



# STATEMENT OF PURPOSE - ADOPTION (2022-2023)

Registered Provider: Susan Swarbrick  
Registered Manager: Kathleen Burton  
Registered Address: 218 Tulketh Road, Ashton, Preston PR2 1ES  
Tel: 01772 732313 [www.caritascare.org.uk](http://www.caritascare.org.uk)



For information, visit

[www.caritascare.org.uk](http://www.caritascare.org.uk) or give us a call on

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<b>CONTENTS</b>	<b>Page</b>
Introduction to our Agency.....	<b>3</b>
Status and Constitution.....	<b>3</b>
The Management Structure.....	<b>4</b>
Values, Aims & Objectives.....	<b>5</b>
Services Offered.....	<b>7</b>
Recruitment.....	<b>8</b>
Enquiries & Stage 1.....	<b>8</b>
Stage 2.....	<b>9</b>
- Qualifications and Experience of Staff.....	<b>10</b>
Approval.....	<b>10</b>
- The Adoption Panel.....	<b>10</b>
Matching.....	<b>11</b>
Adoption and Support Services.....	<b>11</b>
- Advice and Information for Adopted Adults & Birth relatives.....	<b>12</b>
Concurrent Planning Service.....	<b>12</b>
Monitoring, Quality Assurance and Evaluation of Service.....	<b>13</b>
- Supervision and oversight of the service.....	<b>13</b>
- Safeguarding.....	<b>13</b>
- Adopter feedback on the service.....	<b>14</b>
- Financial and Business Management.....	<b>14</b>
- Data.....	<b>14</b>
- Compliments/Complaints Feedback.....	<b>14</b>
- Legal References.....	<b>15</b>
Children’s Guide.....	<b>16</b>
Complaints and Representations Procedure.....	<b>16</b>

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## INTRODUCTION TO OUR AGENCY

Caritas Care Adoption Service is an independent Voluntary Adoption Agency registered in England and located in the North West of England. The agency has offices in Preston and in Salford in Greater Manchester.

The agency has a history as an adoption agency since 1934. In addition to operating an adoption service, Caritas Care offers a fostering service and extensive services to people with a learning disability, homeless people and people leaving prison.

Caritas Care is a registered charity (No: 326021) and a company limited by guarantee (1596400). It is registered with OFSTED as an adoption agency and as an adoption agency providing adoption support services to adults and children.

## STATUS AND CONSTITUTION

Caritas Care is an autonomous Registered Charitable Company Limited by Guarantee, founded in 1934 and is one of the longest established independent charities in the North West. Caritas Care provides a wide range of services operating from sites in Lancashire, Cumbria and Greater Manchester.

As a Registered Charity, the Company's Memorandum and Articles of Association prohibit the distribution of profits and we are therefore recognised as a voluntary organisation as defined within Section 105 of the Children Act 1989. Caritas Care is therefore properly constituted to have the care of children delegated to it by Local Authorities as detailed in the Local Authority Circular (98)2.

Caritas Care is a specialist voluntary adoption agency, which operates throughout the North West of England. It has office bases in Preston and Manchester. The agency is registered with Ofsted as an adoption agency and as an adoption agency also providing support services to adopted adults and children. With 80 years experience as an adoption agency, Caritas Care maintains the welfare of the child as paramount in the on-going and innovative approach to the development of adoption services.

<b>The Name and Address of the Registered Provider</b>	Caritas Care, 218 Tulketh Road, Preston, PR2 1ES Tel: 01772 732313 Email: <a href="mailto:info@caritascare.org.uk">info@caritascare.org.uk</a> <a href="http://www.caritascare.org">www.caritascare.org</a> . The Agency has offices listed below:  <b>The Manchester Office (CCP)</b> Innovation Forum, Room 221, 51 Frederick Road, Salford, Manchester, M6 6FP Tel: 0161 743 3682
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<b>The Agency Decision Maker</b>	Susan Swarbrick, CEO Caritas Care Kath Burton, Adoption Practice Manager, Caritas Care
<b>The Registered Manager</b>	Kath Burton, Adoption Practice Manager, Caritas Care
<b>The Strategic Management Team</b>	Susan Swarbrick, Chief Executive Chris Briggs, Director of Finance and HR Dale Tomlinson, Director of Adult Services and Operations
<b>The Panel Adviser</b>	Louise Young

