



**WE BELIEVE IN CHILDREN**



## **Statement of Purpose**

**2023-2024**



**THEY DESERVE THE BEST**



**WE PROVIDE IT...OUTSTANDINGLY**

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**CHRYSALIS CARE**  
**STATEMENT OF PURPOSE**  
**2021-22**  
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## Introduction

This Statement of Purpose has been developed in accordance with the National Minimum Standards 2011 and the Fostering Services Regulations 2011. This Statement of Purpose outlines the aims and objectives of Chrysalis Care's fostering service and how the service meets the outcomes and the welfare of children and young people in our care.



## Our Vision

To transform the lives of children, young people, parent and children as well as young people on remand through the quality of care they will receive in our well supported families and through the provision of our comprehensive child centred team.



## Mission

To ensure our foster carers and staff promote a stable and secure home, that safeguards children's welfare, promotes positive relationships, improves education and life chances in transforming the lives of the young people cared for by Chrysalis Care.



## Aims and Objectives

### Aims:

To be an acknowledged leader in terms of quality and value, providing a unique, exceptional and outstanding fostering service for children and young people who are cared for.

## Objectives:

- Our practice will always be child-centred and it will respond to the health, social and educational needs of all children and young people in our care.
- We will recruit competent foster carers who are well supported, trained and motivated.
- We will provide foster carers that offer safe, caring environments where children and young people can thrive and achieve their full potential.
- We will ensure that the views, wishes and feelings of our children and young people are considered and acted upon where appropriate.
- We will provide consultation opportunities for foster carers, children and young people as well as staff, panel members and Local Authorities to continually develop our fostering service.
- We will ensure that our staff and foster carers are knowledgeable and up to date regarding safeguarding, legislation and current research.
- We will ensure that safeguarding and good outcomes for children and young people in our care are at the centre of our practice and this will be monitored regularly.



## The Company

Chrysalis Care is a family owned, independent fostering provider founded in 1997 by Lynda and Louis Boden, and directed by daughters Alle' Pflaumer (responsible individual) and Sarah Boden- de Mel (agency decision maker).



Lynda and Louis were foster carers for over 12 years; their daughters Alle' and Sarah grew up within a family that looked after many teenagers over the years. Their experiences have influenced the way that young people, foster carers and carers own children are respected and valued as part of the Chrysalis Care team.

Chrysalis Care is committed to offering personal attention to the daily concerns of foster carers and the children and young people they care for, taking a child centred and responsive approach to the overall aim of 'transforming children's lives'.

Based in the London Borough of Bexley, Chrysalis Care work in partnership with London Boroughs and other counties to offer safe, nurturing and caring home environments to children who are vulnerable, by means of a diverse team of foster carers, social workers and fostering support workers. Our children's services department is core to our creative approach to providing high quality services, including therapy, mentoring and befriending services, one to one and group support sessions, forums for young people and regular social and leisure activities.

Chrysalis Care is a corporate member of the Fostering Network and is also approved by London Care Councils and rated as Good by Ofsted 2019.

**"The agency provides high-quality care. Outcomes for children and young people are very positive. They develop secure attachments with their foster families and have a very strong sense of belonging."** Ofsted 2019

## Principles and Standards of Care

Chrysalis Care is committed to ensuring the provision of a high-quality fostering service which guarantees the best possible standards of care, safety and protection for children and young people being looked after.

The policies and procedures of Chrysalis Care are designed to meet the National Minimum Standards 2011 and the Fostering Regulations 2011. The practice of the agency is therefore firmly grounded in the appropriate legislation and guidance.



Our foster carers, work actively with the children and young people in their care, to promote their health, education, emotional and behavioural well-being, their relationships (contact with their family and friends), self-care, identity and social presentation. It is the role of the supervising social workers to ensure that this happens. Chrysalis Care is committed to ensuring that foster carers receive the support and training, which enables them to offer the best possible standard of care, safety and protection to children they care for.

