



Statement of Purpose

Scotland Adoption Service

January 2026

Barnardo's Scotland Adoption Service
(incorporating both the Adoption Placement Service
and Adoption Support Service) Care Inspectorate
Registration Number - CS2005095655

Address - Building 10,000, Gower St, Glasgow G51 1PR.



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“Adoption provides children with stability, routine and a safe environment, and it doesn’t just change our lives, it changes our family’s life”



Legal Framework

Barnardo's Adoption services operate in Scotland, England, Northern Ireland and Wales.

This Statement of Purpose has been written in accordance with:

- The Adoption and Children (Scotland) Act 2007
- Adoption Agencies (Scotland) regulations 2009 amendment regulations 2010
- Adoption support Services and Allowances (Scotland) Regulations 2009
- Looked After Children (Scotland) Regulations 2009
- Children's Hearing Scotland Act 2011
- Children and Young People Scotland Act 2014
- The Children (Scotland) Act 2020
- The Promise

A copy of this Statement of Purpose has been provided to Care Inspectorate 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.

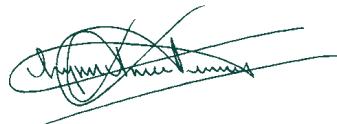
Message from CEO

For more than 150 years, Barnardo's has been changing childhoods and lives, including through our work helping hundreds of thousands of children and young people to live with loving foster families and adoptive parents.

Barnardo's supports around 370,000 children, young people, parents and carers each year through our services and partnerships across the UK.

We believe in all children and young people, and their potential. We support them, stand up for them and bring out the best in each and every child and young person.

We support adopted parents to welcome children and young people who need a loving and supportive home. We provide over 20 fostering, adoption, and planned break services for families with children and young people of every age, gender, race and ability. Our comprehensive preparation, training and 24/7 support to adoptive parents makes us a trusted choice across the UK.



Lynn Perry MBE
Chief Executive, Barnardo's



Service Registration Details

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

Barnardo's Scotland Adoption is part of Barnardo's UK Fostering & Adoption Services.

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

An annual report which provides an overview of Barnardo's adoption activity is presented to Barnardo's Board of Trustees. The Director coordinates the work of the Agency between Corporate Management and the Adoption Service.

The Responsible Individual is Brenda Farrell, Head of Fostering & Adoption, Barnardo's.

The UK Adoption Manager and Adoption Agency Decision Maker for Adoption and Early Permanence in Barnardo's is Jo-Ann Swanston-King..

The Adoption Service Manager is Moyra Maclean.

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:

- BA 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 Makers can be contacted via:

Adoption England Registered Office: Ofsted Registration is SC051836.

Barnardo's Adoption
Unit 9 – Regent Building 1st Floor
Pavilion Business Park
Royds Hall Road
LS12 6AJ

This is the main office for Barnardo's Adoption UK management purposes.



Adoption Branches England:

There are three 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
Tanners Lane, Barkingside, Ilford, Essex, IG6 1QG

This branch also provides two adoption support services –

- 1) **LINK Service** - Wellington House, 90-92 Butt Road, Colchester, CO3 3DA
- 2) **CAFIS service** - 10 Jubilee Way, Faversham, Kent, ME13 8GD

- **Barnardo's Adoption North England** – Ofsted Registration SC051836
Unit 9, Pavilion Business Park, Royds Hall Road, Leeds, LS12 6AJ
This branch also has an office base in the North East of the region.
- **Barnardo's Adoption Midlands and South West** – Ofsted Registration SC434885
The Granary, Tickenham Court Farm, Washing Pound Lane, Tickenham, Clevedon, BS21 6SX

Adoption Support Branch England:

- **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 Branch Scotland:

- **Barnardo's Scotland Adoption Service** (incorporating both the Adoption Placement Service and Adoption Support Service). SCSWIS Registration CS2005095655
Academy Park, 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 Scotland Adoption Service

Name and address of the Manager -
Moyra Maclean, Building 10,000
Academy Park, Gower Street,
Glasgow, G51 1PR

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



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 that we seek to find loving families for have faced a diversity of challenges in their early lives. Children's views, wishes and feelings will be sought and acted upon, unless it is contrary to their interests, in line with UNCRC and Promise Scotland.

Barnardo's believes that good parents come from many different backgrounds which are as diverse as the children. Prospective adopters are required to demonstrate that they can safely and therapeutically parent a child over the whole lifespan. Adoption is a lifelong commitment and Barnardo's remains 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 find families who reflect and/or promote the ethnic origin, cultural background, religion, and language of the children.

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 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, brothers & sisters, school-aged children and those under two years, 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 based on 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 & Staff Structure

The service management team comprises of the operations manager and 1.8 Practice Managers. The operations manager is the registered manager of the adoption service and is responsible for the overall operation of the service. She is responsible for budgetary control and the development and implementation of the strategic aims and objectives of the organisation. She also acts as professional adviser to the adoption panel.

