Naseem has 30+ years of social work experience both within the statutory and private sector both as a practitioner and in management, quality assurance and service development. Naseem provides valuable input and advice on our operation and is one of the founding directors and set up the Agency in March 2000.

Helen Daly - Member of the Board

Helen Daly first qualified as a social worker in 2000, she started her career with Southampton Child Protection Enquiry Team and thereafter worked for Barnet referral and assessment team. Helen has had eight years ' experience in front line social work where she extensively developed her practice in child development and is passionate about the rights of children and young people. Helen has since undertaken five years as a team manager for Sunbeam Fostering prior to setting up Sunbeam Pride Fostering Service as the Registered Manager. Helen was the Director of Quality Assurance working closely with Board of Directors and senior management and also took a lead role in our Enhanced Fostering Service. Helen has level 5 Management & Leadership Diploma , Cognitive and Behaviour Therapy Diploma and Systemic Practitioners Diploma.

Seamus Jennings - Member of the Board

Seamus Jennings brings extensive experience of managing and leading fostering services for local authorities and independent agencies. Seamus has considerable knowledge of Sunbeam's work from having been the Independent Chair of our Fostering Panels. He has an abiding commitment to Sunbeam continuing to provide high-quality family-based care for vulnerable children and young people, and to support foster carers so that they help them achieve the best possible outcomes. Seamus has been a qualified social worker since 1978 and has post-graduate qualifications in social work and experience as a Children's Services Manager. Seamus is a member of the board.

Alison Lamb - Agency Decision Maker

Alison has been qualified as a social worker since 1993. She holds a Diploma in Social Work and a Bachelor of Arts in Applied Social Studies. Alison also has a NVQ qualification in Management and an MSC in Advanced Practice in Family Violence. Alison has many years of experience in the field of child protection and experience of running a fostering panel as the Chair. She is highly motivated and committed to keeping our children and young people safe and ensuring they have the best possible outcomes, so they can achieve and become successful adults.

John Collins - Manager Assessments and Panels

John has over 30 years experience in social care and over 25 years experience in working for Independent Fostering Agencies. John has worked in roles as a supervising social worker through to Registered Manager and Responsible Individual. John joined Sunbeam Fostering in 2018 and become Registered Manager in February 2021. He particularly enjoys seeing the achievements and development of children and young people supported by the agency. John undertakes a crucial role in ensuring that the service is compliant and works closely with his team managers in order to achieve this.

Support to foster carers

Supervising social workers (SSW)

Foster Carers are fully supported within the service. They are allocated a named supervising social worker (SSW), as soon as they are approved. The SSW works with foster carers within the context of the Fostering Services Regulations and National Minimum Standards. This includes undertaking regular monthly supervision meetings, allowing space for carers to reflect on their practice and the needs of the children/young people living in their families. The supervising social worker's role includes advice and guidance, practical and emotional support, and ensuring that foster carers maintain continued professional learning and development. They also keep in touch with carers weekly. They liaise with the Local Authority Social Workers, and often other professionals alongside the foster carers to ensure that the needs of individual children are being met in consideration with the child's care plan. Our Foster carers and Supervising social workers work as key members of the team around a child /young person.

Unannounced visits

As required in the Fostering Service Regulations, Sunbeam undertakes Unannounced home visits to our foster carers as appropriate. These are an opportunity for the agency to complete checks to ensure that the carers continue to provide a high level of care. Where possible on these visits children and young people will also be engaged one to one to ensure that they can share their views on the care provided.

Foster carer reviews

All foster carers have a review at least annually, to reflect on the previous period. Similar to an appraisal, the review sets new goals for the year ahead. Training and development needs are also discussed, and other recommendations may be made. This process considers feedback from carers and birth children, other involved professionals, including placing social workers, and fostered children/young people.

24-hour support

All our foster carers, children and young people and staff members have access to a support line staffed by experienced and qualified social workers, 24 hours a day, seven days a week, 52 weeks a year. Managers are always available and can be contacted by a social worker for any support and guidance.

Support workers

In addition to our social workers, we have support workers who will assist with travel, practical arrangements and family time arrangements between children and their birth families. They can also provide structured and emergency availability to foster carers to support children and young people living within their foster family.

