

“FosterTalk”<sup>®</sup>  
supporting those who care

“FISS”<sup>®</sup>  
Foster Carers Independent  
Support Service

for foster carers facing  
allegations, complaints, and  
serious concerns



Advocacy  
Mediation Advice  
serious concerns Guidance  
allegations investigations  
Support Information Complaints



Foster Carers Independent Support Service

**FosterTalk is a not for profit organisation focussed on providing high quality independent support for foster care households. FISS will deliver a cost effective solution to assist Fostering Service Providers in meeting National Minimum Standards / Best Practice Guidance.**

Foster Carers Independent Support Service (FISS) offers locally based, highly qualified Advisors to provide support, advice, advocacy and / or mediation to foster families.

Many foster carers face an allegation during their career and some give up fostering due to the way the situation is handled.

FISS enables foster carers to engage with the process, providing a link into their Fostering Service Provider and helps them feel more positive and in control of their situation. Foster carers who had decided to give up fostering have often reconsidered after receiving FISS support and have continued fostering.

FISS ensures carers are provided with quality independent support during an allegation or complaint situation. FISS enhances recruitment and retention of foster carers.

#### **Why FISS?**

When a foster carer is facing an allegation, concern or complaint, FosterTalk's locally based FISS Advisors are qualified independent practitioners who are there to provide key support.

**Responsive to need:** FISS offers an effective response time ensuring foster carers are contacted within 24 hours of a referral being made.

**Personal and professional:** FISS Advisors provide professional, objective support to foster carers enabling them to stay involved and make informed choices.

**Accountable and cost effective:** FISS can be spot purchased or contracted by Fostering Service Providers.

**Keeping communication going:** The FISS Advisor maintains a crucial link between foster carers and the Fostering Service Provider. This helps to keep relationships going and promotes carer retention.

**Positive outcomes for all:** Foster carers who had decided to stop fostering have often reconsidered after receiving FISS support therefore saving the fostering service an expensive and valuable resource.

## Who benefits from “FISS”

### Fostering Services

- ✓ FosterTalk is a leading provider of support services for foster carers.
- ✓ Enables you to meet National Minimum Standards / Best Practice Guidance.
- ✓ Cost-effective spot purchase or contracted service.
- ✓ Quality assured by regular monitoring and reviews.
- ✓ Assists with communication during difficult, emotional and conflict fuelled times.
- ✓ Demonstrates commitment to your foster carers and the essential work they do.
- ✓ Enhances recruitment and retention.
- ✓ Advisors have extensive fostering experience and relevant qualifications.
- ✓ FISS is fully managed by a professionally qualified and experienced manager.

### Foster Carers

- ✓ The Advisor is independent of the fostering service.
- ✓ FISS will contact the carer within 24 hours of referral.
- ✓ The Advisor will make personal visits to carers if this is requested.
- ✓ The Advisor will liaise with key professionals as required.
- ✓ The Advisor will provide advice, support, advocacy or mediation.
- ✓ The support will be confidential, responsive and personal.
- ✓ The Advisor will attend meetings and panels as appropriate.
- ✓ By providing objective support and guidance carers will be informed and supported throughout the process.
- ✓ Carers will feel more positive and in control of their situation.

FISS referrals can be made online [www.fostertalk.org](http://www.fostertalk.org) or emailed to [enquiries@fostertalk.org](mailto:enquiries@fostertalk.org)

FosterTalk: **0844 800 3880**  
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