



One
Adoption
Agency
SOUTH YORKSHIRE

One Adoption South Yorkshire Statement of purpose 2021/22



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(The wording in this publication can be made available in large formats such as large print or Braille. Please call us on 0345 002 0012)

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. The statement 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 South Yorkshire. One Adoption South Yorkshire came into being on the 1st January 2021. It is a shared adoption service across the sub-region working on behalf of Barnsley, Rotherham and Sheffield councils and the Doncaster Children's Services Trust. The Head of Service reports monthly to a Governance 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 Governance Board is Riana Nelson, Director of Children's Services, Doncaster Metropolitan Borough Council.

There will be regular quarterly meeting with Lead Members from each of the Local Authorities which will be facilitated by Riana Nelson.

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 three local authorities and the Doncaster Trust.

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 at this time 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);

Local Authority Regulations 2005;

Adoption Agencies & Independent Review of Determinations (Amendment) Regulations 2011;

Adoption Agencies (Panel & Consequential Amendments) Regulations 2012;

Adoption Agencies (Miscellaneous cases Amendments) Regulations 2013;

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 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 to meet the needs of the services

Birth parents and birth 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 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 balanced by 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;



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.

Ensuring that all those whose lives have been affected by adoption are helped to identify and receive appropriate services

Working in partnership with adoptive families and other agencies, ensuring the service is based on statutory requirements and good practice while remaining within the principles of good value for money.

Objectives of the agency

To recruit, assess and provide adopters who can meet the needs of the children to be placed for adoption within the timescales laid down by National Adoption Standards

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

To minimise delay in family finding, prioritising the needs of the child at all times

To provide information on the services available to all those affected by adoption recognising that adoption has lifelong implications for all those involved and that an individual's needs will change over time;

To provide a range of adoption support services to birth relatives, adopted adults, adopters and their children in partnership with other agencies

To provide information on services available to those wishing to adopt from abroad

To ensure that all decision-making is transparent and fair

To ensure that any concerns about the service are addressed as promptly as possible and that information about the complaints procedures is made available

To promote regular reviews of the services provided, in consultation with, and incorporating learning from those in receipt of services.

One Adoption provides an adoption service to:

Children in need of an adoptive family

Birth relatives

Prospective and approved adopters

Children and adoptive parents who need adoption support services

Adopted adults and members of their birth families.



4. ORGANISATIONAL STRUCTURE & OFFICE BASES

Head of Service			
Stephanie Evans			
Service Managers			
Barnsley Office Sharon Wood (0.2)	Doncaster Office Claire Holmes (0.8)	Rotherham Office Lindsey Knight (0.2)	Sheffield Office Vicky Brooke (full-time)
Team Managers			
Michael Richardson Advanced Practitioner Jayne Haywood	Mel Johnson (0.2) Advanced Practitioners Melanie Johnson (0.8) Samantha Parkey	Helen Mangham Jill Stanley	Liz Rowe Jane Sandland Laura Williams
Hub Team			
RAA Business Support Maryse DePorter		Data and Performance Analyst 0.5 To be appointed	

One Adoption South Yorkshire is a 'partnership model' Regional Adoption Agency.

The three local authorities and the Doncaster Trust continue to be responsible for the employment arrangements for the four teams even though the line management arrangements are within the Regional Adoption Agency, the budgets are pooled and the Agency acts together in respect of assessments and approvals of adopters, matching and placements and adoption support.

Complaints and any disciplinary issues are dealt with by the employee's relevant employing agency.

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, which provides the service under contract to One Adoption

Non agency/step-parent adoption work

The family finding teams 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

An adoption letterbox service is provided which enables adopted children to maintain contact with their birth families

Support and signposting to counselling services for adopted adults wishing to find out about their birth families through an intermediary service is provided. This work is delivered through a contract with an external agency

Information about all aspects of the adoption service can be accessed via the One Adoption advice line 0345 002 0012 and via the website; oneadoption.co.uk

The One Adoption social media channels, Facebook www.facebook.com/oneadoption and Twitter @OneAdoption_SY provide additional channels to share information with prospective adopters and wider audiences

All enquiries are followed through by an adoption worker

Approved interpreters can be used where needed.

The head office is based at:

Colonnades House
Duke Street
Doncaster
DN1 1ER



Other office bases are:

Westgate Plaza
Westgate
Barnsley
S70 9GG

Riverside House
Main Street
Rotherham
S60 1AE

Floor 7 East Wing
Moorfoot
Young Street
Sheffield
S1 4PL

6. QUALIFICATIONS, EXPERIENCE AND NUMBERS OF STAFF

Stephanie Evans, Head of Service, has overall responsibility for One Adoption South Yorkshire. Qualifications: CQSW in Social Work 1987; MA Applied Social Studies 1987; Certificate in Management 1998, Graduate Diploma in Counselling 2003, MA Leadership in Integrated Services 2010. Stephanie has over 34 years post qualification experience in Children's Services. Stephanie has been a manager for almost 30 years within statutory child care, voluntary services and adoption and fostering services.