Therapeutic Service

We have additional services to ensure foster carers feel fully supported to care for our most traumatised children. This includes fortnightly supervisions, ARC workshops, additional supervision for social workers, one to one session with a Therapeutic Family Practitioner and Trainer, higher fostering allowance, paid respites (when required) and agreed support work sessions. The nature and range of support is tailored to ensure placement stability for children/young people.

Support to foster carers

Independent support

Foster carers are given individual membership of Foster Talk. This includes a range of benefits such as :

- Foster Carer 24-hour Legal Advice Helpline
- Foster Carer Legal Expenses Insurance
- Foster Carer Accountancy Advice Helpline
- Foster Carer 24-hour Counselling Helpline
- Foster Carer Tax Advice

Policies and Procedures

All our foster carers have access to our foster carer's handbook, which summarises our key policies and procedures along with useful guidance. We also have a wide range of policies and procedures available to foster carers which support the service to work within legislative boundaries, and provide structure and consistency to safe practices.

Support Groups

Support groups for foster carers are held regularly and are coordinated and facilitated by supervising social workers. Support groups take place during both the daytime and evenings, to provide flexibility around the different childcare and working arrangements of foster carers. Support groups take place at venues which are accessible and not far away from foster carer/s' homes, in addition to online options.

ARC Support Groups

Run monthly by a trained therapist/expert who provides a trauma-informed lens to understand and support children with significant trauma needs. All foster carers are welcome to attend these sessions and it is crucial for our carers looking after children/young people with enhanced needs to attend.

Training and development

Each foster carer receives pre-approval (Skills to Foster) training as well as post-approval training and development in a range of topics. This may be accessed one-to-one, in groups and/or online. We expect and support all carers to achieve the Training, Support, and Development Standards (TSDS) within their first twelve months of fostering. We are committed to offering the best training to foster carers to enhance their growth and development. We expect all our foster carers to share the same commitment to their development and attend training and support groups.

Transport

Day to day transport for looked after children is an expectation of the National Minimum Standards to be managed by foster carers - for instance, for school runs and family time with birth family. Although this is the responsibility of the foster carer, if for any reason this is not possible, we will do our best to provide any alternative support.

Support to foster carers

Activity and appreciation days

We organise activity days for our fostering families, such as trips to the seaside and fun days. We also hold a foster carers awards ceremony annually, where foster carers are appreciated and recognised for their hard work. The achievements of children and young people are also celebrated on a regular basis.

Newsletter

We maintain contact with our foster carers through our regular newsletter. This features information on new staff members and foster carers, developments within foster care, forthcoming training opportunities and information regarding what's happening within Sunbeam and the services we offer. Foster carers are encouraged to contribute articles and information to the newsletters.

'Meet the Managers' events

Each year, we invite foster carers to an informal lunch which offers an opportunity to meet senior managers in the agency. These events are well-attended and assist in helping managers and foster carers get to know one another better and 'put a face to the name'. In addition, it is a good opportunity for senior managers to hear directly from foster carers, listening to their feedback and considering these experiences for future development.

Consultation

Sunbeam also arranges groups that bring management, staff and foster carers together to share inforrmation, discuss policy and service developments, reviewing how services can be developed further to ensure foster carers are supported and that outstanding outcomes for children/ young people are maintained.



Services to children and young people

Our primary concern is to provide safe, secure and successful foster families for children and young people. We ensure that all the children and young people in our care are fully supported and that their wishes and views are regularly obtained and reflected on for action.

We provide children and young people with an inclusive support package, which includes the following:

Guide to foster care

Children arriving at a new foster home with Sunbeam will receive a Guide to Foster Care for Young People (age 11+) or a Guide to Foster Care for Children (ages 5 – 10). There is also a summary of the statement of purpose included as a letter from the Registered Manager to each child. The guides describe what fostering is all about and detail the support available to the child or young person. We have such guides in nine different languages and in different formats, such as PECS tailored specifically to the child. For our Unaccompanied Asylum seeking children (UASC) we have a link online to a resource via the Refugee Council in many different languages to support them to understand what fostering is. As part of the welcome to Sunbeam, fostered children will be offered a prayer mat and Quran and/or a bible.

Support groups

We have regular support groups so that children and young people can meet others and make friends. We encourage children to come along, have fun, and share experiences. To facilitate access, support groups take place locally to the children and young people's placements and the groups are tailored to the needs of the children and young people and are age appropriate; for example, we have a support group for young people in foster care who are working towards independent living. We have established sport groups in each of the regions where many young people who are learning English can feel united by universal rules of sport. Cricket and football are popular games within the service.

