

face to face support

for foster carers facing allegations and concerns



Why choose FISS?

FosterTalk provides face to face support (“FISS”) using our network of locally based, highly qualified, trained and qualified advisors to provide support, advocacy and mediation to foster families during difficult times. Support is delivered in line with National Minimum Standards (22.12) in England, and in line with best practice guidance in the rest of the UK.



Who benefits from FISS?

Fostering services and foster carers both benefit from FISS in different ways:

Fostering services

- Enables you to meet **National Minimum Standards (22.12)** and **best practice guidance**
- **Cost-effective** spot purchase or contracted service
- **Quality assured** by regular monthly monitoring and review meetings
- **Assists with communication** during difficult, emotional and conflict fuelled times
- Demonstrates **commitment** to your foster carers and the essential work that they do
- Assists with foster carer **recruitment** and enhances **retention**
- Advisors have **extensive fostering experience** and relevant qualifications
- FISS is **fully managed** by professionally qualified and experienced social workers
- Service usage, **outcomes, statistics and feedback** reported a minimum of annually
- Fostering services determine the **eligibility criteria** for referring carers for FISS

Foster carers

- Advisors are **independent** of the fostering service
- FISS is **extremely responsive** and will contact the carer within 24 hours of referral
- Support includes **personal visits** to the carers' home if requested
- The Advisor will **provide advice, support, advocacy** and **mediation** as required
- The support will be **confidential, responsive** and **personal**
- Advisors will support carers at **meetings**, and **panels** as appropriate
- Carers will feel less anxious through receiving **objective support and guidance**
- The Advisor will **liaise with key professionals** as required
- Carers will feel **more positive** and in control of their situation
- Assist with written representation for **review** and **panel meetings**



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FosterTalk member households have access to telephone advice from qualified fostering advisors along with 24-hour legal advice and counselling support.

Our promise to you - customer service and the welfare of our clients is at the heart of everything that we do which is why we respond to all enquiries within the same or next working day.

**CUSTOMER
SERVICE
EXCELLENCE**



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