One Adoption has four Service Managers, one in each of the partner authorities although only two are based entirely with the RAA. The Service Managers for Barnsley and Rotherham Managers are only with the RAA for one day per week.

Vicky Brooke manages the Sheffield teams and leads on Recruitment and Family-Finding. Claire Holmes manages the Doncaster team and leads on Post Adoption Support alongside Laura Williams, the Post Adoption Support Team Manager from Sheffield. Sharon Wood and Lindsey Knight lead the Barnsley and Rotherham teams respectively.

Vicky Brooke qualified in 1981 with a post graduate diploma and Certificate of Qualification in Social Work (CQSW). Additional qualifications since then have included CCETSW Accredited Practice Teacher Award and a Level 5 Diploma in Management and Leadership.

Vicky worked in frontline children's services for nearly twenty years before moving to family placement and specialising in adoption. She has eleven years management experience. She has also carried out projects in services for children with additional needs and the creation of a regional adoption agency in the North West.

Claire Holmes – The Service Manager at Doncaster has 37 years social work experience as a residential social worker, a social worker in a number of children and families teams, as well as fostering and adoption teams. She qualified as a social worker in 1987 and holds the Certificate of Qualification in Social Work (CQSW), MA in Social Work and a Diploma in Management Studies.

She has over 20 years experience as a manager of fostering and adoption teams and has experience as a member of fostering panels and as an agency panel advisor in both fostering and adoption services.

Sharon Wood – Service Manager One Adoption South Yorkshire and Service Manager for Provider Services, Barnsley Metropolitan Borough Council.

Qualifications:-

- Diploma in Social Care – 2000
- Post Qualification 1 – 2002
- Post Qualification CCA – 2004
- Higher Specialist Award – 2010
- MA in Professional Practice with Children and their Families – 2011
- Chartered Management Institute Level 5 – 2017
- NAAS – 2019

Sharon has been a manager with Barnsley Children's Services for over 10 years. She has worked mainly in Fostering but has had close links with the Adoption Service. She has been the Service Manager for Adoption and Provider Services since January 2021.

Lindsey Knight - Service Manager One Adoption South Yorkshire and Service Manager Provider Services at Rotherham Metropolitan Borough Council.

Qualifications: BA Hons Applied Social Studies 2004; MA Social Work 2009. Lindsey has experience of working with children and families for over 20 years, working in a variety of settings. Lindsey has worked in front line child protection services since 2009 and has been a manager for the last 5 years. Lindsey has experience of setting up Pause Rotherham, a service working with birth mothers who experienced repeated removals. More recently Lindsey has taken on the role of Service Manager Provider Services in Rotherham, which has a large portfolio including responsibility for the fostering and adoption service, therapeutic service and in-house residential service.

The agency has approximately 40 full time equivalent qualified social workers across the four localities and the three service areas. There are 2 part-time Adoption Agency advisors who support the recruitment and family finding service and 10 FTE family support workers adoption support workers who provide support across the three service delivery areas. 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.

Business Support in the localities is provided in kind by the partner authorities.

7. THE SERVICE TO PROSPECTIVE ADOPTERS

Enquiries and first contact

Enquirers can access information on adopting with One Adoption South Yorkshire via the Regional Adoption Agency website www.oneadoption.co.uk or make contact through the central contact number 0345 002 0012. 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 South Yorkshire commissions Yorkshire Adoption 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 will either be delivered face to face at regional locations or delivered virtually where the enquirer(s) can take part from the comfort of their own home. Both face to face and virtual 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 can request a home visit. The details of how to request a home visit are provided at the information events. Information events are held monthly across the South Yorkshire region. Details of these events are available on the One Adoption website.

Initial home visit

Ordinarily potential Adopters will submit a home visit request within a three-month period from initial contact with the Adoption Agency. The home visit is undertaken by a member of the adoption team 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 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 South Yorkshire accepts the registration of interest from the prospective adopter(s) and should normally take two months to complete.

The stage one process will include the following:

- All of 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 significant medical conditions
- The prospective adopter(s) will be expected to attend preparation training 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;
- A member of the Adoption Agency will provide support to 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. They will also be encouraged to access the e-learning activities on the First4Adoption website.

Preparation groups for first time adopters usually run around 12 times per year. Adopting Again training is provided at regular intervals, as is foster carer adoption preparation training. Additional training sessions are provided to adopters considering Early Permanence, and those considering adopting brothers, sisters and older children.

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 any additional checks not carried out in stage one such as those with school, nursery if the potential adopters already have children. References will also be taken from ex-partner, employers and personal referees. References are normally completed via and actual visit by the social worker.

