**Appendix 3 – Hub Home Carer Agreement**

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**Isle of Man Family Placement Service**

**Mockingbird Family Model**

***Hub Carer Agreement***

**The following illustrates the roles, responsibilities, expectations and agreement between Hub Carer(s) and Isle of Man Family Placement Service to participate in the Mockingbird Family Model.**

**Mockingbird Hub Carer(s)**

|  |  |
| --- | --- |
| **Name(s)** | * **Carer** * **Carer** |
| **Address** |  |
| **Tel No** | * **Carer** * **Carer** |
| **Main email address** |  |

The signed Foster Carer Agreement forms the basis of a formal agreement between the Isle of Man Family Placement Serviceand its approved Hub home carers.

**Introduction**

The Fostering Network’s Mockingbird programme is based on the Mockingbird Family Model, which was originally developed by The Mockingbird Society in America in 2004. The Fostering Network was funded by the Department for Education’s Children's Social Care Innovation Programme in 2015 to develop the Mockingbird programme in the UK. This was done in partnership with The Mockingbird Society.

The Mockingbird programme is an innovative method of delivering foster care using the Mockingbird Family Model. This is an extended family model that provides respite care, peer support, regular joint planning and training, and social activities.

The programme improves the stability of fostering placements and strengthens the relationships between carers, children and young people, fostering services and birth families.

The subsequent document delineates the key features, expectations, roles and responsibilities required to implement Mockingbird. The offer and expectations listed below should be read in conjunction with Isle of Man Family Placement Services’ Mockingbird Operations Protocol, Isle of Man Family Placement Service Foster Carer Agreement, Foster Care Handbook and the Mockingbird Hub Carer Role Profile. *\*\* Mockingbird training is different to Isle of Man Family Placement Service’s general Foster Carer Agreement.*

This document contextualises the role of the Hub Carer and includes Isle of Man Family Placement Service’s responsibilities. Each Supervising Social Worker (SSW) for families within the Constellation will be provided with a copy of this document.

The Hub Home Carers will continue to be registered as Foster Carers for Isle of Man Family Placement Service and are therefore will be subject to all of Isle of Man Family Placement Service’s policies and procedures.

**The Purpose and Key Principles of Mockingbird**

The objective of the model is to provide a structure conducive to developing the capacity of Foster Carers both as a family unit (Satellite Home) and in the context of a community (Constellation) to meet the identified needs of children, young people and families. The model’s structure is designed to address specific systemic gaps found to be particularly damaging to children and young people in care including: active safeguarding, placement stability, sibling contact and birth family involvement.

***Essential Services Provided by the Hub Home***

The Hub Carer’s primary function is to support 6-10 Satellite families within a Constellation, providing both planned and emergency care including sleepovers.

**The 7 core principles of a Mockingbird Constellation are:**

Community - based care

All children and young people deserve to live in settings that reflect their need for age appropriate freedom and autonomy while ensuring their safety and the safety of the community. They also deserve to live and grow up in a community that is familiar to them and close to their birth family members, if appropriate.

Unconditional care

All children and young people deserve a safe, warm, nurturing environment where they can thrive. Their environment should be enriched by the values, authenticity and creativity of their parents and carers. The approach is focused on social learning and the concept of developing the whole child with a lifelong prospective.

Normalisation of care

Children and young people in foster care need to receive the same opportunities and support as well as facing the same challenges as their peers so that they can learn and develop and make full use of opportunities available to them.

Continuity of care

All children and young people benefit from continuity in their lives. This continuity is particularly important for children and young people who cannot live within their birth families: same community; same school; same friendship groups; same access to sports, art and leisure group opportunities.

Foster Carer Support

It is essential to take good care with training, practical and emotional support and supervision of the Foster Carers who take good care of the children and young people.

Cultural Relevancy

This centres on respect for culture and the embracing of diversity. This goes beyond ethnicity and explores culture in its broadest sense, taking into consideration elements such as differing physical abilities, economic backgrounds, values and religion.

Birth family viewed as partners and future support

While stopping and suspending contact with their birth family can, on occasion, be necessary for a child or young person’s protection, it can involve unintended consequences such as covert and risky contact or an oppositional stance between the child and Foster Carer. The Mockingbird family model supports practice that enables children and young people to receive age appropriate, accurate information about their past care and to learn the skills and boundaries necessary to establish and maintain safe relationships with their birth family to be viewed as an important future home or support network for the child or young person.

