

Statement of Purpose

2026–2027



UPDATED
October 2026

NEXT REVIEW
October 2027

OFSTED
Rated Good

ESTABLISHED
2004



C O N T E N T S

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ABOUT THIS DOCUMENT

This Statement of Purpose is published under the Fostering Services (England) Regulations 2011, Part 2 (Regulation 3), and National Minimum Standard 16. It sets out what WellCare Fostering Services does, for whom, and how. A copy is available to children and young people, foster carers, staff, placing authorities and Ofsted.

01 Mission statement

WellCare Fostering Services Ltd aims to maintain a quality and professional fostering service. Our Statement of Purpose relates to the fostering service provided by WellCare Fostering under the Fostering Services (England) Regulations 2011 (FSR), the Children Act 1989 and 2004, and the Fostering Services: National Minimum Standards (NMS) 2011. The Statement is reviewed annually and updated as necessary.

WellCare Fostering Services provides a wide range of family placements to meet the needs of looked after children. We aim to provide a fostering service that gives commissioning local authorities best value, and we endeavour to deliver a service that is flexible and committed to meeting the needs of children and young people in care.

OUR PHILOSOPHY

Children need much more than a home.

Our service is founded on this belief, and everything we do starts from it.

02 Status and constitution

WellCare Fostering Services Ltd is a private Independent Fostering Agency established in **April 2004**. WellCare Fostering Services is a limited company registered under the Companies Act 1985 (Company Registration No. **04963908**; previously known as New Fostering Standards).

WellCare Fostering Services complies with the requirements of the FSR 2011 and the NMS 2011 for the wellbeing of children and young people. We are committed to supporting foster carers to provide every opportunity for the children and young people in their care. Children and young people should be able to achieve their potential in good health, education, money management, positive personal relationships and productive use of their free time.

As a service, we endeavour to be a preferred fostering provider to commissioning authorities and to provide a high standard of care to children and young people with varying needs. We continue to have positive professional relationships with a number of local authorities, and we review our policies and procedures regularly to ensure good practice and best value.

ESTABLISHED
April 2004

COMPANY NUMBER
04963908

OFSTED URN
SC061984

OFSTED RATING
Good

03 Management structure

John Dilleyston

Executive Director
Responsible
Individual
Agency Decision
Maker

QUALIFICATIONS

C.Q.S.W., Certificate in
Multi-Problem Family
Therapy, Certificate in
Management Studies,
Certified NLP
Practitioner, Diploma
in Hypnosis.

John obtained his CQSW in 1983. Before qualifying as a social worker, he worked as an English teacher in Italy, a college counsellor in America and a residential social worker in an Observation & Assessment Centre.

Since qualifying, he has opened and managed a Crisis Intervention Unit, and worked as a field social worker in a Children & Families department covering child protection and looked after children, as a Team Manager and as a Reviewing Officer. He has also been a member of the Local Area Network Children's Fund committee. He is a qualified NLP Practitioner and holds a Certificate in Management from Oxford Brookes University.

His involvement with WellCare began as chair of the Fostering Panel. In 2006 he became the Registered Fostering Manager, and from September 2010 to March 2011 he worked with the new Fostering Manager on the transition of the service.

On 1 April 2011, John became a Director of WellCare Fostering and took up the positions of Director of Operations, Responsible Individual and Agency Decision Maker, with overall responsibility for the service.

Katie Digby

Registered Manager

Katie Digby is WellCare's Registered Manager. Her responsibilities include:

- Overall responsibility for the day-to-day running of fostering agencies, building excellent practice across the agency
- Developing the agency by recruiting a range of foster carers and qualified staff
- Managing the work and monitoring the performance of the agency and the team
- Ensuring regular supervision and support for the team
- Ensuring foster carers' annual reviews take place on time
- Quality-monitoring social workers' work and professional practice
- Monitoring and guiding foster carers' training
- Ensuring foster carers attend support group meetings
- Carrying out file audits, and using feedback from children, foster carers and panel to improve services
- Complying with regulatory requirements, ensuring incidents and notifications are dealt with in a timely manner
- Managing out-of-hours support to foster carers
- Working in close collaboration with placing authorities
- Dealing with complaints and allegations
- Formulating and updating agency policies and procedures
- Preparing the agency for Ofsted inspection and following up any recommendations
- Setting the agency's development plan with the directors and providing performance updates as required

Contact Katie: 020 3417 9292 · 07423 606321

04 Our aims

OUR MAIN AIM

"To make a positive difference to looked after children's lives."

