The



**STATEMENT OF PURPOSE**

**Region: Midlands and South West**

**Date: July 2021**

**Registered: Adoption Agency**

**Registration Body: Ofsted**

**Registration Number: SC434885**

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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 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. It is a useful source of information to prospective adopters, adopters, children and young people who have been placed and adopted through the adoption service, and also to colleagues within Barnardo’s and other outside agencies.

**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 Jo-Ann Swanston King

The Adoption Decision Maker is Jo -Ann Swanston-King

**Jo-Ann Swanston-King**

Jo-Ann qualified as a social worker in 1995 and is registered with Social Work England. Jo-Ann has worked in both Local authority and in the voluntary sector. She has worked in adoption services since 2005, in various roles as a practitioner, Practice Manager, Service Manager and Adoption Agency Registered Manager. This has also included acting as Adviser to adoption panel. Jo-Ann was the Operations manager for Barnardo’s Adoption (North West) between April 2019 – March 2021 before becoming the Agency decision Maker.

Jo-Ann holds the following qualifications:

•             B.A Honours degree in Applied Social Studies (1995)

•             Diploma in Social Work (1995)

•             Post Qualifying Award in Social Work (2010)

•             Certificate In Professional Studies – Management and leadership (2013)

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

**Adoption England Registered Office**

Barnardo’s

Barnardo’s Youth Village

Hudson St.

North Shields

NE30 1DL

**Telephone**: 0191 2963355

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.

In Scotland, the Social Care and Social Work Improvement registration number is CS2005095655.

**Branches - England and Wales**

There are six 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 adoption support by contract to Kent Local Authority and from an office base at 10 Jubilee Way, Faversham, Kent, ME13 8GD.

* Barnardo’s Adoption Midlands and South West

The Fulford Centre, Gatehouse Avenue, Withywood, Bristol, BS13 9AQ

This branch also has office bases at Brooklands, Great Cornbow, West Midlands, B63 3AB and 21 Nottingham Road, Spondon, Derby, DE21 7NF

* Barnardo’s Fostering and Adoption Yorkshire

Unit 6, Pavilion Business Park, Royds Hall Road, Leeds, LS12 6AJ

This branch also has an office base at 222 Eccles Old Road, Salford, M6 8AL.

* Barnardo’s Fostering and Adoption North East

1 Lumley Court, Drum Industrial Estate, Chester le Street, Durham, DH2 1AN

* Barnardo's Cymru Adoption and Fostering

Trident Court, East Moors Road, Cardiff, CF24 5TD

* Barnardo's Fostering and Adoption Northern Ireland

230B Belmont Road

Belfast

BT4 2AW

Registration No 020764

Registration body

The Registration and Quality Improvement Authority (RQIA)

5 Lanyon Place

Belfast

BT1 3BT

The Adoption Support Branch is:

* Making Connections

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

Registration number SC051840

The Scotland Service – registered with SCSWIS is:

* Barnardo’s Scotland Adoption Service (BSAS) (incorporating both the Adoption Placement Service and Adoption Support Service). Academy Park, Building 10,000, Gower St, Glasgow G51 1PR

**This is the statement of purpose for the Midlands and South West Branch.**

Operations Manager: Clare Liribu, The Fulford Centre, Gatehouse Avenue, Withywood, Bristol, BS13 9AQ

Please note that during the Covid-19 pandemic the Offices have mainly been closed with staff working remotely from home.

Any conditions for the time being in force in relation to the registration of the registered provider under Part II of the Care Standards Act 2000. None

The branch is registered to provide:

* Domestic adoption services and adoption support services.
* Adoption support services to children and adults including Post Adoption Support.

**Service staff**

The relevant qualifications and experience of the manager and branch manager are:

**Operations Manager –** Clare Liribu is a qualified Social Worker with a BSC in Biology, DipSW and MA in Social Work in 1996.

Clare has specialised in Adoption work since 2012 having previously worked in the field of Child Protection and emergency duty work.

**Job roles and qualifications**

**Management team**

The service management team comprises of the full time Operations Manager and 3 Practice Managers: TJ full time, RT for four days, AB for three days.

The Operations Manager is responsible for the overall operation of the service including the supervision of the Practice Managers, Clinical Therapeutic Lead, Service Administrator and Project Worker. She is responsible for budgetary control, the development and implementation of the strategic aims and objectives of the organisation.

