

ISP Teynham

Castlewood Farm, Conyer Road, Teynham, Sittingbourne ME9 9EA

Inspected under the social care common inspection framework

Information about this independent fostering agency

The agency registered with Ofsted in September 2017 and is privately owned. The company is a part of a much larger organisation, Polaris Community, comprising several independent fostering agencies.

Foster carers provide long-term, short-term, respite and permanent care placements. The fostering service also provides placements for disabled children, as well as parent and child placements.

At the time of this inspection, 51 approved fostering households were providing care for 72 children.

The manager registered with Ofsted in September 2024.

Inspection dates: 22 to 26 September 2025

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The independent fostering agency provides highly effective services that consistently exceed the standards of good. The actions of the independent fostering agency contribute to significantly improved outcomes and positive experiences for children and young people.

Date of last inspection: 28 November 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Foster carers and the agency are making an exceptional difference to children's and young people's lives. Placement stability and long-term placements are real strengths of the agency. Holistic support and wraparound care provided to children and foster carers have a positive impact on stability and permanency for children.

The therapeutic input and support provided to children, foster carers and staff is excellent. The therapeutic approach flows through the agency. Staff value the support from therapists. This helps them to reflect on practice and creates a learning environment, allowing everyone to thrive and develop. Children and foster carers have regular sessions with a therapist when needed, which has a positive impact on the children's progress, improves their emotional well-being, and helps them manage their emotions in a more effective way.

As children head towards adulthood, they know that they can continue living with their foster carers under 'staying put' arrangements if they wish. This gives children a choice about their future and the knowledge and confidence that carers will continue to support them. Carers maintain contact with children and often support them long after they have left the foster home, due to the positive relationships that they develop.

The agency has a skills hub where children can learn skills that will help them in adulthood, such as cooking, shopping and money management. This is alongside the support that they receive at home from their foster carers.

The agency has a dedicated education adviser. Her knowledge and the support provided to foster carers ensure that children attend an education provision that is right for them, allowing them to achieve the best educational outcomes possible. Foster carers and supporting teams in the agency recognise that they must do all they can to help the children achieve their potential and have the best opportunities in life. Almost all the children have excellent school attendance. Carers and agency staff monitor any changes in their children's presentation or potential barriers to learning so that they can make timely interventions.

Children's health needs are well met. Carers ensure that children attend all primary healthcare appointments and are alert to children's growing needs, asking for specialist advice and support when required.

Foster parents are resilient and hold children at the centre of all they do. They understand children's behaviours and how they relate to the trauma they have experienced in their lives. They allow children to express themselves through behaviour and help them manage difficult emotions. Consequently, children feel safe, allowing them to build on their resilience.

How well children and young people are helped and protected: outstanding

Children feel safe living with their foster carers. Children are confident in voicing any worries or concerns that they have, and foster carers have confidence in the agency's ability to provide additional support when needed. Children are encouraged to be themselves and to work through their feelings and emotions, knowing that they will not be judged.

Foster carers are responsive to emerging risks. Their approach is underpinned by detailed risk assessments and safer care plans that provide clear strategies and expectations. Any risks identified for children are written in a child-centred way, with care and consideration. This is particularly helpful should a child wish to access their records now or in the future.

Incidents of children going missing from care are rare. When this happens, foster carers are responsive; they use the agency's out-of-hours service for support and welcome children back with care and affection.

The agency is responsive to the risks of child exploitation and uses a multi-agency approach to manage and reduce risk. This has been effective. Children who were previously at risk of exploitation are safer and are excelling due to the unwavering support from foster carers and the agency.

The manager has excellent oversight of any safeguarding concerns and reviews any emerging risks with the team and a dedicated safeguarding lead. They ensure that other professionals take prompt action, escalating any concerns if necessary. Consequently, foster carers and children receive the support they need in a timely manner.

Children are regularly seen by supervising social workers and others in the agency without the foster carers being present. This allows children to have the opportunity to express any worries away from their carers should they wish. Children know who to approach if they wish to make a complaint and are kept updated if they voice concerns.

The effectiveness of leaders and managers: outstanding

The manager has an excellent oversight of the agency and knows the children and foster carers well. Monitoring systems are strong, ensuring that the agency runs effectively. Staff value the manager's knowledge, feel supported and have full confidence in her decision-making. The responsible individual, who was the previous registered manager, is supportive of the manager and equally knows the agency well.

The agency decision-maker and panel chair are effective. Both are knowledgeable in their roles and provide challenge when necessary to aid improvements in the agency.

Foster carers benefit from supportive, reflective and regular supervision, and home visits provide essential oversight and support. As well as foster carers having a supervising social worker, they each have a fostering adviser who offers an additional layer of support. This allows foster carers to focus on caring for the children, while the advisers pick up some tasks to lighten the load.

Foster carers are up to date with the agency's required training and receive additional training tailored to the specific needs of the children they look after. In addition, foster carers receive therapeutic training that provides them with a recognised qualification and complements the therapeutic approach of the agency. This package of training and support gives carers the knowledge and skills they need to provide high-quality care to children.

Foster carers and agency staff are strong advocates for children. Children are accepted for who they are and feel safe to explore their identity, knowing that they will not be judged and can be who they want to be. This helps children make progress in all areas of their lives.

Staff supervision takes place regularly, and staff well-being is considered as part of these sessions. Previous actions are followed up, monitored and discussed at each session, including guidance on how to make improvements.

Feedback from external stakeholders is positive and highlights the creative and solution-focused approach of the agency and how staff strive to achieve better outcomes for children.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Fostering Services (England) Regulations 2011 and the national minimum standards.

Independent fostering agency details

Unique reference number: 1256563

Registered provider: ISP

Registered provider address: Malvern View, Saxon Business Park, Hanbury Road,
Stoke Prior, Bromsgrove B60 4AD

Responsible individual: Pradeep Heera

Registered manager: Penelope Alison Capp

Telephone number: 01795520200

Inspectors

Lisa O'Donovan, Social Care Inspector
Sharron Dormand, Social Care Inspector

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