<b>The Deputy Panel Advisers</b>	Kath Burton Patricia Hurst Kate Knowles - CCP
<b>The Adoption Support Services Adviser- ASSA</b>	Kath Burton
<b>Safeguarding Lead</b>	Louise Young
<b>Data Protection Officer</b>	Dale Tomlinson

## THE MANAGEMENT STRUCTURE

A Board of Trustees governs Caritas Care. The Board of Management is responsible for the direction of the Agency, for defining policy and approving annual budgets. Members of the

Board act as Directors of the Limited Company and as Trustees of the Registered Charity. The primary focus of the Board is to safeguard the Charity and ensure appropriate conduct of the business.

The officers of the agency are accountable to the Board; strategic and operational management is delegated to the Chief Executive Officer, supported by a Senior Leadership Team, and is responsible for strategic and operational management of the agency. The team comprises Chief Executive Officer, Director of Adult Services and Operations and Director of Finance and HR.

The work of the agency is structured into two operational areas, Children's Services and Adult and Community Services. In Children's Services, the principal purpose is to provide security and permanence for children and young people in need, achieved through adoption and foster care. Adult and Community Services include day service provision for adults with physical and/or learning disabilities, and a range of community development services.

### Details of the Responsible Individual:

Susan Swarbrick

[susanswarbrick@caritascare.org.uk](mailto:susanswarbrick@caritascare.org.uk)

Qualifications:

Dip SW

PG Dip – Higher Education

Approved Practice Teacher Award

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NVQ4-ILM Management Award

**Details of the Registered Manager:**

Kath Burton

kathburton@caritascare.org.uk

Qualifications:

CQSW

BSC(Hons) Religious Studies

PQ Dip – Child Protection

NVQ 4 Management

**VALUES, AIMS AND OBJECTIVES**

At Caritas Care we believe that the welfare of our children is paramount. We believe that every child has a right to family life, as stated in Article 21 of the UN Convention on the Rights of the Child, and that it is within family that a child achieves a permanent sense of belonging and is able to flourish and achieve their potential. It is our aim that all children in the UK can have the security of a permanent loving home and we strive to find permanent families for children who are no longer able to live with their birth families.

**Caritas Care Policy for Children**

The agency has for many years pioneered good practice in the field of adoption and childcare. It is committed to providing secure placements for children seeing these as the fundamental pre-requisite of healthy emotional growth, stability, security and sense of identity, thus enabling the formation of successful, enduring relationships. A child also needs a full understanding of past events and clear sense of identity. Caritas Care is particularly concerned about children who have lost or are at risk of losing some or all of these rights. Our aim is to provide families for children where they can grow up in a secure, stable and loving environment, to meet their long term needs and enable them to achieve their full potential.

To ensure the child is safeguarded and their rights promoted, our work is informed and underpinned by the following principles, expressed through professional practice of a high standard which:

- Recognises the lifelong implications of adoption, and the commitment required from the organisation, professionals and individuals involved.
- Meets the needs of children and young people by upholding their welfare as paramount.
- Responds to the changing needs of children and demands of legislation.
- Provides children looked after with safe, secure and life enriching experiences.
- Enables children, young people and adults to have increased responsibility for their own lives.
- Respects confidentiality and privacy of information about individuals who use our service and those whom we employ.

- Provides those who are socially excluded, or discriminated against, because of a disability or disadvantage with real opportunities to exercise choice and achieve their full potential.
- Works in partnership and collaboration with other agencies, groups and individuals committed to securing the best interests of the children and young people with whom we work.
- Enables the child, parent(s), carers and other people of significance to participate in decision-making processes, which challenge unfairness or injustice.
- Allows the involvement of all parties in determining and promoting the child's welfare through consultation and co-operation in order to achieve the best possible outcomes.
- Explains and advises the child and parent(s) of the powers, responsibilities and duties of all individuals involved in the provision of care for the child.
- Takes care to recruit, support and retain staff members who have appropriate professional qualifications and experience and who are committed to our mission and values.

