



Statement of Purpose

Cymru Adoption Service

Sep 2025

Care Inspectorate Cymru Registration Number -
W010000722/M001/0006

Our Adoption Service address:
Barnardo's Cymru, Britannia House,
Van Road Caerphilly, CF38 3GG



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.”

Adopted young person



Legal Framework

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 2020
- 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 Adoption Agencies (Wales) (Amendment) Regulations 2014
- The Adoption Agencies (Wales) (Amendment) Regulations 2020
- 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 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 adopted 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 Cymru 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 Cymru Adoption Operations Manager is Martin Kaid.

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:

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



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

Adoption Branch Cymru:

- Barnardo's Cymru Adoption, Barnardo's Cymru, Britannia House, Van Road Caerphilly, CF38 3GG

Adoption England Registered Office:

Ofsted Registration is 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 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, Barking, 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



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.

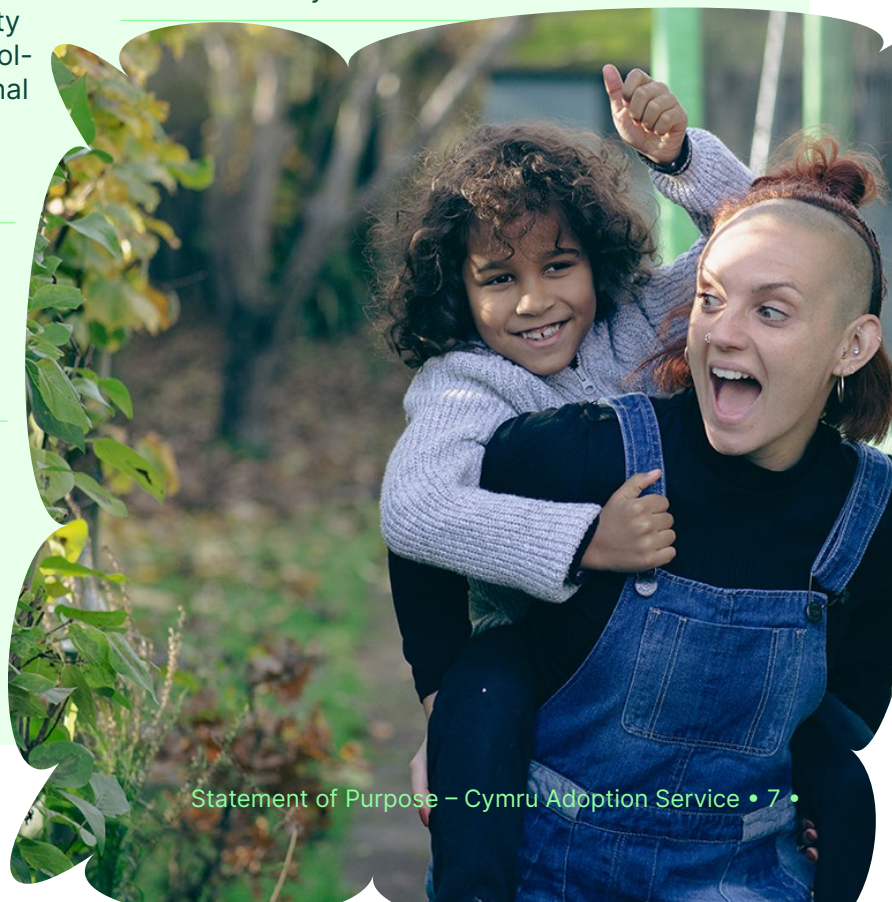
Barnardo's believes that good parents come from many different backgrounds and are as varied as the children we seek to place. Prospective adopters are required to demonstrate that they can safely and skilfully parent a child to independence and beyond. Adoption is a lifelong commitment and Barnardo's 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.

