



STATEMENT OF PURPOSE

Barnardo's Making Connections

Region: Head Office / London

Date: October 2017

Registered: Voluntary Adoption Agency

Registration Body: Ofsted

Registration Number: SC051840



Believe in
children
 Barnardo's

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Introduction

It is a requirement of the National Minimum Standards for Adoption that an adoption agency produces a Statement of Purpose. This Statement of Purpose has been written in accordance with;

- The Adoption Agency Regulations 2005 (amended 2011)
- The Voluntary Adoption Agencies and the Adoption Agencies (miscellaneous amendments) Regulations 2003 – England and Wales as amended by the Voluntary Adoption Agencies (Amendment regulations 2005)
- The Adoption National Minimum Standards (2011)
- The Care Planning Regulations 2010
- The Care Standards Act 2000
- The Children Act 1989
- The Adoption and Children Act 2002
- The Adoption Agencies and Independent Review of Determinations (Amendment) Regulations 2011
- The Adoption Agencies (Panel & Consequential Amendments) Regulations 2012
- The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013.

A copy of this Statement of Purpose has been provided to Ofsted, is accessible on the Barnardo's website and is also available on request. This Statement of Purpose is reviewed and updated on a regular basis, and at least annually.

Aims, objectives and outcomes

Aims

At Barnardo's, we believe that a child's future should never be defined by their past; every child deserves the chance to fulfil his or her potential.

We recognise that the children we placed for adoption in the past were among the most vulnerable in our society. As adults, their views, wishes and feelings will be respected and wherever possible, acted upon.

At Barnardo's we believe that adoption is a lifelong commitment and are committed to remaining responsive and supportive throughout that journey.

We understand the importance of ethnic and cultural identity in our adoption support work and aim to acknowledge explicitly and proactively the impact of past decisions made in times of limited societal and institutional awareness of such issues.

At Barnardo's we aim to offer appropriate support to each adopted adult, birth relative and 'prescribed relative' in order to address their respective and particular needs.

Objectives and outcomes

1. The agency offers advice and counselling to all adults who have an adoption connection, and offers birth records counselling and intermediary service to adults who were adopted through Barnardo's, their birth relatives or their relative by adoption.
2. Records of adoptions since Barnardo's became an adoption agency in 1947 are stored in a discrete system, and adopted adults have access to these on request. Records are sent to other adoption support agencies at the request of the adopted adult, to be provided in more convenient locations.
3. In the provision of birth records counselling, intermediary services and related activities to adults affected by adoption our responses acknowledge that the adoption experience has had a deep impact, creating issues and feelings for all concerned.
4. Our responses help people to understand that societal attitudes to the care of children have changed, resulting in present day priority given to recognition of the significance of birth history and family links.
5. Whenever appropriate we refer people to further support services when our work with them is complete, where this may enhance their understanding, promote positive self-esteem, confidence and identity.
6. Our service actively promotes equality, diversity and inclusion.

Service Registration Details

Barnardo's is a company limited by guarantee (registered in England under number 61625) and a registered charity (numbers 216250 and SC037605). It was also registered as a trust corporation on 16 December 1926. Its governing instrument is the Memorandum and Articles of Association, most recently amended by special resolution passed on 17 July 2001.

Barnardo's Board of Trustees, by way of the Family Placement Scrutiny Committee, governs Barnardo's Adoption Agency. This committee meets every four months and receives reports from the Agency Adoption Manager and Responsible Individual.

An annual report is presented to Barnardo's Board of Trustees with an overview of the agency adoption work. The Commercial Director coordinates the work of the Agency between Corporate management and the Family Placement Business Unit.

The Responsible Individual is Brenda Farrell, Head of Business, Family Placement.

The Adoption Agency Manager is Carolyn Oliver, Assistant Head of Business – Adoption.

The Adoption Decision Makers are:

- Carolyn Oliver, Assistant Head of Business, who is a qualified Social Worker with a CQSW and B.A. in Social Studies (1977). She also has a Certificate in Management (2004). She has worked in Family Placement since 1977, specialising in Adoption since 1981.
- Debbie Tomlinson, Assistant Head of Business, who is a qualified Social Worker with a DIPSW (2004) & BA in Social Work (2006) She has worked in Family Placement since 2006.