We aim to provide a high quality adoption service, founded upon equal opportunities and anti-discriminatory practice, to people regardless of ethnicity, religion, culture, marital status, gender or sexual orientation.

We strive to work closely with local authorities and regional adoption agencies throughout the country to place some of society's most vulnerable children with our families. We endeavour to work in partnership with our Local Authority and RAA partners to provide high quality support to these children and their adoptive families as we recognise that people who have been affected by adoption, both children and adults, may require additional support throughout their lives. The agency is represented on the Management Boards of the following Regional Adoption Agencies (RAAs):

- Adoption Counts
- Adoption NoW
- Together for Adoption
- Adoption Lancashire and Blackpool
- We are also working in partnership with other RAAs including:
- Adoption Tees Valley
- Adopt North East
- AIM
- Coast to Coast

#### **At Caritas Care we aim to:**

- Actively recruit, prepare, assess and support adopters and carers from a diverse range of backgrounds who have the ability to meet the needs of children needing adoption.
- To recruit and support carers who are willing to offer a concurrent placement to children for whom the final care plan has yet to be agreed.

- To recruit and support carers who are willing and able to be dually approved as foster carers in order to offer Foster for Adoption to undertake early permanence placements for children where the final care plan remains uncertain.
- To provide post placement support to newly created and existing adoptive families.
- To provide access to information, counselling, intermediary services and support to adults adopted through Caritas Care, including their birth relatives.
- To promote best practice in permanence planning for children by striving to be a learning organisation, by participating in research and learning from our engagement with and feedback from young people, adopters and our partners in a variety of fields.

## SERVICES OFFERED

Recruitment, preparation, training and assessment of prospective adopters, to meet the needs of children waiting.

Matching families to children waiting locally and nationally.

Advising and supporting adoptive families through introductions, placement and adoption.

Offering advice and support post adoption to those with whom the agency has previously been involved, e.g. adopted children and adults, adoptive parents, birth parents and relatives including those with a prescribed relationship.

Additionally, in accordance with agreements with Local Authorities and Regional Adoption Agencies we offer the following services:

- Concurrent planning service
- Fostering For Adoption
- Post placement and post adoption support to families
- Access to information, counselling and an intermediary service to adopted people and birth relatives with respect to adoptions not arranged by the agency
- Non-agency adoption assessments, e.g. partner adoptions
- Life story or therapeutic work with children, or other therapeutic work with families, e.g. in promoting attachments to families
- Provision of Adoption and Fostering Panel Chairs or Social Work Panel Members on request.
- Training or training packages including for schools
- Assessment, Therapy and Counselling Service to provide support to placements.

For information, visit

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## RECRUITMENT

Our recruitment process is inclusive, welcoming, friendly, open, honest and transparent. We welcome applications from adopters irrespective of age, gender, ethnicity, culture, religion, sexual orientation and disability. We recognise that the needs of the children waiting for adoption are diverse and we strive to find adopters who can meet those needs. We are mindful that children aged over three years old, those in sibling groups, children from a black and ethnic minority background and those with additional needs can wait longer to find a family, and we prioritise applications from adopters who can meet the needs of these children.

We use a number of recruitment methods, including our website, social media and regular information events, including Meet the Adopter events. An information pack can be downloaded from our website or sent out on request. This explains the adoption process, preparation, assessment and approval and the timescales involved. It provides information about the children who are waiting, their backgrounds and potential needs, enabling enquirers to make an informed decision about registering an interest in becoming an adoptive parent.

## ENQUIRIES AND STAGE 1

Potential adopters are offered a pre planned appointment by telephone or face to face to seek information about the adoption process and ask any questions they have. They will then be sent a Registration of Interest Form (ROI) on request.

Once the prospective adopter returns the completed ROI form, and a manager confirms they meet the requirements to proceed, they will begin Stage 1 of the adoption process. (If the information submitted in the ROI evidences that the enquirers are not currently suitable, for example if they do not have a spare bedroom, they will be offered information and advice about what they would need to do to move forward with adoption).

