Statement of Purpose 2026-27

Mission
Creating a positive future for children by building families and enabling them to grow and thrive

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1. Introduction

CCS Adoption (formerly Clifton Children's Society), founded in 1904, is an independently funded, registered charity and Adoption Agency which finds permanent loving homes for children waiting to be adopted, including those who tend to wait longest (older children, sibling groups, black and minority ethnic children).

We also provide specialist, post-adoption support for children and families, from the very beginning of their adoption journey, for as long as they need us. In 2018, we brought together our existing adoption service CCS Adoption with The Centre for Adoption Support and Education, allowing us to strengthen, broaden and expand the post-adoption support we offer families.

We work in collaboration with Local Authorities, Regional Adoption Agencies and consortiums, both regionally and nationally to ensure the needs and rights of vulnerable children are at the forefront of our practice. We work in partnership with local community groups and charities to provide ongoing collaborative support for families post placement and adoption order.

This statement sets out the Agency's aims, objectives, values, services and methods of evaluation, and is intended to provide information to:

- Adoptive parents
- Prospective adoptive parents
- Adopted children, young people and adopted adults
- Birth families of adopted children
- Employees, volunteers and other independent professional bodies
- Local Authorities, Health and Social Care Trusts and Clinical Commissioning Groups
- Regional Adoption Agencies
- Partner Agencies and Stakeholders

2. Charitable Objects

The object of CCS Adoption is to benefit the public through the promotion of the relief of poverty and the welfare of children in need from all backgrounds, cultures and all faiths or none by:

- Furthering their appropriate care and safety.
- Providing assistance and support to them, their families and carers.
- Advancing their physical, mental, social, emotional and spiritual development, respecting their racial, cultural and spiritual heritage, so that they may grow to full maturity as individuals and members of society.

3. Our Vision and Mission

Vision: A world where every child grows up in a safe, loving family.

Mission: Our core purpose is to create a positive future for children by building families and enabling them to grow and thrive.

4. Our Values

CHILD CENTRIC

"We will always put the needs of the child first through everything we do"

A child's culture, ethnicity, religion and linguistic heritage is a crucial part of their identity and experiences. The placement of choice is likely to be with a family who can reflect that experience and help a child to develop a positive and integrated sense of self.

Every child has the right to information about their history and that this is made available to the child, age-appropriately, and that the adoptive family is supported in helping their child to make sense of their adoption journey.

Relationships matter. The promotion of a welcoming, open, honest and transparent culture and relationship between all adoptive families and service users; staff, volunteers and supporters; professional networks and stakeholders leads to effective and outstanding practice.

We understand that the child's voice and welfare are paramount. That's why their wishes and feelings will be actively sought and taken into account, according to their age and undertaking, and at the heart of all our decisions about their future and the work that we do with families.

ACCEPTING & INCLUSIVE

"We will be accepting of all and champion inclusivity"

Families are the best environment for the attachment and nurturing of children towards maturity. For most children, this will be within their family of origin but, where this is not possible, adoption can offer the best chance of a stable lifelong relationship.

Adopted children deserve the best experiences in life, from exceptional compassionate parenting and education to a wide range of opportunities to develop a child's talents, skills and interests in order to promote an enjoyable childhood and successful adult life.

Individuals of all faiths, or none, and of any race, culture, language, ability and sexual orientation will be welcome, respected and valued in our agency; and discrimination of any kind has no place in our

Agency, or the practices that we deliver.

LEADING & PIONEERING

"We will maximise our creativity to pioneer and lead on issues that are close to our heart"

CCS Adoption has built a skilled team of adoption professionals. This puts us in a strong position to champion for improvement within the adoption service, and our growth in recent years has enabled us to identify the areas that need action and how we can influence best practice.

We will therefore continue to maximise the Agency's creative and innovative approach to pioneer and lead on issues that are directly related to meeting the needs of children waiting for adoption and adopted children and their families.

As a leading organisation, we will promote, share and disseminate learning amongst professionals relevant to adoption matters and be an advocate for advancing good practice.

RESPONSIBLE & SUSTAINABILE

"We will run our organisation in a responsible and sustainable way, to ensure the longevity and security for our families"

As an independent charitable organisation, we need to act in a responsible and sustainable way to ensure we can continue to provide services to our families not just for today, but for the years to come.