The Responsible Individual and Agency Decision Makers can be contacted via:

Adoption England Registered Office

Barnardo's
Unit 13a Silver Fox Way
Cobalt Business Park
Newcastle
NE2 0QJ

Telephone: 0191 2931401

This is the main registered office for Barnardo's Adoption in England and Wales and for UK management purposes. The Ofsted registration number is SC048403.

Branches - England and Wales

There are five branches that place children for adoption and an additional branch offering dedicated adoption support services. An Operations Manager manages each branch.

The Adoption Branches are:

- Barnardo's Adoption Service South East
54 Head Street, Colchester Essex CO1 1PB.
This branch also provides an adoption support service (CAFIS) by contract to Kent Local Authority and from an office base at 10 Jubilee Way, Faversham, Kent ME13 8GD.
- Barnardo's Adoption Midlands
Brooklands, Great Cornbow, Halesowen, West Midlands, B63 3AB.
- Barnardo's Fostering and Adoption Yorkshire
Unit 6, Pavilion Business Park, Royds Hall Road, Leeds, LS12 6AJ.
- Barnardo's Fostering and Adoption North East
1 Lumley Court, Drum Industrial Estate, Chester le Street, Durham DH2 1AN.

Barnardo's Adoption, Making Connections

- Barnardo's Cymru Adoption and Fostering
Trident Court, East Moors Road, Cardiff, CF24 5TD.
- Barnardo's Adoption Services South West
Barnardo's South West Regional Office, Verona House,
Filwood Road, Fishponds, Bristol BS16 3RY

The Adoption Support Branch is:

- Making Connections
Barnardo's Making Connections, 140 Balaam St, London E13
8RD.
Registration number SC051840

This is the statement of purpose for the Barnardo's Making Connections Branch

Name and address of the Registered Manager:

Kate Roach

Barnardo's Making Connections, 140 Balaam St., Plaistow,
London E13 8RD

The branch is registered to provide:

- Both birth records counselling and intermediary services.

Service staff

The relevant qualifications and experience of the branch manager are:

Kate Roach, Children's Services Manager, is a qualified Social Worker with a CQSW and MSc in Social Work Studies (1982). She has an NVQ4 Certificate in Management (2009). She worked in Children's Residential Services and Family Placement Services for 14 years before joining Barnardo's to manage their developing Access to Records Services in 1994. She became Manager of Post Adoption Support (Access to Information and Intermediary services) work in 2007.

Job roles and qualifications

Management team

The service management team comprises the Service Manager, the Archive, Research and Administration Manager and the Volunteer Coordinator.

The Service Manager is responsible for the overall operation of the service, including budgetary control and the development and implementation of the strategic aims and objectives of the organisation.

The Service Manager is a qualified Social Worker registered with the HCPC; responsible for the supervision, development and management of the senior practitioners and project workers in the team, she has significant experience in adoption and wider children's services, and a proven track record of delivering successful outcomes for adopted adults, birth relatives and more recently prescribed relatives of adopted adults.

The Archive, Research and Administration Manager has 25 years' experience working in the Barnardo's archive of children's (and other historical) records. She holds a University Certificate and Diploma (DipHE) in Archive and Records Management (2012), and an NVQ4 Certificate in Management (2004).

The Volunteer Coordinator holds a BA in Community and Family Studies (Social Work) (2004) and a post-graduate Diploma (DipGrad) in Management (2006). She has worked in Human Resources and has experience of managing volunteers in various voluntary organisations.

Senior Practitioners

There are 3 senior practitioners in the team who are qualified Social Workers registered with the HCPC. Between them they have many years of post-qualifying experience in residential and field social work with children and families, and family placement work including adoption support. They share responsibility for the mentoring and support of unqualified Project Worker colleagues. Senior Practitioners receive individual supervision from the Service Manager every 4-6 weeks, pro-rata with their working hours.

Project Workers

There are 2 project workers in the team; though not qualified social workers, they have relevant experience in a social care or records analysis settings. Project workers contribute to birth records counselling work, by preparing records prior to sending to local authorities or other adoption support agencies.

Project Workers receive individual supervision from the Service Manager every 4-6 weeks, pro-rata with their working hours.

