



# STATEMENT OF PURPOSE

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**Region:**

Barnardo's Cymru Adoption Service

**Date:**

January 2022

**Registered:**

Adoption Agency

**Registration Body:**

Care Inspectorate Wales

**Registration Number:**

Care Inspectorate Wales  
W010000722/M001/0006



# Contents

<b>Section 1: Introduction</b>	03
▪ Aims, objectives and outcomes	04
<b>Section 2: Service registration details</b>	06
<b>Section 3: Service staff</b>	11
▪ Job roles and qualifications	11
<b>Section 4: Services provided</b>	15
<b>Section 5: Recruitment, approval, review and support for adopters</b>	16
<b>Section 6: Monitoring and evaluation</b>	22
<b>Section 7: Feedback and compliments</b>	24
<b>Section 8: Complaints &amp; Representation</b>	25
<b>Section 9: Registration authority details</b>	27

# 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
- The Regulated Services (Registration) (Wales) Regulations 2017
- 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; our policies and services are directed towards achieving this outcome for children who have a care plan 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 children identified to be placed for adoption.
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 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 Adoption Agency Manager is Martin Kaid, Operations Manager.

The Adoption Agency Decision Maker is 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.

Jo-Ann holds the following qualifications:

- B.A Honours degree in Applied Social Studies (1995)
- Diploma in Social Work (1995)

## Barnardo's Cymru Adoption

- Post Qualifying Award in Social Work (2010)
- Certificate In Professional Studies – Management and leadership (2013)

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

The responsible individual has a specific range of duties and responsibilities to carry out as stated Regulated Adoption Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019 (SL(5)338)

The Responsible Individual can be contacted via:

Brenda Farrell  
Barnardo's Cymru Adoption Service  
Britannia House  
Van Road  
Caerphilly  
CF83 3GG  
**Telephone:** 029 20 484316

The Assistant Head of Business, Operations and Practice Managers can be contacted via:

**Barnardo's Cymru Adoption Service**  
Britannia House  
Van Road  
Caerphilly  
CF83 3GG  
**Telephone:** 029 20 484316

The Care Inspectorate Wales registration number is W010000722/M001/0006.

The Adoption Support Branch is:

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



### **Adoption Branch Wales:**

- Barnardo's Cymru Adoption - CIW Registration\_CS2005095655  
Barnardo's Cymru, Britannia House, Van Road Caerphilly, CF38 3GG

### **Adoption Branches England:**

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

- Barnardo's Adoption Service South East -Ofsted Registration SC051838  
54 Head Street, Colchester Essex CO1 1PB.  
This branch also provides adoption support services via LINK and the CAFIS service at 10 Jubilee Way, Faversham, Kent ME13 8GD.
- Barnardo's Adoption Yorkshire – Ofsted Registration SC051836  
Unit 6, Pavilion Business Park, Royds Hall Road, Leeds, LS12 6AJ.  
This branch also has an office base at 222 Eccles Old Road, Salford, Manchester, M6 8AL
- Barnardo's Adoption Midlands and South West - Ofsted Registration SC434885  
Fulford Centre, Gatehouse Avenue, Withywood, Bristol BS13 9AQ
- Barnardo's Adoption North East - Ofsted Registration SC051835  
1 Lumley Court, Drum Industrial Estate, Chester le Street, Durham DH2 1AN.



**Adoption Branch Scotland:**

- Barnardo's Scotland Adoption Service (BSAS) - SCSWIS  
Registration CS2005095655  
(incorporating both the Adoption Placement Service and  
Adoption Support Service). Building 10,000, Gower St,  
Glasgow G51 1PR.

**Adoption Branch Northern Ireland:**

- Barnardo's Adoption Northern Ireland - RQIA Registration  
020764  
230B Belmont Road, Belfast, BT4 2AW

**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**

#### **Assistant Head of Business**

Natalie Silcox is a qualified Social Worker registered with Social Care Wales (SCW) and she holds recognised management qualifications. The Assistant Head of Business (AHOB) is responsible for strategic management and oversight of the adoption service and its functions and areas of responsibility and reports to the Responsible Individual.

The AHoB is the strategic interface between the Cymru Service and Barnardo's adoption services throughout the country. They hold a clear quality assurance remit.

#### **Operations Manager**

Martin Kaid is a qualified Social Worker, registered with Social Care Wales (SCW) and he holds an ILM Level 5 Award in Management & Leadership.

Martin has been qualified for 18 years, working in the Youth Offending Service, as an officer for the Regional Equality Council, as an independent assessor, and a service manager for Action for Children as well as Barnardo's Children's Services. Martin has been employed by Barnardo's for 10 years.

The Operations Manager is responsible for the overall operation of the adoption service to potential and approved adopters and children needing adoption placements. 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 reports to the AHoB.

The Operations Manager is responsible for budgetary control and is involved with the development and implementation of the strategic aims and objectives of the organisation. The Operations Manager is

responsible for the management of Practice Managers, sits on Panel in the role of Panel Advisor, ensures all policies and procedures are up to date, completes audits of the service to ensure a high standard, and monitors and advises on serious complaints and allegations ensuring appropriate procedures are followed and safeguards are in place.

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.

