



# Statement of Purpose

**Making Connections**

January 2026

Ofsted URN SC05184

Our Service address – 140 Balaam St, London, E13 8RD



**Changing childhoods. Changing lives.**

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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

This Statement of Purpose has been developed in accordance with regulations, statutory guidance and National Minimum Standards as applying to adoption agencies including:

- The Adoption Agency Regulations 2005 (amended 2011)
- The Voluntary Adoption Agencies and the Adoption Agencies (miscellaneous amendments) Regulations 2003 – England and Wales as amended by the Voluntary Adoption Agencies (Amendment regulations 2005)
- The Adoption National Minimum Standards (2011)
- The Care Planning Regulations 2010
- The Care Standards Act 2000
- The Children Act 1989
- The Adoption and Children Act 2002

- The Adoption Agencies and Independent Review of Determinations (Amendment) Regulations 2011
- The Adoption Agencies (Panel & Consequential Amendments) Regulations 2012
- The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013.

A copy of the Statement of Purpose will be provided to Ofsted and will be placed on Barnardo's website. The document 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 adopted parents makes us a trusted choice across the UK.



A handwritten signature in black ink, appearing to read 'Lynn Perry MBE', with a stylized flourish at the end.

**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 Making Connections 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 Head of Fostering & Adoption and the Responsible Individual is Brenda Farrell

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

## **Jo-Ann Swanston-King**

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

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 SC051836, Barnardo's Adoption Unit 9 – Regent Building 1st Floor Pavilion Business Park Royds Hall Rd LS12 6AJ. This is the main office for Barnardo's UK Adoption 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
- Barnardo's Adoption Midlands and South West – Ofsted Registration SC434885 The Granary, Tickenham Court Farm, Washing Pound Lane, Tickenham, Clevedon, BS21 6SX
- 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 Making Connections**

The service is managed by Rosie Calmiano, Making Connections, 140 Balaam St, London, E13 8RD.

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



# Aims, purpose, values and objectives

## Aims and Purpose

The primary purpose of the Making Connections service is to provide individuals with information about their care experience, be it former service users or those adopted via Barnardo's.

Making Connections provides access to records through direct contact, either by phone or in person, with an experienced social worker or support worker. This is in line with current guidance.

The process of accessing records can cause distress, or revive old traumas such as, an emotional reaction to often challenging content of the records, past experience of abuse, including the referral of allegations to other agencies, and the impact of the search for family and or friends.

Nearly every service user will have questions or queries relating to the process of accessing their records, or will need explanation about some of the terminology they may encounter while reading them. Where a service user is not able, or willing, to talk to a Making Connections worker, alternative and comparable arrangements will be made or strongly recommended. The service prioritises an individualised experience, tailored to the needs of the service user seeking to access their records.

Making Connections provides a service to adults who spent time as children in the care of Barnardo's, or were placed for adoption with the charity, that wish to access their individual childcare records. Whilst the service is unique within the Barnardo's umbrella as it works primarily with care experienced adults rather than children, the service no less recognises its responsibilities for supporting care experienced individuals.

Barnardo's has cared for children since its work began in the 1860s and has archived records dating back to the 1870s. Individuals of all ages, whom have been supported by Barnardo's and have very different and unique care experiences, can access the Making Connections service to find their care or adoption records.

Many care experienced adults grew up in a time where their care emphasised a 'fresh start', and much of the information written about them had this outdated philosophy in mind. While this approach to childcare has changed significantly in the 21st century, Barnardo's honours its obligations to adopted and care experienced individuals who were told they were part of the 'largest family in the world' by providing access to personal records on request, and supporting them throughout the process, where records may be difficult or traumatic to read.

Making Connections sits within Barnardo's Children's Services Safeguarding and Compliance team, and works in partnership with Barnardo's UK Adoption Agency – Making Connections is a branch of the UK Barnardo's Adoption Agency and as such, it provides an adoption support service dedicated to adopted adults in whose adoptions Barnardo's were involved in.



