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**STATEMENT OF PURPOSE**

**Region:** London, East and South

East

**Date:** July 2021

**Registered:** Adoption Agency

**Registration Body:** Ofsted

**Registration Number:** SC051838

**Contents**

**Section 1: Introduction 3-5**

**Section 2: Service registration details 6-8**

**Section 3: Service staff 9-11**

**Section 4: Services provided 12**

**Section 5: Recruitment, approval, 13-19**

**review and support for adopters**

**Section 6: Monitoring and evaluation 20**

**Section 7: Representation and complaint 21-23**

**Section 8: Registration authority details 24**

**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 (2014);
* 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 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 used to respond to individual need.

**Objectives and outcomes**

1. To provide children with safe, secure and lasting adoptive families. 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 also offers an intermediary service to adults for whom Barnardo’s is the relevant adoption agency.

6. Barnardo’s can also offer a range of training and consultancy.

**Service Registration Details**

**Barnardo’s is a company limited by guarantee (registered in England under number 61625), incorporated on 20 April 1899, and a registered charity (numbers 216250 and SC037605). Its governing instrument is the Articles of Association, most recently amended and adopted by special resolution passed on 9 October 2018.**

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 Lines.

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

The Adoption Agency Manager and Agency Decision Maker is Jo-Anne Swanston-King

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

**Adoption England Registered Office**

Barnardo’s

Barnardo’s Youth Village

Hudson St.

N. 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 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

This branch provides a placement and support service as well as an adoption support service by contract to Kent Local Authority from an office base at 10 Jubilee Way, Faversham, Kent, ME13 8GD.

* Barnardo’s Adoption Midlands/South West

Regional Office 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.

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.
* Barnardo’s Fostering and Adoption Northern Ireland

30B Belmont Road

Belfast

BT4 2AW

Registration No 020764

Registration body

The Registration and Quality Improvement Authority (RQIA)

5 Lanyon Place

Belfast

BT1 3BT

**This is the Statement of Purpose for the London, East and South East Branch.**

**Registration Number: SC051838.**

Name and address of the Adoption Agency Manager:

**Jo-Anne Swanston-King**

Conditions for the time being in force in relation to the registration of the registered provider under Part II of the Care Standards Act2000: **None**.

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**

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

**The Adoption Agency Manager and the Agency Decision Maker is Jo-Anne Swanston- King**

Jo-Ann qualified as a social worker in 1995 and is registered with HCPC. 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.

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 Assistant Head of Business for the South East is Charanjit Kang:**

Charanjit is a qualified Social Worker with over 25 years post-qualifying experience. She is registered with SW England. Charanjit has considerable experience of strategic leadership, service management, and extensive experience of service delivery in local government of which 10 years has been in management.

Charanjit has 15 years of social work experience in children and family services and care proceedings, and with Cafcass in private proceedings. Charanjit has experience of successfully managing change and of working at a supervision/managerial level to develop high performing social work teams. She also has experience as a Practice Teacher and Social Work lecturer, teaching/lecturing in DipSW and PQ Child Care Award.

**Management team**

The branch is structured as an adoption placement service and an adoption support service, with overall responsibility held by an Operational Manager for each.

**Placements**

This service is managed by Judy Allen, Operations Manager.

Judy has over 25 years’ experience as a Social Worker, initially within Local Authority front-line teams and, since 2002, has been specialising in adoption. Whilst working within LAs she had experience as a manager and as a practice educator, involved in student seminars and lectures. Judy has been employed by Barnardo’s since 2014 initially as a Practice Manager, before taking on the role of Operations Manager in December 2019.

**Adoption Support**

The LINK adoption support service is managed by Sarah Wilkinson, Operations Manager.

Sarah commenced her role initially in Placements in October 2018. Sarah has worked as a qualified Social Worker with children and families for 15 years. She holds a Diploma in Social Work and a graduate degree in Children and Families Social Work. Sarah has worked in adoption services for 12 years, as a practitioner and more latterly, as a manager for both a Local Authority and a Regional Adoption Agency.

The CAFIS Service is managed by Lesley Singleton, Practice Manager.

Lesley was a Senior Social Worker within the team, having worked with CAFIS since 2011. She has over 22 years’ qualified experience of working with children and young people, in youth offending, children and families, within private proceedings (separation and divorce) and post-adoption.

The Operational Managers are responsible for budgetary control and the development and implementation of the strategic aims and objectives of the organisation.

**Staffing[[1]](#footnote-1)**

The Operational Manager Placements oversees 4 Practice Managers.

All placement service Practice Managers are professionally qualified Social Workers, registered with SW England, and are responsible for the supervision, development and management of the Social Workers within their teams.

