



One
Adoption
Agency
WEST YORKSHIRE

STATEMENT OF PURPOSE

MARCH 2022



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(The wording in this publication can be made available in large formats such as large print of Braille. Please call us on 0113 3783535)

1. INTRODUCTION

It is a requirement of the National Minimum Standards for Adoption Services, that an adoption service produces a statement of purpose, including its aims and objectives and a description of the service and facilities that it provides. It can be used by children and young people and families as a guide to what they should expect a service to provide and to do.

This document is the Statement of purpose for One Adoption West Yorkshire. One Adoption West Yorkshire came into being on the 1st of April 2017. It is a shared adoption service across the region working on behalf of Bradford, Calderdale, Kirklees, Leeds and Wakefield councils. The Head of Service reports quarterly to a Management Board, made up of Senior Officers from each local authority with representation drawn from Adopters and the Voluntary Adoption Alliance (VAA). The Chair of the Management Board is Julie Jenkins (Head of Safeguarding Calderdale). The service is overseen by a Joint Committee, made up of elected members from the five local authorities chaired by Councillor Fiona Venner (Executive Member for Children Families and Adult Social Care, Leeds).

The regional agency is operated under the terms of a Partnership Agreement, which confirms the legal and governance arrangements; the budget; staffing and funding contributions for the five local authorities.

Coronavirus - COVID-19

Due to COVID-19 we have had to temporarily adapt many of our services to ensure government guidelines, such as social distancing, are being upheld. This means many of our events, training sessions and workshops are now online. The safety and wellbeing of everyone is our main priority currently but please be assured we are doing everything we can to continue to deliver a high-quality service.

The Statement of Purpose has been produced in accordance with:

- Adoption National Minimum Standards 2011.
- Care Planning Regulations 2010.
- Adoption Agency Regulations 2005 (amended 2011).
- Adoption Agencies (Miscellaneous Amendments) Regulations
- 2013. Local Authority Regulations 2005.
- Adoption Agencies & Independent Review of Determinations (Amendment) Regulations 2011.
- Adoption Agencies (Panel & Consequential Amendments) Regulations 2012.
- Care Planning, placement and Case and fostering services (Miscellaneous Amendments) Regulations 2013.
- Adoption and Children Act 2002.
- Care Standards Act 2000.

Adoption Agencies are inspected against these standards by Ofsted.

2. PRINCIPLES AND VALUES

The requirements of the Adoption and Children Act 2002 and the Children and Families Act 2014 underpin the principles and values of our service:

Principles & Values: Children

- Children are entitled to grow up as part of a loving family which can meet their needs during childhood and beyond and where possible this should be within their own family.
- The child's welfare, safety and needs will be at the centre of the adoption process.
- The child's wishes, and feelings will be taken into account at all stages.
- Delays in adoption can have a severe impact on the health and development of children and should be avoided wherever possible.
- The child's ethnic origin, cultural background, religion, language and sexuality will be fully recognised, positively valued and promoted when decisions are made.
- The particular needs of disabled children will be fully recognised and taken into account when decisions are made.
- The role of adoptive parents in offering a permanent family to a child who cannot live with their birth family will be valued and respected.
- Adoption has lifelong implications for all involved and requires lifelong commitment from many organisations, professionals and individuals who have to work together to deliver services.
- Birth/First parents and families are entitled to services that recognise the lifelong implications of adoption. They will be treated fairly, openly and offered a support service.

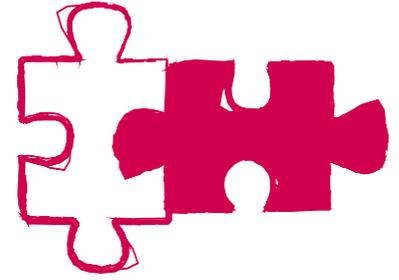
Equal Opportunities

The adoption service abides by equal opportunities legislation and the policies of Leeds City Council. The service works positively and respectfully with all service users and partner agencies regardless of race, colour, religion, language, culture, disability, gender, sexual orientation or age.