- Children and young people's safety and welfare is paramount. Our policies, procedures and practices are implemented to protect children from abuse or harm. We offer a choice of suitable foster carers who will provide a stable, secure home that promotes positive relationships, thus optimising good outcomes for children and young people.
- Chrysalis Care aims to do everything possible to maximise life chances for young people in our care. We will promote and support education, health, emotional and social needs from an early age, through to preparation for independence.
- We provide a package of care that meets the needs of individual children and young people in terms of emotional needs, culture, disability, religion, ethnic origin, language, gender and sexuality.
- Where a foster placement is being considered, the wishes and feelings of the child / young person, the parents and other significant people must be sought and taken into account. A family book will be given to the local authority to share with the child or young person. Where possible, opportunities for visits to the foster home prior to placements will be promoted and offered at the matching stage.
- Parents, children, young people and foster carers are positively encouraged to be part of the planning process for the child. We will provide opportunities for consultation in regards to their care, health, wishes and feelings.



## Service Provided

Chrysalis Care offers a service for children and young people aged 0-18 years of age, a "Staying Put" package for 18 +, parent and child as well as remand placements who are not able to live with their own families and whose assessed needs can be best met by being accommodated in a foster family setting. Chrysalis Care aims to provide a range of placements for children and young people, both short and long term.

## Emergency Placements

Local authorities may need an emergency placement; these are often for the same day or night, or the following day. We ease these situations via family placements 24 hours a day with foster carers who understand the trauma children experience in these circumstances. (Out of hours number is: 07930445820) (Office Number: 02082982800)

## Short - Medium term Placements

These placements are provided in caring families where social workers, parents and the foster carers can contribute to well thought out care plans for the child or young person. This could be for a few months or even a number of years until a permanent solution is found.

## Long term Placements

In some circumstances it may be in the best interest of the child to become integrated into a foster family on a long-term basis. This arrangement can provide continuity and stability for the child or young person and provide a secure base until they reach the age or 18 years or more.

## Short Breaks

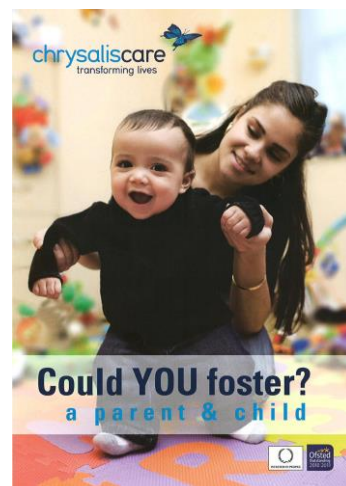
Short breaks are provided for children living with parents, family members or in residential establishments such as boarding schools. We can offer regular short breaks to children with disabilities enabling parents or carers to benefit from a break.

## Specialist Placements

**Parents and Children** – Offering a parent or both parents support and guidance in caring for their baby or child.

**Remand** – Offering another option to young people in the criminal justice system of a fostering remand placement.

**Children with Disability** – We offer fostering placements for children and young people who have various disabilities. We have specialist carers who are experienced and medically trained to look after children with moderate to





severe disabilities.



## Children's Services

We have a dedicated Children's Services Team whose sole purpose is to ensure children and young people's psychological, emotional; educational and health needs are met.

As part of our comprehensive package, Chrysalis Care's Children's Services Team offers:



### 1) Therapy / Counselling and Life Story Work:

Providing the dynamic process in which the child explores at their own pace, those issues that are affecting the child's life in the present. Where required, we also offer life story work, including working together to create a record of the young person's life journey so far.

**2) Education support:** Educational support is offered to children and young people who have been excluded from school or who are awaiting a school place.

**3) Health/ safeguarding information:** We offer **training** to foster carers that look at a variety of themes related to children and young people. We also offer support to foster carers by being available to help with behaviour management programmes, ideas and support for particular emotional or health concerns. This includes training days with the experts in their field, Therapeutic workshops, as well as a vast library of health and information books and leaflets.

**4) Leisure / activities:** In order to maintain a positive sense of community and support, we hold numerous social events throughout the year such as craft days, visits to the seaside, go karting trips and a Christmas party. We also run groups for young people in our care as well as young carers, in order to provide a space to socialise with peers and have opportunities to share their views and feelings.

**5) Leaving care training & support:** Chrysalis Care provide 1-1 mentoring support to young people preparing for independence. We encourage them to join our online careers portal, cook meals, budget, assist with writing C. V's, practice interview skills and much more. Every young person who moves onto their own accommodation is eligible to apply to us for a grant where we provide vouchers to help the young person buy necessities for their new home.



