

N.E.W.Fo.Ca.S. Limited

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider summary

The provider was registered on:	05/12/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	All staff participate in regular supervision and an annual Staff Development Review (SDR) to assess individual training needs. Outcomes contribute to a Training Needs Analysis and a three-year training strategy. System alerts notify when statutory training (e.g. Safeguarding, First Aid) is due. Additional relevant external training is arranged as appropriate. Training is primarily delivered in person or via video conferencing, with online courses and webinars also utilised.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<ul style="list-style-type: none"> Acknowledge special occasions/achievements Approachable managers/directors Birthday Cards Bonuses as finances allow Caring & inclusive staff culture Fair pay Flexible hybrid working to achieve work/life balance Free tea, coffee, snacks & Meet & Eat Generous holidays Good access to training Incidental gifts Low caseloads Office meetings Open-Door policy Regular Supervision Staff Development Reviews Staff trusted & respected Team Development Days TOIL & Flexi Views actively sought Sick Pay scheme

Regulated services delivered by this provider

Service name	Service type	Type of care
N.E.W.Fo.Ca.S. Limited	Fostering Service	None

Service summary

Service Type	Fostering Service
Type of Care	None
Approval Date	05/12/2019
Maximum number of places	0
Service Conditions	<ul style="list-style-type: none"> N.E.W.Fo.Ca.S. Limited is registered to provide a Fostering Service in Wales. The responsible individual for this service is Kevin John Denton
How many children were supported by the service during the last financial year?	23
How many foster families were supported by the service during the last financial year?	19

Service management

Responsible Individual(s)	Kevin Denton
Manager(s)	Verity Morris

Service contact details

Service Telephone Number	01244550300
Service Contact Email Address	info@newfocas.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

We gather feedback from people using our service through various channels, including carer meetings, training, and team development days. Input is also sought during Therapeutic Action Plan reviews, carer and LAC reviews, supervision, RI visits, and direct contact with directors. Feedback is collected via surveys, diary sheets, placement feedback forms, and 24/7 support. Communication is supported by Facebook, our NEWFOCAS News and Staff Newsletters, and events like Carer Fun Day.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	13.89
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	5	0
Deputy Manager	1	0
Social Worker	8	1
Domestic staff	1	0
Other Staff	6	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Social Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Social Worker	All staff have completed	Working towards all staff completing
Domestic staff	Not relevant to this staff group	No staff have yet completed
Other Staff	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Social Worker	Working towards all staff completing	All staff have completed
Domestic staff	No staff have yet completed	Not relevant to this staff group
Other Staff	Working towards all staff completing	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Social Worker	Not relevant to this staff group	No staff have yet completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Social Worker	All staff have completed	Not relevant to this staff group
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	5	0	0
Deputy Manager	1	0	0
Social Worker	4	0	0
Domestic staff	1	0	0
Other Staff	6	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Social Worker	0	4
Domestic staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	5
Deputy Manager	0	1
Social Worker	2	6
Domestic staff	0	1
Other Staff	2	4

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	5	0
Deputy Manager	1	0
Social Worker	8	0
Domestic staff	0	0
Other Staff	4	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Social Worker	0	0
Domestic staff	0	0
Other Staff	0	2