

# FosterWiki®



## THE 2024 INDEPENDENT FOSTER CARERS SURVEY

### Question 5 Additional Comments

## I. INTRODUCTION

Welcome to The Independent Foster Carer's Survey 2024 powered by FosterWiki Ltd.

We appreciate all the Foster Carers/Carers' time in completing this survey as it is your voice that needs to be heard to help raise the outcomes for the children and young people we care for.

The survey was completed by current or carers who have left fostering in the last 5 years.

The question was as follows:

*“In the past year have you raised a concern or complaint about any behaviour, decisions or written material produced by a social worker or other professional working with you in your fostering role?”*

2449 people answered this question and left 596 additional comment responses.



All comments are the opinions of the people who have made them and do not represent the opinion of FosterWiki Ltd. FosterWiki has only supplied a limited number of comments. A full list can be requested for research purposes or official Government use. Any application will be considered on its merit. These comments or any part of this document cannot be used as part of any publication in any form either electronic, written or any other medium without the express written permission of FosterWiki Ltd.

## 2. ADDITIONAL COMMENTS

1. I am very reluctant to raise issues for fear of retaliation.
2. CSW/SSW haven't stayed long enough which in itself is concerning.
3. Sharing my surname and job title with dangerous parents which together reveal my address when googled. They won't give me the information I've asked for about it so now the foster carers union are helping me, and their first bit of advice was to make a complaint.
4. It took a year to be addressed by senior management.
5. I made a complaint about another Foster Carer who was aggressive in front of children.
6. Official complaint. Not upheld. I went t to the Care Inspectorate and the complaint was upheld.
7. Yes and I ended up with a false allegation I was able to prove did not happen via data access requests.
8. SSW failed to support during the allegation process.
9. I've raised many concerns, and formal complaints. Mostly regards children's services.
10. Would have liked to. Should of but not worth the grief it would cause me or the child.
11. 7
12. LA SW feedback was inaccurate; my SSW got the file corrected.
13. Is a yearlong enough to consider the Last 5 might be better?
14. Poor communication of new social worker has led to poor planning and a lack of structure to ensure the child's needs are met.
15. Absolutely nothing was done to them, we were dragged into a standards of care meeting
16. I work in the private sector but have to work alongside LA S/w. I left LA because of poor working practices and challenged absolute lies that had been told in order to cover poor working practices that impacted the outcomes for LAC.
17. Annual review contained impact inaccurate information stating there were "serious complaints". When challenged this was immediately downgraded.
18. I had re-joined my LA due to the fact of the IFA I had joined two years previously {because of the lack of support and being constantly lied to by management} gave a 28-day notice on my youngest foster child because they couldn't find respite carers to manage his challenging behaviour. {as in my care plan} I was forced to go back to save him from being wrongly placed and his needs not being met. For two weeks I had no Supervising social worker and no contact detail from anyone. I had to get in touch with one of the children's IRO to find out and for them to get in touch with me. a few weeks later on a group chat, I noticed a survey had to be finalised the night before. this was the first I knew of it. When I questioned why I had not been informed I was told you should have looked on our Facebook account or spoken to your liaison carer. I had not been given either the Facebook login nor had my liaison officer been in touch to introduce themselves. I had in fact been left out of the loop. I believe it's because of my complaints that by now we are at stage two of the complaints system.
19. Not in the last year but in the last 3 years I have.
20. And nothing gets done about it.
21. arrangements for contact with the protected placement.
22. I can't make a concern or complaint because soon after I have previously complained I had a so-called allegation for 18 months. Lesson learnt.
23. We have challenged our team leader about the decision not to backdate the increase in the SCRA to respite carers. This was supposed to be considered by the end of January. To date, we have had no further information.
24. Misinformation on my SAR I have been ignored.