Every attempt will be made to secure an adoptive family which meets a child's emotional and developmental needs taking into account their ethnicity, religion, language, culture, gender and disability whilst being mindful the need to avoid undue delay.

3. THE AIMS AND OBJECTIVES OF THE AGENCY

The agency is committed to fulfilling the requirements of the Adoption and Children Act 2002 and the Children and Families Act 2014 by:



- 1 Ensuring the provision of a high-quality adoption service which guarantees the best possible standards of care, safety and protection for children or young people who are looked after and who need adoptive placements.
- 2 Ensuring that all those whose lives have been affected by adoption are helped to identify and receive appropriate services.
- 3 Working in partnership with adoptive families & other agencies ensuring the service is based on statutory requirements & good practice within the principles of value for money for the agency.

Objectives of the agency

- 1 To recruit, assess and provide adopters that meet the needs of the children to be placed for adoption within the timescales laid down by National Adoption Standards.
- 2 To provide information on the process to applicants interested in becoming adopters and on the children requiring adoption.
- 3 To ensure that adopters receive appropriate preparation, training, support and advice to enable them to offer the best possible standards of parenting, safety and protection for children or young people in their care.
- 4 To minimise delay in family finding, paying attention to the needs of the child at all times.
- 5 To provide information on the services available to all those affected by adoption recognising that as adoption has lifelong implications for all those involved and that their needs will change over time.
- 6 To provide a range of adoption support services to birth relatives, adopted adults, adopters and their children in partnership with other agencies.
- 7 To provide information on the service that is available to those wishing to adopt from abroad;
- 8 To ensure that any decisions are transparent and fair.
- 9 That concerns about the service are addressed and that information about the complaint's procedure is made available.
10. That the organisation regularly reviews the services it provides, consults with, and learns from, those in receipt of their services through comments, compliments and complaints.

One Adoption provides an adoption service to:

Children in need of an adoptive family;

Birth / First Families.

Prospective and approved adopters.

Children and adoptive parents who need adoption support services;

Adopted adults



4. ORGANISATIONAL STRUCTURE & OFFICEBASES

| Head of Service | | |
|---------------------------|---|---------------------------------------|
| Michelle Rawlings | | |
| Service Delivery Managers | | |
| Julie Chew Leeds | Rhian Beynon Bradford & Calderdale <i>*Also lead on Special Guardianship orders</i> | Nicola Steele Kirklees & Wakefield |

| Team Managers | | | Multidisciplinary Team |
|--------------------------------------|---|--------------------------|---|
| Adoption Support | Family Finding | Recruitment & Assessment | Team Manager: |
| Katie Low – Bradford | Katie Robinson – Bradford | Lianne Kingswood | Katy Graves |
| Tony Bryce – Kirklees and Calderdale | Valerie Edwards – Kirklees and Calderdale | Claire Lomas | Practice leads: Annabel Davis (LCH) – Speech and language therapy |
| Steph Jones – Leeds | Carl Nash - Wakefield | Carl Nash | Katy Graves – Therapeutic social work |
| Eve Robinson - Leeds | Nicola Steele - Leeds | Heather Pipe | Sarah Lloyd (LCH) – Occupational therapy |
| Amy Wood – Wakefield | | Samantha Thomas | Jenny Perry (LCH) – Clinical Psychology |
| | | | Julie Pocklington – Education |

| Business Support Manager | Practice Improvement & Development Manager | Communications and marketing lead |
|--------------------------|--|-----------------------------------|
| Aretha Hanson | Richard Stevenson | Emma Glanville |

5. THE WORK OF THE ADOPTION SERVICE

The service undertakes the following tasks:

Recruitment of prospective adoptive families.

Assessment and preparation of adoptive families, including visits to the home, a home study, taking up references and statutory checks and running preparation training.