**6) Chrysalis Care, fully promotes our young people's participation to share their **feelings and views**.** We ensure a variety of consultation opportunities are provided in order to listen to them. Opportunities are provided through support groups, questionnaires, newsletters, consultation forms, forums and 1-1 support.

**7) Co-ordinate social events:** Bringing children, young people, fostering families and staff together for fun and activities is something we really enjoy.



**8) Help build children's self esteem:** We all need to feel good about ourselves. Chrysalis Care offer 1-1 support, therapeutic counselling, life story work, recognition certificates, social events, support groups, additional tuition, preparation for independence and much more.

**9) Support carers in caring for children:** Chrysalis Care offers many services such as mentoring, training, listening, playing with children, therapeutic support, providing health information and much more.

**In addition to these services Chrysalis Care provides:**

**Regular newsletters:** Including articles written by young people sharing their success stories.

**Children's savings:** We ensure that weekly savings are put aside for each child or young person during their time with Chrysalis Care.

**Award ceremony:** Celebrating achievements are a core value of Chrysalis Care. Successes and achievements are recognised and rewarded for all nominated children and young people at our annual award ceremony.

**Children and young people's guide:** We have produced three guides; for young children, young people and one for those with disabilities. These provide age-appropriate information about Chrysalis Care and who they can contact if they have any concerns.



## Equality and Diversity

The work of Chrysalis Care is based on its belief that **all people are individuals in their own right** and are of **equal worth**. With this in mind, it seeks to promote the organisation as one of equal opportunities. This means that **all aspects** of its work, the people with whom we work and those we employ are **not discriminated against** on a basis of their race, culture, religion, physical or intellectual ability, gender, sexual orientation or age.

We at Chrysalis Care recognise that many of the difficulties faced by the children with whom we work arise from injustice within the social structure. **We will challenge such injustice** in the many ways that it impacts on the children in our care. We will also ensure that our own services are anti discriminatory and positively promote the best possible life chances for our children and young people.



## Safeguarding

Through our practice at Chrysalis Care, our Children's Services Team and Supervising Social work team, we have focused on these issues and our work with children for many years and will continue to look at new and creative ways to improve outcomes for children and young people in our care.

- All Chrysalis Care carers are thoroughly assessed before any child is placed with them. All independent and consultative staff undergo the same processes of recruitment as permanent members of staff.
- Chrysalis Care provides a programme of up to date, quality, child protection training, relevant to their specific duties and responsibilities for permanent staff and foster carers. Safeguarding training is a core requirement for all carers and identified staff.
- The registered manager maintains a register of all child protection referrals, using this information to:
  - Ensure the safeguarding of all children and young people cared for by Chrysalis Care and notify Ofsted where appropriate.

The agency will alert the placing authority of any concerns and it is committed to following the local authorities' child protection procedures.

## Safety in the Home Environment

- All Chrysalis Care foster carers undertake a competency assessment process before any child is placed with them and at every annual review, part of which is a health and safety check.
- Foster carers must adhere to safe practices in the home and garden. These can be checked against the Chrysalis Care safety checklist
- Foster carers adhere to safe practices by means of the supervisory social worker's visit.
- Applicants who keep dangerous dogs as identified by the Dangerous Dogs Act will not be considered for assessment by Chrysalis Care



- Applicants who smoke will not be considered suitable to care for children between the ages of 0-5. This follows the CoramBAAF guidelines.

## Children with Disability

- Chrysalis Care provides care for children, some of whom may be living with physical, emotional, learning or multiple disabilities. In assessing foster carers, Chrysalis Care ensures that our foster carers have the special skills and expertise to respond to the children's range of identified needs.
- Chrysalis Care ensures that, through review and appraisal, foster carers caring for children with disabilities undertake additional specialist training where required.
- Chrysalis Care aims to ensure that children living with disabilities are fully integrated in their foster homes, schools and communities and have rights and opportunities that all children should have.
- Chrysalis Care foster carers ensure that children in their care are supported to lead a full, rewarding and enjoyable life.
- Our foster carers take all necessary steps to ensure that the child's unique requirements are fully assessed and catered for. Our carers act as the child's advocate in ensuring that children in their care enjoy the highest standard of medical, educational and social care.