Website

There is a Young People page on Sunbeam's website which explains the children's guide and arrangements for support groups, and also includes an e-mail address that young people can use to contact Sunbeam with their views.

Activities

Sunbeam provides a range of events for our looked after children and young people throughout the year. These include social events and outings, and various leisure and recreational activities.

Feedback

It is important to us at Sunbeam to encourage children and young people to express their views. We seek their views at the time of their foster carers' review, but also at other times. Every six months, we routinely ask for feedback from our children and young people by sending a short, written questionnaire (in young person-friendly language). The Registered Manager analyses this feedback and identifies any action points. We have specific feedback forms for children and young people with special needs and it is important that, irrespective of any communication difficulties, we are still able to access their views.

Complaints

Our complaints procedure is explained in the children and young people's guides. All complaints are taken seriously, as it is important that children and young people know that we value their views and that we truly listen to what they say.

Children's awards

Each year we hold a children's awards evening where we celebrate children and young people's successes. We hold these events in great venues and invite the whole family to join in the fun.

Recruitment, assessment and approval of foster carers

In line with the National Minimum Standards, we aim to recruit, assess, supervise, and support a wide range of foster families to meet the needs of children for whom we provide care.

Throughout the process of enquiry and assessment, we treat potential foster carers with respect and fairness. Prospective foster carers will receive a welcoming, positive, and encouraging response from skilled and knowledgeable staff who will provide detailed information. They will be kept fully up to date with the progress of their application and assessment.

The assessment process includes:

Fostering Assessment

We conduct assessments of potential foster carers using the CoramBAAF Form F Prospective Foster Carer Report and associated documents, guided by the requirements of The Fostering Services (England) Regulations 2011.

We follow CoramBAAF' s advice, 'to use Form F to identify families who can reasonably be thought to have the required qualities for fostering, ensure they have thought through the implications of fostering, consider the kinds of fostering for which they are best suited, and to rule out those carers who are clearly unsuitable'.

As part of the assessment process, applicants will be asked to:

- Narrate and explore their own childhood, past relationships, family history, and life experiences.
- Provide references – both personal and employment.
- Undertake a medical check with their GP which is funded by the agency.
- Consent to other checks such as local authorities, schools, voluntary work, and any other checks required.
- Undertake a criminal record check, known as DBS, for all household members over the age of 18 years old.

Preparation training

Applicants receive specific training through a three-day training course to prepare them to foster known as 'Skills to Foster'. Attending this course will also allow them to meet other applicants, share experiences and learn more about foster care.

For applicants wishing to look after children with disabilities and/or complex needs, additional training will be provided. We have a range of enhanced training courses, such as learning how to become a therapeutic foster carer, caring and supporting parent and child placements, and caring for children with disabilities. The applicant skills and abilities to care for children with enhance and/or complex needs will be further assessed as part of the Form F assessment process.

Fostering panel

Following completion of training and the fostering assessment, the report will be submitted to a fostering panel, who will decide whether to recommend approval to be a foster carer to the agency decision maker. The panel will also consider the terms of approval, such as the numbers and ages of children and also types of placements. Applicants will be asked to attend the panel meeting with the social worker who completed their assessment.

Recruitment, assessment and approval of foster carers

Our fostering panels meet in Coventry and other offices on a regular basis. Panels have a balance of gender, ethnicity, skills, knowledge and qualifications and reflect our commitment to bring together individuals from different backgrounds. Each panel has access to specialist legal and medical advice, as required.

