

STATEMENT OF PURPOSE FOR ADOPTION SERVICE April 2021 – March 2022

Introduction

This document sets out the **Statement of Purpose** of the Adoption Service of **Faith in Families**, known as '**Adopt Together**' (hereafter called 'The Agency'), as required by the Voluntary Adoption Agencies and the Adoption Agencies (Miscellaneous Amendments) Regulations SI 2003/367 and the Voluntary Adoption Agencies (Amendment) Regulations S1 2005/ 3341.

The Statement of Purpose is updated annually by the Leadership Team and reviewed by the Board of Trustees. A copy of the Statement of Purpose is readily available to all those working with the Adoption Agency :-

- Adoptive parents
- Prospective adoptive parents
- Adopted children and young people
- Birth families
- Other interested parties, e.g. volunteers
- Local Authorities, and Health and Foundation and Social Care Trusts
- General public.

Upon request arrangements can be made for the Statement of Purpose to be translated, explained or produced in a different format to suit the needs of staff, services users or volunteers.

The Agency is a Registered Charity (No. 213692), which is governed by a Board of Trustees. The Agency undertakes to provide a comprehensive Adoption Service through the responsibility delegated to the Chief Executive by Trustees and outlined in the Articles of Association. The Agency, registered with the Office for Standards in Education, Children's Services and Skills (OFSTED), operates within the requirements of the following primary and secondary legislation and guidance:

- The Adoption and Children Act 2002 and associated Regulations and Guidance
- The Adoption Agencies (miscellaneous amendments) Regulations 2013
- The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013
- Children and Families Act 2014
- Adoption: National Minimum Standards 2011
- Adoption Agency Regulations 2005
- The Children Act 1989
- The Data Protection Act 1998
- The Human Rights Act 1998
- The United Nations Convention of the Rights of the Child
- The Care Standards Act 2000 (and accompanying Adoption National Minimum Standards)
- Other relevant Legislation and Regulations and Guidance issued to Local Authorities, which highlights good practice relating to services provided by both the Statutory and Voluntary Sector.

The Agency's Policy for Children

All children deserve the opportunity to fulfil their potential. This has been set out in the five outcomes that are key to children and young people's wellbeing:

- Staying safe
- Being healthy
- Enjoying and Achieving
- Making a positive contribution
- Achieving economic wellbeing.

For the Agency the child's welfare, safety and needs are at the centre of the adoption process. We are dedicated to the wellbeing of the child, based upon the belief that it is within the family that a child's needs are primarily satisfied and their rights secured. This should be the principal focus with prospective adopters who wish to adopt children.

This Agency is committed to providing secure placements for children through the identification of highly motivated and skilled adoptive parents; who ensure children in their care feel loved, valued and supported. The Agency is committed to providing ongoing support and training to adoptive parents through their child/ren's lifetime, to ensure that their current and changing needs are continually assessed and addressed by highly trained and skilled professionals.

The Aims and Objectives of the Agency

The aims of the Agency are reflected in the Quality Standards which underpin and inform the Agency's Adoption Policy, Procedure and Practice Guidance:-

- To provide secure and sustainable adoptive placements for children Looked After in Local Authority Care; who are likely to have experienced abuse and neglect, have varying degrees of physical or learning disabilities or developmental delay, and are likely to have experienced multiple placements and traumatic early experiences resulting in attachment difficulties.
- To ensure that the physical, mental and emotional welfare of people affected by adoption, who wish to use the agency's services, is safeguarded.
- To support the work of the services of the Agency by access to professional advisers in the field of law, medicine and mental health and education.
- To monitor and evaluate the effectiveness and quality of services provided by the Agency's Adoption Service.
- To have a role in developing innovative practice and maintaining service delivery to a high standard.
- To give due consideration to other opportunities for service development and delivery, including adoption-related services.
- To develop professional skills and understanding, and disseminate this knowledge widely; including through Training and Consultancy Services on a range of adoption-related topics, to Local Authorities and other Adoption Agencies.
- To influence positively public and national policy relating to the promotion of best interests of children.
- To involve service users in the provision and development of services.