**Terms of Approval**

These terms and conditions do not amend the Foster Carers’ original terms of approval. You are a Mockingbird Hub Home Carer for 0-18 long term / short term; crisis/emergency and sleepovers.

As Foster Carers, you may already have 1 or more children in your care within your current terms of approval. Section 61 of the Children and Young Persons Act 2001, limits the number of children who may be fostered by a Foster Carer and the usual fostering limit is 3. The service must ensure an exemption is in place in the event that you go over the maximum limit of 3 children at any one time.

**Supervision Structure**

The Mockingbird Liaison Worker will supervise and support the Hub Carer(s) and 3-4 Satellite Carers with two additional SSW’s supervising the rest of the families in the Constellation.

In some circumstances the HHC will be supported by a liaison worker, who is not their supervising social worker, however a clear definition of roles and responsibilities will be agreed and shared between HHC, LW and SSW.

**Hub Home Roles and Responsibilities, Expectations**

**Types of Support and Care Provided;**

Day Care: Day care refers to planned care for periods of one to several hours rather than overnight stays. This facility permits Satellite Home Foster Carers to attend medical appointments, make visits to relatives, be involved in leisure activities and such like.

Planned Sleepovers: In the first instance Satellite Home Foster Carers can sign up for planned sleepover care on a monthly calendar provided by the Hub Home family as part of the their respective Looked After Child’s Care Plan. Additionally, Satellite Carers and children and young people can make a request at other times when they feel a sleepover maybe required for a period of 24 hours. Where possible Satellite Carers will liaise with their SSW and the Child’s Social Worker (CSW) before the request, however in the short term if this is not possible this can be shared after a sleepover has occurred. The Hub Carer will inform the MLW. The Respective Satellite Carer will inform the CSW and their SSW.

The Hub Carer(s) should plan ahead to let Satellite families know when they will not be available to provide this service. During these times, the Satellite and MLW can collaborate to provide alternative sleepover care arrangements within the Constellation if required/possible. Although it is important that one Satellite Home does not monopolise the available sleepover time, theoretically, there is no set limit on the amount of sleepover care a Satellite Home family may use in any month. The arrangements should take suitable account of the child’s needs (as set out in the Fostering Services Minimum Standards Standard 7) and should be organised between the Foster Carers, within the agreed levels of delegated authority (see Operation Protocol).

Short Notice/Emergency Sleepovers: Satellite Foster Carers may call the Hub Carer(s) directly in a crisis situation to request an urgent sleepover. The Hub Carer(s) can offer it on the basis of agreed prior delegated authority for decision-making, although the Foster Carers involved should make every effort to discuss the specific situation with the relevant Social Workers in case other actions should be taken. The model is designed to allow immediate support to Foster Carers while increasing the ability of everyone to work effectively during the crisis.

Examples of short notice sleepover situations may include a Satellite Foster Carer’s needs support whilst:

* A member of their fostering household is taken to an emergency appointment.
* Children/young people picked up whilst dealing with a short-term crisis.
* Allow time to compose following a difficult time.

Whilst some requests for sleepover care may at times appear to come disproportionately from one Satellite Home, the Hub home is intended to be available, as far as possible on request.

The Hub home and the Satellite Foster Carers will need supervision and support in managing this balance between entitlement to, and responsible use of sleepovers.

Request for support will be discussed with the Mockingbird Liaison Worker (MLW), Satellite SSW’s and CSW’s where required and recorded in Care Planning and Looked After children’s Reviews/meetings.

Sleepovers may be provided by Satellite carers other than Hub Carers depending upon the sleepover capacity within each individual Constellation. Where possible a deputy Hub Carer will be identified as the alternative Constellation Carer to maintain consistency and continuity for our children and families, as each Constellation will have a differing requirement for planned sleepovers. This should be part of a child’s Care Plan.

**Returning home after being missing**

Many young people realise quickly that they have acted impulsively by running away. Contacting their Foster Carers afterwards with feelings of shame and anxiety and asking to come home is a very difficult hurdle to overcome. The Hub home can offer a safe base where they can receive the support that they need in order to sort out their return to their Satellite Home family.

