



STATEMENT OF PURPOSE

Region: Barnardo's CYMRU

Date: November 2020

Registered: Adoption Agency

**Registration Body: Care
Inspectorate Wales**

**Registration Number: Care
Inspectorate Wales
W010000722/M001/0006**



**Believe in
children**
 **Barnardo's**

Contents

Section 1: Introduction	03
▪ Aims, objectives and outcomes	04
Section 2: Service registration details	06
Section 3: Service staff	10
▪ Job roles and qualifications	10
Section 4: Services provided	13
Section 5: Recruitment, approval, review and support for adopters	14
Section 6: Monitoring and evaluation	20
Section 7: Feedback and compliments	21
Section 8: Representation complaint	22
Section 9: Registration authority details	25

Introduction

It is a requirement of The Regulated Services (Registration) (Wales) Regulations 2017 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 Adoption Agencies (Wales) (Amendment) Regulations 2019
- 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 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.
- The Social Services and Well-Being (Wales) Act 2014
- Regulation and Inspection of Social Care (Wales) Act 2016
- Regulated Adoption Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019 (SL(5)338)

A copy of this Statement of Purpose has been provided to Care Inspectorate Wales and 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 seek to place are among the most vulnerable in our society. Children's views, wishes and feelings will be acted upon, unless it is contrary to their interests.

Barnardo's believes that good parents come from many different backgrounds and are as varied as the children we seek to place. Prospective adopters are required to demonstrate that they can safely and skilfully parent a child to independence and beyond. Adoption is a lifelong commitment and Barnardo's is committed to remaining responsive and supportive throughout that journey.

Barnardo's understands the importance of ethnic and cultural identity in its family placement work and aims, where possible, to achieve placements with adopters who reflect and/or promote the ethnic origin, cultural background, religion and language of the children to be placed.

Appropriate support will be offered to each family to enable them to address the child's particular needs. This will include enhancing the parents' ability to understand and promote the child's positive self-esteem, confidence and identity. Barnardo's has access to a wide spectrum of support services which can be accessed to respond to individual need.

Objectives and outcomes

1. To provide children with safe, secure and lasting adoptive families and our policies and services are directed towards achieving this outcome for children in need of adoption.
2. To increase placement choice and to reduce delay in the adoption process for children. The children most likely to need our service are those of black and minority ethnic backgrounds, sibling groups, school-aged children, children who have additional needs arising from learning or physical disabilities and children with emotional and behavioural difficulties.
3. To recruit, prepare, assess and support prospective adoptive families. Potential adoptive families will be considered on the basis of their capability to meet the needs of the identified children.
4. To seek and provide a high level of emotional, practical and legal support to children and families post adoption. The agency will look to help families in accessing the appropriate adoption support.
5. The agency offers support and counselling to adults who have an adoption connection and offers an intermediary service to adults for whom Barnardo's is the relevant adoption agency.
6. Barnardo's can offer a range of training and consultancy.

Service Registration Details

Barnardo's is a company registered as a trust corporation on 16 December 1926 and limited by guarantee (registered in England under number 61625). It is a registered charity (numbers 216250 and SC037605). 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 Children and Young People Scrutiny Committee, governs Barnardo's Adoption Agency. This committee meets every four months and receives reports from the 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 Line.

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

The Adoption Agency Manager is Martin Kaid, Operations Manager.

The Adoption Decision Maker is –

- 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.

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

Barnardo's Cymru Adoption and Fostering Services

Trident Court
East Moors Road
Cardiff
CF24 5TD

Telephone: 029 20484316

This is the main registered office for Barnardo's Adoption in England and Wales and for UK management purposes. The Care Inspectorate Wales registration number is W010000722/M001/0006.

Barnardo's Adoption CYMRU

Barnardo's Cymru Adoption and Fostering Services
Trident Court, East Moors Road, Cardiff, CF24 5TD

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 Cymru Branch.

The branch is registered to provide:

- Domestic adoption services and adoption support services
- Both birth records counselling and intermediary services
- Adoption support services to children and adults

Service staff

Job roles and qualifications

Management team

The Operations Manager is the registered manager of the adoption service and is responsible for the overall operation of the service. They are responsible for budgetary control and the development and implementation of the strategic aims and objectives of the organisation. They also act as professional adviser to the adoption panel. The relevant qualifications and experience of the Operations Manager are: DipSw, ILM Level 5 Leadership and Management Award. They have experience in adoption and wider children's services and a proven track record of delivering successful outcomes for children and adopters.