- To work to the Agency's Policies, Procedures and Standards in relation to safeguarding and child protection, equal opportunities, complaints, finance and administration, health and environment, safety, security and management of risk, monitoring and evaluation, staff development and training, staff management, staff recruitment, service user involvement and volunteers.

Objectives of the Adoption Service:

- To recruit, prepare, train and assess adoptive parents.
- To match and place children with prospective adoptive parents, and to provide appropriate adoption support.
- To implement a recruitment strategy which seeks to positively attract potential prospective adopters with the key skills, experiences and abilities necessary to provide permanency for children; irrespective of age, gender, sexual orientation, ethnicity, faith, and/or socio-economic background.
- To target and identify BAME (Black, Asian and Minority Ethnic) families to meet the needs of BAME children or children of mixed heritage
- To recruit families who can meet the needs of harder to place children; such as sibling groups, older children, children with developmental uncertainty and children with disabilities.
- To enhance children and adults' sense of their identity by respecting their personal history, culture, language, religion and race and by encouraging the development of secure attachment relationships.
- To provide counselling and support as appropriate to adopted adults, birth families, adopters, children and young people whose lives have been affected by adoption or other permanent placements.
- To provide an intermediary service to adult adoptees and their adult birth relatives, whose adoptions took place through the Agency.
- To provide an intermediary service to adult adoptees and their adult birth relatives, whose adoptions took place through other agencies on a fee paying basis.
- To provide counselling to Catholic or other birth families wishing to place infants for adoption including the provision of advice about Local Authority services.

Equality and diversity

The Agency positively acknowledges that in society there is wide diversity in child rearing practice, family values and attitudes across different racial, cultural, religious and social class groups.

We recognise that children being placed for adoption must be given the opportunity to develop a positive identity and strong self-esteem. We will seek to challenge and overcome any discriminatory practices or responses based on race, religion, culture, language, age, gender, disability, sexual orientation or social class.

We will always seek to support adoptive parents and we will specifically address any particular support needs when a child is placed with adoptive parents who are of a different race, religion, sexual orientation, disability, cultural or linguistic background.

We will seek to ensure adoptive families are able to access relevant resources to develop the child's positive identity and build good self-esteem; whilst understanding and retaining their own culture, religion, race and language.

We will acknowledge the disadvantage frequently experienced by children being placed for adoption. We will encourage and support Adoptive parents, to be able to empathise with and understand the implications for adoptive children of having experienced such backgrounds.

We are committed to ensuring children with disabilities, health needs or developmental uncertainty should have the same opportunity to be considered for adoption. We recognise that these children may have additional support needs and commit to providing this or signposting to appropriate services.

We recognise and value difference, and the wide diversity of prospective adopters who may apply with us to adopt a child or children. We welcome applications from prospective adopters irrespective of race, culture, religion, social class, language, age, sexual orientation, gender or disability.

Involving the child

We are committed to ensuring that the needs, views, wishes and voice of children placed for adoption are reflected in the practices and services provided by the Agency.

2. The Registered Provider:

Responsible Individual is: Laura Payne, Faith in Families, 7 Colwick Road, West Bridgford, Nottingham, NG2 5FR, Telephone: 0115 955 8811.

The Responsible Individual holds an MA degree in Social Work, a CQSW, BA (Hons) in Social Administration; and PQ Certificate in Leadership, Management & Safeguarding. The Responsible Individual has been employed in Statutory and Voluntary Child Care Services for over 30 years, with the latter 28 years within a specialist adoption setting.