**Temporary Placement in a Disruption**

The Hub home is the preferred location for children and young people whose placements have to end suddenly or prematurely, whatever the reason. These may be situations where relationships have completely broken down or where an allegation or a complaint has been made against the Satellite Foster Carer(s) or a member of their family.

If a return to the original Satellite family is not possible and a new placement is being explored, best practice is a placement with the Hub home until a new foster placement is arranged. Ideally a placement within the Constellation or with a new Foster family who can join the group to promote consistency and continuity of the Constellation would be sought.

**Hub Carer contingency plan**

In the event the Hub Carer is unable to fulfil their role, for example is sick, has a family emergency or has an allegation made against them Satellite Carers and/or a deputy Hub Carer from the Constellation will be asked to provide day care and sleepover support. Subject to availability and capacity other Hub or Satellite Carers from an alternative Constellation may be asked to assist. In this case, this will be discussed and agreed with the relevant Manager, MLW, SSW’s, CSW’s and IRO’s.

If it is felt that the Hub Carer is not the most appropriate place for support/care as a result allegations or other sources of conflict, discussions with the MLW and respective SSW’s, CSW’s will take place with a view to identifying an alternative carer within the Constellation.

**Health and Safety**

The Hub home will have an extensive Health and Safety checklist completed in the context of each visitor from the Constellation as individuals and as a group.

The Hub Carer will be assisted in undertaking risk assessments for group activities in the community by the MLW or Fostering Support Workers. All checklists and assessments will be reviewed in accordance with Fostering Regulations and in the event of new parties visiting the Hub home. Each child or young person will have their own Safer Care policy.

**Transportation**

Transportation of children and young people should be discussed and agreed within the Placement Plan meeting. In the event of the Hub Carer providing emergency support transport should be negotiated between the respective Satellite Carer and Hub Carer. If transport cannot be provided by either party support from other respective Support Network or alternative Satellite Carers should be sought, if the issue is not resolved the Satellite and Hub Carers should raise this with the Liaison Worker and SSW.

**Regular Contact with Satellite Home Families**

The Hub Carer(s) are to be proactive in maintaining contact and regularly checking in with Satellite home families in a variety of ways such as via telephone, email, face to face or text messages, to:

* enquire how people are getting along;
* reminding them of planned events;
* providing support and encouragement for the work they are doing;
* provide additional support during complex times.

The greater the stress and danger of disruption or crisis within a Satellite Home, the more support will be offered by the Hub Home Carers.

The following guide sets out what is expected of the Hub home Carers in terms of the contact they make with Satellite Home families. These are minimum requirements. In some situations, it may need to be considerably more than this.

**Level 1**: The Satellite home family is doing fine. The family attends the monthly meeting and/or events and occasionally requests sleepover care.

The Fostered children/young people seem content and have contact with friends and peers within and outside the Constellation.

**Action**: Hub home family should initiate contact at least weekly.

**Level 2**: The Satellite Home family is under stress. They may not be attending monthly meetings or events. The family may request emergency sleepover care frequently.

**Action**: Hub home family should initiate contact at least twice a week.

**Level 3**: The Satellite home Foster Carers are experiencing high levels of difficulty. The children/young people may be presenting very challenging behaviours, regressing, becoming oppositional, fighting with siblings, running away, causing problems in school or stealing. The placement may be at risk of breakdown.

**Action**: Hub home Carers should initiate contact at least once a day.

Changes in the Satellite home families, new problems or escalating difficulties need to be discussed with all the relevant members of the team around each child. It is important that the support activities of the Hub home Carers do not mask or obscure the need for assessment by children and young people’s Social Workers and for other services to be co-ordinated if problems are occurring.

**Organising Activities and Events**

The Hub home Carer(s) are responsible for maintaining and circulating a calendar of monthly events, meetings, social get-togethers, training and support sessions, activities for children and young people and their own availability for day care and sleepovers. The Hub Carer will need to ensure that risk assessments have been completed (see Operational Protocol).

