

**Children's Services  
Provider Unit**  
Brenchley House  
123/135 Week Street  
MAIDSTONE  
ME14 1RF  
Fax: (01622) 221853  
Tel: (01622) 696236

Direct Dial: 01622 691808  
Ask for: Teresa Vickers  
Your ref:  
Our ref:  
Date: 12/07/2007

Dear

#### CHANGE TO FOSTERING OUT OF HOURS SERVICE

Following our inspections by CSCI many of you responded to the questionnaire stating that the Out of Hours service did not always meet your needs. As a result we are changing the contact details to give you direct access to the Fostering Out of Hours Service (as opposed to the current arrangement which requires you to call the County OOH service direct).

I would at this point like to draw your attention to the following.

- The service is run by the social workers who work during the day, but have agreed to be "on Call" during the hours below, therefore it vital that calls made to the service are of a nature that cannot wait until the next working day.
- The Out of hours service is operated from 5pm - Midnight week days and 9am - Midnight weekends and bank holidays (after Midnight the county Out of hours service should be contacted).
- Your Call to the fostering Out of Hours service will be directed to Voice mail, I would ask that you leave your name and contact number and a short message relating to your call. The Fostering Out of hours worker WILL call you back within 30mins (this is for health and safety reasons to allow the worker on call to find a safe and confidential place to take your call).
- Carers should use this service if there is a crisis or serious incident within their family and/or are in need of emergency advice.
- For Children that Go Missing it is vital that you call the County Out Of hours Service and the Police (please add the County OOH Number here).

I have listed below your Areas Out of Hours number.

West Kent 07740 184616

We will be reviewing this new way of working after 6 months and would therefore be pleased that if you have any feedback you direct this to the team leader for your area which will feed into the overall review.

If you have any questions please do discuss with your Fostering worker

Yours sincerely,

A handwritten signature in black ink that reads "Teresa M. Vickers". The signature is written in a cursive style with a large initial 'T'.

Teresa Vickers  
County Fostering Manager