3. Conditions of Registration (if any) under Part 2 of the Care Standards Act 2000

- Domestic Adoption Services (DA)
- Adoption Support Agency (ASA)

The Agency is Registered with OFSTED (since 01/04/07), with the most recent Certificate of Registration being issued on 08.03.2021

Contact Details:

OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

Tel: 0300 123 1231

Email: enquiries@ofsted.gov.org

Website: www.ofsted.gov.uk

4. The Adoption Manager:

Claire Hurst, Adopt Together, Faith in Families, 7 Colwick Road, West Bridgford, Nottingham, NG2 5FR, Telephone: 0115 955 8811

5. Faith in Families Staffing:

Leadership Team

- **Chief Executive**
The Head of Professional Services is currently acting in the role of Chief Executive.
- **Head of Professional Services**
The Head of Professional Services holds an MA in Social Work, a CQSW, BA (Hons) in Social Administration; and a PQ Certificate in Leadership, Management & Safeguarding. She has been employed in Statutory and Voluntary Child Care Services for over 30 years, with the latter 28 years within a specialist adoption setting.

- **Head of Finance and Resources**
Institute of Financial Accountants.
Member of the Institute of Chartered Secretaries Diploma in Charity Accounting (ICAEW).

Support Services Team

- **2 Adoption Team Administrators**
NVQ Level 1 and 2 Business Administration.
- **Finance and Administration Assistant, Schools Admin Assistant**
NVQ Accounting AAT Level 2
IAM Diploma, Administration Management
City and Guilds Level 2, spreadsheets, database and IT RSA Typewriting, and audio typing level 2 RSA1&2 Word Processing, BTEC national in Business Studies.

Social Work Team

- **1 full time Adoption Manager**
MA. Social Work, BSc Management Science, NVR Foundation Level.
- **1 Full Time Adoption Support Manager and Panel Advisor**
BA in Social Work
PQ 2 – Enabling others, Practice Assessors Award DDP Level 1.

The **Adoption Manager** and **Adoption Support Manager** are currently undertaking a management qualification.

- **1 part time Senior Practitioner**
Dip Social Work, PQ 1 DDP level 1, Theraplay Level 1.
- **4 Full-time Social Workers and 6 Part-time Social Workers**
All qualified with at least 5 years experience with one exception.
2 are Practice Assessors
Theraplay – 1 completing practicum. Level 1 – 5 workers
DDP Level 1 - 5 workers Level 2 - 1 worker
Therapeutic life story work – 2 workers have had additional training
Dialectical Behaviour Therapy (DBT) Foundational Training- 1 worker
Foundation CBT – 1 worker
BSL levels 1 and 2 – 1 worker
- **1 Sessional Senior Social Worker**
BA (Hons) Psychology Diploma in Applied Social Studies Diploma in Counselling
PQ 1
Certificate in Management Skills
Theraplay Level1
DDP Level 1
- **2 Sessional Social Workers** used on an ad hoc basis to support capacity. Both are qualified and experienced in family placement.

The Agency seeks to recruit social work staff who have a minimum of three years post-qualifying experience within a Children and Family setting. Exceptions are made in the case of a newly-qualified Social Worker with significant pre-qualification experience with children and families.

A variety of training is offered to staff through the year, targeted at individual training needs and identified need across the whole staff group. Priority will be given this year to gender variance and the Secure Base Model/moving on to Adoption, pioneered by the University of East Anglia.

Personal development plans are agreed with all staff as part of their Annual Appraisal and, where appropriate, individual training plans are agreed in line with identified career or Agency objectives.

All Agency staff are subject to the Agency's appointment and employment procedures, and training and appraisal protocols including enhanced DBS checks on a two-yearly basis. Social Work staff are all required to be registered with Social Work England.

Any sessional staff are subject to the same requirements as any full-time employed staff member.

All staff receive regular supervision and Agency Procedures offer clarity regarding roles and responsibilities within this process.

The Agency commissions a number of individuals and volunteers in relation to its organisation, fundraising and service delivery. These include:-

- Education Adviser
- Medical Adviser
- Psychotherapist and Clinical Adviser
- IT Adviser
- Experienced adoptive parents as contributors to our Stage Two Adoption Preparation Workshops
- Independent Panel Members and Panel Chair.

All those who have a role in delivering the services of the Agency are subject to an enhanced DBS check, and are expected to undertake child protection and safeguarding training in line with the requirements of their role and function. This includes all Volunteers and Trustees.