The **Practice Manager AB** is a qualified and registered Social Worker since 2018 with a BSc in Social Work and Applied Social Science. She has worked in Barnardo’s adoption since qualifying and has been promoted to the position of Practice Manager within the Service. She oversees the Recruitment of adopters, the Duty System and assists managing prospective adopters in the assessment process. She is responsible for Preparation Training for prospective adopters, as well as supervising social workers and a project worker and assisting the other two Practice Managers in their duties as required.

The **Practice Manager RT** is a qualified Social Worker since 1977. Registered with Social Work England, she holds a CQSW, a Dip in Applied Social Studies, and MA in early childhood education. She has worked in the field of adoption for the past 7 years with Barnardo’s. Previously an Ofsted Team Manager and has LA experience in the field of generic Social Work including Adoption.

RT is responsible for the supervision, development and management of the independent social workers working with the team. Also taking responsibility for the overseeing of assessments of prospective adopters, undertaking or overseeing Mid Way Reviews, having a quality assurance role, including the quality of the work of the ISWs. She also acts as professional adviser to the adoption panel and oversees quality assurance of all checks and references and reports to panel.

RT is passionate about finding adopters for children and providing prospective adopters with honest and transparent adoption assessment process.

The **Practice Manager TJ** qualified in 1991 with a CQSW and MA in Social Work. After qualification she worked in child protection as a social worker. She then worked in Fostering and Adoption in three Local Authorities before becoming a Senior Social Worker in a Local Authority Fostering team for 5 years. She joined Barnardo’s as a Senior Practitioner working in both Fostering and Adoption in 2012. In 2014 she became a Practice Manager and now oversees the work of the Service post panel. She supervises 5 social workers and a Project Worker. She is committed to delivering successful outcomes for children and their adopters.

All managers have significant experience in adoption and work closely with the Operations Manager to provide day to day operations and management of the service as well as work together to develop and improve Service provision.

The **Clinical Lead RG** works with the Service 2 days a week with a role to focus on promoting an integrated therapeutic approach throughout the region. She works with the front line workers through Reflective Practice Meetings, arranges training for therapists and adoption team practitioners and provides consultancy for staff and therapists on ongoing ASF work.

She provides consultation for social workers placing children, early intervention to adoptive families and crisis intervention when required.

There are **7 qualified Social Workers (including 3 Senior Social Workers)** within the team who are registered with Social Work England. They mainly undertake the family finding and support to adopters with placements and post adoption work but will also a carry out assessments occasionally. All social workers undertaking assessments of prospective adopters will either have a minimum of 3 post-qualifying years of social work practice, which includes adoption work or they will be supervised by a manager who has significant experience of adoption.

The social workers in the Team bring a variety of specific skills, experiences and qualifications. Between them they share qualifications in specialist areas of practice e,g. Dyadic Developmental Practice, Practice Education and Trauma Informed Practice.

The service also engages a pool of approximately 18 independent social work throughout the region who are qualified and Social Work England registered, we also have independent consultants/therapists who are available to carry out assessments and provide training and therapeutic services for adopters.

**Service Project Workers**

There are 3 Project workers within the Service, 2 of which focus on duty, undertaking family finding, direct support to families and children, assisting in the running of support groups and attending Exchange days and events.

Family finding focuses on linking and matching children with our approved adopters. This includes working with newly approved adopters to draw up a family finding profiles, liaising with other family finders throughout Barnardo’s adoption service nationally, developing relationships with Local Authorities/RAA’s 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.

The Project Workers also enjoy ensuring the participation of children, young people and adopters in shaping the service, and working alongside children and young people where possible to help improve family and school life.

One Project Worker’s role has developed to oversee the work with post adoption support as well as running reports and monitoring statistics.

**Administration**

The service is supported by 5 administrators who are 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.

**Services provided**

The agency provides:

* The recruitment, preparation and assessment of prospective adopters
* Foster to Adopt placements
* Family finding for approved adopters
* A range of post approval workshops and training days
* Early intervention therapeutic input into matching considerations and with families.
* A high level of emotional, practical and legal support to children and families post placement
* Therapeutic parenting courses for adoptive families
* Out of Hours Helpline 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 supporting applications to the Adoption Support Fund and providing packages of therapeutic support to families who have adopted through Barnardo’s Midlands and South West
* 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 via our adoption support branch “Making Connections”.