To do this, WellCare Fostering Services aims to have a range of foster placements to meet the diverse requirements of children and young people who are looked after.

Our placements promote and value children's and young people's diverse needs. In doing this, we consider the **Social GRRRAACCCEESSS** that exist for the children placed, foster carers, parents and professionals. This helps us work collaboratively with others in supporting a child. These considerations include:

Gender identity	Geography	Race	Religion
Age	Ability	Appearance	Culture
Class	Caste	Ethnicity	Education
Economics	Spirituality	Sexuality	Sexual orientation

Services we provide

WellCare Fostering Services placements also aim to safeguard children and promote child-focused placements. Services provided:

Short term	Task centred	Emergency
Bridging	Respite	Parent and child
Permanence	Rehabilitation home to families	Preparing young people for independence

05 Our objectives

- 1 To employ suitably qualified and experienced staff. Team members will receive regular supervision and regular training.
- 2 To ensure the team has the skills and knowledge needed for the tasks, role and responsibilities of the job.
- 3 To monitor staff performance through monthly supervision and yearly staff appraisals.
- 4 Safer recruitment of foster carers is important. Processes are in place to ensure the information provided by prospective carers is verified and assessed in full.
- 5 To run specific recruitment campaigns targeting foster carers who can care for children and young people with a diverse range of needs.
- 6 Foster carers will receive appropriate training that enhances their skills and knowledge, so that they provide high-quality care to meet the needs of the children and young people placed with them.
- 7 To provide training and help develop foster carers' skills and knowledge, as recommended by the Training, Support and Development Standards (TSDS), to meet the needs of placed children and young people.
- 8 To maintain protected workloads for the WellCare team, giving the time and space to offer the level of support and supervision needed to promote safer placements and a safer agency.
- 9 To ensure foster carers have access to ongoing learning about meeting the health and educational needs of children and young people, through group and 1:1 training, supervision and online learning.
- 10 Foster carers will meet all statutory requirements regarding the health of children and young people.
- 11 Foster carers will promote the educational achievement of looked after children by attending parents' evenings and all other school meetings relating to the children.
- 12 Foster carers will meet all statutory requirements in promoting children and young people's learning, personal and social development through constructive use of their free time and taking part in leisure activities.
- 13 Foster carers will be expected to take children and young people to leisure clubs and after-school activities.
- 14 WellCare Fostering will work in partnership with its foster carers by consulting them, valuing their contribution, remaining competitive with allowances, and paying them on time.
- 15 WellCare Fostering will work in partnership with local authorities to provide a service that is accountable and gives best value and transparency in our service, structures, finances and policies.

06 Principles and standards of care

- 1 The principles on which WellCare Fostering Services operates are in accordance with:
 - Children Act 1989 and Children Act 2004
 - Care Standards Act 2000
 - Fostering Services (England) Regulations 2011 (as amended in 2013)
 - Fostering Services: National Minimum Standards 2011
 - Working Together to Safeguard Children 2023
 - London Safeguarding Children Procedures (londonsafeguardingchildrenprocedures.co.uk)
 - UK GDPR and the Data Protection Act 2018
 - Equality Act 2010
 - 2 WellCare Fostering sets out to meet the National Minimum Standards made under the Care Standards Act 2000 and the Fostering Regulations 2011.
 - 3 We strive to meet and surpass the National Minimum Standards for foster care. WellCare has policies and procedures in place to meet its aims and objectives, and these are updated accordingly.
 - 4 Statutory responsibility for the child always remains with the local authority. Any decisions affecting the local authority or the child will be made in full consultation with the relevant social workers.
 - 5 WellCare Fostering Services will provide a dedicated Supervising Social Worker to liaise between the foster carers and the local authority, building a strong and mutually beneficial relationship with the needs and interests of the child at its core.
 - 6 We provide services to achieve the outcomes of Every Child Matters, originating from the Children Act 2004. These outcomes help us support carers to care for children in a way that enables them to:
 - Be healthy
 - Stay safe
 - Enjoy and achieve
 - Make a positive contribution
 - Achieve economic well-being
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- 7 In addition, WellCare Fostering strives to ensure children achieve stability and continuity through carers who can provide a **Secure Base**. The Secure Base model is part of our annual training programme and helps foster carers consider each dimension of the model:
 - **Availability** – helping the child to trust
 - **Sensitivity** – helping the child to manage feelings and behaviour
 - **Acceptance** – building the child’s self-esteem
 - **Co-operation** – helping the child to feel effective and be co-operative
 - **Family membership** – helping the child to belong

