

SUPPORT SERVICE

The BFCA Committee have been running the support service, on a voluntary basis since April 2005, following an unsuccessful term by paid staff. Four committee members have undertaken training to provide support to foster carers on a rota basis to ensure there is always someone available to provide a listening ear and answer any queries foster carers and indeed social work staff may have. In addition all committee members have been briefed on answering queries and re-directing more complex calls, to give carers the widest possible choice when selecting some-one to talk to. In doing so, carers can be assured that there is always support and advice available from other carers who are from the same ethnic background and area of fostering as themselves.

Since April 2005, we have taken in excess of 900 calls from all over the country, from carers and social workers working for BSCH. These range from simple queries about school uniform entitlement through to serious allegations of abuse. From this initial contact we are able to advise the carer or hold their hand right through to the process of returning to panel. We inherited 12 existing support cases, where carers were suspended, 3 of which have now been resolved and the carers involved re-instated. From the period April to November 2005 a further 6 carers have been receiving our support following their suspension. Therefore at present we have 15 ongoing support cases, and to date have had no de-registrations.

In addition to this front line service, we also liase closely with BSCH to facilitate speedy resolution to these cases. By closely monitoring the calls coming into the support service, we are able to identify trends, and highlight areas that continually crop up as problematic. This allows us to then suggest areas where further training would prevent these issues arising, or perhaps jointly look at making changes in procedures to promote a safer, more equitable service. This will in turn result in fewer problems arising in the future.

The Key Support Team



BFCA Daytime Support Service **Tel: 0121 515 2749**

Or if preferred please contact one of the Committee Members listed below:

Steve Holloway0121 243 8583
Delores Collett0121 686 1829
Barbara Willis0121 355 2161
Ann Harman0121 357 4554
Sarah Kumar0121 357 5131
Eileen Cooper0121 360 5280
Carol MacDonald0121 377 7047
Delin Dixon0121 682 1663
Janet Holloway0121 243 8583
Mr Chisti0121 604 1151
Mr Shah0121 554 8802
Diana Jevons0121 350 2575
Yvonne Coppage0121 308 0690
Bert Burke0121 783 3643
Maria Kelly0121 628 6570
Bernadette Reilly0121 350 7170
Pauline Nettleford0121 241 6974
Vivette Haylette0121 356 3565
U.Amain0121 554 8802
Jugal Kirshore0121 308 2558
Peter Aucott0121 353 4355
Ann Rowles0121 743 7458

Out Of Hours Support

Carers requiring out of hours support, need to go through the Departments On Call System. The BFCA Out Of Hours Support workers will only be involved if the Carer requests peer support.

Department Out of Hours Service for Long Term Carers & Adopters (Please note: this is a pager service).

Telephone **07623 523523** and they will ask you to quote the pager number which is **823090** and they will put you through.

Short Term Carers and Kinship Carers out of hours number **303 5389**