Adoption by existing foster carers

Where it is agreed with the child's agency that foster carers should adopt a child in their care they should notify the Regional Adoption Agency in writing of their wish to be considered as adopters. Foster carers are entitled to submit written notice of their wish to adopt a child if the child has been in their care for 12 months whether this has been agreed by the child's agency or not. In either case the written request 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.

A fast track process can be provided for approved foster carers who want to be assessed as adoptive parents. Stage one and two of the adoption process will take place concurrently in order to avoid delay. They will be offered specific training as Adopters.

Families who have already been assessed as adopters can apply to adopt again. If it is considered appropriate to proceed, they would then complete the registration of interest form and start the process. A fast track process will be provided for Second time Adopters. Stage one and two of the process will run sequentially or concurrently. They would be offered training specific to second time adopters.

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 South Yorkshire holds four adoption panels per month. The two panels have Independent Chairs with substantial 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 of 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 South 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 two working days.

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

8. BEYOND APPROVAL

Matching and support

Following Panel adopters are offered an additional training 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.

There is training available for grand-parents or other 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 and at three months, with their agreement, if no match has been identified within One Adoption South Yorkshire they are able to access the national database.

Each child, where adoption is the 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 such as medical advisors, the child's foster carers, teachers and any other significant people in the child's life to enable them to make an informed decision regarding their ability to meet the needs of the child. A life appreciation day will usually be arranged, depending on the child's age and circumstances, to help build as full a picture as possible of the child's life experiences to date.

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 the specific child.

If a match is agreed an introductions planning meeting will be arranged to plan for the introduction and placement of the child. 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. Further review meetings will take place as necessary.

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.

Annual reviews of prospective adopters

In the event that it is not possible to agree a suitable match within 12 months from approval, the adoption social worker and their manager will conduct an 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 need to go to the Adoption Panel for their consideration.

Meeting birth parents

Many 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 at a suitable venue. The benefit to adopters of meeting birth parents is that they can talk to their child about their birth family in the future and it often aids the future exchange of information about the child's progress and development.

After placement

Visits will be made by both the child's social worker and the family's adoption assessing 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 jointly 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 'letter for later life' is completed before the Adoption Order is made. This letter will give an account of the circumstances of the child's adoption.

Contact and the letterbox

Support with contact arrangements between adopted children and their birth families are provided by the agency. All contact arrangements will be reached after taking into account what is in the child's best interests and will be specified in the Adoption Support Plan before a child is placed. However contact needs may change over time and the original agreement may need to be revisited. Contact could mean letter-box contact; or face-to-face meetings between the child and members of his/her family, including parents, siblings, or extended family members; or both.

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 by all concerned.



9. ADOPTION SUPPORT SERVICES

One Adoption South 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 such as Adoption UK and New Family Social. Peer mentoring, adopter support groups and child activity groups are regularly available and details are usually e-mailed out to adopters. From July 2021 the OneAdoption Website will have accessible adopter pages and all details of available services and activities will be available on the web-site. The first year's membership of Adoption UK is also free to all new adopters.

The Agency has a specialist adoption support team which operates across the region and offers a range of adoption support services. They also signpost other services for those affected by adoption such as:-

- 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

One Adoption South Yorkshire is 'working towards' providing a multi-disciplinary team approach to Post Adoption Support in partnership with other local services such as Education and Health Services. Teams currently work closely with local education, health and community services

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. This could include the making an application to the Adoption Support Fund which is a central fund provided by the Department of Education for access to therapeutic support for adopted children and their families.

Some children subject to Special Guardianship Orders and their carers are also entitled to apply to the ASF.

Outcome-based measures will be used with the family to better understand the impact of any post adoption support and intervention.

Current Activities and Support for adoptive families:-

Advice line and newsletter

Support groups including stay and play groups;

Peer Mentoring Service

Training and workshops

Access to the Adoption Support Fund

Links with mental health and educational services;

Assistance with and review of contact arrangements between adopters and birth relatives;

Adopted children & young people

Current Support for adopted children and 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

Current support for 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.

Adopted Adults

Current support for adopted adults:-

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

Information about our adoption services for people who have been adopted can be accessed via our Adoption Advice Line: 0345 002 0012 or via our [website](#).



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 are 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 monthly report to the Governance Board and provides an Annual Report.

A robust quality assurance framework is under development with planned regular auditing of adoption practice which will include evaluation feedback from adoptive parents and other service users.



11. CONCERNS AND COMPLAINTS

As a result of the partnership structure of One Adoption South Yorkshire all complaints are investigated under the complaints procedure of the relevant employing authority either BMBC, RMBC, Sheffield City Council or Doncaster Children's Services Trust.

A copy of the complaints leaflet for each of the area teams is available on our website:

<https://www.oneadoption.co.uk/about-us/south-yorkshire>

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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