Approval

The agency decision maker holds the final decision regarding approval and will review all the paperwork presented to the panel as well as the panel minutes, before making the decision.
Sunbeam Fostering has the following decision makers:

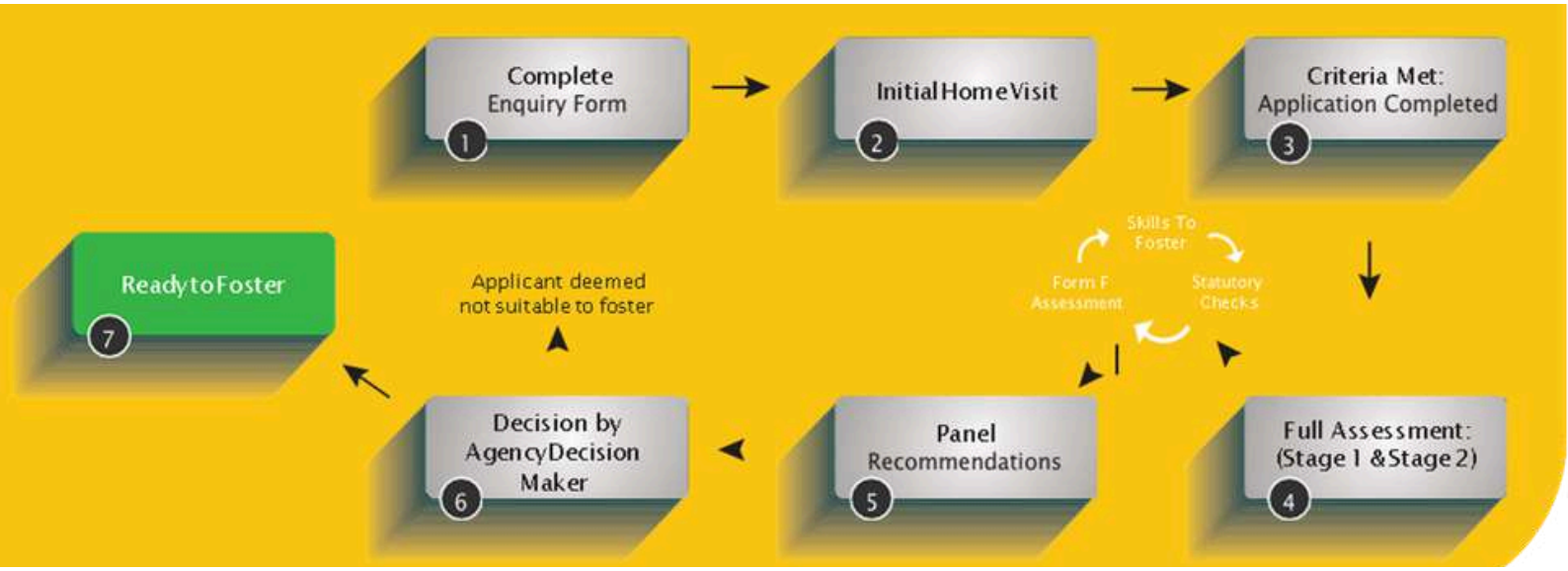
Alison Lamb - Agency Decision Maker

Seamus Jennings – Member of the board

Once approved, the individual will then be an approved foster carer with Sunbeam Fostering and be able to care for looked after children and young people in their home. They will be allocated a supervising social worker for support and supervision. The path to becoming a foster carer requires commitment to the assessment process and our current foster carers would be happy to share their experiences of the assessment process.

Further details are included in our 'A Guide to Foster Care & becoming a Foster Carer', which can be downloaded from our website or please email us on **info@sunbeamfostering.com**

Please see an overview of the application process (from enquiry to approval) for foster carers.



Complaints Procedure

Any child, foster carer, member of staff, family member or indeed any person who has had an involvement with Sunbeam Fostering Agency is entitled to comment about the quality of any of the services, whether positive or negative. A foster carer, relative or friend can also do so on a young person's behalf.

A complaint, comment or compliment may include such things as quality of communication, staff behaviour or attitude, decisions we have made, support for carers or children, or quality of care in the home.

If the matter is urgent, for example a child protection issue, an allegation, or an incident involving the child's health and safety, the foster carer or anyone wishing to make the complaint must contact Sunbeam immediately. If the timing of the call is outside of office hours, our Out of Hours Support Service will be able to assist with the person calling.

We have a Comments, Compliments & Complaints Procedure which can be obtained by contacting:

Jacqueline Pape - Complaints Officer & Registered Manager

Phone – 024 7642 0390

Email: jackiep@sunbeamfostering.com
or
info@sunbeamfostering.com





SUNBEAM FOSTERING AGENCY

DRIVEN BY CHILDREN'S NEEDS

STATEMENT OF PURPOSE

(West Midlands)

July 2026

TELEPHONE
024 7642 0390

EMAIL
info@sunbeamfostering.com