6. Organisation and Operational Control

The Agency is governed by a Board of Trustees.

Two Executive Committees of the Board - **Professional Issues**, and **Finance and General Purpose** - have oversight of the Agency's professional services, and its financial and administrative management.

The Board of Trustees delegate the day-to-day management of the Agency to the Chief Executive, who delegates particular responsibility through the Leadership Team. The Senior Leadership Team comprises the Chief Executive, Head of Professional Services and Head of Finance and Resources. A clear protocol exists to ensure management presence at all times in the Agency.

The Chief Executive holds overall responsibility for the efficient and effective management of the Agency and its services, taking a lead in strategic service diversification and development. In the absence of the Chief Executive the Head of Professional Services deputises in all social work and professional matters, and the Head of Finance and Resources deputises on all financial and resource matters. The Chief Executive and one of the Trustees share the role of Agency Decision Maker in relation to the Adoption Service. The Head of Professional Services holds lead responsibility for professional service delivery across all of the Agency's social work services and is also the Designated Safeguarding Person for the Agency. The Head of Finance and Resources is responsible for managing the finance, fundraising and administrative services of the Agency and supervision of all support service staff.

The Adoption Manager and Adoption Support Manager are responsible for the management and oversight of the day-to-day work relating to the provision of adoption services, including the supervision of all the adoption social work staff.

7. Monitoring and Evaluation

The Agency strives to ensure that its services are effective and efficient, and continually monitors and evaluates its operations and administrative procedures.

Service Users

The Agency is committed to seeking feedback from all service users, in order to inform future service provision, and to assess the efficiency and quality of its service provision. Service users are represented on the Board of Trustees and the Adoption Panel. Prospective Adopters and Adopters are invited to give feedback at specific points in the process; including following attendance at information meetings, preparation groups, after panel and as part of their post-Adoption Order visit. Questionnaires, and informal feedback from events and focus groups are another way for adopters to contribute to planning and development across the agency.

Reports to panel undergo a strict quality assurance process, following sign-off by the Adoption Manager. Comments by the Panel Advisor, and formal written feedback from Panel and the ADM, informs improvements in service delivery to prospective adopters and children. The Panel Advisor provides six-monthly reports to identify any common themes, areas to address or training needs.

Children

Every effort is made to seek the views of children placed for adoption through the Agency and their views recorded to inform future adoption service planning. This is achieved through focus groups with young people and more informally at family events.

Adoption Support to Birth Relatives and Adopted Adults

All service users who receive Adoption Support Services from the Agency are sent a questionnaire at the conclusion of the work, seeking their views about the quality of the service they have received. This information is evaluated to improve the planning and delivery of future services.

Employees or Prospective Employees

In the recruitment process if an applicant is not selected following the interview process, and they request feedback, the agency will provide advice and feedback on the applicant's performance.

Exit interviews are carried out with all staff leaving the Agency, where practicable and with their agreement, and their views taken into consideration in all aspects of the Agency's services and the suitability of the HR Policy and Procedures.

A monthly staff forum with the CEO takes place to give an opportunity for any staff member to raise issues or concerns or to share ideas. Staff are also encouraged to contribute to the monthly staff newsletter, website content and social media.

8. Procedures for Recruiting, Preparing, Assessing, Approving and Supporting Prospective Adopters

Recruitment of Adopters

Recruitment activity is ongoing throughout the year and is supported by the **Business Development Officer**. Recruitment activities include targeted marketing campaigns, press and PR activities, and extensive use of social media. An annual recruitment strategy is prepared each year based on careful analysis of previous campaigns, statistics, emerging markets, new opportunities and communication platforms, and takes into account forthcoming targets. The strategy is also informed by statistics and guidance from national bodies and local authorities.

A duty social worker is available each working day to receive enquiries from prospective adoptive parents, to provide information about the children the Agency places for adoption and to share details of the **Two-Stage Adoption Preparation, Assessment and Approval** process of the Agency. A comprehensive Information Pack can be downloaded from the website.