Both Operations and Practice Managers are qualified Social Workers registered with the Scottish Social Services Council (SSSC) and are responsible for the supervision, development and management of the family placement social workers within the team. All have significant experience in adoption and wider children's services and a proven track record of delivering successful outcomes for children and adopters. Practice Managers take responsibility for developing training and support services for adopters and coordinate training alongside responsibilities for recruitment and assessment.

The relevant qualifications and experience of the Operations manager/ Practice Manager are:

Moyra Maclean - Operations Manager

Moyra qualified as a social worker in 1996 and is a Registered Social Worker in Scotland. She has worked primarily in the area of children and families within both the Local Authority, private fostering service, learning disability team, permanence team and with a private provider of Children's Residential Services, latterly as Head of Service, Children's School Care Accommodation. She has operated as a Registered Manager in residential services.

She joined Barnardo's Scotland Adoption Service in April 2018.

Moyra holds the following qualifications:

- Diploma in Social Work 1996
- PDA in Leadership and Management 2013

The Practice Managers are:

Linzi Matheson

Linzi is a qualified social worker and registered with the Scottish Social Services Council. Linzi qualified in 2003 and has extensive experience in supporting children and their families throughout their life journey, who are experiencing a variety of challenges and also supporting staff within services and being involved in strategic planning.

Linzi has worked with the service since early 2019, initially as an independent assessor and then in 2021 securing the position of Practice Manager.

Linzi is responsible for the supervision, development and management of adoption social workers and other practitioners, with a specific focus on finding the right families for children waiting in Scotland and across the 4 nations. Her work ranges from assessment through to adoption order. Linzi also delivers training and works with the management teams across the 4 nations to share practice and development.

Linzi's qualifications include:

- Psychology Degree 1999
- DipSW/MSc in Social Work 2003
- Practice Educator's PDAPL Award 2012
- Level 3 Institute of Learning and Management 2018

Jennie Potter

Jennie Potter joined the team as a Practice Manager in June 2025. She is a qualified social worker and registered with the Scottish Social Services Council. Jennie qualified in 2011 and has significant experience working in Local Authority Children and Families' teams. In her previous role, she worked specifically with children and young people, focusing on plans for permanence and also within the adoption team.

Jennie is responsible for the supervision, development and management of adoption social workers and other practitioners, with a specific focus on finding the right families for children waiting in Scotland and across the 4 Nations. Her work ranges from Assessment through to Adoption Order. Jennie also delivers training and works with the management teams across the 4 nations to share practice and development.

Jennie's qualifications include:

- Degree in Politics and Spanish 2008
- MSc in Social Work 2011
- Practice Educator's Award 2017
- Securing Children's Futures' – Good Practice in Permanence Planning and Family Placement, postgraduate certificate

Adoption Social Workers

There are 9 qualified Social Workers posts of which 7 are filled and there are 2 vacancies. The team are all qualified Social Workers registered with the SSSC. They have a wealth of experience, skills and professional training between them, including Dyadic Developmental Practice, Adult Attachment Training, Therapeutic Life Story Work, Theraplay and Story Stem. Staff work from a Trauma Informed perspective, using their knowledge of family functioning.

Recruitment Officer/Family Finder

The recruitment officer/family finder is responsible for supporting the recruitment of prospective adopters including the undertaking of initial calls and visits. They also focus on linking and matching children with our approved adopters. They work alongside qualified Family Placement Social Workers. 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.

Therapeutic Support Worker

Provides trauma-informed, child-centred support that places children's wellbeing, rights and voices at the heart of practice. The role is focused on delivering high-quality therapeutic interventions that promote safety, stability and positive life outcomes. The worker delivers evidence-based and creative interventions, including Five to Thrive, Be Wild and individual therapeutic support. Practice is informed by attachment theory, child development and an understanding of trauma, enabling children and families to build emotional resilience and secure relationships.

Aligned with the principles of The Promise Scotland, the worker adopts an empowering, relationship-based approach, working collaboratively with children, adoptive families and partner agencies, demonstrating empathy, sensitivity and skilled engagement, creating safe therapeutic spaces where families feel respected, included and supported. They maintain a clear focus on positive destinations, contributing to improved emotional wellbeing, strengthened relationships, stronger families and long-term stability. Through reflective practice and continuous development, they uphold Barnardo's commitment to excellence, integrity and meaningful change.