This means building an organisation that can respond to the sector's needs and has the ability to adapt

and be agile in changing and uncertain times.

We will run our organisation in a responsible and sustainable manner, to ensure the longevity and future security of core services for all our families, through sound business planning and governance.

5. Aims

- To provide a high-quality, independent and professional seamless adoption service
- To build and retain close working relationships with other adoption agencies and contribute to the understanding of the needs of children in adoptive families through evidence-based research
- To ensure that our child care practice is in line with current legislation and developments in professional practice
- To sustain the confidentiality, loyalty and support of those with whom we work
- To publicise our services and the needs of children throughout the area in which we offer our services
- Provide timely and comprehensive assessment of need for children who have a plan for adoption
- Provide high-quality, independent and professional adoption support services that place the child at the centre of our thinking and practice, promoting family attachment and stability
- Provide an adoption support learning and educational hub for childcare professionals, adopted children, young people and their families
- Provide a range of specialised therapeutic services to adoptive families.

6. Outcomes

CCS's 6 organisational outcomes we have identified and aspire to achieve and that we want to evidence;

- Outcome 1. Prospective adopters in assessment and approved adopters are continually supported to begin to understand how to meet the needs of adopted children.

- Outcome 2. Maintain a network of well-trained, highly skilled and experienced professionals working alongside adoptive families.

- Outcome 3. Adopted children move in with their adoptive families and are supported to build attachments /relationships with parents, siblings, extended family and, as appropriate, maintain attachments/relationships with foster and birth families.

- Outcome 4. Adopted children are supported to understand their life story, adoption identity and address the impact of their ACE's (Adverse Childhood Experiences).

- Outcome 5. Adopters and adopted children develop relationships with their peers, which results in peer support, shared identity and sustainable long-term support/relationships.

- Outcome 6. Parents are skilled and confident in parenting their adoptive child(ren) and meeting their changing needs, lifelong.

7. Objectives

a. Throughout every aspect of our work, to aim to place the child at the centre of our thinking and practice. Adoption should enable children placed with adoptive families to develop in surroundings conducive to:
   i. Being healthy and well
   ii. Being safe and able to look after themselves
   iii. Having the skills needed to manage adult life
   iv. Becoming active and fulfilled individuals and members of society
   v. Having the hope of economic success and being enabled to reach their potential

b. To recruit and prepare a diverse range of adoptive families who can respond to the differing needs of traumatised and vulnerable children waiting for permanent families

c. To support children and families throughout the adoption process recognising the long-term implications of adoption for those involved

d. To offer support to adopted people and their birth relatives whose lives have been affected by adoption

e. To develop a wide range of adoption support services that help improve outcomes and life chances for children affected by adoption

f. To ensure that our work is informed by the highest professional skills and standards, that our practice is open and reflective and that staff are appropriately qualified, experienced and well supported.

g. To maintain a commitment to ongoing development, training and quality assurance in order to provide a service that is informed by theory, practice and research and is open to new learning and needs

h. To work at sustaining links and networks, both local and national, with supporters, agencies, professional organisations, community groups and faith communities so that our work can continue to develop and our experience and learning be shared with others

i. To develop a wide range of adoption support services that make a positive contribution to helping children and families develop enduring lifelong relationships.

8. Priorities

The priorities of the Agency are:

j. To recruit, prepare and assess prospective applicants from diverse backgrounds who have the capacity to offer a stable, nurturing experience of family life to children waiting for adoption both regionally and nationally

k. To prioritise applications from applicants with the potential to meet the needs of:
   - Children likely to display significant emotional or behavioural difficulty as a result of earlier trauma/experience
   - Children with particular needs arising from ethnicity, religion, culture or language
   - Children with significant developmental delay who may require educational support
   - Children with health needs who are likely to require ongoing medical services
   - Children with physical or learning disabilities
   - Family groups of children who require sibling placements
   - Children with background histories of trauma, abuse and neglect

l. To work with Local Authorities and Regional Adoption Agencies throughout the country using