Following an enquiry with the agency prospective adopters are asked to complete a self-assessment questionnaire, this is then followed by an initial interview conducted either in person or by video call with one of the Social Workers. The Adoption Manager will then, in consultation with the Social Worker, make a decision as to whether a Registration of Interest Form can be offered. If this is not the case, enquirers will be informed in writing as to the reasons for this.

The Agency may make its services available to individuals where English is not their first language and to individuals who have a difficulty in accessing resource material in their current format. If the Agency is not able to make its full range of services available, it will assist the enquirer in signposting to a relevant agency.

The Two-Stage Preparation, Assessment and Approval Process

Stage One

On receipt, and acceptance, of the prospective adopter's Registration of Interest form prospective adopters enter Stage One of the assessment process. The Agency commits to undertake the Stage One Assessment within two months, unless the prospective adopter requests it proceed at a slower pace, or factors beyond our control – e.g: securing references, and Local Authority checks and medicals – cannot be completed in this time.

At the start of Stage One the Agency will agree a Stage One Plan (Agreement), which identifies an agreed plan of work with the prospective adopter; including the programme of preparation with dates and the procedure for carrying out police checks, medicals, local authority checks and references. Applicants will be expected to complete a workbook to assist with this process. Assistance can be offered with this if necessary.

The two preparation workshops in Stage One introduce and explore with the prospective adopters the areas relevant to parenting children who require adoptive placements; including: Child Development, Attachment, Abuse and Trauma, Parenting, Healing and Hope, Loss and Grief, Contact and relevant Legal issues. These workshops are facilitated by one or two social workers from the Adoption Team and may take place online or in person.

Stage One is concluded with a Stage One Review conducted by one of the Social Workers or Managers. Prior to this meeting checks, references and the workbook are considered, and any matters arising from these together with their learning is discussed with the prospective adopters. A formal report is written with a recommendation as to whether to invite the prospective adopter to move into Stage Two, should they wish to.. Should the prospective adopters disagree with this decision, they can make representations through the complaints procedure or seek independent support from Adoption UK.

Stage Two

In most cases, prospective adopters move from Stage One straight to Stage Two; however, by mutual agreement, applicants can take a break of up to six months at this point. If the break exceeds six months they are required, by adoption regulations, to repeat Stage One.

At the start of Stage Two the Agency completes and agrees a Stage Two Plan (Agreement) with the prospective adopters. This includes all the areas of work to be undertaken, and the agreed dates for assessment visits and the preparation groups. The Agency commits to completing the assessment process to the point of the Agency decision within four months of accepting the prospective adopter's notification of their wish to proceed. Where this is not achieved the reasons for this will be provided to the prospective adopters and to the Panel. At this point prospective adopters are given information about their rights in the event of a qualifying determination and details of the Independent Review Mechanism.

The Agency provides three whole day Preparation Workshops in Stage Two. These provide a further opportunity to discuss and explore in detail the areas relevant to becoming adoptive parents; including Changing Relationships, Child Development, Managing Behaviour, Loss and Communicating with Children, Caring for Abused Children, Matching, Contact, Post-Approval and Adoption Support. The workshops also include contributions by adoptive parents, previously approved by the Agency, who have had children placed.

An additional session is held at the end of a series of preparation workshops to prepare relatives, friends and supporters. Two other optional modules have been developed for those interested in Fostering for Adoption and those considering sibling placements.

BAAF Form PAR (Prospective Adopters Report) is used as the assessment format and a copy of this is provided for prospective adopters at the start of the assessment process. Other templates such as a finance form, health and safety form and pet assessment are also used to gather the information needed for a full assessment and summarised in the PAR.

Consideration is given to working with prospective adopters who may not be able to access written information easily, for example those with sight impairment or whose first language is not English. Other reasonable adjustments can be made to ensure inclusiveness, for example a single applicant may be permitted to be accompanied by one of his/her supporters when attending groups. All training, delivery and content is underpinned by a commitment to anti-discriminatory and non-oppressive parenting.