Child Psychotherapist -

Provides strategic, clinical and therapeutic leadership, bringing extensive expertise in infant and early childhood mental health, adoption and fostering and working with families, developed through many years of direct clinical practice across Scotland. Widely recognised for her depth of knowledge and leadership in the field, she plays a pivotal role in shaping high-quality, trauma-informed and developmentally attuned services for infants, children and families. Her role encompasses both direct therapeutic engagement and consultative practice, offering specialist assessment, intervention and formulation for infants and young children, alongside indirect support to parents, carers and professionals. With a strong foundation in infant mental health, attachment theory and early relational trauma, she supports families at critical developmental stages, promoting emotional wellbeing, secure relationships and long-term positive outcomes. The Child Psychotherapist provides expert consultation, reflective practice and clinical guidance to multidisciplinary teams, strengthening workforce capability and ensuring consistency of therapeutic practice. Her work aligns closely with the principles of The Promise Scotland, emphasising relationships, early intervention and prevention, and reflects Barnardo's values of putting children first, working collaboratively and striving for excellence.

Through her leadership, clinical expertise and sustained contribution to the field of infant mental health, the Child Psychotherapist ensures that children and families receive responsive, evidence-based and compassionate support, grounded in best practice and informed by extensive experience.

Administration

The service is supported by an experienced and efficient administrative team, consisting of admin manager and 1 part time administrators, who are responsible for the day to day admin and finance tasks of the service.

Services Provided

The agency provides:

The recruitment, preparation, and assessment of prospective foster carers with a view to adoption

Adopter support groups and social events

Family finding for approved families/individuals

Mentoring scheme where an experienced adopter provides support to another adopter

A range of post approval workshops and training days

Assessment of need for post-adoption support

Using the Moving to Adoption Model we provide Early Family Transition Support

Post adoption support

A high level of emotional and practical support to children and families pre and post placement using a trauma informed approach

Dyadic Developmental Practice

Therapeutic parenting courses for adoptive families

Support to adults who have an adoption connection and an intermediary service to adults

24 hour telephone support and advice



Recruitment & Support for Adoptive Families

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 enquirer's initial details to ensure that they live within our geographical recruitment area. We will answer questions enquirers have about the adoption process and send them 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 here the 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 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 visit. 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 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 Interest form.

Registration of Interest form and checks

The Registration of Interest form will request consent from an enquirer for us to make the following checks:

- PVG checks to obtain information about criminal behaviour and convictions. Not all offences will create difficulties regarding 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 Children Services, mortgage providers or landlord and employer.
- We will request details of people who know enquirers well who can provide personal references. This will usually be a mixture of friends and family.
- 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, 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 two 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, sharing their experience with children 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.

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 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 an Adoption Assessment Report (AAR) 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 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 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 put their information on Linkmaker which acts to link approved adopters with children who have an adoption plan. Currently, the national Adoption Register is no longer functioning.

Children needing adoption are referred in several ways and an approved adopter's social worker and /

or 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 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 moves to their new home, their local authority social worker and the prospective adopter's social worker will continue to visit the family regularly to monitor progress and provide support to the family. The prospective adopter will be supported throughout this time and through to the granting of the adoption order, or a year from the move, where regular review meetings will take place until the child is legally adopted. The timing of application for adoption order will be reviewed regularly taking into account individual circumstances, needs and support. The prospective adopter will also have the opportunity to attend further training, adopter support groups and social events and be part of our mentoring scheme.

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.

Adoption Support

The Adoption Support Service provides comprehensive, trauma-informed support to adopters, adoptees, birth parents and extended families, recognising that adoption is a lifelong experience that can affect individuals and relationships at different stages across the lifespan. The service works collaboratively with Local Authorities across the four nations, with a particular focus on contracted partner Local Authorities in Scotland, to deliver consistent, high-quality adoption support.

Grounded in best practice and informed by an understanding of trauma, attachment and loss, the service offers tailored support that responds to individual need. This includes therapeutic intervention, practical guidance and relational support, promoting emotional wellbeing, stability and positive outcomes for children and families. Practice is aligned with the principles of The Promise Scotland, prioritising relationships, early intervention and support that is nurturing, respectful and sustained over time.

The service also provides training, consultation, advice and guidance to Local Authority partners and professionals, strengthening workforce knowledge and capacity in trauma-informed and adoption aware practice. This collaborative approach supports shared responsibility and continuous improvement across services.

A key component of the Adoption Support Service is its intermediary work, including search, tracing and reconnection services. This work is undertaken sensitively and ethically, supporting individuals and families to explore identity, relationships and connection at their own pace. The service offers ongoing support before, during and after connections, ensuring that reconnection is managed safely and with emotional containment for all parties involved.

Through inclusive, compassionate and evidence-based practice, the Adoption Support Service demonstrates a clear commitment to keeping The Promise and to supporting all those touched by adoption, enabling individuals and families to feel understood, supported and empowered throughout their adoption journey.



Quality Monitoring & Governance

- All Social Workers are registered with the SSSC all staff are subject to an enhanced PVG check and references.
- All staff receives regular formal supervision and an annual Performance and Growth Review (PGR).
- 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 to advise on lessons to be learned.
- All approved prospective adopters who do not have placements will have an annual review. Approved Fosters carers with a view to adoption



will also receive annual reviews up until the placement turns into one of adoption.