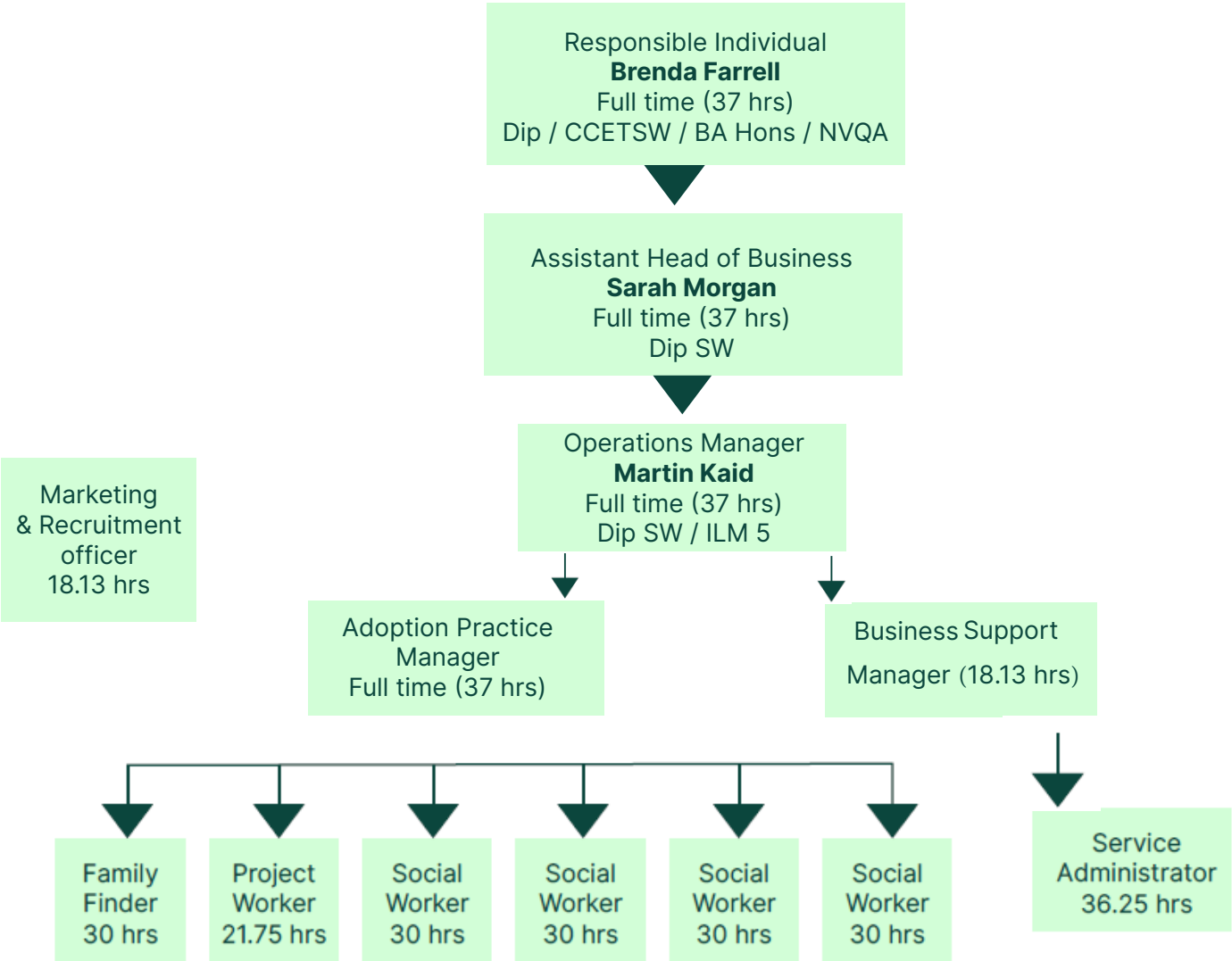
Appropriate support will be offered to each family to enable them to address the child's particular needs. This will include enhancing the parents' ability to understand and promote the child's positive self-esteem, confidence, and identity. Barnardo's has access to a wide spectrum of support services which can be accessed to respond to individual need.

Objectives and Outcomes

1. To provide children with safe, secure, and lasting adoptive families and our policies and services are directed towards achieving this outcome for children in need of adoption.
2. To increase placement choice and to reduce delay in the adoption process for children. The children most likely to need our service are those of black and minority ethnic backgrounds, sibling groups, school-aged children, children who have additional needs arising from learning or physical disabilities and children with emotional and behavioural difficulties.
3. To recruit, prepare, assess, and support prospective adoptive families. Potential adoptive families will be considered 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



Service & Staff Structure

Job roles and qualifications

Assistant Head of Business

Sarah Morgan is a qualified Social Worker registered with Social Care Wales (SCW). Sarah qualified as a Social Worker in 2002 and completed her “Managing Practice Quality in Social Care” qualification in 2012. She has a wealth of experience in managing family placement services, working intensely with families and collaboratively with local authorities.

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). Martin also holds an ILM Level 5 Award in Management & Leadership.

Martin has been qualified for 18 years, working in the Youth Offending Service, and an Equalities officer for the Regional Equality Council in Rhondda Cynon Taff. He has also been as an independent assessor, and a service manager for Action for Children as well as Barnardo’s Children’s Services. Martin has worked for Barnardo’s for 11 years.

The Operations Manager is responsible for the overall operation of the adoption service and approved adopters and children needing adoptive homes. He has 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

Erica is a qualified Social Worker who is registered with Social Care Wales. Erica has been qualified since 2007 and completed a post qualifying consolidation module in social work in 2009. Erica has worked in Adult and older people's services before moving into children's services. Erica has worked in both duty and assessment child protection teams and has been working within an adoption service since 2015. Erica joined Barnardo's from another adoption agency in November 2023.

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

Social Workers

There are 4 FTE qualified Social Workers within the team who are registered with the Social Care 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 good practice including, student supervision, adopter mentoring and early permanent placement.

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.