Family finding for children who need a permanent home through adoption;

Support for families waiting for a child to be placed with them.

Advice, guidance and support to adoptive families during the matching process and after placement. This includes workshops and training and support groups.

Those wishing to adopt from abroad are referred to another agency that provide a service under contract for One Adoption.

Non agency adoption work for Calderdale, Kirklees and Wakefield.

The family finding team become involved with every child where adoption may be the plan during the decision-making process and takes the lead in family finding at the earliest point possible.

Children's social workers and adoption social workers undertake the task of planning for permanence and preparing children for adoption. The responsibility for matching and supporting adoptive families is a shared task until the adoption order.

The adoption letterbox service and access to adoption archives is provided and enables adopted children to maintain contact with their birth/first families.

Support and signposting to counselling services for adopted adults wishing to find out about their birth families and an Intermediary service are provided. Most of this work is provided through a contract with other agencies operating in West Yorkshire.

Information about all aspects of the adoption service can be accessed via the One Adoption West Yorkshire adoption advice line 0113 3783535 and via the website: oneadoption.co.uk. The One Adoption social media channels; Facebook www.facebook.com/oneadoption and Twitter @OneAdoption_WY provide additional channels to share information with prospective adopters and wider audiences.

All enquiries are followed through by an adoption advisor. An interpreter is available through a three-way phone if required. Help is also available through social workers in the service who speak Asian languages. Currently there are social workers who speak Urdu and Punjabi. Approved interpreters will be used if required.



The head office is based at:

Kernel House,
Killingbeck Drive
Leeds
LS14 6UF

Other office bases are:

| Bradford | Halifax | Huddersfield | Wakefield |
|--|---|---|--|
| Margaret McMillan Tower Prince's Way Bradford BD1 1NN | Princess Buildings Princess Street Halifax HX1 1T | Civic centre 3 High Street Huddersfield HD1 2LN | Queen's House Queen's Row Market Street Wakefield WF1 1DF |

6. QUALIFICATIONS, EXPERIENCE AND NUMBERS OF STAFF

Michelle Rawlings, Head of Service, has overall responsibility for One Adoption West Yorkshire. Qualifications: Degree in Applied Social Sciences and Diploma in Social Work 2003 & CMI Level 5 Certificate in Leadership & Management. Michelle is an experienced adoption social worker and has been a manager in adoption services since 2012. Michelle has over 18 years post qualification experience in childcare, including 14 years in adoption.

The agency has three Service Delivery Managers; Rhian Beynon, manages the Bradford and Calderdale teams and leads on recruitment & assessment, panels and special guardianship. Qualifications: Ba (Hons) Applied social studies & Diploma in social work 1999, Post Qualifying award in social work 2006. Rhian is an experienced social worker who has worked in adoption services since 2005 and has been a manager in adoption services since 2014.

Julie Chew manages the Leeds team and leads on Adoption Support. Qualifications: CQSW in Social Work 1992 & NVQ Level 4 in management. Julie has worked in a variety of settings in relation to children and families social work and has been an adoption manager since 2007.

Nicola Steele manages the Kirklees and Wakefield teams and leads on Family Finding. Qualifications: BSc (Hons) Social Work 2007. Nicola has worked in a variety of settings in relation to children and families social work and has worked in adoption since 2013 and has been an adoption manager since 2017.

The agency has 62 full time equivalent qualified social workers across the three service areas, 9 (6 FTE) of whom are Advanced Practitioners. There are 10 adoption advisors who support the recruitment and family finding service and 7 adoption support workers who support 4 adoption support teams. The agency has a Business Support Manager and 24.5 full time equivalent administrative staff.

All social workers have a social work qualification and are registered with the Social Work England and have relevant experience in children and families service. They have an enhanced DBS check.