* Monthly Constellation meeting/training and support sessions: The Hub Carer will co-ordinate and facilitate/co-facilitate constellation meetings and will ensure all Satellite families have the dates, times and venue in advance via email or group text. These include workshops, group supervision sessions, consultations or invited speakers at least once a month. The topics are based on the needs and interests of the Constellation. Topics might include: parenting strategies, behaviour management, phases of grief and loss, working effectively as a team member or a Constellation member and safer caring practice within the Constellation. The Hub Carer will discuss activities and events, if required the Liaison Worker will assist in the planning, organisation and delivery of activities.
* Social get-togethers: Social events organised at least every 6-8 weeks for families to spend time together and have fun. These could be barbecues, dinners, pizza and game nights, picnics, back-to-school parties and celebrations of significant festivals, such as Christmas.
* Children and young people’s activities: Opportunities for children and young people to be part of a wider community while also offering a natural break for their Foster Carers. Structured activities might include homework support and tutoring (also in the Hub home), music lessons, arts and crafts, and recreational outings or interest-based trips. In discussion with the Constellation, MLW and with appropriate delegated authority, the Hub Home Carers may arrange activities, for example, a trip to the zoo for younger children; a leisure centre day for older ones; a summer day at the beach for everyone. Children and young people can also enjoy unstructured social time with others within the constellation.

The Constellation calendar also may include relevant community activities or school events and celebrations that families may want to attend, including:

* Celebrations and holidays.
* Support group sessions.
* Training sessions for adults, children and young people.
* Family events recreational activities and outings.
* Educational activities.
* Special interest activities (sports, dance classes, music lessons, etc.).

Each Satellite Carer will fund activities for their respective family household members.

In the first instance Satellite Carers should provide transport for their household however if this is not possible they can negotiate with their Support Network, other Satellite Carers or the Hub Carer. The MLW, SSW’s and CSW’s may assist when required. If there are repeat activities this may be written into the child’s Care Plan including any special funding request and transport.

**Researching or making other resources available**

The Hub Carers may be asked by Satellite Foster Carers to organise, find out about or support them with:

* Family time visits, meetings or conferences with birth family members (in consultation with the CSW and other necessary planning).
* Access to community activities and courses (such as mentoring, job skills, leadership skills and cultural events).
* Access to mental health services for all members of the constellation.
* Educational advocacy and mediation with schools.
* Photos and other materials for children and young people’s life story books.
* Birthday gifts, religious celebrations, Hallowe’en costumes, Easter egg hunts, Divali or Eid celebrations and other holiday events and cultural resources.

A Constellation may seek to build a network of community based agencies who contribute skills and assistance in a variety of ways. These could include:

Wraparound, Virtual Headteacher, CAMHS, fostering support groups for children (birth children and looked after children), MSR, fostering induction.

**Hub Home Carer(s) Agreement**

**All Hub Home Carers must meet the Mockingbird fidelity criteria, as such Isle of Man Family Placement Service Hub Home Carers will:**