The Secure Base is also considered during monthly supervision with foster carers.
- 8 At WellCare Fostering Services, the safeguarding, emotional wellbeing, access to education, health and development of children in our care are always paramount.
- 9 WellCare operates an equal opportunities policy for staff, children and foster carers. Positive action will be taken to promote a child’s or young person’s cultural and ethnic heritage, using external sources where needed. The same applies to the WellCare team, which includes our foster carers.
- 10 WellCare will meet all its legal obligations, including those relating to data protection and confidentiality, equality and equal opportunities (Equality Act 2010), and the Children Act 1989 and 2004.
- 11 We support young people to experience fulfilling personal relationships and to develop good saving habits, leaving placement with savings.
- 12 Children and young people placed with our foster carers will receive a Children’s Guide about our service and what they can expect while living with one of our foster carers.
- 13 Children’s and young people’s views about the care they receive from their foster carers and from WellCare as a service will be sought regularly.
- 14 Foster carers will be provided with a handbook covering their role and responsibilities, policies and guidelines, and practical advice.
- 15 WellCare Fostering Services values the opinions of foster carers, their families, and children and young people, so that they can inform the planning and delivery of the service.
- 16 WellCare Fostering Services will engage a properly constituted, independent Fostering Panel to consider foster carer assessments and make recommendations about approvals, reviews and matters of concern.
- 17 Management will ensure consistency and continuity in the supervision, support and information given to foster carers.
- 18 WellCare Fostering Services will maintain separate and accurate records for children, foster carers and staff, in line with legislation.

07 Service provision

- 1 WellCare Fostering Services assesses the suitability of individuals and their families to care for looked after children in their homes.
- 2 The CoramBAAF Form F assessment format is used to determine the suitability of foster carers. Completed assessments are presented to WellCare's independent Fostering Panel for a recommendation on the applicant's suitability to foster. The assessment and panel recommendation then go to the Agency Decision Maker for a decision on approval.
- 3 WellCare Fostering Services reviews every foster carer's approval annually, or sooner when there are changes in the foster carer's household or circumstances.
- 4 We work to achieve healthy matching at the referral stage. Matching considers how a foster carer can meet the child's cultural, religious, health, educational, behavioural and emotional needs.
- 5 Our foster carers keep daily records on the children and young people in placement, including parents and children in parent-and-child placements.
- 6 WellCare Fostering Services and our foster carers respect children's information and maintain confidentiality.
- 7 Any child protection issues are dealt with without delay, in line with the agency's Safeguarding Policy and procedures.
- 8 WellCare Fostering provides appropriate training in the de-escalation of behaviour.
- 9 We facilitate ongoing training for our foster carers. Foster carers are required to complete the Training, Support and Development Standards (TSDS).
- 10 We carry out health and safety checks on all foster carers' homes at least annually to ensure they remain safe.
- 11 We provide monthly supervision visits to foster carers and maintain regular telephone contact.
- 12 We support foster carers to work to the child's or young person's care plan and to attend all appropriate meetings.
- 13 WellCare Fostering Services provides **24-hour telephone support** to foster carers.

08 Placements provided

WellCare Fostering Services recruits, trains, assesses, supervises, supports and reviews foster carers, and provides foster care services to commissioning local authorities. We offer placements to all looked after children and young people aged **0 to 18**.

WellCare understands that children and young people are best placed with their own family. When this is not possible, suitable alternative households are needed to care for them. We aim to provide foster carers from a diverse population who reflect and meet the cultural, ethnic, religious, physical and emotional needs of looked after children.

Matching

WellCare Fostering Services works with the placing authority to match children with foster carers who can meet their needs. Cultural matching is important; however, a healthy match that takes account of a child's needs, behaviours and experiences is key to helping them make sense of their trauma.