7.THE SERVICE TO PROSPECTIVE ADOPTERS

Enquiries and first contact

Enquirers can access information on adopting with One Adoption West Yorkshire via the Regional Adoption Agency website [About One Adoption West Yorkshire | One Adoption](#) or make contact through the dedicated advice line. At first contact, enquirers are given information verbally about the adoption process and invited to an information session.

Applications for adoptions from overseas

Inter-country adoption is a specialist area of work, as each country has its own rules and regulations regarding adoption. One Adoption West Yorkshire has a contract with another agency to provide this work. Applicants pay a fee for their assessment service, including the home study and then further fees for safeguarding checks etc.

Information events

Enquirers are invited to attend an information event. Information events are delivered virtually where the enquirer(s) can take part from the comfort of their own home. Information events provide an opportunity for enquirers to hear from adopters and experienced adoption social workers with opportunities to ask questions. Should enquirers wish to progress their interest, following the information event, they request a home visit, the details of which are provided in an email following the event. Information events are held a minimum of every three weeks across the West Yorkshire region. Details of these events are available on the One Adoption website.

Initial home visit

The home visit request can be submitted at any point during the twelve-month period following the information event being attended. The home visit is undertaken by an adoption social worker and adoption advisor who will provide more information about adoption. The personal circumstances of adopters will be discussed in detail to help them consider if adoption is the right choice for them. The social worker will also start discussions about practical considerations.

A detailed summary of the home visit will be completed and passed to an adoption manager before the registration of interest form is provided. The adoption manager will make a decision within 5 days of receipt of the completed registration of interest form about whether it should be accepted.

At this stage, the enquirer becomes known as a prospective adopter(s). A letter will be sent to the prospective adopter(s) confirming that their application is proceeding or detailing the reasons why their registration of interest cannot be accepted.



Stage 1 - Pre-assessment process

Stage One begins on the day that One Adoption West Yorkshire accepts the registration of interest from the prospective adopter(s) and should normally take 2 months to complete.

The stage one process will include the following:

- All the statutory references/checks will be completed including the DBS (Disclosure and Barring Service) check.
- The prospective adopter(s) will complete an adoption medical as soon as possible. This will be considered by the adoption agency medical advisor, who will provide advice about any concerning medical issues.
- The prospective adopter(s) will be expected to attend training /preparation sessions. This will give prospective adopter(s) more detailed information and will allow them to meet experienced adopters who can help answer questions that they have.
- An adoption advisor will be provided to support prospective adopters on completing the stage 1 process and an agreement will be drawn up with prospective adopters detailing expectations.

Preparation sessions

Prospective adopters will be invited to attend preparation sessions in Stage One. The process will be delayed if applicants are unable to attend initial preparation, and a clear indication of their availability will be ascertained. They will also be encouraged to access e-learning components on the First4Adoption website.

Preparation groups for first time adopters usually run approximately 12 times per year based on need. Experienced Adopter training is provided at regular intervals, as is foster carer adoption preparation group training. Additional training sessions are provided to adopters considering Early Permanence, and those considering adopting sibling groups.

Stage 2 – the assessment process

The stage two assessment process cannot begin until stage one has successfully been completed (apart from second time and foster carer adoptions, see next page).

Stage two begins when prospective adopters notify the agency of their wish to continue with the process. The prospective adopter(s) have 6 months from the completion of stage one to provide this notification. From the date of receipt of this notification, the stage two process is a 4-month long period during which a home study assessment is undertaken. This leads to a panel recommendation and an Agency Decision about suitability to adopt.

The prospective adopter(s) will be allocated an adoption social worker to complete their assessment. A Stage Two plan will be drawn up between the social worker and the prospective adopter(s) agreeing arrangements for the assessment process and a provisional panel date.

The assessment will involve a series of home visits utilising a variety of assessment tools and will include additional checks not carried out in stage one such as school, nursery, ex-partner, employers and personal referees will also be visited.