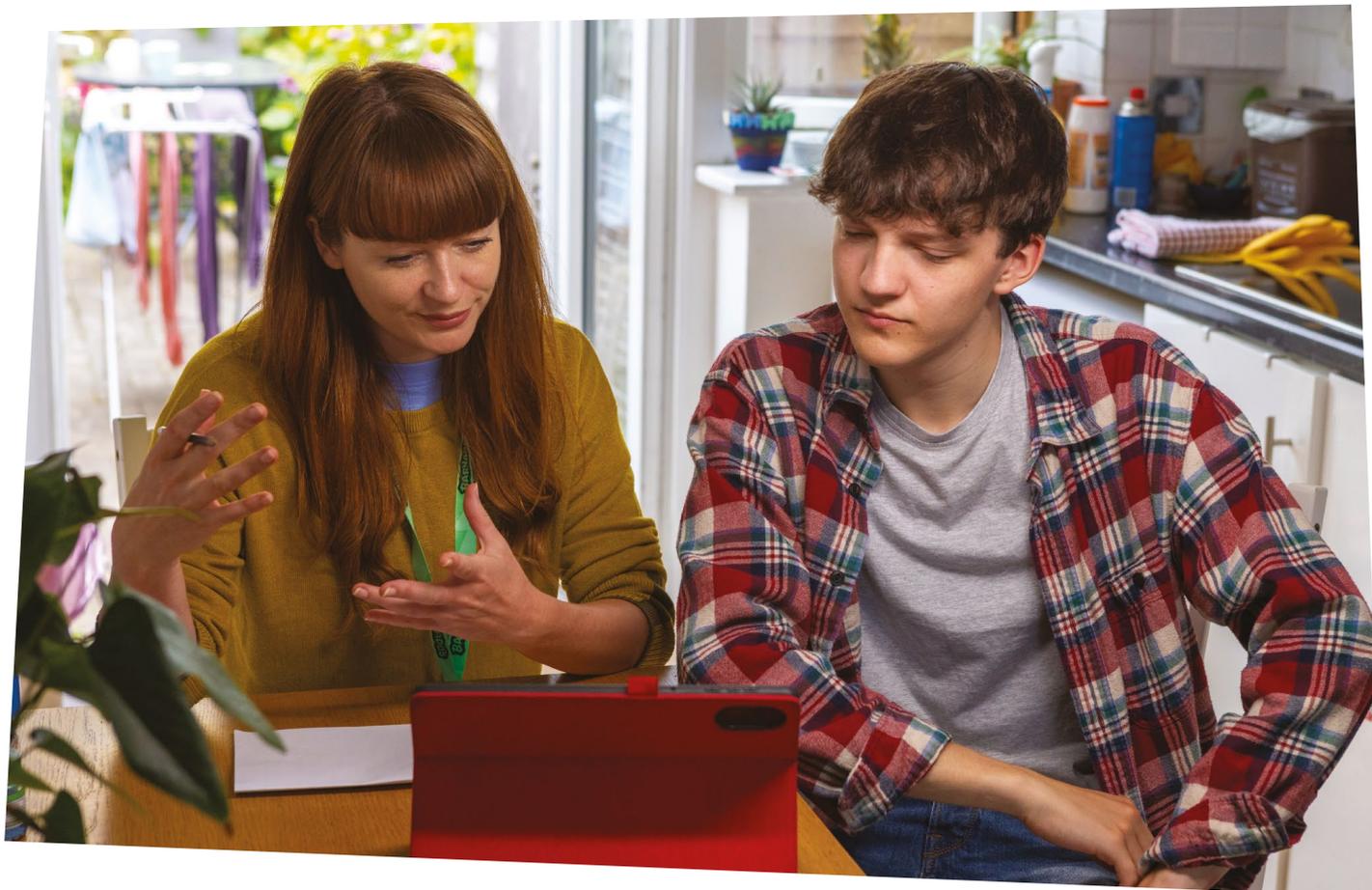
## Values and objectives

Making Connections shares a common set of values with other areas of social care that underpins the core of its work. Moreover, the service adheres to Barnardo's own basis and values. It is expected that all the Making Connections team will demonstrate respect for service users by:

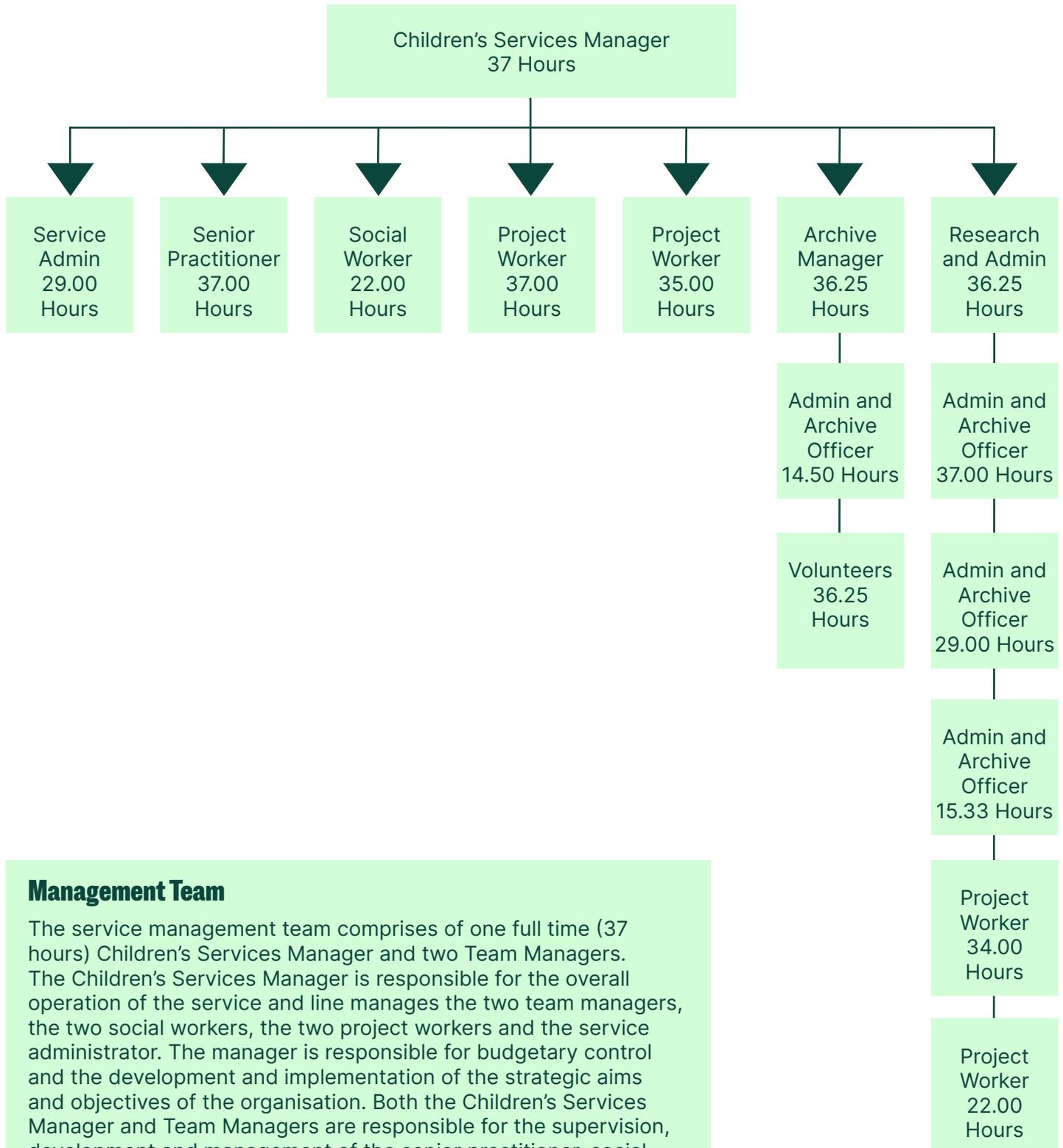
- acknowledging and valuing individuality and difference
- recognising strengths and building on them
- employing skills of empathy and active listening
- demonstrating non-authoritarian attitudes
- using non-judgemental approaches to assessment
- working with honesty, transparency and integrity
- appreciating the significance of personal history and continuity

Under its obligations as a part of Barnardo's, Making Connections and its team:

- Promotes independence and self-determination
- Observes legal obligations with regard to privacy and confidentiality
- Identifies real and potential discrimination and stigmatisation, and takes proactive measures to minimise their effects
- Keeps up to date with knowledge of legislation and regulations, to work within their bounds
- Employs ongoing assessment processes, to ensure that all individuals are protected from harm
- Makes decisions with due consideration for the rights and responsibilities of all individuals, where rights and responsibilities may compete or conflict
- Develops knowledge and skills on a regular basis



# Service & Staff Structure



## Management Team

The service management team comprises of one full time (37 hours) Children's Services Manager and two Team Managers. The Children's Services Manager is responsible for the overall operation of the service and line manages the two team managers, the two social workers, the two project workers and the service administrator. The manager is responsible for budgetary control and the development and implementation of the strategic aims and objectives of the organisation. Both the Children's Services Manager and Team Managers are responsible for the supervision, development and management of the senior practitioner, social worker and project workers within the team. They have experience in post-adoption and post-care and wider children's services and a proven track record of delivering successful outcomes for families.

# Service & Staff Structure

## Team Managers

There is one full time (37 hours) archive team manager and one full time (37 hours) research & administration team manager.

Research & Administration - the research and admin manager is responsible for managing the archive and administration team, which collects and organises childcare records and other materials when they are requested by a service user. This team is also generally the first point of contact for service users. The Research & Administration manager is also responsible for the effective management of the Family History Service. This team is made up of the Research & Administration Manager, and four Archive & Admin Officers who provide the Family History Service, conduct research and help administrate the service more generally.

Archive - the archive team manager is responsible for the development and maintenance of the archive collections. This includes accessioning new records, effectively indexing the records the archive already holds, and making historical related materials available to internal and external users. The archive manager manages the Paper Records Project, which is a three-person off-site team that collects, audits and arranges paper records from across the national and regional services. The archive manager is also responsible for creating volunteering opportunities within the archive and recruiting volunteers. The number of volunteers at the service at any one time varies, though generally there is a maximum of 10.

## Social Workers

There is one full time (37 hours) senior social worker and one part time (22.2 hours) social worker within the team who are registered with Social Work England. They undertake risk assessments, Schedule 2 meetings, preparation of records, including redaction and sharing of records with either the adult adoptee or the local authority. They have over 20 years of experience, including specialist areas of practice including trauma informed practice and counselling.

## Project Workers

There are 4 Project Workers within the team, 3 full time (37 hours) and one part time (22.2 hours). They undertake liaising with local authorities and file preparation.

## Administration

The service is supported by an experienced and efficient archive and administrative team of four full time admin workers, who ensure that systems run smoothly and that all who make contact with the agency have a positive experience.

## Volunteers

There are approximately 4 volunteers who support with the digitisation of some of the records held within the archive, plus the national council of 'old girls and boys'. They complete work not related to adoption.

# Services Provided

The branch is registered to provide:

Access to Records for adults who have care experience, or were placed for adoption with Barnardo's. This work falls under the statutory frameworks established by the Data Protection Act 2018, as well as the Adoption and Children Act 2002 and other related Regulation and Guidance, where it concerns adoption work.

Support services for care experienced individuals accessing records

Support services for relatives of adopted adults who were placed for adoption through Barnardo's

Information and support for relatives of deceased adults who were placed for adoption through Barnardo's

A fee-based Family History Service which provides access to records for direct descendants of people who spent time in Barnardo's care as children.

Housing and maintaining an organisational Archive Collection, totalling over half a million individual care files and a further half a million photographs, for use in the Access to Records service.

Making Connections receives children's files each year from Barnardo's services in regions and nations.

These files are scanned, indexed and archived, which supports the Access to Records work of the service. The Index Card system contains over one million cards and records are stored in various media formats. This information is, therefore, professionally administrated, managed and archived at Making Connections.

An archiving service for various historic documentation and other items of historical value, which has limited access by researchers and historians.

A central hub for networking between former service users, including the running of the 'Guild of Barnardo's Old Boys' and Girls' which has existed for over a century. The service also operates the *Guild Messenger Magazine*, which is published twice a year and has been sent to all guild members since 1914.