The Operations Manager is responsible for the supervision, development and management of the practice manager and social workers within the team. The Operations Manager will also have responsibility for recruiting suitably qualified and experienced panel members, panel appraisals (jointly with panel chair) and coordinating panel training.

The Adoption Practice manager has a wealth of experience in adoption and more broadly across social care. They have qualifications in DIPSW, PGCE Cert Ed, National Family Mediation qualification, Institute of Leadership and Management qualification. The Adoption Practice manager will take responsibility for developing training and support services for adopters and coordinate training alongside responsibilities for recruitment and assessment.

Social Workers

There are 2 qualified Social Workers within the team who are registered with the Care Council for Wales. Between them they share qualifications in specialist areas of practice e.g. Dyadic Developmental Practice, Practice Education and Theraplay Level 1. They also take lead roles within the team for areas of practice including, student supervision, adopter mentoring and early permanent placement.

The service also engages a small pool of independent consultants who are available to carry out assessments and provide training and therapeutic services for adopters.

Family finder

The family finder focuses on linking and matching children with our approved adopters. This includes working with newly approved adopters to draw up a family finding profile, liaising with other family finders throughout Barnardo's adoption service nationally, developing relationships with Local Authorities to share information about and promote Barnardo's waiting families and representing the service and supporting prospective adopters at regional and national family finding events.

Administration

The service is supported by an experienced and efficient administrative team who ensure that systems run smoothly and that all who make contact with the agency have a positive experience. The Service Administrator manages and supervises the Administration team.

Barnardo's Cymru Family Placement Services – Welsh Language Offer

Barnardo's demonstrates respect for the Welsh Language through all its activities and recognises the need to be appropriately responsive to the linguistic needs of Welsh speakers. Barnardo's Cymru Family Placement Services are fully committed to meeting the requirements of the Welsh Language (Wales) Measure 2011.

Within Barnardo's Cymru, there is a lead senior management role specifically for Welsh Language and an active Welsh Language Strategy Group that meets quarterly. Barnardo's provides services within the primarily Welsh speaking heartlands of Wales; in partnership with Local Authorities and other organisations where the language of business is Welsh.

We apply a consistent 'active offer' approach to our Welsh language commitment across all our services in Cymru and utilise bilingual signage (both publicity and premises), advertising, websites, recruitment and staffing, and support materials ensuring no language is treated less favourably than the other. We also positively attempt to ensure that:

- All children, young people and their families are made aware that they can access services in both Welsh and English.
- All initial correspondence to families can be provided bilingually.
- Welsh speaking staff are matched to children and families who are Welsh speaking.
- We will identify with families in the community and make families aware, of bilingual service points; providing bilingual capacity to ensure proper and timely, delivery of services.

Services provided

The agency provides:

- The recruitment, preparation and assessment of prospective adopters.
- Family finding for approved adopters.
- A range of post approval workshops and training days.
- Early Placement Therapy at the point of matching with a child
- A high level of emotional, practical and legal support to children and families post placement.
- Therapeutic parenting courses for adoptive families – via an outside agency and where an assessed need is identified.
- Out of hours telephone support and advice.
- Adopter support groups and regular social events.
- Mentoring scheme where an experienced adopter provides support to another adopter.
- Assessment of need for post-adoption support, including support applications to Local Authorities.
- Play therapy
- Drama therapy
- Attachment based parenting support and access to a Clinical Psychologist where PACE or attachment based parenting is an assessed need.
- Support and counselling to adults who have an adoption connection and an intermediary service to adults for whom Barnardo's is the relevant adoption agency.
- Consideration will also be given to provide adoptive parents with access to relevant counselling or psychotherapy should it be assessed as a need.

Recruitment, approval, review and support for adoptive parents

This section provides information on the procedures for recruiting, preparing, assessing, approving and supporting potential prospective adoptive parents.

Initial enquiry

On receiving an enquiry from potential prospective adopter/s, we will respond and take initial details to ensure that they live within our geographical recruitment area. We will answer questions potential prospective adopters have about the adoption process and send them an information pack which will include further details about adoption and the processes.

Information meeting/discussion

If a potential prospective adopter/s wishes to proceed, they will be invited to participate in any of the following;

- An invitation to the next information event; evening and any information meetings taking place in a geographically close agency if those meetings are taking place at an earlier date.
- A prearranged meeting, either at the potential prospective adopter's home or the agency's office; or
- A prearranged telephone call.

Where the potential prospective adopter will be given more information about adoption and particularly the adoption process with Barnardo's and how we can support them.