25. When our fostered young person became violent, attacking myself and vandalising the home, no one came to our aid and during the 8 hrs we had to wait for her to be collected for emergency respite care, she further damaged the home. (No damages were compensated for of course) The report about the incident (written by an agency SW who had never met or spoken with us) said we (carers) should "learn to be more resilient" I read it with my smashed glasses next to me, hands still trembling and a swollen black eye. It was so hurtful.
26. I raised a concern about a SW not discussing a potential placement move and just organising a meeting with the foster carer.
27. Queried decision to continue contact/not adjust arrival arrangements when birth family late/not turned up for 3/3 sessions causing distress to the child, then again 3m later when child very distressed as a high-risk parent had attacked other parent at their relocated address-which other parent had given address to high-risk parent. Contact was in a public place and CSW initially unconcerned high-risk parents could be given location info and turn up at the session. IRO intervened and the contract is now suspended until the risk assessment/plan is adjusted.
28. The social workers' actions contributed to a placement breakdown. Despite this, the complaint was not upheld.
29. I have an ongoing complaint about my SSW.
30. Inconsistent information being provided by different workers in the same office.
31. Misinformation in reports referring to medical appointments. Not following through on agreed plans.
32. I raised concerns about the behaviour of a CSW and then an SSW if turned out to be a nightmare. All of a sudden, there were complaints in our annual report (from 6 months ago) and we had to fight to have these removed.
33. Made a complaint against a manager she then made my life hell for almost a year by bullying ways lying about what she said and a complaint against me which were all lies and terrible treatment of us unbelievable that this is able to go on.
34. I'm told we have to back the LA that I need to work in partnership if I have a concern or disagree
35. About the inflexibility of the adoption process.
36. Frankly? David only beat Goliath once in history, that's as polite as I can say it.
37. Had a child since birth, he is now nearly 9 and still no further forward. I have complained about several so-called professionals.
38. Due to a lack of respect and disregard for us as carers. However, despite completing the formal complaint process and having the complaint upheld, the social worker did not complete the agreed actions, making the whole process futile.
39. I told my SSW I was going to make a complaint against the CSW about a number of issues. By the end of that day, I had the CSW on the phone about a number of the issues I'd raised. It's an insult that I wasn't able to raise my complaint through the correct channels to help prevent the same issues from happening again going forward.
40. In terms of a complaint about my SSW, only in regard to lack of communication. However, when

dealing with the Local authority there was a significant data protection breach. 2 social workers shared my contact details with the birth family, additionally arrived at our home with siblings and family members of the child without giving us any notice or asking permission.

41. But as we have been penalised in the past for speaking out, we haven't done it this time.

42. Supervision notes were incorrect, and they refused to amend. Just got a new SSW as I refused to entertain the old one.

43. I wouldn't want to for fear of getting standards of care complaint.

44. We didn't get to say goodbye to the child (even by letter) when respite ended in a planned way.

45. All ignored, and I paid the price.

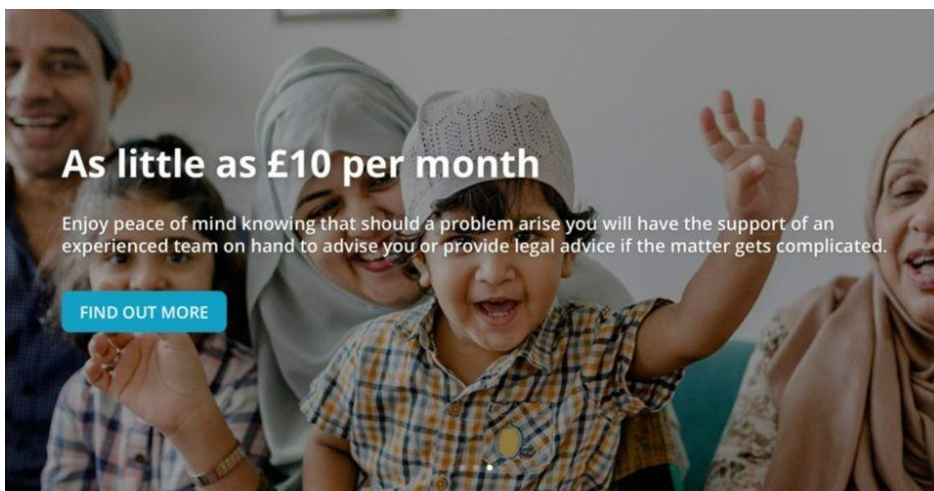
46. I have made a few, and nothing seems to be down about it.

47. But I know foster carers in my agency who have.

48. Our child was moving on after 4 years of struggling to deal with their behaviour. The children's hearing report omitted so much to make sure placing the child with an elderly relative would be approved. We were accused of being incapable of dealing with a teenager and the breakdown was our failure of looking after a teenager and the child had done nothing wrong. We'd been to hell and back. The child needed a fresh start in a new area but that would have had a huge cost associated with it, so kinship was approved even though in the past it was deemed unsuitable.

49. A social worker leaked my address to the children's parents & family came to my house demanding their son. Broke the placement down.

50. But we are still not being heard as there's no action been taken.



<https://nupfc.com/>

### FosterWiki Toolkits



FosterWiki New Foster Carers Toolkit



FosterWiki Fostering Teenagers Toolkit



FosterWiki Toolkit for New Social Workers



FosterWiki Toolkit for Top Ten Tips

Vist our toolkits at [FosterWiki.com](https://FosterWiki.com)

**NFCQ** ● Modern, strengths-based Assessments  
 ● Qualified, safe, confident carers in 8-10 weeks

**Intergrated Assessment Process (IAP)**