Link Maker, but aims in the first instance to offer a service to authorities and children within the South West Region through its active participation in the South West Adoption Consortium and the Regional Adoption Agency

m. To maintain an efficient and informed Adoption Panel capable of making timely recommendations directed towards promoting and safeguarding the welfare of children

n. To commit to providing adoption support to all involved in adoption, recognising the long-term implications and the challenges involved for adopters in parenting vulnerable, traumatised children

o. To provide a counselling and support service for birth parents, adopted people and/or their birth relatives seeking information, advice or contact. We aim to offer a prompt, confidential, personalised and skilled response and see this area of work as essential to informing our broader understanding of the impact of adoption on those involved

p. To manage and provide skilled and experienced staff capable of undertaking the functions of the Adoption Service, ensuring access to good quality training and up-to-date information on professional and legal developments

q. The Agency aspires to be a learning and pioneering organisation and highly values the opportunity for mutual sharing, reflection and learning. The opportunity for case consultation within the staff group, as well as discussion of current practice and new developments, are seen as priorities that support our professional development and our commitment

r. To maintain effective systems for recording, managing and keeping safe information about all those affected by adoption

s. To work within the legal requirements as noted above (See 3), the Agency is also committed to the highest standards of social work practice. We therefore also seek to operate within the various practice guidance documents which relate to adoption work, including Working Together to Safeguard Children (and other relevant child protection guidance) and The Framework for the Assessment of Children in Need and their Families, and the South West Safeguarding and Child Protection Procedures, which we have actively sought to integrate within our practice

t. To work in partnership with Local Authorities, other Voluntary Agencies and Regional Adoption Agencies through commissioning agreements and partnerships to provide training to prospective adopters, including Concurrency and Early Permanence carers and other commissioned work as appropriate.

u. Complete step-parent adoption assessments on behalf of LA's where commissioned to do so.

v. Complete Intercountry adoption assessments where commissioned to do so, for example by Coram IAC Intercountry Adoption Centre https://www.coramiac.org.uk/

9. Our Services

Social Work Service

- Domestic Adopter assessments
- Family finding
- Matching
- Post placement support
- Lifelong post adoption support when families need it
- Birth records, counselling and intermediary services
- Early Permanence resources
- Inter country adoption assessments
- Step parent adoption assessments on behalf of LA's.

Adoption Support

- Adoption support groups for adoptive parents
- Activities for children and young people
- Whole family activities
- Training parents & professionals
- Workshops for parents
- Specialist Therapeutic Services including clinical assessments, therapeutic packages (DDP, Theraplay, Non-Violent Resistance, Therapeutic Life Story Work and a range of creative therapies),
- Therapeutic parenting courses.

We also deliver bespoke contracted commissioned services for Local Authorities and Regional Adoption Agencies as required.

CCS hosts the South West Adoption Consortium (SWAC), which is a membership organisation comprising three local Regional Adoption Agencies and three Voluntary Adoption Agencies.

10. The Adoption Process

CCS recruits and prepares adoptive families for children waiting. We are open and inclusive; encouraging adopters from many different backgrounds to meet the diverse needs of children waiting to be adopted. We welcome adopters irrespective of age, gender, ethnicity, culture, religion, sexual orientation and disability; and work with families to help them understand the background and needs of children requiring adoption.

The Agency prioritises applications from prospective adopters who are best placed to meet the needs of priority children waiting who:

- are aged 4 years or over
- are children of colour
- have a disability
- require placing together with their siblings

CCS recruits prospective adopters via its website, social media and Information Events. Prospective adopters can complete an 'Enquire about Adoption' or an 'Information Event Booking' form via the website. The agency's dedicated Adoption Advisor takes enquiries and supports prospective adopters through the initial enquiry stage. Each enquirer has an advisor to discuss their enquiry with throughout pre-stage 1. The Adoption Advisor is an adoptive parent, who brings the 'adopter voice' perspective to people making initial enquiries.

The Assessment and Preparation process for prospective adopters is outlined below:

- **Gathering Information** – Applicants can download a copy of our Information pack from our website and may wish to consider information available from a range of Adoption agencies. Applicants can contact our Adoption Advisor through an online enquiry, emailing in or telephoning the office. Our adoption advisor will be able to answer initial questions and offer a space on one of our monthly virtual 'Information Evenings' where there is also an opportunity for applicants to discuss their interest in adoption & personal circumstances. Following the event, applicants are asked to complete an Initial Information Form (IIF) to provide our Adoption Advisor with their contact details.