Support the coordination of reunions for those care experienced people who spent time together as children.

## Services provided specifically to adults affected by Adoption -

- Access to Records for Adult Adoptees
- Access to information for Birth Relative
- Access to information for Descendents of an Adopted Adult
- Tracing and Intermediary Service



# Quality Monitoring & Governance

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

- All social workers are registered with Social Work England and all staff are subject to DBS checks and references.
- All staff receive regular formal supervision and an annual Performance and Goals Review (PGR).
- A report on the Barnardo's adoption service is presented three times a year to the board of trustees.
- The service is inspected by Ofsted
- The service follows Barnardo's safeguarding policies and procedures, including policies on managing allegations of historical abuse.
- The service respects individuals' privacy and is committed to protecting personal data and being transparent about how it is collected and used. Barnardo's privacy notice is available on the charity's website.
- Data is retained in line with the Data Protection Act 2018 and Barnardo's operates a records retention schedule to ensure the appropriate management, retention and destruction of records is undertaken, in line with the legislation.



- Making Connections also has a personalised data protection information documents titled 'Your Data, Your Rights', which is provided via email or post to all individuals accessing any of the services on offer.
- All team members, are required to undertake mandatory e-learning courses in safeguarding, health and safety, and equality, diversity and inclusion. These courses are updated every two to three years.
- Staff are encouraged and enabled to seek learning and development opportunities to meet their ongoing needs, which are often promoted through the service's connections with other similar external services through organisations such as the Post Care Forum and SEPAN. Team members often share their learning amongst each other, to help develop the overall service.
- All Barnardo's staff are expected to commit to a minimum of three days' learning and development activity a year.



## Monitoring and Evaluation

Barnardo's became an Adoption Agency in 1947, and records of adoptions are accessible to adopted adults upon request of an Adopted Adult, as well as adoption support agencies on request of the Adopted Adult. This work is statutory, as governed by the Adoption and Children Act 2002, and associated regulation and guidance. The service is, therefore, subject to an Ofsted Inspection, as a Voluntary Adoption Agency part of the wider Barnardo's Voluntary Adoption Agency.

Making Connections regularly reviews and evaluates its provided services. All service users are provided with a feedback form to reflect on the service they have been provided, with a view to actioning their feedback where necessary.

Any complains to the Making Connections service are escalated in line with Barnardo's organisational complaints procedure.



# 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](mailto: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:

**“Staff explained everything patiently and in details, every step of the way and were checking that I understood everything. Also making sure that I was respected and comfortable in all aspects.”**

**“Making Connections provide an invaluable service for adopted adults.”**

**“Making Connections share records with sensitivity and empathy.”**

**“I had the perfect experience from beginning to end.”**

**“Barnardo’s are amazing in what they do. Making Connections have placed the last piece of the jigsaw now I have a complete picture of my life.”**



## 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 (e.g., Ofsted), 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 / trust to do so.

**Contact details** – Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD, Ofsted Information Helpline 0300 123 1231, [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted)

You can also contact the Children's Commissioner [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)

The Ombudsman - Complainants have the right to contact the Local Government Ombudsman if they remain dissatisfied. The Ombudsman can be contacted at: PO Box 4771, COVENTRY, CV4 0EH Telephone: 0300 0610614, Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

## Regulation & Inspection

Barnardo's Adoption Services are regulated under The Adoption Agency Regulations 2005 (amended 2011), the Voluntary Adoption Agencies and the Adoption Agencies Regulations 2003 – England and Wales (Amendment regulations 2005) and The Adoption National Minimum Standards (2011). Barnardo's Adoption Services in England are registered and inspected as a voluntary adoption agency with Ofsted. Adoption agencies are assessed at one of four levels - Outstanding / Good / Requires Improvement / Inadequate.

The last Ofsted inspection of Barnardo's England Adoption was 'Good' in May 2022.

**Contact details** – Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD, Ofsted Information Helpline 0300 123 1231, [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted)



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[barnardos.org.uk](https://www.barnardos.org.uk)

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Essex IG6 1QG. 020 8550 8822.

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

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

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



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