A second opinion and assessment review may be completed by the Agency where an assessment has proved complex and it is felt another view would be beneficial. The decision to provide a second opinion is usually made jointly by the Adoption Manager and Head of Professional Services, who regularly discuss all ongoing assessments during supervision. Assessing Social Workers will make this possibility clear to applicants at the beginning of Stage Two.

Once the final Assessment Report is prepared a copy is shared with the prospective adopters and any comments they make regarding the content are fully considered before the report is finalised. The prospective adopters are asked to sign the final report.

The Agency recognises and identifies there will be circumstances in which it is appropriate to undertake a fast track assessment and approval process for certain previous adopters and foster carers. For these prospective adopters, the Agency will be able to bypass the Stage One assessment process and move immediately into Stage Two.

The Agency operates an Adoption Panel in accordance with the Adoption Agency Regulations and the Assessment Report is presented to the Adoption Panel for consideration. Prospective adopters are encouraged to attend the Panel and participate in the discussion, and are provided with written information to assist them in deciding whether they will attend and to prepare them for meeting the Panel.

The Chief Executive is the Agency Decision Maker and all Agency Decisions are made following consideration of the Adoption Panel's Recommendations within seven working days of receiving the minutes. Prospective adopters are notified verbally by their Assessing Social Worker or Adoption Manager within two days of the Agency Decision and in writing within five working days of the Agency Decision. Where the Agency Decision Maker is minded not to approve an application the prospective adopters are given the opportunity to make representations to the Agency Decision Maker, or to apply to the Independent Review Mechanism (IRM) for an independent review of their assessment by the IRM Panel.

Matching

Following approval as being suitable to adopt, prospective adopters are actively involved in the home-finding process. They will be encouraged to join/register with Link Maker (the online adoption matching service). They will be invited to any relevant profiling events, exchange days or activity days. Brief details of families coming to panel are shared with local RAAs (Regional Adoption Agencies) prior to approval and profiles shared with home-finding teams on a regular basis.

The allocated Social Worker will discuss all appropriate children with the adopters. If a link appears possible, they will make contact with the child's Social Worker to commence the process of exchanging information. Full, comprehensive and up-to-date information about the child is requested; including health and educational assessments, legal issues and post-adoption considerations, including any contact issues and anticipated support needs.

Prior to a visit from a local authority Social Worker regarding a potential match, the Adoption Manager will read all the information received in relation to the child or children. A linking and matching template assists both the Manager and Social Worker in identifying gaps in information and projecting support needs for the placement.

Detailed discussions take place with the prospective adoptive parents regarding the strengths and any challenges of the potential match. Meetings between the adopters and the child's foster carers are essential, and meetings with teachers and the Medical Advisor are actively encouraged.

The Social Worker contributes to the Adoption Placement Report and can support the family in any contribution they are asked to make to this. The Adoption Support Plan is scrutinised to ensure that the necessary support is in place, and that contact plans are suitable and realistic. Adoption Support offered by the Agency is highlighted in the report. The Social Worker attends matching panel with the prospective adopters and is actively involved in the planning of the introductions.

Once a placement is agreed the Social Worker provides intensive support to the adopters during the introductory period and the early weeks of placement. Weekly statutory visits for the first 28 days are often shared with the LA Social Worker. Copies of case records, reflecting these visits, are sent to the Placing Agency, and a reciprocal arrangement of their own case records requested. Support on the telephone is also provided and the adopters are invited to attend the Agency's support groups and other ongoing training and social events. Additional support may be provided by the Agency's Education Adviser, by the local Child and Adolescent Mental Health Service (CAMHS) team, or by an experienced adoptive family with whom the adopters will have been linked during the assessment process. The Local Authority Social Worker retains responsibility for the child and has a duty to visit on a regular basis, as directed by the Independent Reviewing Officer (IRO) and in accordance with the statutory visits policy of the SW's agency, until the Adoption Order is granted.

Advice and support is provided to adopters to assist them to prepare their application to adopt for the Court, and to maintain any agreed contact arrangements.