* have 2 beds available to provide planned and emergency sleepovers to children in care living with Satellite Carers in the constellation.
* be available to support the constellation 6 days a week (*the non-available day to be negotiated and planned with the MLW*)
* be available at weekends for constellation support apart from 1 weekend per month (*the non- available weekend to be negotiated and planned with the MLW.*
* Where possible be committed to the role of Hub Home Carer for a minimum of two-years.
* hold a current valid driving licence and facilitate transportation as appropriate for Hub duties and assist Satellite families.
* provide emergency placements for any child in the constellation in the event of them not wishing or being unable to remain with their Satellite Foster Carer.
* promote effective and appropriate use of delegated authority within the constellation to ‘normalise’ the child’s experience of being in care.
* work with the MLW, SSW’s, CSW’s and the Constellation to set clear and consistent strategies for supporting children’s behaviours and expectations in line with the Care Plan.
* be familiar and promote ‘safer care’ for all within the constellation, working in conjunction with each child/family’s Care Plan, Placement Plan, Risk Assessment, Safe Care and any other relevant assessments.
* Will be flexible as they will often have to adjust their plans to deal with unpredictable events. Emergency support requests must always take priority to support placement stability and minimise disruptions and the possibility of breakdowns.
* Ensure they consider the needs and interests of young people prior to sleepovers or day care commencing, for example their routines, food preferences and activities.
* Shall ensure all medical issues or information is received from a Satellite Carer prior to support care is provided.
* Shall ensure all administered medication is logged on the Fostering Team’s medical record form and submitted to their respective Mockingbird Liaison Worker.
* In some instances, it may be more appropriate to provide care in the Satellite home rather than the hub home.
* Facilitate meetings and appropriate child centred activities within their own home for the Constellation including family time where assessed as safe and appropriate to do so. This may include Hub Carer supervising family time in the community, within their home or during activities and events.
* Will ensure risk assessments for constellation events and activities are in place.
* The Hub Home Carer shall complete a monthly report within timescales agreed with Isle of Man Family Placement Service.
* Be proactive in providing Satellite Carers with regular support, this could involve signposting to known resources or training, attending relevant CLA meetings and reviews, or advocating on behalf of the Satellite carer or child.
* Where Satellite Carers own support network cannot provide day care to Children Looked After, there is an expectation that the Hub Carer will be informed regarding sourcing this support from others within the constellation. Birth children may be included but only with the consent and agreement of their parents.
* provide Satellite Carers with a calendar of monthly events including; the monthly constellation meetings; regular social get-togethers; training and support sessions; activities for children and young people; and their own availability for planned ‘sleepovers’, to be discussed and agreed with MLW.
* Ensure all children involved in the constellation are celebrated, by remembering birthdays, achievements, celebrating any significant religious days and consciously contributing to life books and independence skills etc.
* Work closely with the MLW to inform and plan responses to any worrying, challenging or inappropriate behaviours by children or adults within the constellation.
* in exceptional circumstances a Hub Home Carer may support a family or child/young person from a different Constellation to promote continuity, for example when there is crisis and the Hub Home is already dealing with emergencies or if the Hub Carer is on holiday or poorly. This will have to be agreed by Isle of Man Family Placement Service and the respective MLW’s, SSW’s, CSW’s and Out of Hours (OOH’s).
* The Hub Home Carer will only share information about Carers and children with the MLW on a ‘need to know’ basis. The Hub Carer will be provided with a Sleepover Checklist from the Satellite Carer when there is new information about the care needs of the child or young person since the last sleepover or Care Planning meeting.
* The Hub Carer will maintain records of their involvement with each Satellite family and will share these in supervision with the MLW. Any reports or personal information on Satellite families will be stored in a lockable cabinet at the Hub Home.
* The Hub Carer will engender a culture of keeping personal information private unless it is deemed a person is at risk to themselves others. This includes both children and adults in the Constellation.
* Hub Home Carers must appreciate that they have a duty to respect the confidentiality of other Carers and young people in monthly Constellation meetings whilst creating a safe space for Carers to discuss and reflect on their emotional and practical concerns.
* The Hub Home Carer, in consultation with the young person and/or CSW, will maintain contact with young people and their families, who are no longer part of the Constellation inviting them to occasional social events to maintain connections and positive relationships.
* Be available to promote the Mockingbird Family Model events.
* Provide a 90 day Notice Period in the event of wishing to cease their Hub Carer role. The Hub Carer will provide their notice in writing to the Fostering Team Manager.
* The Hub Home Carers work to the agreed local Operational Protocol governing the Mockingbird Family Model programme/project.
* Any safeguarding concerns must be reported as per Isle of Man`s policies and procedures and Fostering Regulations.
* The Hub Carer is willing to hold group meetings and social events within their home if suitable and appropriate. If this is not a suitable venue the Hub Carer will see if a Satellite Carer’s home is available, if not liaise with the MLW to source a community venue to authorise any associated fees.

**Training**

The Hub Home Carer will be expected to undertake the following training:

* Fostering Network Mockingbird Hub Home Carer training.
* Isle of Man Family Placement Service Mockingbird induction and training schedule.
* General Data Protection Regulation (GDPR), Data Protection Act 2018 and Isle of Man Family Placement Service policies and procedures surrounding confidentiality and data sharing.
* Fostering Standards training (refresher with Satellite families).
* Fostering Network Mockingbird regional and national forum’s and shared learning events.
* Liaison with other Mockingbird providers, Hub Carers and Constellations.
* Restorative Approach training by Targeted Services
* Joint bespoke training by Targeted Services (Restorative Services), Targeted Education Support Service, CAMHS, Targeted Services (Community Deal) and Fostering (Mindfulness).
* Isle of Man Family Placement Service mandatory training programme as stated within the general Foster Care Agreement.