- 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 and Improvement reviews of the service are carried out by the Operations Manager and Assistant Head of Business.
- A report on the adoption service is presented three times a year to the board of trustees.
- Our initial enquiry service is subject to 'mystery shopping' carried out by First4Adoption.
- The adoption service is inspected by Care Inspectorate.



Complaints

The aim of Barnardo's complaints process is to resolve a complaint at the most informal level possible. Complaints can be made in writing or orally to any member of staff up to and including the CEO.

The stages to managing any complaint are:

Stage 1- Early Resolution

A worker or manager listens to the complaint and agrees a course of action to resolve the situation. It is an opportunity to resolve concerns or complaints without recourse to a formal process.

Stage 1- Formal Complaint

When the worker or manager has been unable to resolve concerns at the early resolution stage or the complaint is such that the manager considers a stage one would be the first step.

Stage 2- Final Complaint

When the complaint has been investigated at Stage One and the complainant remains unhappy with the outcome. Decision to investigate at stage two is made by the complaints lead manager. Another manager will be the investigating officer and an independent person will shadow investigation.

Complaints contact:

Barnardo's Head Office, Tanners Lane, Ilford, Essex IG6 1QG

Telephone: **020 8550 8822** Email: cs.complaints@barnardos.org.uk



Complaints, compliments, allegations & whistleblowing

Compliments

We celebrate our work and achievements with compliments and commendations being recorded. Here is a selection of comments made about our staff and the services we offer:

From Inspection February 2023

Inspectors said –

“Adoptive parents were supported through reflective supervision to understand the impact of trauma and promote therapeutic parenting. Adoptive parents had a high level of confidence in staff within the service.”

‘We saw many positive examples of workers helping to promote positive attachment for children and supporting adopters emotionally during times of challenge.’

Adopters said –

“We have faith and trust in the service.”

‘Staff are diligent, reassuring and professional’ and ‘the service has very empathic and understanding social workers that are greatly knowledgeable. They are always calm and provide great advice. They always seem to bring it all back to theories and practical knowledge’

Compliments from adopters –

The Family Day –

“The team have done an amazing job! It’s always appreciated to have a space to meet up with other adopters!

The support –

“we’ve come out the other end better and stronger with your help so, thank you for listening and advising.”



Whistleblowing

Whistleblowing is the reporting of a concern in the public interest that something is happening within Barnardo's that should not be, or not happening that should be. It is based on the Public Interest Disclosure Act 1998 (PIDA). Barnardo's is committed to the highest standards of openness, integrity, accountability and practice and concerns can be raised via the Whistleblowing process.

Safecall is our Whistleblowing service provider, and their details are below. The link [here](#) also takes through how we handle any reports we receive. You can contact Safecall on 0800 915 1571 or online through the **'Report a Whistleblowing Concern'**. Your report won't be traced and Safecall has trained operators to support you. The service is free, confidential and open 24 hours a day, seven days a week.

Other routes of complaint

Where a service is registered with an external body (Care inspectorate), complainants may directly approach the relevant regulatory body. The regulatory body has the power to investigate the complaint itself or require Barnardo's or the relevant local authority to do so.

Care Inspectorate Wales (CIW)

Contact details – Care Inspectorate, Compass House, 11 Riverside Drive, Dundee, DD1 4NY, 0345 600 9527, enquiries@careinspectorate.gov.scot

Children's Commissioner - [The Children and Young People's Commissioner Scotland](#)

The Scottish Public Ombudsman - Bridgeside House, 99 McDonald Road, Edinburgh EH7 4NS. Freephone 0800 377 7330 or call 0131 225 5300

Regulation & Inspection

Barnardo's Scotland Adoption Services are registered and inspected as an adoption agency with the care Inspectorate. In evaluating quality during inspection, a six-point scale is used, where 1 is unsatisfactory and 6 is excellent.

The last inspection carried out by the Care Inspectorate was in February 2023 and was graded at 5 (Very Good) overall.

Care Inspectorate contact details - Care Inspectorate, Compass House, 11 Riverside Drive, Dundee, DD1 4NY, Tel: 0345 600 9527



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All images are posed by models and names have been changed to protect identities.

barnardos.org.uk

Barnardo House Tanners Lane, Barkingside, Ilford, Essex IG6 1QG. 020 8550 8822.

Northern Ireland 542–544 Upper Newtownards Road, Belfast BT4 3HE. 028 9067 2366.

Scotland 111 Oxbangs Road North, Edinburgh EH14 1ED. 0131 446 7000.

Cymru/Wales Trident Court, East Moors Road, Cardiff CF24 5TD. 029 2049 3387.