## Children's Health

- Chrysalis Care promotes good health through valuing and nurturing the children they care for, attending to their primary health, dental and ophthalmic needs, encouraging them to develop a healthy lifestyle, eating healthily and taking regular exercise. Chrysalis Care recognises that having fun and staying safe are important aspects of being a healthy child.
- Chrysalis Care ensures that children who become ill or who are the victims of accidents receive the best possible available care and are fully supported through their treatment.
- Chrysalis Care carers ensure that, from the earliest appropriate time, children have access to information about their sexual development and the need to safeguard their sexual health.
- Chrysalis Care carers understand the need to support young people in their care as they develop their identity, reassuring and valuing them during this process.



- Chrysalis Care believes that passive smoking causes harm to children. Our foster carers do not smoke in the presence of children placed with them or in rooms where the children spend long periods of time. Chrysalis Care does not approve any carers who smoke for children between the ages of 0 and 5 years.



- Chrysalis Care expects our foster carers to provide an inspirational model of healthy living.

- Chrysalis Care's Children's Services Team will provide children and young people where age dictates, health guidance and information in regards to issues such as bullying, sexual health and internet /social media safety.

- Where appropriate Chrysalis Care provide professional therapeutic support to improve the emotional and psychological health of children and young people.

## Education and Leisure



- Our Foster Carers liaise effectively and co-operatively with schools concerning children's educational progress, behaviour, social integration; PEP's as well as actively supporting the child or young person in school activities such as open evenings, medicals, school plays, sports days etc.

- Chrysalis Care can offer the services of experienced school staff to assist young people excluded from school and where necessary offer one to one limited education support where required.

- Chrysalis Care foster carers provide opportunities for children and young people to engage in community leisure activities and clubs in order to develop talent and provide new experiences, relationships and skills.



## Recruitment and Assessment of Foster Carers

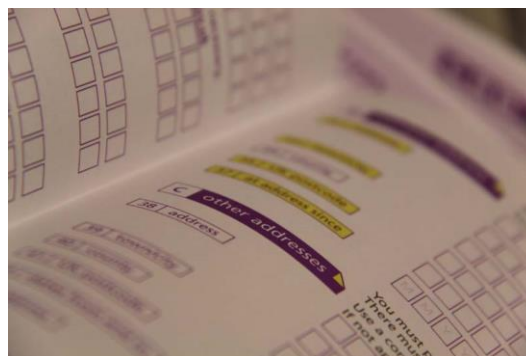
Chrysalis Care is committed to recruiting a diverse range of foster carers to meet the various needs of the young people and children placed with us.

1. **Initial home visit:** This provides opportunity for questions to be answered, find out more information about Chrysalis Care and ascertain suitability to foster.
2. **Application form:** Applicants complete a form detailing household members and their previous experiences.
3. **Statutory checks and references:** These are a number of checks that are carried out on the applicants including-

- Enhanced DBS check; which would disclose any criminal convictions.
- Medical assessment
- Local Authority
- 2-3 references personal/ex-partner
- Employer's reference
- Identity checks



Identity



4. **Skills to Foster Training:** Applicants are invited to a 2–3 day preparation course. This training will enhance their understanding of the fostering role and the impact loss and trauma has on children's lives.
5. **Assessment:** A qualified social worker carries out an assessment of the applicants, visiting them in their own homes. This Form F will demonstrate that the applicants have the core competencies to undertake the role of foster carer.
6. **Panel:** The completed and signed report is then presented to our fostering panel. Applicants are invited to panel alongside their assessor, where they will hear the recommendation of their suitability to foster.

## Support to Foster Carers

Chrysalis Care pride ourselves on going the extra mile to support our foster carers by means of:

- **Providing a qualified supervising social worker:** The supervising social worker provides support to a reasonable caseload of carers, offering support, advice and advocacy via visits to foster carers homes, unannounced visits, annual reviews and attending face to face or virtual meetings.
- **Providing out of hours support:** We have a qualified social worker who is available by phone 24 hours a day 7 days a week to offer advice and support as well as make emergency placements for local authorities.
- **Foster Carers Policies:** All carers have secure access to our policies and procedures.
- **Financial allowances:** Foster carers receive an allowance which covers a reward element for the work involved in caring for children, expenses for the child or young person as well as other house hold expenses. This is paid directly into carer's accounts every 28 days.
- **Incentives and rewards:** We offer numerous incentives and rewards throughout the year to our foster carers who exceed the required number of days of training or who have been with us for 5 years or more, as well as a little something extra at times just to say thank you and well done.
- **Social events/ lunches:** Children's services organise a variety of events for children and young people as well as foster carers and staff. These includes trips to the park and beach, to activity centres, castles or farms, as well as parties at Christmas or the new year.
- **Annual Award Ceremony:** This celebration publically acknowledges and rewards longevity of service to Chrysalis Care, celebrating and rewarding those foster carers who have been transforming lives for 5,10,15, 20 and 25 years.
- **Provide Support groups and learning:** We have a number of support groups held in different geographical areas in and around London and Kent. Some are held during the day and others in the evening, as well as some online, allowing as many carers to attend and benefit from learning and development, mutual support and sharing good practice.
- **Therapeutic Workshops:** Once a month we offer a therapeutic workshop for foster carers to attend with a therapist/councillor. This is a great opportunity to share, listen and receive advice on therapeutic parenting tools, techniques and resources available.





## Training

Chrysalis Care provides a comprehensive learning and development programme, which is based on the NMS 2011 and also the TSD standards for foster care. These include foster care training as well as specialist training and recommendations from annual reviews.

We ensure our training programme is as accessible as possible by providing live training via online platforms, face to face courses in local geographical areas as well as providing online training courses.

## TSD standards

- Chrysalis Care supports carers to achieve evidence of learning through TSD portfolios which are required to be completed within the first 12 months of fostering.
- Supervising social workers will discuss and support carers in the completion of these during supervisory visits.
- Specialist trainers are sourced, bringing their expert knowledge in their field. Feedback ensures high quality and interesting training is constantly provided.

## • Profiles

Each foster carer has a training profile which logs all completed training and is attached to the carer's annual review, which is sent out annually.

## Fostering Panel



Chrysalis Care's panel is made up of independent and internal members. Panel members represent diverse professions, ethnicity, cultural and religious beliefs.

The Chrysalis Care Fostering Panel is responsible for thorough consideration of verbal and written reports, ensuring that the assessment process has been adequately carried out and that the legal requirements and regulations of Chrysalis Care policies are fully adhered to.

The panel decides whether or not the applicant/s should be recommended for approval as foster carer/s. They will be taking into account the assessing social worker's analysis, determine the numbers, ages and gender of children to be cared for at any time. This recommendation is then forwarded to Chrysalis Care's Agency Decision Maker for consideration of a final approval.

The prospective foster carers are invited to attend the panel meeting for the purpose of clarifying issues where this is sought by panel members.

Panel may need the advice a medical and legal advisor where appropriate.

## Complaints

Quality of care and practice is of paramount importance to Chrysalis Care. We have a complaints procedure clearly laid out in our policies and procedures. All complaints or 'whistle blowing' concerns are investigated and dealt with by the Registered Manager and formal feedback is provided.



The Children's guides provide information to children and young people about how to make a complaint to Chrysalis Care, OFSTED or to other external bodies if they have any concerns.

## Foster Carer Charter

This charter is based on The Fostering Network's Charter and is produced in consultation with foster carers and young people.

Our promise to our foster carers is that we will recognise them as a professional in their field.

This charter explains what foster carers can expect from us and what we expect from them. Below are the main points of the charter.



- ✓ Children in foster care deserve to experience as full a family life as possible, as part of a loving foster family, with carers who can make everyday decisions as they would their own child and without the child feeling that they 'stand out' as a child in care.
- ✓ Children must be given every support to develop their own identities and aspirations, fulfil their potential, and take advantage of all opportunities to promote their talents and skills. Above all, they should be listened to.

Local authorities and Chrysalis Care should

✓ **The local authority as the corporate parent's role in supporting children is to:**

- \* **act** in their best interests, and promote their physical and mental health and wellbeing
- \* **encourage** them to express their views, wishes and feeling and take them into account
- \* **help** them to gain access to, and make the best use of, services provided by the placing authority and its relevant partners
- \* **promote** high aspirations, and seek to secure the best outcome for them
- \* **ensure** that they are safe, and that there is stability in their home lives, relationships and education or work
- \* **prepare** them for adulthood and independent living

✓ **Chrysalis Care's role:**

Chrysalis Care aims to provide stable and first-rate foster care for children and young people who are valued, supported and encouraged to grow and develop as individuals. To achieve this aim Chrysalis Care recruits, trains and approves foster carers and delivers ongoing support to them, in order to give them the skills and confidence they need to develop meaningful relationships with the children and young people they care for. In this way the service provides stable and loving homes while the children are part of the foster family.