Initial home visit

The next stage, should the enquirer wish to continue and we wish to consider their enquiry further, will be for one of our social workers to visit the enquirer at their home. This is an opportunity for them to find out more about the adoption process and also allows us to find out more about them. After this, the potential prospective adopter/s will have time to consider whether adoption is right for them at this time.

If the potential prospective adopter/s wishes to move to the next stage they will be required to formally complete the Registration/Expression of Interest form.

Registration/Expression of Interest form and preliminary checks

The Registration of Interest form will request consent from potential prospective adopter/s for us to make the following checks:

- DBS checks to obtain information about criminal behaviour and convictions. Not all offences will create difficulties with regard to an application but it is essential that any concerns are discussed when we take up the Registration of Interest.
- References from other agencies such as Local Authority (LA) Children Services, mortgage providers or landlord and employer.
- We will request details of six personal references.
- We will also request consent for a full medical check.

When a Registered of Interest has been completed, we will respond within ten working days and, if accepted, we will request that the enquirer be in a position to commence Stage One preparation. At the commencement of Stage one, the enquirer/s will then be referred to a Prospective adopter/s.

Stage One – The Pre-Assessment process

It is expected that Stage One will normally be completed in two months. During this stage, the prospective adopter/s will be exploring the extent of their interest in and capacity for adoption, prior to a decision, by the prospective adopter and the agency on whether to proceed to Stage Two. For this reason, Stage One will focus on initial training and preparation, and on ascertaining, through prescribed checks and references, whether there is any absolute reason why the prospective adopter/s should not proceed further.

Part of this stage will involve the prospective adopter/s to complete tasks in their workbook such as describing their family, learning about children who may be adopted, sharing their experience with children, etc.

We recognise that people come to adoption from many different circumstances and life experiences. We will fully guide prospective adopter/s so that they can discover the strengths and vulnerabilities they may bring to the task of adoptive parenting. We will together draw up a Stage One agreement which will clearly set out what needs to be done in a way that feels right for the prospective adopter/s.

Preparation training

During this stage we will invite the prospective adopter/s to start a preparation course. This involves a series of sessions with other prospective adopters and specialist staff. This will give the prospective adopter/s information and opportunities to thoroughly explore their expectations of adopting.

They will meet other people at the same stage of the process, as well as people who have already adopted and will be given the chance to think more about the children in need of adoption. This is a compulsory part of the adoption process.

During Stage One, we will complete the formal checks and also ask the prospective adopter/s to visit their GP for a medical check. We will keep in touch with the enquirer throughout Stage One and towards its completion will review progress with them and highlight any concerns or need for further enquiries.

Stage one ends with the agency decision as to whether the prospective adopter/s is suitable to precede to Stage Two. If so, and they also wish to continue, the prospective adopter/s will be asked to confirm their acceptance within six months and will need to be fully available to engage in Stage Two at that point.

Stage Two – The Assessment

When we receive an enquirer's acceptance of the invitation to Stage Two, a social worker will meet them and together they will complete a Stage Two plan (Agreement). This will indicate a timeline for undertaking the prospective adopter's individual assessment and this stage would normally be completed within four months.

Adoption assessment process

During the assessment process the prospective adopter's worker will spend more time with them, getting to know them better and exploring their life story and family history. If prospective adopter/s have children at home, their social worker will also need to get to know them as part of the family unit.

Towards the end of this stage the worker will complete a Prospective Adopter's Report (PAR) to be presented to the Adoption Panel.

The prospective adopter/s will have an opportunity to see and comment on this report before it is presented to the panel. The Adoption Panel is made up of experienced individuals from a range

of professions working with children and may also include someone who has previously adopted and someone who has been adopted. The panel will consider the information provided and the prospective adopter/s will be invited to meet them in person after which they will make a recommendation as to whether the prospective adopter/s are suitable to adopt. The final decision is then made by the Barnardo's Adoption Decision Maker.

Family finding/matching

Once the prospective adopter/s have been approved by the agency as 'Suitable to adopt' we will assist them in family finding. We will meet with the approved adopter/s and complete a Matching Plan Agreement which outlines the process in identifying a child/ren for whom the approved adopter/s may be suitable. We will also assist them to draw up a short profile of themselves which will be shared with family finders for children in Local Authorities. We ask that all approved adopters prepare a book or DVD about themselves to share with the child who may eventually join their family. The approved adopter/s will also be referred to the Welsh Adoption Register which acts to link approved adopters with children who have an adoption plan.

Children needing adoption are referred in a number of ways and an approved adopters social worker and family finder will support them in looking at profiles of children and expressing an interest in children whose needs they feel they can meet. If the child's social worker feels that the approved adopter/s may be the right individual/family then meetings will take place to discuss the child in more detail allowing the adopter to get as much information as possible.