Administration

The service is supported by an experienced and efficient team of 8 Archive and Administration Officers who ensure that systems run smoothly and that all who make contact with the agency have a positive experience.

The Senior Archive and Administration Officer directs and monitors the daily research and administrative operations of the team.

All members of the Archive and Administration team receive bi-monthly supervision from the Archive, Research and Administration Manager.

Volunteers

The service accommodates an establishment of up to 8 Volunteers who assist in various roles, including administration, library / archive duties, maintenance of the property's exterior and tracing of relatives on behalf of service users.

Services provided

The agency provides:

- Advice and counselling to adults who have an adoption connection; birth records counselling and intermediary services to adults for whom Barnardo's is the relevant adoption agency.

Specifically:

- Access to information, related support services and intermediary services to adopted adults, placed for adoption through Barnardo's Adoption Agency.
- Advice, support and intermediary services to birth relatives of adopted adults, placed for adoption through Barnardo's Adoption Agency.
- Information, support and intermediary services to relatives (as prescribed by legislation) of deceased or living adopted adults, placed for adoption through Barnardo's Adoption Agency.
- A national archiving and records management service for all personal records of children who have used Barnardo's adoption placement services in the past.

Monitoring and evaluation

- All Social Workers are registered with the HCPC and all staff are subject to DBS checks and references.
- All staff receive regular formal supervision and an annual Performance and Development Review (PDR).
- The adoption service is inspected by Ofsted

Representation Complaint

Adult service users can access the Barnardo's complaints procedures.

Complaints and Representation Policy - summary

Who is the Complaints Policy for?

- All adult service users.

Who are complaints made to?

- To a worker or manager in the service – verbally or in writing.
- To a senior manager in the region – verbally or in writing.
- To the complaints officer at the national headquarters – in writing.

What happens next?

Stage 1 – local resolution of the complaint:

- The complainant is contacted to clarify the complaint.
- The complaint is investigated by an appropriate person within the service or another worker from the service.

- The investigator and complainant meet to discuss the conclusion and any action that may be advised to put things right.
- The investigation will normally be completed within:
 - 10 working days from receipt of the complaint by the responsible manager
- If the complainant is unhappy with the outcome they have the right to have their complaint re-examined under Stage 2 of the Procedure. The complainant has 20 days after being informed of the outcome of Stage 1 to request a Stage 2 investigation.

Stage 2 - resolution, using someone independent of the service to investigate the complaint:

- An independent person is appointed by a senior manager within the region to work with an investigating officer from Barnardo's (not the investigator from Stage 1).
- They re-examine the complaint after speaking to the complainant.
- They produce reports for the Head of Business for Barnardo's Family Placement services who after considering them will contact the complainant to inform them of his/her decision concerning the outcome and any action if needed.
- A stage 2 investigation is completed within 25 working days
- If a complainant remains unhappy with the outcome a request to progress to a Stage 3 can be made and this must be made within 20 working days of receipt of the outcome of the Stage 2 investigation.
- A stage 3 is a review of the complaints process and can make recommendations for resolutions.
- A Stage 3 review is undertaken at director level independent of the Barnardo's Adoption Agency and will normally be completed within:
 - 45 working days of the request being made and agreed

Other routes of complaint

Complainants may directly approach the relevant regulatory body, Ofsted at any stage. Ofsted has the power to investigate the complaint itself or require Barnardo's or the relevant local authority to do so.

Registration Authority Details

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Ofsted Information Helpline: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Website: www.gov.uk/government/organisations/ofsted

Other relevant contact details

Barnardo's Head Office

Tanners Lane

Ilford

Essex

IG6 1QG

Telephone: 020 8550 8822

Mobile: 07917 187718 (*for text or voice mail about complaints*)

Email: cs.complaints@barnardos.org.uk

The Ombudsman

Complainants have the right to contact the Inspecting body for adoption work Ofsted or the Local Government Ombudsman if they remain dissatisfied. The Ombudsman can be contacted at:

Local Government Ombudsman

PO Box 4771

COVENTRY

CV4 0EH

Email: advice@lgo.org.uk

Telephone: 0300 0610614 (*Monday to Friday 8.30am to 5.00pm*)