Caritas Care will undertake the statutory checks and references. This will include medicals and DBS checks on all applicants and any household members aged 18 or over. This will also include anyone else who will have regular, unsupervised access to any children placed. In line with our safeguarding responsibilities, we also seek references from ex partners, adult children and employers. In addition, we ask our prospective adopters to complete a series of worksheets in order to increase their understanding in relation to adopting a child from care and to enable reflection on issues such as loss and, if the adopters are considering adopting a sibling group, the complexities this can bring.

We invite our prospective adopters to preparation training and provide a comprehensive pack of reading materials. Prospective adopters have the opportunity to meet with our existing adopters to ask any questions they have about the adopter journey from their perspective.

Every effort will be made to complete this first stage in two months, but can be extended by the prospective adopter on request or by the agency if issues emerge which require further



assessment. Sometimes there may be delays due to external circumstances i.e. delay with a DBS check.

On completion of Stage 1, a decision will be made about whether a prospective adopter can be invited into Stage 2 of the adoption process, with particular reference to the children whom the agency seeks to place for adoption. Prospective adopters have up to six months to make a formal application to adopt, before there is a requirement to re-do the statutory checks and references.

## STAGE 2

Stage 2 involves the full assessment of prospective adopters.

An assessing social worker:

- Will undertake a thorough assessment of potential adopters and their ability to parent through adoption, meeting with the applicants together and on an individual basis as part of the assessment process.
- Interview all other relevant parties, particularly any children of the applicants. The children of applicants will be offered planned sessions with a practitioner independent of their parent's assessing social worker, to ensure their wishes and feelings about the application are captured for the assessment. They will receive a visit post placement to assess their needs post placement and to conclude this independent work. Any learning from this will be used to develop our assessment services.
- Complete the CoramBAAF Prospective Adopter's Report (PAR); this will be shared with the applicants (excluding confidential references) and they will have the opportunity to comment upon it. This ensures compliance with the appropriate Regulations.
- Be guided by the statutory timescales for the adoption approval process and adopters are asked to ensure that they are able to meet these at the start of the assessment. This is a child focused process, and adopters need to understand our commitment is to the welfare of children needing permanence through adoption.
- Present the application to the Agency Adoption Panel, either upon completion of the assessment using the PAR or as a brief report, if the agency intends to terminate the assessment or does not intend to recommend approval.

Applicants are provided with the opportunity to attend Panel when their application is being considered and they will be supported in this process by their Social Worker. They will be informed of the Panel recommendation immediately if they are in attendance or within 24 hours if they choose not to attend.

The Agency Decision Maker (The Chief Executive or Adoption Practice Manager) subsequently considers the recommendation from the panel, after which, the applicants are informed verbally (within 2 working days) and in writing (within five working days) of the outcome. The agency decision will be taken within 4 months (16 weeks) of the commencement of stage 2. If

an applicant is not recommended as suitable to adopt, the various options available to them are explained and confirmed in writing, (either representation to the Agency or the Independent Review Mechanism (IRM)).

### **Qualifications and Experience of Staff**

The Registered Manager holds the required qualifications, including CQSW, NVQ Management Level 4 and Post Qualifying Diploma in Child Protection.

All the professional staff involved in assessing prospective adopters at Caritas Care hold relevant qualifications including: CQSW's, DipSW or Degree or Masters approved Social Work qualification. All SW staff are registered with Social Work England.

Social workers, managers and leaders of the services have opportunities for continuing their professional development and to attain post qualifying training and awards relevant to the service.

### **APPROVAL**

#### **The Adoption Panel**

The Agency adoption panel is supported by clear policies and procedures, which meet the required Regulations and Legislation.

The role and function of the Panel appointed by Caritas Care is to:

- Ensure that that the assessment process has been adequately carried out and meets the requirements of the law and agency policy.
- Examine applications thoroughly and consider whether there is evidence of the applicant's abilities and suitability to adopt.
- Carry out a rigorous quality assurance function.
- Make recommendations in relation to the approval, review and deregistration of adopters.
- Advise on professional standards and practice, and any other issue which the Chief Executive Officer or Registered Manager wishes them to consider.
- Monitor activity and quality of practice of the Adoption Service.
- Provide a bi-annual report to the agency on the activity of the adoption panel.