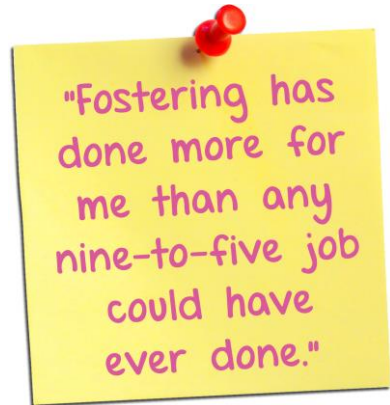
**Chrysalis Care will:**

- ✓ Ensure that we comply with fostering regulations and guidance.
- ✓ Respect foster carers as our colleagues and treat them without discrimination and respect confidentiality.
- ✓ Recognise in practice the importance of the child's relationship with his or her foster family as one that can make the biggest difference in a child's life and which can endure into adulthood.
- ✓ Ensure that we consult with foster carers in a meaningful way on matters that affect them. Listen to, involve foster carers and their foster children in decision-making and planning, and provide foster carers and their foster children with information about each other.
- ✓ In making placements ensure we share all information we have about the child in order for you to care safely for them.
- ✓ Treat foster carers with openness, fairness and respect as a core member of the team around the child and support them in consulting and making reasonable and appropriate decisions on behalf of their foster child.
- ✓ Ensure that foster carers have the support services and developmental opportunities they need in order to provide their foster child with the best possible care. That includes providing a comprehensive training plan and other development opportunities, support and advice.

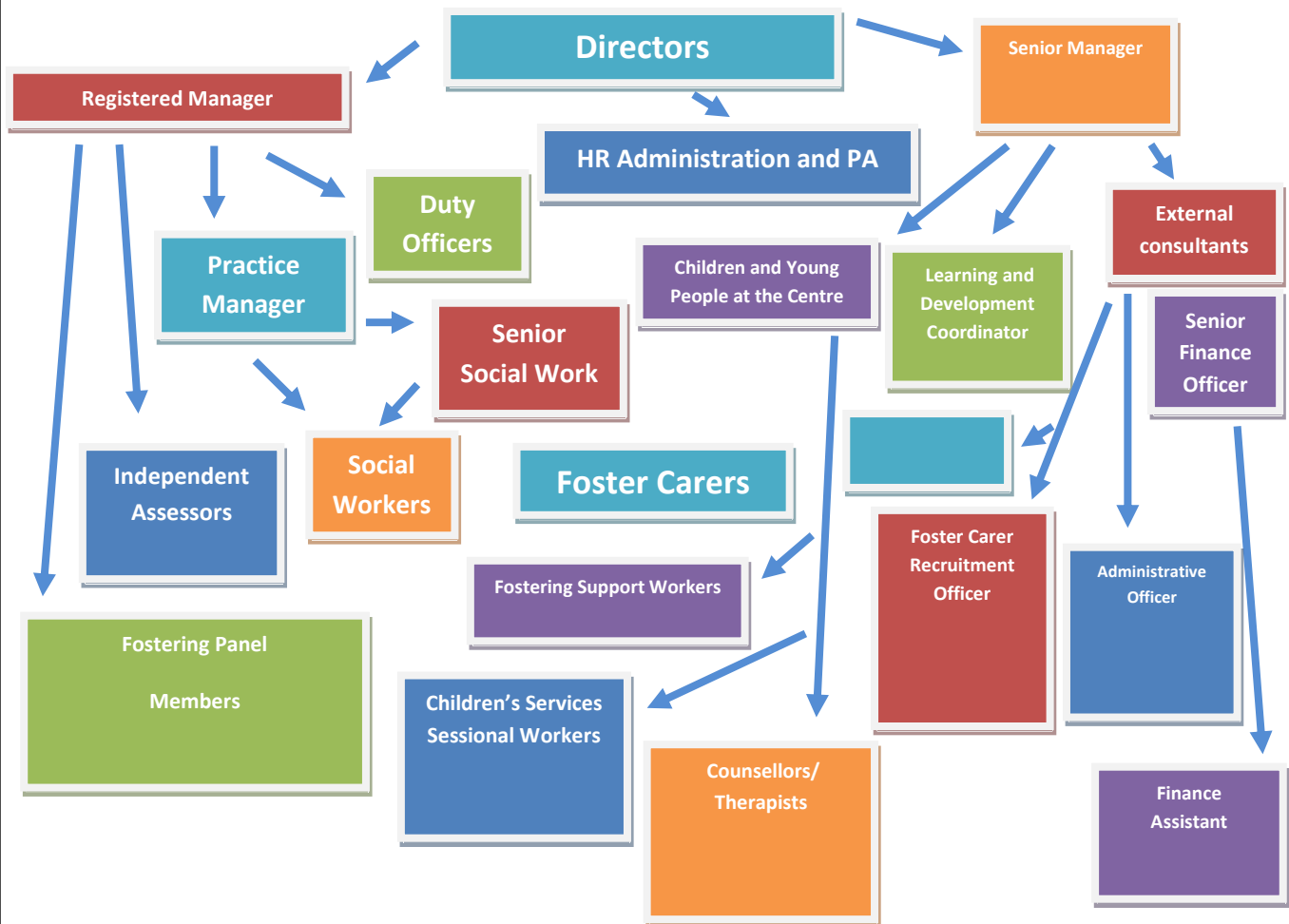
- ✓ Make sure foster carers are recompensed for their role and are given clear information about any support, allowances, fees, they will receive.