On the basis of the information in the assessment the adoption social worker will write a Prospective Adopters' Report (PAR). This is a very detailed report providing information about the prospective adopter(s) and their background. The report will reach a conclusion about the prospective adopters(s) suitability to adopt, and the applicants will have up to 5 working days to comment on their completed assessment before it is presented to the adoption panel.

If the agency reaches a decision during the stage 2 process that they cannot recommend approval and /or if the agency decision maker decides not to agree the approval, the prospective adopter(s) will be able to request a review by the Independent Review Mechanism (IRM). The IRM is an independent body that can scrutinize the decisions of adoption agencies.

Adoption by existing foster carers

Foster carers should notify the service in writing of their wish to be considered as adopters for a child or children in their care. If the child/ children's plan is for adoption, this will be acknowledged and a meeting held between workers from the adoption and fostering teams and the child's social worker to consider how this should be progressed and will be discussed with the foster carers, who will also be informed of their legal rights.

A fast-track process will be provided for approved foster carers who want to be assessed as adoptive parents. Stage one and two of the adoption processes will take place concurrently to avoid

Second time or subsequent adopters

Families who have already been assessed as adopters can apply to adopt again as long as there is a year's gap following their child's adoption order being made and a 2-year age gap between their child and a potential new child. In this case, they would express an interest in adopting again and be offered a home visit to discuss their circumstances. If it is appropriate to proceed they would then complete the registration of interest form and start the process. Depending on the circumstances of the family stage one and two of the process may run sequentially or concurrently; training will be provided.

If their interest is in respect of a subsequent sibling or half sibling of a child they have already adopted, the timescales and age gap would not necessarily apply. This assessment would be given high priority and the home visit would involve the child's social worker too. In these cases stage one and two would run concurrently.

Adoption panel

The main purpose of the Adoption Panel is to consider and make recommendations to the adoption agency on the following:

- People to be approved as adoptive parents.
- Whether an assessment to approve adopters should continue following a brief report to panel.
- Approval of the match between children and adopters and
- The placement of children for adoption where their birth parents desire adoption to be the plan.

One Adoption West Yorkshire holds 8 adoption panels per month. The panels have an Independent Chair with significant experience of family placement work.

Membership of the panels meets the statutory regulations and takes its members from a central list. Members include those who have personal experience of adoption and others with relevant skills and experience and aim to reflect the diversity of the population of the district.

All applicants are invited to attend the Adoption Panel. The Panel makes recommendations to the Agency Decision Maker who will make their decision following careful consideration of the recommendations and all the information presented at panel. The Decision Maker must make their decision within 7 working days of the recommendation of the panel. They may make a decision different to that recommended by the panel.

One Adoption West Yorkshire has an agency decision maker to consider the approval of prospective adopters; decision making for children to be placed for adoption is considered by the Agency Decision Maker in the child's home local authority.

Decisions are notified to a child's parent(s), guardian(s) and prospective adopter(s). Social workers will be informed of the agency decision within 2 working days.

The decision will be confirmed in writing within 5 working days.

8. BEYOND APPROVAL

Matching and support

Following panel adopters are offered an additional training day to help them prepare for a child coming into their family. Topics covered include introductions, moving children into new families, making good connections and contact. Adoption Social Workers ensure that adopters have access to local support networks and specialist national organisations such as Coram BAAF, Adoption UK and PAC UK. Adopters are provided with one-year free subscription to Adoption UK following approval.

There is also a one-day training course available for friends or relatives who are supporting the adopter/s and wish to have more in depth information regarding adoption called Connected by Adoption.

The adopter(s) social worker will help to identify suitable matches with a child/ children and will provide support and guidance throughout the whole process. All prospective adopters are provided with access to Link Maker to explore possible matches.

Each child where adoption is a likely plan will have an allocated worker from the family finding team. The family finder works closely with the child's social worker to consider matches for that child.

