

Barnardo's

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

Contents

[Provider: Barnardo's](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: Barnardo's Cymru Fostering Service](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

[Service: Barnardo's Cymru Adoption Service](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

Provider: Barnardo's

Provider summary

The provider was registered on:	14/02/2020
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	We ensure all staff are skilled and able to deliver services in line with their role requirements, and their learning and development needs are agreed annually, in their Professional Growth Plan. All new employee's complete induction training and there are a range of resources available which staff utilise to support their identified training needs and professional development. Staff are supported by managers to utilise all formal and informal training, which is reviewed monthly in supervision.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have a non-biased recruitment system in place. We support staff to manage their work-life balance and offer flexible working arrangements. Our hybrid working initiative is based on trust, flexibility, and empowerment. Staff access a number of benefits including a 24hr Employee Assistance Program. This provides a health and wellbeing programme offering advice and support. Staff receive regular line management supervision, peer and mentoring support within a trauma informed context.

Regulated services delivered by this provider

Service name	Service type	Type of care
Barnardo's Cymru Fostering Service	Fostering Service	None
Barnardo's Cymru Adoption Service	Adoption Service	None

Service: Barnardo's Cymru Fostering Service

Service summary

Service Type	Fostering Service
Type of Care	None
Approval Date	14/02/2020
Maximum number of places	0
Service Conditions	<ul style="list-style-type: none">Barnardo's is registered to provide a Fostering Service in Wales.The responsible individual for this service is Brenda Mary Farrell
How many children were supported by the service during the last financial year?	36
How many foster families were supported by the service during the last financial year?	173

Service management

Responsible Individual(s)	Brenda Farrell
Manager(s)	Martin Kaid

Service contact details

Service Telephone Number	02920484316
Service Contact Email Address	bcafs@barnardos.org.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

<p>The views of foster parents are captured in: Monthly supervision meetings, quarterly foster parent forums, fostering support groups, and 6 monthly questionnaires. Foster Parents have formal meetings with the Assistant Director quarterly. This forum is utilised by Foster Parents to discuss and raise any issues in respect of support, and other relevant matters. Foster Parents meet with the RI quarterly, discussing induction, assessment process, training and the support they receive, informing improvements and service development. The views of children and young people are captured within: Monthly supervision sessions, consultations, children & their forums, Young Inspectors inspections, and social workers consult a minimum of twice per year. One consultation forms part of the foster parents' annual review process. Managers ensure any issues raised during formal consultation, bi-monthly visits, internal inspections are actioned appropriately and shared with our children and young people.</p>
--

Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.</p> <p>We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.</p>

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	05.80
--	-------

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	0	1
Social Worker	1	1
Other Staff	5	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Social Worker	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	Working towards all staff completing

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Social Worker	All staff have completed	Not relevant to this staff group
Other Staff	Working towards all staff completing	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	Working towards all staff completing
Deputy Manager	Not relevant to this staff group	All staff have completed
Social Worker	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Social Worker	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Social Worker	All staff have completed	Not relevant to this staff group
Other Staff	Working towards all staff completing	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	0	0	0
Social Worker	1	0	0
Other Staff	5	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Social Worker	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
Deputy Manager	0	0
Social Worker	0	1
Other Staff	1	4

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	0
Social Worker	1	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Social Worker	0	0
Other Staff	0	5

Service: Barnardo's Cymru Adoption Service

Service summary

Service Type	Adoption Service
Type of Care	None
Approval Date	14/02/2020
Maximum number of places	0
Service Conditions	<ul style="list-style-type: none">Barnardo's is registered to provide an Adoption Service in Wales.The responsible individual for this service is Brenda Mary Farrell
How many children were supported by the service during the last financial year?	22
How many adoptive families were supported by the service during the last financial year?	330

Service management

Responsible Individual(s)	Brenda Farrell
Manager(s)	Martin Kaid

Service contact details

Service Telephone Number	02920484316
Service Contact Email Address	bcafs@barnardos.org.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

<p>We have a Young Inspectors program which puts the voices and experiences of children at the center of the way we work. This includes consulting with commissioners, adopters, children, and panel members. Young people inspected our service in 2024 which helped us to identify what's working well, and what we could do better. . The views of adopters are captured within: Monthly supervision meetings, feedback requests, annual reviews and internal consultation events. Adoptive parents had formal meetings with the Assistant Head of Business twice last year. This forum is utilised by adoptive parents to raise any issues in respect of support, and other relevant matters. Adoptive parents also meet with the Responsible Individual quarterly, discussing matters such as induction, assessment process, linking and matching with children and the support they receive from the service, informing us what works well and what we can do better.</p>

Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
--

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	07.15
--	-------

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Social Worker	3	0
Other Staff	5	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	Working towards all staff completing
Deputy Manager	Not relevant to this staff group	Working towards all staff completing
Social Worker	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	Working towards all staff completing

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Social Worker	All staff have completed	Not relevant to this staff group
Other Staff	Working towards all staff completing	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	Working towards all staff completing
Deputy Manager	Not relevant to this staff group	All staff have completed
Social Worker	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Social Worker	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	Not relevant to this staff group
Deputy Manager	Working towards all staff completing	Not relevant to this staff group
Social Worker	Working towards all staff completing	Not relevant to this staff group
Other Staff	Working towards all staff completing	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Social Worker	3	0	0
Other Staff	5	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Social Worker	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
Deputy Manager	1	0
Social Worker	2	1
Other Staff	1	4

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Social Worker	3	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Social Worker	0	0
Other Staff	0	5