Professional Development

* The Hub Carer(s) will be invited to deliver or co-deliver training to fellow members of the Constellation. This training will be agreed with the liaison worker.

**Isle of Man Mockingbird Family Model Hub Home Carers Entitlements**

The Family Placement Service will offer:

* 24 days (equivalent to 4 weeks) holiday from their Hub Home role. (*to be negotiated and planned with the MLW. It is envisaged that this will enable them to have an extended break from the role at some point during the year, rather than taking this leave in multiple short weekend breaks*)
* 1 weekend break per month (*the non- available weekend to be negotiated and planned with the MLW*)
* A Fostering Allowance based on a higher weekly child rate; allowance to be paid plus 2x the weekly mainstream skills fee. The breakdown is as follows;

HHC Weekly skills fee = £330.00 (2 x current mainstream skills fee of £165.00)

HHC higher Child allowance (15-18yr) = £318.00

**HHC Total weekly pay = £648.00** (equivalent to £33,696.00 per annum)

* Payments are made by BACS. **Over-payments, or under payments** may occur for a variety of reasons, and will be rectified when discovered. You should notify the Finance Team and your Supervising Social Worker promptly if you continue to receive allowances when, due to changes in circumstances, payments should have been terminated, or payments you expected to receive have not been made. An overpayment will be reclaimed, and an underpayment rectified.

**Note:** By concession, foster carer[s] allowances and fees are not subject to income tax in the Isle of Man. This differs from the UK, where an element of fostering payments may be taxed. Mainstream Foster Carers are treated as self-employed **for National Insurance purposes** with the Isle of Man government and you should register with the Income tax Division as soon as you are registered and approved as carers.

You are liable to pay Class 2 National Insurance, unless the Small Earnings Exception is applied for. Family and Friends Foster Carers are not treated as self-employed for National Insurance purposes and are therefore not liable to pay Class 2 National Insurance.

Once registered as a Foster Carer you will be entitled to apply to the Social Security Division to have Class 3 National Insurance Credits awarded to you and recorded on your National Insurance record. Further information is available under the header “National Insurance Credits” on the Child Benefit section of the Social Security Division’s website:  <https://www.gov.im/categories/benefits-and-financial-support/families-and-children/child-benefit/>

* A funded mobile phone/contract for the sole use of Mockingbird communication.
* A dedicated Mockingbird Liaison Worker who will be appropriately qualified and experienced and will provide enhanced, support, and guidance.
* Support and training via Isle of Man Family Placement Service, Isle of Man Safeguarding Board, Targeted Services and The Fostering Network.
* In the event of the Fostering Service wishing to change the Hub Carer in a Constellation, they will be given a 60 day Notice Period in writing by the Service Manager.
* Support from Isle of Man Family Placement Service to promote Carers’ appropriate use of ‘delegated authority’ within each child’s professional and family network.
* Training or guidelines provided by the Fostering Team prior to undertaking family time in the Hub home. A plan regarding family time will be developed with the MLW, CSW and the Hub Home Carer.
* The same financial and emotional support as all Foster Carers registered with Isle of Man Family Placement Service in the event of an allegation being made against them.
* Advice on the expectations regarding the storage of reports and written information held about members of the Mockingbird constellation.
* Induction session will be provided to all children and young people who part of a Mockingbird constellation to clarify expectations, confidentiality and signing up to this agreement.

Isle of Man Family Placement Service agrees to works to the agreed local Operational Protocol governing the Mockingbird Family Model programme/project.

We have read and understood the roles and responsibilities of the Hub Home Carer detailed above and agree to terms and conditions.

|  |  |  |  |
| --- | --- | --- | --- |
| **NAME** | **ROLE** | **SIGNATURE** | **DATE** |
|  | Young Person |  |  |
|  | Young Person |  |  |
|  | Young Person |  |  |
|  | Hub Home Carer |  |  |
|  | Hub Home Carer |  |  |
|  | Mockingbird Liaison Social Worker |  |  |
|  | Isle of Man Family Placement Service Manager |  |  |
|  | Significant Other |  |  |

As this is a new development for Isle of Man Family Placement Service this agreement will reviewed 3 months after launching Mockingbird and then at 6 monthly intervals initially.

Review for this agreement will take place in conjunction with the Foster Carer Agreement.