09 Financial

- WellCare foster carers receive a weekly fostering allowance, paid into their bank account by BACS transfer. Information and guidance on allowances is provided in the Foster Carers' Handbook.
- Charges for the service are available to local authorities on request.

10 Complaints

- WellCare Fostering Services has a Complaints Procedure, available to staff, children and young people, foster carers, placing authorities and anyone else wishing to make a complaint about the service.
- WellCare takes all complaints seriously. Decisions following any investigation will be acted on, including changing policies and procedures to improve the service we provide.

11 Support for foster carers

WellCare Fostering Services values the work of foster carers. We know fostering can be extremely challenging, but also deeply rewarding.

We aim to provide the support and guidance foster carers need to give children and young people a good quality of care. **All foster carers will have:**

An allocated Supervising Social Worker

Monthly visits and regular phone calls

Out-of-hours telephone support

As well as support during office hours, and visits whenever necessary

Monthly foster carers' support group

Time with carers who understand

Fostering Network membership

Advice, resources and a wider community

Foster Carers' Handbook

Policies, guidance and practical advice

No reduction in allowance

For siblings or long-term placements

One week's respite

12 Supporting children and young people

- 1** Children and young people receive the WellCare Fostering Services Children's Guide within the first week of being placed with foster carers.
- 2** Children and young people are consulted about the care they receive. At least annually, they are invited to comment on the services they get from WellCare Fostering Services through a questionnaire that can be returned anonymously.
- 3** WellCare Fostering Services is dedicated to helping children and young people placed with our foster carers to achieve good outcomes and enjoy a secure and stable home life.

13 Policies and procedures

Foster carers are informed of WellCare Fostering Services' policies and procedures through the Foster Carers' Handbook, which they receive on approval. The Handbook includes information on:

Child protection procedures	Safe caring policy
Foster carers' daily logs	Equal opportunities and valuing diversity
Making a complaint	Approval, review and termination of foster carers
Behaviour management and absence from the carer's home without permission	Foster carers' allowances

The Handbook contains further information relevant to the role. Its policies are reviewed regularly and updated as required.

14 Ofsted

OVERALL RATING Good	LAST INSPECTION 3 February 2025	OFSTED URN SC061984
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- Ofsted is responsible for inspecting WellCare Fostering Services.
- The Registered Manager keeps records under the Regulation 35 procedures of the Fostering Services Regulations 2011, through which matters relating to the agency are monitored and the necessary notifications made to Ofsted.
- Any serious concerns or matters of a child protection nature will be reported to Ofsted within 48 hours of the incident wherever possible. Outcomes of any child protection or LADO investigations will be recorded and Ofsted updated accordingly.

CONTACTING OFSTED

Ofsted
 Piccadilly Gate
 Store Street
 Manchester M1 2WD

Tel: 0300 123 1231
Email: enquiries@ofsted.gov.uk
Textphone/Minicom: 0161 618 8524

15 Conclusion

WellCare Fostering Services will continue actively recruiting foster carers to meet the needs of the children that commissioning services refer to us.

We are committed to making positive placements and aim to reduce placement breakdowns by supporting foster carers appropriately through training, supervision and, where necessary, hands-on support. While growing the agency is important, particularly to ensure there are enough good, healthy foster homes for children and young people, we will not compromise the quality and effectiveness of the care available.

We want our foster carers to truly empathise with, and start to understand, what is going on for the children they care for. The ability to step into a child's world helps carers approach and respond in a way that feels comfortable for the child, and ultimately builds healthier relationships within the fostering household.

Looked after children and young people deserve to be placed with families that provide safe and nurturing homes.

Children need more than a home.

Dedicated to achieving positive outcomes for children.

This Statement of Purpose is subject to continuous and annual review.



Get in touch

Together, we can transform young lives.

PHONE

020 3417 9292

MOBILE & WHATSAPP

07877 507101

EMAIL

info@wellcarefostering.co.uk

OFFICE

**504 Olympic House, 28–42 Clements
Road, Ilford IG1 1BA**

WEBSITE

wellcarefostering.co.uk

SUPPORT FOR CARERS

24 hours a day, 7 days a week

REGULATED, ACCREDITED & MEMBER OF



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