



FISS

FOSTER CARERS INDEPENDENT SUPPORT SERVICE

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Our face to face support service ensures a joined up approach between the fostering service, foster carer and the crucial support that is required during allegations and serious complaints.

FISS aims to raise standards of practice across the fostering sector by providing independent professional support to foster carers when they need it most.

Commissioning FISS will vastly improve your retention of foster carers who have faced an allegation or serious complaint.

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.

FOSTERING SERVICES

- o **Meet the requirements for NMS22.12 and best practice guidance**
- o **Assist with communication during difficult, emotional and conflict-fuelled times**
- o **Fully managed by professionally qualified and experienced social workers**
- o **Cost-effective spot purchase or contracted service with a guaranteed response within 24 hours of receipt of referral**

FOSTER CARERS

- o **Advisors are independent of the fostering service**
- o **Support includes personal visits to te carers home if requested**
- o **The advisor will provide advice, support and mediation as required.**
- o **Support provided is confidential, responsive and personal**
- o **Advisors will support carers at meetings and panels as appropriate**
- o **Carers feel less anxious by receiving objective support and guidance**
- o **The advisor will liaise with key professionals as required**
- o **Carers will feel more positive and in control of their situation**
- o **The advisor will assist with written representation**

For more information visit:
www.fostertalk.org or call 0121 758 5013