Applications in which there is a disclosure of a specified offence through the DBS process, or a conviction which is deemed to pose a risk to children or vulnerable adults, are automatically considered unsuitable and will not therefore be presented to Panel for consideration.

The agency has two Adoption Panels which meet monthly as required. Membership of the Adoption Panel Central List is coterminous with Caritas Care Fostering Panel. Members are subject to DBS checks and required to sign a 'Statement of Confidentiality'. The Panel membership comprises people with complementary experience within the professional arena

of child care and lay members with relevant personal life experience. Medical and Legal advisors are also appointed and effectively serve the Panel.

An accurate account of the business and proceedings of each Panel meeting is documented. The minutes of each Panel meeting details the reasons for all Panel recommendations. Written notifications of decisions are issued to applicants and social workers. Statistical records are maintained for performance monitoring, service development and the annual report.

### **MATCHING**

Approved adopters are supported and advised by the Social Worker in the process of identifying the child or children to join their family. The completed PAR and detailed matching matrix serve as matching tools for Social Workers when considering how adopters can meet the needs of children waiting.

Prospective adopters are encouraged to be pro-active in terms of matching and register their details with Linkmaker. They are also supported in attending Activity Days and Exchange Events hosted by Local Authorities, regionally and nationally. Caritas Care Social Workers also attend the RAA family finding meetings, where the profiles of adopters and children waiting are exchanged.

Social Workers are involved in the process of linking and matching and support approved adopters by providing an objective overview and opinion regarding the suitability of a proposed link. This objectivity is informed by their knowledge and experience of the adopters and expertise in placing children for adoption.

The matching process is extensive and the agency ensures that prospective adopters have access to all the information available in respect of a child including health, development and birth history. This enables them to make informed decisions, with the support of their Social Worker about the suitability of a potential match.

The support available to a placement, from both agencies, will also be considered as part of this process and confirmed in writing. The prospective adopters will be supported and encouraged to contribute to the Adoption Placement Report.

We would aim to involve a child as much as possible, dependent upon their age and understanding, with the support of their Social Worker, in the decision making regarding a potential placement. We recognise that this is not always appropriate or possible and will be sensitive to the needs of the child in this respect.

### **ADOPTION SUPPORT AND SERVICES**

All of our adopters can access services delivered directly by ASCC, Adoption Support Caritas Care. Intervention may involve a 'one-off' contact or a programme of agreed work with the child or family. Where it is deemed appropriate to access other services, Caritas Care will direct

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to and, where appropriate, liaise with and advocate on behalf of the child or family to the relevant services. The agency is also able to request an assessment on behalf of the adoptive family by the relevant Local Authority under the Adoption Support Services Regulations 2005. Some of these services are delivered through the Adoption Support Fund.

Caritas Care offers life-long support to our families. This will include:

- Access to a social worker for advice and guidance
- Regular reflective therapeutic consultation sessions
- Regular social events for families, including Christmas parties, summer fun events and an online young person's friendship group
- Regular support groups for adopters.
- Regular workshops covering a range of topics including, DPP/parenting with PACE, Life Story Work, Child Parent Violence, Shame and Self Esteem

A Foundations of Attachment Group (training developed by Kim Golding 2006 and 2013) – this group runs once or twice a year.

Funded through the Adoption Support Fund, we support our families to ensure their children can benefit from education:

- RAMP – Reducing Anxiety Management Plans
- Attachment workshops for schools
- Consultations for schools/teachers

### **Advice and Information for Adopted Adults & Birth relatives**

We offer fully supported access to records, (including a written summary) to our adult adoptees and their birth relatives. We hold the records for our agency, (and under its former names of Catholic Caring Services and the Lancaster Diocesan Safeguarding and Protection and Rescue Society) and:

- Brettargh Holt (which served the dioceses of Lancaster, Hexham and Northumberland, Shrewsbury, Salford)
- John Reynolds House
- Nazareth House (limited)
- St Vincents

We offer intermediary services to our adult adoptees and their birth relatives. Our tracing work is currently suspended but will begin again in April 2024.