Project Worker - Participation

The Project Worker's main role is as Participation Lead, responsible for the organisation and facilitation of the service's participation events. This includes adopter training, support groups and social events which Barnardo's Cymru runs throughout the year, for prospective adopters, approved adopters and their children. The Project Worker also supports the service's family finder in supporting a small number of approved adopters as well as organising and supporting with profiling events and activity days that are held for approved adopters. The project worker can also offer low level support to Adopters who have children placed with them, who may need on-going support which does not require social worker intervention.

Business Support

The service is supported by an experienced and efficient Business Support team who ensure that systems run smoothly and that all who make contact with the agency have a positive experience. The Business Support Manager supports and supervises the Business Support team.

Barnardo's Cymru Adoption Service - 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 and the Welsh Active Offer as one of the core values of the Social Services and Well Being Act (Wales) 2014.

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 recruitment, preparation, and assessment of prospective adopters.

Early permanence

Family finding for approved adopters

A range of post approval workshops and training days

Early Placement Therapy at the point of matching with a child

Emotional, practical, and legal support to children and families post placement

Therapeutic parenting courses for adoptive families

Out of hours telephone support and advice

Adopter support groups and regular social events

Mentoring scheme where an experienced adopter provides support to another adopter

Assessment of need for post-adoption support, including supporting applications to the Adoption Support Fund

Post adoption counselling and psychotherapy services provided by Barnardo's Mandala Service, LINK, or external consultants

Dyadic developmental therapy

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

Hosting and supporting attendance at profiling events

Recruitment & Support for Adoptive Families

This section provides information on the procedures for recruiting, preparing, assessing, approving, and supporting prospective adoptive parents.

Initial enquiry

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.

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 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:

- DBS 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 (LA) Children Services, mortgage providers or landlords and employers.
- We will request details of a number of personal and family references per applicant.
- We will also request consent for a full medical check.

When a registration 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 the agency making the decision on whether to proceed to Stage Two assessment. 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 enquirer to start a preparation course. This involves a series of sessions with other people who are also in stage one 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 prior to completion will review progress with them and highlight any concerns or need for further enquiries.

Stage One ends with the decision as to whether the prospective adopter is suitable to proceed to Stage Two assessment. 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 a prospective adopter'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 a Prospective Adopter's Report (PAR) or 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 the panel will make a recommendation as to whether the prospective adopter is suitable to adopt. The final decision is then made by the Barnardo's Adoption Agency Decision Maker.

Family finding/matching

Once the prospective adopter has been approved as 'suitable to adopt' we will assist them in family finding. We will meet with the prospective adopter and complete a Matching Plan Agreement which outlines the process in identifying a child/ren for whom the prospective 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 prospective adopters prepare a book or DVD about themselves to share with the child who may eventually join their family. The prospective adopter will also be registered on Link Maker which supports linking approved adopters with children who have an adoption plan. There is currently no active National Adoption Register in England.

Children needing adoption are referred in several ways and the prospective adopter's social worker

and Project Workers 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 prospective adopter may be the right individual/family then meetings will take place to discuss the child in more detail allowing the prospective adopter to get as much information as possible.

When the prospective 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 prospective adopter to plan the introductions and placement. At Barnardo's we will work closely with prospective 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 prospective adopter's social worker will continue to visit the family regularly to make sure all is okay. The prospective adopter will be supported throughout the placement and through to the adoption order court hearing and regular review meetings will take place until the child is legally adopted. The prospective adopter will have the opportunity to attend further training, adopter support groups and social events and be part of our mentoring scheme. Once everybody is confident that the placement is going well, the adopter 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 several 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.

Quality Monitoring & Governance

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 & Improvement Report every quarter.
- 3) An annual return to Welsh Ministers (CIW).

There are also 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 Social Care Wales and all staff are subject to DBS checks and references.
- All staff receive 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.
- 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.
- The adoption service is inspected by Care Inspectorate Wales and by Barnardo's Young Inspectors



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:

Young Inspectors Inspection Sept 2024:

Inspectors said –

“Everyone around the child has good communication links. The service keeps the child at the centre of everything they do and builds an excellent rapport with all involved. The service offers a friendly family feel.”

‘Adopters receive an extensive training package pre and post adoption, and families are being supported with engaging ideas to help give the children and young people a voice. Staff are all therapeutically trained.’

Adopters said –

“The Barnardo’s team are really great, they always make themselves available for us, no matter how many questions we throw with them. They are really informative, and knowledgeable about everything.”

Local Authorities said –

“Barnardo’s are always really thorough in their matching thus providing best outcomes for the young people in our care. We really rely on them to help us achieve better outcomes and support families where there are issues.”



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



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

Care Inspectorate Wales (CIW) -
Contact us | Care Inspectorate Wales

Children's Commissioner -
Contact Us - Children's Commissioner for Wales

The Ombudsman -
Welcome to the Ombudsman | Public Services Ombudsman Wales

IRM - Home | IRM Cymru

Regulation & Inspection

Care Inspectorate Wales (CIW)
- Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ
Contact us | Care Inspectorate Wales

The last inspection of Barnardo's Cymru Adoption was March 2018.



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Cymru/Wales Trident Court, East Moors Road,
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