- **Post Information Evening steps** – Following the attendance at our Information evenings, applicants are able to attend a virtual informal chat with our advisor to answer any further questions applicants may have. These chats provide applicants with comprehensive information to help decide whether or not they would like to continue their adoption journey with CCS. After this, they will have the opportunity for a further meeting with an Adoption Social Worker to consider their circumstances and answer any queries they may have.

- **Stage 1 Expression of Interest** – Adopter training and preparation begins once a Registration of an Expression of Interest form (REI) has been received and CCS has accepted it.

- **Stage 1 – 2 months** – In order to provide robust Assessments, the Agency has developed a model of Social Worker's co-working as an integrated part of the process for prospective adopters in Stage 1 and uses this model in the majority of its assessment work. A plan is made between prospective adopters and CCS. The plan will set out dates of training days, at least two CCS online or face to face interviews with allocated workers and one home-based interview. Applicants will need to complete written information about their life experiences which will include Health & Safety checks. CCS will undertake checks including police, health and local authority and undertake references from personal referees as well as a range of other relevant references, such as supporters, extended family, past employment (with vulnerable adults or children), any periods of volunteering or overseas work.

- **Completion of Stage 1** – there will be an end of Stage 1 meeting held between applicants and a CCS Manager that will transparently review all of the information obtained to date. All adopters receive a Stage 1 review outcomes letter detailing the strengths and vulnerabilities in their application. At this stage CCS can choose to not progress with the application. Should this be the case, prospective adopters will receive a full written explanation, outlining our concerns and offering what alternative options might be available to them. Prospective adopters can also decide not to continue with their application and withdraw from the process.

- **Choose to continue to Stage 2** – On successful completion of Stage 1, it is now possible to continue to Stage 2 or if necessary and advisable, take a break of up to 6 months depending on the adopter's circumstances. If prospective adopters take a break their Social workers will stay in touch throughout.

- **Stage 2 – approx. 4 months** – On receiving notification that applicants wish to continue with Stage 2, they will meet with their allocated Adoption Worker to create an assessment plan. This will include further training days; interviews with the assessing Adoption Worker, completion of written tasks, a proposed date of the completion of assessment report and a proposed date for the Adoption Panel where their application will be considered. Once written, applicants will receive a copy of the completed AAR (Adopter Assessment Report) (without references) and have the opportunity to comment on its contents. A robust Quality Assurance process is in place prior to reports going to Panel.

- **Adoption Panel** – the Panel meets six weekly and makes a recommendation about whether or not an application should be approved. Applicants are invited to attend the Panel meeting and participate in discussion of the application. The Panel's recommendation then has to be ratified by the CCS Agency Decision Maker and confirmed in writing within seven days of receiving the minutes of the Panel. In practice this is usually within 5 working days. If the application is not approved and the applicant(s) disagree, they have the right either to make representation to CCS or to apply to the Independent Review Mechanism (IRM). Information on this is provided to all applicants.

- **Linking and Placement** – once approved adopters are then able to consider specific children and move forward to a potential adoption placement. CCS is committed to adopter led matching through adoption activity days, referring to LinkMaker and attending SWAC Exchange/profiling events. We offer a specific workshop on linking and matching processes and work closely with adopters at this important time. We continue to offer support, advocacy and guidance throughout the linking, matching and placement processes.

- CCS provides a range of long-term adoption support and ensures all of our adopters are aware of the ASGSF (Adoption and special guardianship Support Fund) as well as access to Pupil Premium entitlement.

- **Matching Risk Meeting** – once a potential match has been identified, and information gathering and sharing has been undertaken, a Matching Risk Meeting takes place. All relevant individuals are invited to this meeting including the LA/RAA placing Agency Child Care Social Worker, this meeting is chaired by a CCS manager. This meeting uses the Matching Risk Assessment Tool to determine strengths and vulnerabilities of a potential match; any future risks to the placement, identifies any gaps in information (specifically about a child's background history and medical issues) and informs the Adoption Support Plan.