When the approved adopter/s and the workers agree that all seems right, a formal 'matching' recommendation will go to the Local Authority's Adoption Panel. This will also involve recommendations about any additional support the adopter/s may need.

If the 'match' is agreed then a meeting will take place with the adopter/s to plan the introductions and placement. At Barnardo's we will work closely with adopters throughout these processes and also support them in settling the children into their family.

Once a child is placed, the child's social worker and the adopter's social worker will continue to visit the family regularly to make sure all is well. The adopter/s will be supported throughout the placement and through to the court hearing where regular review meetings will take place until the child is legally adopted. The adopter/s will also have the opportunity to attend further training, adopter support groups and social events. Once everybody is confident that the placement is going well, the adopter/s will be able to apply for an Adoption order. The timing of the application will be discussed at the review meetings.

Post-adoption support

Adoption is a lifelong journey and Barnardo's will support adopters every step of the way including in the years that follow. Post-adoption support is assistance or support required for the purpose of ensuring the continuance of the relationship between an adoptive child and their adoptive parents. When a child is placed with an adopter, there will be an adoption support plan drawn up which will reference both of their support needs. Many families need additional support and there are a number of services available to help as the adopter and child build their relationship. Barnardo's offers a range of support and the right option for an adopter will depend on their individual situation. When the adopter gets in touch with us, we will work with them to identify their adoption support needs.

Monitoring and evaluation

- All Social Workers are registered with the Social Care Wales and all staff are subject to DBS checks and references.
- All staff receive regular formal supervision and an annual Performance and Development Review (PDR).
- All adoption panel members will be formally appraised on an annual basis.
- The agency will produce an annual report about the activity and performance of panel including statistics, membership and issues of interest or concern.
- Panel will receive a half yearly update from the agency on the progress of approved adopters in family finding and placements made.
- Panel will provide feedback on the quality of reports to the agency every six months.
- All approved adopters and social workers will be asked to provide written feedback following attendance at panel.
- Panel considers reports of disrupted placements and cases referred to the IRM to advise on lessons to be learned.
- All approved adopters who do not have placements will have an annual review.
- The service request all approved adopters to complete the annual feedback survey.
- The service collects children and young people's feedback at events.
- Quarterly Performance reviews of the service are carried out by the Assistant Head of Business.
- A report on the adoption service is presented three times a year to the board of trustees.
- Our initial enquiry service is subject to 'mystery shopping' carried out by First4Adoption and internal staff scrutiny.
- The adoption service is currently being inspected by CIW.

Feedback and Compliments

We are always looking at ways to improve our service and therefore we always welcome your feedback, comments and compliments about any aspect of the service you have received. These will be used to ensure continuous service improvements.

Representation Complaint

Children placed with Barnardo's have access to a complaints procedure and children will be encouraged and supported to raise any concerns and make a complaint when they wish to do so. An advocate, either their Social Worker, adoptive parent or a children's rights worker, or a friend will help and support them in being heard. Children's personal wishes are taken into account, where appropriate, as are their age, ability and understanding.

All prospective adopters have access to Barnardo's complaints procedure and will be given information on how to contact /complain to the relevant inspectorate body.

In Wales, once a prospective adopter's application has been considered by a Panel which does not recommend approval, applicants have access to the Independent Review Mechanism through the Panel Representation Procedures (copies of which are available in branches).

In addition to prospective adopters' rights to have access to the IRM if appropriate, adopters can also access the Barnardo's complaints procedures.

Complaints and Representation Policy - summary

Who is the Complaints Policy for?

- Prospective adopters before consideration by panel.
- Children and young people who are unhappy with the way they have been treated by Barnardo's.
- Other 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; Care Inspectorate Wales at any stage. Care Inspectorate Wales has the power to investigate the complaint itself or require Barnardo's or the relevant local authority to do so.

Registration Authority Details

Care Inspectorate Wales (CIW)

Welsh Government office

Sarn Mynach

Llandudno Junction

LL31 9RZ

0300 7900 126

ciw@gov.wales

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, Care Inspectorate Wales or the Public Services Ombudsman if they remain dissatisfied. The Public Services Ombudsman can be contacted at:

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Telephone

0300 790 0203

For further information on accessibility please click [here](#).

Email: ask@ombudsman.wales

The Children's Commissioner for Wales

A further source of help for a child or young person may be found through the Children's Commissioner;

Children's Commissioner for Wales
Oystermouth House
Phoenix Way
Llansamlet
Swansea
SA7 9FS
01792 765600
post@childcomwales.org.uk