### **Concurrent Planning Service**

The concurrent planning service is provided in partnership with another Voluntary Adoption Agency, Adoption Matters, in partnership with many local authorities across the North West.

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Young children (under 4 years of age) are placed with Concurrent Planning Carers who are approved as both prospective adopters and foster carers, whilst the child/ren's future is decided by the court. Children are either rehabilitated home or adopted by their carers. This approach puts the children's need for early permanence at the forefront and minimises moves for young children in care.

Within this service, the risks are taken by adults not the children. The service operates monthly information sessions for prospective adopters and also offers specialist training and ongoing support to their carers.

### **MONITORING, QUALITY ASSURANCE AND EVALUATION OF SERVICES**

The agency has a monitoring and evaluation policy. There are a number of mechanisms, both internal and external, which ensures Caritas Care's services are robust and of good quality:

#### **Supervision and oversight of the Service**

There is an induction programme for new staff and Adoption Panel Members.

Caritas Care has a supervision policy. All managers/senior practitioners/ social workers and social work practitioners receive regular (not less than ten per year), reflective supervision and annual appraisal.

Regular team meetings and Service meetings take place, which analyse and reflect upon various performance areas. Within these meetings, staff are able to discuss specific practice areas, reflect on their practice and contribute to service development. These meetings are used to cascade any training staff have attended.

All panel members have annual appraisals to monitor their performance and ensure continuous improvements in the delivery of Panel. The completion of the Panel Chairs report to the agency providing feedback on the quality of the work undertaken and timescales.

Regular file audits ensure compliance with regulations. These audits identify good practice and areas of improvement.

#### **Safeguarding**

All safeguarding issues or serious concerns about placements are discussed with the Registered Manager and designated Safeguarding Lead by the relevant Manager and are acted on and recorded by the social worker in accordance with the statutory guidance contained in Working Together to Safeguard Children 2018.

All safeguarding concerns are reported to the appropriate Local Authority and Placing Authority promptly and are investigated to ensure that children are safe and receiving appropriate care and that any lessons about the future operation of the service are



disseminated and learnt. Where appropriate, OFSTED is notified and a record/running record is kept and updated.

There is a quarterly report of safeguarding referrals, including quarterly and annual summaries to review themes and take any action necessary.

Where there is a disruption, Panel is provided with a Learning Points Report in addition to a Disruption Report.

### **Adopter and Stakeholder feedback on the Service**

Evaluation forms are completed by prospective adopters/carers and adopters at key points in the adoption process, including those who have attended: preparation and training groups; panel; post adoption order and adult adoptees and birth relatives seeking access to records or intermediary services.

Efforts are made to elicit the voice of the child during assessment (birth children/children already adopted), during placement visits, at our young person's friendship group and after the provision of adoption support where there has been direct work with the child.

We obtain feedback from commissioners of our services and other agencies and promote the involvement of service users and staff members in service development.

### **Financial and Business Management**

There is continuous tracking of placement activity in order to monitor the ongoing viability of the Service.

There is continuous tracking of request for commissioned adoption support work.

Quarterly reports are made to trustees summarising the trends arising from the data; planning is then tailored to changing circumstances.

### **Data**

Services are GDPR compliant. There is a system in place for notifying managers and our DPO of any breaches or near misses with regards to data.

Adopter data is recorded in 'Charms', a case management system used to track the number of enquiries received from potential adopters, attendance at information evenings and progress made throughout the adopter journey. All details of the assessment including timescales are recorded on Charms. This data is used to ensure accurate submissions to the Adoption and Special Guardianship Leadership Board (ASGLB) as well as other national data collections. It is also used to enable us to review our performance annually and to continuously review our recruitment strategy so that this can be amended in line with developing trends in adoption.

For information, visit

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### **Compliments/complaints feedback**

Caritas Care welcomes feedback from service users on the service they receive, including complaints and compliments. Service users are provided with a copy of the complaints process when they register an interest in adoption.