### **Practice Manager**

Sara Henderson is the Interim Practice Manager; she is a qualified Social Worker who is registered with SCW. Sara has worked in social care since 2003, after completing a law degree. Sara has been qualified for 12 years, working as an independent social worker for the last 7 years with the Local Authority Children's Services and independent providers within the fostering, adoption, and childcare sectors. She is a Fostering panel chair and Independent Reviewing Officer. The FT permanent adoption practice manager post is currently being advertised.

The practice manager is responsible for the supervision and management of the Social Workers and the Family finder. The Adoption Practice manager will take responsibility for developing training and support services for adopters, alongside responsibilities for recruitment and assessment and undertakes the ASSA function. The Practice Manager reports to the Operations Manager.

### **Social Workers**

There are 3 FTE 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 may also take lead roles within the team for areas of practice including, student supervision, adopter mentoring and early

permanent placement. Another FTE SW post is currently being advertised.

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 (4 days per week) 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
- Hosting and supporting attendance at profiling events
- 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 helpline support and advice.
- Adopter support groups and regular social events.
- Access where identified or requested, to a mentor: where an experienced adopter provides support to another adopter.
- Assessment of need for post-adoption support, including support applications to Local Authorities.
- Attachment based parenting support and access to a Play Therapist 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.
- During the Covid-19 pandemic, services have provided support and assistance through a combination of face to face and virtual engagement. Barnardo's have adhered to government guidance and instigated full health and safety and risk assessment processes to ensure ongoing delivery of services during the pandemic.



# 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 perspective 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 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 checks**

The Registration of Interest form will request consent from potential perspective applicant/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 (previous) employer/s.
- We will request details of six personal references.
- We will also request consent for a full medical check.

When a Registration of Interest has been completed and submitted, we will respond within ten working days and, if recommended, we will request that the applicant be in a position to commence Stage One preparation. At the commencement of Stage one, the enquirer/s will then be referred to as 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 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 Agency 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 adopter's 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 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

The Responsible Individual maintains oversight of the management, quality, safety, and effectiveness of the service in line with its annual business plan. This is undertaken by engaging with children, adoptive parents, and staff, analysing data, attending adoption panels, visiting the service and compiling;

- 1) A quality-of-care review report for Barnardo's which is completed every six months and includes an assessment into the standard of care and associated recommendations;
- 2) A report on the adequacy of resources available (known internally as a Quarterly Performance Report (QPR)) every quarter.
- 3) An annual return to Welsh Ministers (CIW).

There are a range of systems in place to monitor and evaluate the provision of Barnardo's adoption services, to ensure they are effective and that the quality is of an appropriate standard.

- 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 a biannual 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 at the time of panel and on an annual basis.
- 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 can be referred to the Independent Review Mechanism (IRM).



- All approved adopters who do not have placements will have an annual review at not less than 2 yearly intervals.
- 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.
- External inspection via regulatory bodies i.e., Care Inspectorate Wales (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.

# Complaints and Representation

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.

## **The aims:**

- To ensure redress for children and young people and adoptive parents through an open and fair processes.
- To promote the participation of children, young people, and their families.
- To safeguard and protect children, young people and vulnerable adults by providing a process for them to raise concerns about the service they are receiving
- To improve service delivery through learning from complaints and representations

All prospective and approved adopters have access to the Barnardo's complaints procedure and will be given information on how to contact /complain including a complaint to the relevant inspectorate body through written information provided from enquiry and beyond. Barnardos has a designated lead manager/advisor for complaints to ensure that all concerns are fully supported and managed in a way that is helpful and complies with the complaints procedure and policy.

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 (IRM) 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?**

- Prospective adopters before consideration by panel.
- Approved adopters post panel.
- Adopters at any time within 12 months after formal contact with Barnardo's has ceased.
- Children and young people who have been placed through Barnardo's and are unhappy with the way they have been treated by Barnardo's.
- Other adult service users.

### **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 recommendations ~~action~~ that may be advised to put things right.
- The investigation standard is to complete 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:*

- A senior manager from Barnardos independent of the service and the Stage 1 is identified to undertake the Stage 2 investigation.
- An independent person not employed by Barnardos is appointed to work alongside the investigating senior from Barnardo's ensuring due process is followed according to the procedure and policy and is fair to the complainants.
- 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 or the Ombudsman 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 but is not a complaints investigation body itself.

# Registration Authority Details

## **Care Inspectorate Wales (CIW)**

Welsh Government office

Sarn Mynach

Llandudno Junction

LL31 9RZ

0300 7900 126

[ciw@gov.wales](mailto:ciw@gov.wales)

## **Other relevant contact details**

### **Complaints**

Barnardo's Youth Village

Hudson Street,

North Shields,

NE30 1DL

Email: [cs.complaints@barnardos.org.uk](mailto:cs.complaints@barnardos.org.uk)

### **Barnardo's Cymru / Wales**

Britannia House

Van Road

Caerphilly

CF83 3GG

Telephone: 02920 484316

Email: [cs.complaints@barnardos.org.uk](mailto:cs.complaints@barnardos.org.uk)

*You could also text or email – see information under Barnardo's Head Office*

### **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](mailto: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](mailto:post@childcomwales.org.uk)

Contract Manager

Independent Review Mechanism (IRM)

Unit 4, Pavilion Business Park,

Royds Hall Road, Wortley,

Leeds, LS12 6AJ

0845 450 3956

[irm@irm.org.uk](mailto:irm@irm.org.uk)

[www.independentreviewmechanism.org.uk](http://www.independentreviewmechanism.org.uk)