When a match is being considered adopters are given the Child Permanence Report and all appropriate written information about the child, their background and assessed needs. The report will include details of any proposal for contact, or exchange of information through the letterbox system with the birth family that will operate once the child is adopted.

Adopters meet with the child's social worker and other professionals relevant for that child; medical advisors; child's foster carers; teachers etc. to enable them to make an informed decision regarding their ability to meet the needs of the child. A life appreciation day will often be arranged depending on the child's age and circumstances to help build as full a picture as possible of the child's experiences.

Details of the level of parental responsibility that will be delegated to the prospective adopters will be outlined and any adoption support, including any financial arrangements will also be discussed. The proposals for the placement will then be set out in the adoption placement report, which will be seen by the prospective adopters before panel and their comments and observations will be included in the panel documentation.

Process for the matching of a child

The child's social worker, the prospective adopters and their social worker will attend the Adoption Panel. The process for panel is the same as for approval with recommendations being made to the Agency Decision Maker who will make the decision on whether the adopters are suitable for a particular child.

If a match is agreed an introductions planning meeting is arranged to plan for the introduction and placement of the child. Good practice guidance on placements called "Flying Start" is used to guide the meeting. This meeting will involve the foster carer for the child, the prospective adopters, and the relevant social workers. The meeting will establish that the adoptive family has all the information available about the child and will draw up a timetable and process for the introductions, monitoring and support.



There are some variations to this process if prospective adoptive parent/s are taking the Early Permanency Route to adoption, are second time adopters or foster carers adopting the child they have been fostering. These differences will be carefully explained to prospective adoptive parents from the beginning of their adoption process with us starting with written accounts on the One Adoption West Yorkshire website under "routes to adoption".

Annual reviews of prospective adopters

In the event that it is not possible to move to a match within 12 months from approval, the adoption social worker and their manager will conduct a review of the plans and checks and references may need to be updated. If no placement has been made within two years of approval, an updated report will go to adoption panel for consideration.

Meeting birth parents

Most adopters will meet the child's birth parents either prior to placement, or more usually, once the child is placed and settled. They will be supported by their social workers in a suitable venue. The benefit of meeting birth parents is so adoptive parents can talk to their child about their birth family and aid the exchange of information.

After placement

Visits will be made by both the child's social worker and the family's adoption social worker. These are based on both statutory requirements and the individual needs of the child and prospective adopter(s).

The child remains a 'looked after' child until an Adoption Order is made. The child has to be visited in the first week of placement, followed by weekly visits up to the child's first statutory review at 4 weeks post placement, when the pattern of visiting will be discussed and agreed but will be not less than six weekly. The child's review will determine when an application to adopt may be made and advice will be given by the worker for the prospective adopters. The Annex A report for court will be prepared by both the family's and child's social workers.

Life story material will be provided for the child by the child's social worker and given to the adopters for safe keeping for the child in the future. The child's social worker is responsible for ensuring that a "later life letter" is completed before the Adoption Order is made, which will give an account of the circumstances of the adoption.

Contact and the letterbox service

Support with contact arrangements between adopted children and their birth families are provided by the agency. All contact arrangements will be reached having taken account of what is in the best interests of the child, and will be specified in the Adoption Support Plan before a child is placed although contact needs may change over time and original agreements can be revisited. Contact may include letterbox contact or face-to-face meetings between the child and members of his/her family, including parents, siblings, or extended family members.

A letterbox service may be set up between the adoptive parents on behalf of the child and a birth parent or any other relative or with any other person the agency considers relevant. Support and supervision of direct contact may be arranged where necessary and agreed.



9. ADOPTION SUPPORT SERVICES

One Adoption West Yorkshire has a comprehensive adoption support service for all those affected by adoption. This service is provided in partnership with a number of voluntary agencies & other providers who provide an independent service and other services.

The adopters' social worker will ensure that adopters have access to local support networks and specialist organisations, e.g., Adoption UK, New Family Social and other services and are on the mailing list for any events organised through the adoption service. The adoption service also provides 12 months free membership of Adoption UK to all new adopters.