Disruption

Every effort is made to avoid a placement disruption but occasionally circumstances are such that, even with an intensive package of support services, a decision is made to end the placement. Ending a placement is distressing for all concerned and, if at all possible, this needs to be done in a planned way, with appropriate support for the adopters and the child.

Following a disruption an internal meeting will be held with any staff who have been involved present, and chaired by a manager or senior practitioner who has not been involved in the case. The Chair will review all the relevant files, and assist those present to consider all the factors and events leading to the disruption and to identify any learning points. This is helpful preparation for the external disruption meeting.

The external disruption meeting is usually convened by the Local Authority and has an independent Chair. Adopters will be invited or, if they do not wish to attend, can speak with the Chair beforehand or make written representations. The purpose of a disruption meeting is to consider all the events leading to the disruption, without blame, and to identify any learning in relation to practice but, more importantly, in terms of the needs of the child and planning for their future. A well run meeting can help all involved make sense of what has happened and come to terms with it. The family will continue to be offered appropriate support, and staff involved will need appropriate supervision and support at all points of the process from their Line Manager.

Adoption Support Services

The Agency offers support, advice and counselling to adopted children, adults, adoptive parents and birth relatives where the adoption took place through the Agency. Intermediary Services are offered to Adopted Adults and Birth Relatives where the adoption was not through the agency on a fee paid basis.

Generic adoption support services are provided to all families with children under the age of 18 who adopted through the Agency. These include:

- Social Events, such as annual New Year's disco and a summer picnic.
- Adopters' online Support Group
- Family outings
- Training courses such as 'Life Story Work' and 'Therapeutic Parenting'.
- Help and advice through our daily duty system.

Some families need more individualised support. In these cases, a member of the team would conduct an Adoption Support assessment to identify relevant support services. These may include individual social work support, liaison with school, life story work or therapeutic interventions funded by the Adoption Support Fund.

9. Summary of Complaints Procedure

The Agency positively encourages comments and criticisms concerning its services. The Agency has a formal Complaints Procedure, which is made available to all service-users at their first point of contact with the Agency and also can be accessed via the website.

www.faithinfamilies.org/wp-content/current/uploads/2021/02/Compliments-Comments-Complaints-leaflet-2020.pdf

A simple child-focused form is also available for children in placement and after adoption, to encourage young people to share any worries or concerns they may have.

If the complainant, the staff member involved and their Manager is unable to resolve the dissatisfaction, then the formal Complaints Procedure will be implemented without delay.

The Representations Officer of the Agency is the Chief Executive.

The Agency will appoint an Independent Person in relation to complaints, where appropriate.

Complaints may also be directed to:

OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

Tel: 0300 123 1231

Email: enquiries@ofsted.gov.org

Website: www.ofsted.gov.uk

Where a child or young person wishes to make a complaint the Agency will seek to support them and provide them with the appropriate information to facilitate the process of their complaint. If the matter cannot be resolved through the Agency's informal or formal Complaints Procedure, a child or young person may contact:

Coram Voice

Freephone 0808 800 5792 www.coramvoice.org.uk

or

National Youth Advocacy Service

01376 310640 www.nyas.net

or

Coram Children's Legal Centre

Freephone 0808 802 0008 www.childrenslegalcentre.com

or

Care Leavers Association

0161 637 5040 www.careleavers.com

or

The Children's Commissioner of England

020 7783 8330 www.childrenscommissioner.gov.uk

or

Become

0800 023 2033 www.becomecharity.org.uk

10. The Name, Address and Telephone Number of the Registration Authority:

OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

Tel: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Website: www.ofsted.gov.uk

11. Premises

Adopt Together Faith in Families operates from offices converted from residential properties. The buildings provide an appropriate environment for staff and service users. The premises have an adequate back to base security and alarm system.

The building includes archive storage; fully locked, fire-resistant and with limited access. Some adoption archiving is secured off-site in regulated premises that act in accordance with Adoption Agency Regulations. The Agency can have access to these records within 24 hours of a request being made, or immediately if required. The building has restricted access for individuals with any particular mobility requirements.