The outcomes of complaints are monitored to ensure that lessons are learned, and service provision can be improved as a result. The Chief Executive has responsibility for monitoring and reviewing all complaints that relate to the service (including informal complaints). They are also required to assess the outcomes of the complaint to determine whether any changes in policies, procedures or working practices are appropriate.

The Children's guide has information for a child on who to contact if they are unhappy about our Service, including contact details for our managers and independent children's advocacy services for children and the Children's Commissioner for England.

The Children's Commissioner for England can be contacted by young people at:

**Office of the Children's Commissioner:**  
**Sanctuary Buildings**  
**Great Smith Street London SW1P 3BT**  
**Freephone: 0800 528 0731**  
**<https://www.childrenscommissioner.gov.uk>**

The quality and success of our service delivery is monitored and measured by our Quarterly Strategic monitoring of the service presented in a Balanced Scorecard (BSC) performance management system for the service, which contributes to the quarterly reports to the Board of Trustees regarding service delivery.

**Caritas Care is regularly inspected by OFSTED.**

### **Legal References**

This statement has been produced in accordance with the Adoption and Children Act 2002 and associated Regulations, and the Adoption Statutory Guidance 2013.

It fulfils the requirements of Regulation 2 and 4 of the Local Authority Adoption Service (England) Regulations 2003; Regulations 3 and 24B and Regulations 4 and 24C of the Voluntary Adoption Agencies and the Adoption Agencies (Miscellaneous Amendments) Regulations 2003; and of Regulations 5 and 6 of the Adoption Support Agencies (England) and the Adoption Agencies (Miscellaneous Amendments) Regulations 2005. The Voluntary Adoption Agencies and the Adoption Agencies (miscellaneous amendments) Regulations 2003– Schedule 1, Draft Adoption Regulations July 2014; Fostering Service (England) Regulations, 2011. It also fulfils the requirements of Standard 18 of the National Minimum Standards for Adoption 2014



## CHILDREN'S GUIDE TO ADOPTION/ADOPTION SUPPORT

Our Children's Guide(s) is given to children and their parents once they are placed. The guide can be given to Local Authority Social Workers and any other professionals who request one.

## COMPLAINTS AND REPRESENTATIONS PROCEDURE

Any complaint received will be treated seriously and fully investigated by an independent party.

This procedure is to enable users of the adoption service provided by the Agency, to make representation including complaint about any aspect of the service. This procedure requires staff to attempt to satisfy the complainant through negotiation, arbitration and mediation, aimed at resolving the complaint. However, should these methods prove to be unsatisfactory the matter will be pursued through the formal processes outlined below.

<b>COMPLAINT RECEIVED</b>
<b>INFORMAL STAGE</b> Aim is resolution through negotiation, arbitration, and mediation Timescale – 7 days
<b>FORMAL STAGE</b> Independent person appointed to undertake formal investigation and response to complainant. Timescale – 28 days
<b>REVIEW STAGE</b> Complainant dissatisfied - 28 days to request review Review conducted by review panel of three - 1 member being independent of the agency. Recommendations made to agency and complainant notified in writing Timescale – 28 days

The complainant will be kept informed at every stage regarding the progress of the investigation of their complaint.

The complainant will be advised of their right to approach Ofsted to raise concerns regarding any aspect of the service. The address is below:

**Ofsted**  
**Piccadilly Gate**  
**Store St**  
**Manchester M1 2WD**

For information, visit

[www.caritascare.org.uk](http://www.caritascare.org.uk) or give us a call on

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Tel: 0300 1231231 E-mail: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

<b>NUMBER OF COMPLAINTS RECEIVED BY THE ADOPTION SERVICE:</b> <b>1 April 2021 – 31 March 2022</b>
0

<b>NUMBER OF CHILD PROTECTION ENQUIRIES INITIATED IN RELATION TO CHILDREN IN PLACEMENT</b> <b>1 April 2021 – 31 March 2022</b>
7

<b>Number of approved adopters awaiting placement on 31 March 2022</b>	<b>Number of children placed 1 April 2021 – 31 March 2022</b>
12	25