The agency has 4 specialist adoption support teams across the region who offer a range of adoption support services. They also signpost other services for those affected by adoption:

- Adoptive parents.
- Adopted children and young people;
- Birth relatives.
- Adopted adults.

The adoption support service provides adoption support services in line with the "Adoption Passport" according to individual circumstances.

The OAWY multidisciplinary team, a partnership with Leeds Community Health Care, provides support to OAWY social work teams and directly to children and families across the region. The team consist of psychologists, occupational therapists, therapeutic social workers, education and early years specialists and speech and language therapists.

For adoptive families:

The adoption support team will undertake an assessment of need with the family and will agree a support package based on the family's request and identified needs, including consideration of making an application to the Adoption Support Fund. Outcome-based measures will be used with the family.

- Advice line and newsletter.
- Support groups including stay and play groups;
- Peer Mentoring Service.
- Training and workshops including Foundations for Attachment programme & Non-Violence Resistance (NVR) training.
- Therapeutic and filial therapy groups and access to Theraplay trained workers.
- Links with mental health and educational services.
- Assistance with and review of contact arrangements between adopters and birth relatives;
- An annual social event for adoptive families.



Adopted children & young people:

- Social groups and activities.
- Offering training and advice for schools to help teachers understand adopted children's needs, working with children in their adoptive families around understanding their life stories.
- Signposting to other organisations designed to help adopted children.
- Information about accessing records from the age of 18 years.

Birth relatives:

- Access to a confidential and independent advice and counselling service via an independent agency.
- Support regarding letterbox and contact arrangements.
- Enabling parents to record on their child's file whether or not they wish to have contact with their child from the age of 18.

For adopted adults:

- Discussion and advice about wishes around contact with and from birth relatives.

Information about our Adoption Services can be accessed via our Adoption Advice Line Telephone number 0113 378 3535, website: <https://www.oneadoption.co.uk/support/information-people-who-have-been-adopted> or by email: oneadoptionwy.leeds@gov.uk

10. MONITORING AND EVALUATION OF THE ADOPTION SERVICE

Adoption staff receive regular supervision and annual appraisals of their performance. Training needs are identified and met through in-house training or through externally commissioned trainers.

A management information system and government score card is in place which ensures reporting of accurate information about adoption.

Adoption Agencies are monitored by external inspections carried out by Ofsted.

There is regular adoption panel training to ensure that panel members keep up to date with current issues. Panel members also have annual appraisals.

Regular feedback is received from the Adoption Panels and twice-yearly meetings are held between the Management team, Panel Chairs and Agency Decision Maker.

The Head of Service submits a quarterly report to the Management Board and provides an annual review and plan for the Joint Committee. This can also be taken to individual local authority scrutiny boards or Executives in any year.

A robust quality assurance framework is in place with regular auditing of files, plus evaluation feedback from adoptive parents and other service users. This is held centrally and is undertaken at key points in the adoption process.



11. CONCERNS AND COMPLAINTS

All prospective adopters engaging with the Agency and all birth parents of child for whom the Agency is planning adoption are provided with written information about Complaints Procedures, including contact details for the Complaints Officer. All young people, for whom there is an adoption plan and who are of an appropriate age and understanding are likewise informed of the Complaints Procedures and also informed of the role of the Children's Rights Service.

A copy of our complaints leaflet is available on our website: <https://www.oneadoption.co.uk/about-us/about-one-adoption-west-Yorkshire>

Freepost

PO Box 657

Leeds LS1 9BS

Tel: 01132224405

Email: feedback.children@leeds.gov.uk

Details of the Registration Authority

OFSTED CONTACT DETAILS

Ofsted National Business Unit

Piccadilly Gate Store Street,

Manchester,

M1 2WD

Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Web: www.ofsted.gov.uk





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