Practice Managers take responsibility for developing training and support services for adopters, coordinating this alongside responsibilities for recruitment and assessment.

All have many years’ experience in adoption and wider children’s services, with a proven track record of delivering successful outcomes for children and adopters.

**Social Workers**

There are 10 qualified Social Workers within the Placement service. They are all registered with SW England. They undertake the preparation, assessment and support of adopters. All Social Workers undertaking assessments of prospective adopters either have a minimum of 3 post-qualifying years of social work practice, which includes adoption work, or they are supervised by a manager who has significant experience of adoption in line with national guidelines.

The service also engages a small pool of independent consultants, all of whom are professionally qualified Social Workers, registered with SW England. They are primarily available to carry out assessments, but can also provide training and therapeutic services for adopters if required.

The Placement service has 2 senior Project Workers who have a key role in developing services such as our post-preparation / placement training and support programme. They also lead on family finding for our families, which involves: 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/RAAs to share information, to promote Barnardo’s and to represent the service; and supporting prospective adopters at regional and national family finding events. We ensure prospective adopters are logged onto [Link Maker](https://www.linkmaker.co.uk/) and are encouraged to be actively engaged.

The service also has an Acting Recruitment Officer who helps manage the enquiries and front door; works alongside SE Fostering on our joint Facebook page; and liaises with the national Marketing and Recruitment team, attending quarterly meetings and providing service data and analysis.

**Administration**

The placement service has a Senior Service Administrator who manages and supervises the Administration teams, and takes responsibility for finance and monitoring budgets.

In addition, the placement side of the service employs 3 administrative support staff.

**Services provided**

The placement service provides:

* The recruitment, preparation and assessment of prospective adopters;
* Early permanence placements;
* Family finding for approved adopters;
* Assessment of need for post-adoption support where requested by the LA;
* The service offers a high level of emotional, practical and legal support to children and families pre- and post-placement. These include:
  + A range of pre- and post-approval workshops and training days;
  + Therapeutic parenting course for adoptive families;
  + Regular support groups and family social events;
  + Access to LINK’s support programmes, such as Stronger Families at the point of matching with a child.
* Free annual subscription to a range of support forums, dependent on the adopters stage in the process;
* Buddy scheme where an experienced and suitably supported adopter provides support to another adopter;
* Out-of-Hours helpline staffed by experienced FP Social Workers.

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

**Initial enquiry**

On receiving an enquiry from a prospective adopter, we will respond promptly to take the enquirer’s initial details, ensuring that they live within our geographical recruitment area unless they have come through our website, which will already have that information provided.

An information pack will be sent out to enquirers and we will invite them to contact us so that we can answer any questions they may have about the adoption process and other recruitment criteria.

Information event

If a prospective adoption enquiry is suitable and the enquirer wishes to proceed, they will be invited to an information event where the prospective adopter will be given more information about adoption and the children waiting for placement. They will also have the opportunity to hear from previous adopters about their experiences of adopting through Barnardo’s.

Questionnaire

Once they have attended an information event, should they remain interested in proceeding we will then send them an Adoption Questionnaire to complete. This is returned to our Recruitment team to decide whether to carry out an initial assessment.

Initial Assessment

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 undertake an initial assessment. 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 complete the Registration of Interest form.

**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 four personal references;
* We will also request consent for a full medical check.

When a Registered of Interest has been completed, we will respond within five working days and, if accepted, the enquirer will 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 two months. 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.

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 require the enquirer to complete tasks in their workbook, such as describing their family, learning about children who may be adopted, sharing their experience with children etc.

During Stage One, we will also complete all of the formal checks such as DBS and also ask the enquirer to visit their GP for a medical.

We will keep in touch with the enquirer throughout Stage One and regularly review progress with them and will 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.

We recognise that people come to adoption from many different backgrounds and with different life experiences. We aim to support applicants to discover the strengths and vulnerabilities they may bring to the task of adoptive parenting.

**Training / Support**

During this stage we will invite the prospective adopter to start an initial preparation course. This involves a series of sessions with other prospective adopters and specialist staff.

This will give the applicant information and opportunities to explore thoroughly their expectations of adopting.

They will meet people at the same stage of the process, as well as those who have already adopted and will be given the chance to think more about the needs of children looking for adoptive homes.

This is a compulsory part of the adoption process and is complemented by access to a full programme of post-preparation training and support open to adopters at all stages of the process.

**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 Agreement Plan. This will offer 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, family history, their motivation to adopt and the strengths and vulnerabilities they bring to the task of adoptive parenting.

If the applicant has children at home, their Social Worker will also need to get to know them as part of the family unit.