### Foster carers should

- ✓ The foster carers look after children and young people by developing meaningful relationships in a safe and nurturing family environment. The stability, care and love provided by foster carers helps the child to achieve recovery and healing from past trauma and promotes resilience in order for the child to realise their full potential.
- ✓ Provide positive adult role models, treat the foster child as they would their own child, in advocating for all aspects of the child's development, including educational attainment and physical and emotional health and wellbeing and co-operate fully as part of a team with other key professionals in the child's life.
- ✓ Support their foster child and do all they can to maintain a stable home environment.
- ✓ Take part in learning and development, use skills and approaches that make a positive impact and enable the child to reach his or her potential. Support their foster child to help them to counter possible bullying and discrimination as a result of their care status.
- ✓ Encourage and support children and young people to develop and maintain positive relationships and that this is reflected in the foster carer's respect for the child/ren and young person/s and especially in relation to their privacy and reasonable confidentiality.
- ✓ Develop skills in managing behaviour that is based on an ethos of acknowledging antecedents and previous experiences and that this is grounded in a commitment to developing positive and respectful relationships and also in the foster carer managing and addressing their own needs and feelings in their work with children and young people.



# The Team



## Senior Management Team

<b>Practice Manager</b>	<b>Director and Responsible Individual</b>	<b>Director and Decision Maker</b>	<b>Registered Manager</b>	<b>Senior Manager/Strategic Development</b>
<b>Sally Harper</b>	<b>Alle Pflaumer</b>	<b>Sarah Boden- de Mel</b>	<b>Sarah Eghan</b>	<b>Joanna Oliver</b>
<p>Qualifications:</p> <p>BA Social Work</p> <p>PQ level one award</p>	<p>Qualifications:</p> <p>Level 7 QCF Diploma in Management</p> <p>Masters Degree in Play Therapy</p> <p>Post Graduate Diploma in Play Therapy</p> <p>B Ed Primary Honours Degree</p>	<p>Qualifications:</p> <p>BTEC National Diploma in Social Care</p> <p>DIPSW</p> <p>Diploma in Applied Social Studies</p>	<p>Qualifications:</p> <p>BA Social Work</p> <p>PQ level one award</p> <p>Level 5 QCF Diploma in leadership for Health and Social care and children and young people services</p>	<p>Qualifications:</p> <p>Degree in advertising media &amp; marketing 2i</p> <p>Masters in therapeutic Child Care</p> <p>Certificate in teaching and further education</p> <p>HE Certificate in supervision studies</p> <p>NVQ Assessor Award A1/A2</p> <p>Certificate in part-time youth work</p> <p>Currently undertaking a Doctorate in Education</p>
<p>Contact no:</p> <p>02082982800</p>	<p>Contact no:</p> <p>02082982800</p>	<p>Contact no:</p> <p>02082982800</p>	<p>Contact no:</p> <p>02082982800</p>	<p>Contact no:</p> <p>02082982800</p>

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