**Recruitment, approval, review and support for adoptive parents**

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

## Initial enquiry

On receiving an enquiry from a prospective adopter, we will respond and take enquirers initial details to ensure that they live within our geographical recruitment area. We send enquirers an information pack which will include further details about adoption and the processes. If they wish to progress further, one of our workers will respond to undertake an initial consultation call, during which additional information about adoption will be given and further information about the enquiries background and motivation will also be explored at this point.

**Initial home visit**

The next stage should the prospective adopter 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 or virtual interview. 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 prospective adopter will have time to consider whether adoption is right for them at this time.

If the enquirer wishes to move to the next stage, they will be required to formally complete the Registration of Interestform.

During the Covid-19 pandemic the need to follow social distancing rules have been followed and Initial Home Visits held virtually through a video platform such as Zoom or Microsoft Teams.

## Registration of Interest form and preliminary checks

The Registration of Interest form will request consent from an enquirer 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 a number of personal and family references per applicant.
* We will also request consent for a full medical check which the applicants will arrange and fund with their own GP.

When a Registered of Interest has been completed, we will respond within 5 working days and, if accepted, we will request that the enquirer be in a position to commence Stage One preparation.

**Stage One – The Pre-Assessment process**

It is expected that Stage One will normally be completed in 2 months. During this stage, the prospective adopter will be exploring the extent of their interest in and capacity for adoption, prior to a firmer decision 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 enquirer should not proceed further.

Part of this stage will involve the enquirer to complete tasks in their workbook such as describing their family, learning about children who may be adopted, and reflecting on their child care experience, etc.

We recognise that people come to adoption from many different circumstances and life experiences. We will fully guide an enquirer 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 enquirer.

## Preparation training

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

During the Covid-19 pandemic social distancing rules have been followed and preparation training has been held virtually through a suitable video platform.

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 enquirer 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 is suitable to proceed to Stage Two. If so, and they also wish to continue, the enquirer 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.

**Application to Stage Two**

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 the enquirer has 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 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 will be invited to meet them in person after which they will make a recommendation as to whether the enquirer is suitable to adopt. The final decision is then made by the Barnardo’s Agency Decision Maker.

During Covid-19 pandemic the need to follow social distancing rules have been observed and assessment sessions mainly carried out virtually through a video platform. Where a face to face visit is required then a full risk assessment and discussion will take place to manage and reduce risk.

## Family finding/matching

Once the prospective adopter has been approved by the agency as ‘suitable to adopt’ we will assist them in family finding. We will meet with the approved adopter and complete a Matching Plan Agreement which outlines the process in identifying a child/ren for whom the approved adopter 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 will be assisted to but their information on Linkmaker which act to link approved adopters with children who have an adoption plan.

Children needing adoption are referred in a number of ways and an approved adopter’s social worker and/or Project Worker 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 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 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 may need.

If the ‘match' is agreed then a meeting will take place with the adopter 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 offer support and guidance and ensure all parties are progressing as anticipated. 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 will also have the opportunity to attend further training, adopter support groups and social events and be part of our mentoring scheme. Once everybody is confident that the placement is going well, the adopter will be able to apply for an Adoption order. The timing of the application will be discussed at the review meetings.

During the Covid-19 pandemic the need to follow social distancing rules have been observed and the approval panel will take place virtually. Any subsequent linking and matching meetings arranged by placing Local Authorities are also likely to take place virtually. Introductions with children are likely to start virtually and move into face to face with full risk assessments and discussions to reduce risk. Once a child is placed visits will be arranged with a mixture of face to face visits and virtual visits with full risk assessments and discussions in place.

**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 stability of family life and continuance of positive relationships between an adoptive child and their adoptive parents into adulthood and beyond. 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 Social Work England and all staff are subject to DBS checks and references.
* All staff receive regular formal supervision and an annual Performance and Development Review (PDR) which is formally reviewed at least once in the course of the year.
* 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 prospective 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 (independent review mechanism) to give advice on lessons to be learned.
* All approved prospective 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 including auditing of files are carried out by the Operations Manager.
* A report on the adoption service is presented three times a year to the board of trustees.
* The adoption service is inspected by Ofsted.

**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 England and 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; 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](mailto:enquiries@ofsted.gov.uk)

Website: [www.gov.uk/government/organisations/ofsted](http://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](mailto: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](mailto:advice@lgo.org.uk)

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

**The Children’s Rights Director**

A further source of help for a child or young person may be found through the Children’s Rights Director;

Ofsted

Alexandra House

33 Kingsway

LONDON

WC2 6SE

Telephone: 08456 404040

Website: [www.Rights4me.org.uk](http://www.Rights4me.org.uk)