The Social Worker will also arrange to meet with their referees to canvass their views.

The information collated will be presented in the form of a Prospective Adopter’s Report (PAR) which will be presented to the Adoption Panel.

The report will be quality-assured and the prospective adopter/s will have an opportunity to see and comment before it is signed off and is presented to the Adoption 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 Adoption Decision Maker.

**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 Agreement, which outlines the process in identifying a child/ren for whom the approved adopter may be suitable and the support that we can offer. We will also assist them to draw up a short profile of themselves and a DVD, which will be shared with family finders for children in Local Authorities and entered onto the national register [Link Maker](https://www.linkmaker.co.uk/), 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 adopter’s Social Worker and a project worker will support them in looking at profiles of children and in 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.

We ask that all approved adopters prepare a book or DVD about themselves to share with the child who may eventually join their family. We aim to work closely with adopters throughout this process in order to support them to settle the child/ren into their family.

Once a child is placed, the child’s Social Worker and the adopter’s Social Worker will continue to monitor the placement and support to the family through regular visits and telephone contact. The adopter will be supported throughout the placement and through to the court hearing, with regular review meetings taking place until the child is legally adopted.

The adopter will have continued access to our programme of ongoing training and support, and their and their child’s needs are regularly reviewed.

Once all involved are confident that the placement is stable and the child has been in their family a minimum of 10 weeks, the adopter will be able to apply for an Adoption Order.

**Adoption support**

Adoption is a lifelong journey and Barnardo’s will support adopters at each stage of the process. Post-placement and post-order 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 resources and the right option for an adopter will depend on their individual circumstances.

**Post Adoption Support**

**LINK Adoption and Family Support Service**

For more than twenty years Barnardo’s LINK has been providing therapeutic services to anyone affected by adoption.

This includes therapeutic services for prospective adopters, adoptive families, adopted children and young people, adopted adults, birth family members and, in recent years, families where children are placed under a Special Guardianship Order (SGO).

We have accredited independent therapists based across London, East Anglia, South East and South West England, who can meet with adoptive families face-to-face in their own homes to work together on the principles and practice of therapeutic parenting.

Our Attachment Focused Therapy (AFT) service, in particular, is designed to encourage the attachment or bonding between the adoptive parent/s and their child/ren in order to build the beginnings of a trusting relationship, one which gives mutual attachment, predictability, esteem, and pleasure.

This therapeutic parenting model is underpinned by Dyadic Developmental Psychotherapy, promoting the principles of PACE (Playfulness, Acceptance, Curiosity, Empathy), as developed by Dan Hughes.

Funding for these services is available through the Adoption Support Fund [ASF], up to £5,000 per child per year. You can either ask your Social Worker about how to apply to the ASF, or else we can give you more information.

The LINK team comprises: an Operations Manager, three Practice Managers, five Therapy Coordinators, a Social Worker, a Project Worker, a Service Administrator, and a team of four business support staff.

**CAFIS**

CAFIS Kent is a commissioned service for Kent County Council that provides: post-adoption support to adopted adults; independent birth parent support; and birth family support groups. CAFIS also manages the 1300 contact cases for children who are adopted or under a Special Guardianship Order.

The CAFIS Kent adoption support team consists of four qualified social workers, all Social Work England registered. The team also has two project workers who assist with managing the large 1300 case, indirect and direct, contact service, and is supported by three Administrators. The project also has a number of birth parents who volunteer for the service to support those affected by adoption.

This unique project also runs birth family support groups: supporting birth relatives who have lost a child to adoption; supporting children and their adoptive parents maintain important birth family links through indirect and direct contact; as well as supporting adopted adults and birth relatives to access information and re-connect with birth relatives. In addition, the service supports good practice through learning and development workshops for Kent Social Workers and nationally through the CVAA.

**Monitoring and Evaluation**

* All Social Workers are registered with the SW England and all staff are subject to DBS checks and references. All therapists are registered with their professional body and receive independent clinical supervision.
* All staff receives regular formal supervision in line with agency guidelines and an annual Performance and Development Review (PDR), reviewed at 6 months.
* All adoption panel members are 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 to advise on lessons to be learned.
* All approved prospective adopters who do not have placements will have an annual review.
* The service collects children’s 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.
* The adoption service is inspected by Ofsted.

**Representation and Complaint**

Children placed with Barnardo’s have access to a complaints procedure. Children will be encouraged and supported to raise any concerns and to make a complaint should 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 that 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 and how?

* A worker or manager in the service – verbally or in writing;
* A senior manager in the region – verbally or in writing;
* 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.

**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)

**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)

**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)

1. For staffing for LINK and CAFIS see pp 18-19. [↑](#footnote-ref-1)