If all parties agree, then a match will progress to a Matching Panel in the LA/RAA whose child is Looked After. The introduction/transition stage of a child moving in is monitored closely with frequent contact and a review process midway through introductions.

Children's Guide

The CCS Children's Guide is sent to all newly placed children at CCS. This document includes drawings created by our children.

https://www.ccsadoption.org/wp-content/uploads/2023/09/CCS-Childrens-Guide-Book-PDF.pdf

11. Adoption Support

Post-placement, the Agency offers bespoke adoption support for as long as families need it, valuing the importance of relationships and continuity of care. CCS strives to ensure prospective adopters are provided with thorough information about the child/ children, their background, history and likely needs. CCS will ensure they have a support plan before attending the Matching Panel, which is reviewed regularly up to the making of an adoption order.

Prospective adopters are provided with a wealth of support and information by the Agency's social work team following approval and placement. This includes help to support and equip them to undertake Life Story Work. Children and young people's groups, parent support groups, and webinars and workshops. The Therapeutic Services Team provides therapeutic assessments, consultations and packages for adoptive families (see 12. below).

12. Adoption Support – Activities and Social Events

CCS provides a comprehensive range of support services for adoptive families, including: regular activities, events and support groups and training for parents and professionals, and therapeutic support for families who are experiencing severe difficulties and/or crisis. These services are specifically designed to promote healthy attachment, behaviour, physical and cognitive development in adopted children, and to support their recovery from previous trauma.

Services, workshops and training may be offered in person or virtually. Some activities and social events are open to all adopted children and their parents, not just those who have adopted through CCS. We promote our services through an e-newsletter which is circulated to families and professionals on a fortnightly basis and within ongoing training forums. Information about upcoming services and events can be found here

13. Therapeutic Services Team

A multi-disciplinary, professional team consisting of a mixture of associate therapeutic practitioners from a wide range of professional backgrounds which aim to span the range of Adoption and Special Guardianship Support Fund (ASGSF) funded therapies for adoptive families and children. The therapeutic practitioners and the therapy that each person offers can be viewed here

All therapeutic practitioners delivering therapeutic work to children and families meet the professional standards and registrations for their individual disciplines. All receive ongoing supervision at the appropriate frequency required by their professional body and in line with their individual disciplines, as well as complying with the standard for supervision of the ASGSF.

All therapeutic interventions have clearly defined outcomes and objectives, with appropriately timed reports, which review the progress of work and inform future recommendations. Work is evaluated to ensure progress and effectiveness is monitored.

14. Birth Records, Counselling and Intermediary and Service

We provide a service for adult adoptees and birth relatives. Find out more here

15. Constitution

CCS Adoption Ltd is a registered charity (Reg No 286814) and a company limited by guarantee (No 1655971) and is governed by its Articles of Memorandum and Association.

CCS Adoption's registered address is:

The Park Centre, Daventry Road, Bristol BS4 1DQ

Tel No: 0117 9350005

Email: info@ccsadoption.org Website: www.ccsadoption.org

16. Management Structure and Staffing

The Agency is organised and managed as outlined in the Organisational Structure on pages 16 & 17.

The Trustees of CCS Adoption are an autonomous, self-appointed body that operates in accordance with the governing documents. A list of trustees can be found on our website here. The Trustees have delegated responsibility for the day-to-day management of the adoption agency to the CEO.

Responsible Person: Emma Simpson, CEO

The Responsible Person has over 20 years' experience in social work within statutory Children and Families Teams and the voluntary sector, with a decade specifically focusing on meeting the needs of adopted children and their families. They have a Post Graduate Diploma in Social Work and a Management Qualification NVQ Level 5. The Responsible Person is registered with Social Work England and complies with the Code of Conduct.

Registered Manager: Ann-Marie Paddison, Adoption Service Manager

Agency Decision Maker: Emma Simpson, CEO and Liz Pickering

Panel Advisors: Charlie Delahunty, Adoption Service Manager and Ann-Marie Paddison, Adoption Service Manager

The Adoption Panel is constituted within the relevant legislation and regulations. Panel members come from diverse backgrounds, including birth parents, social workers and people who are adopted.

Safeguarding Lead: Charlie Delahunty, Adoption Service Manager

The Agency also has the following advisors:

- Legal advisor
- Medical advisor

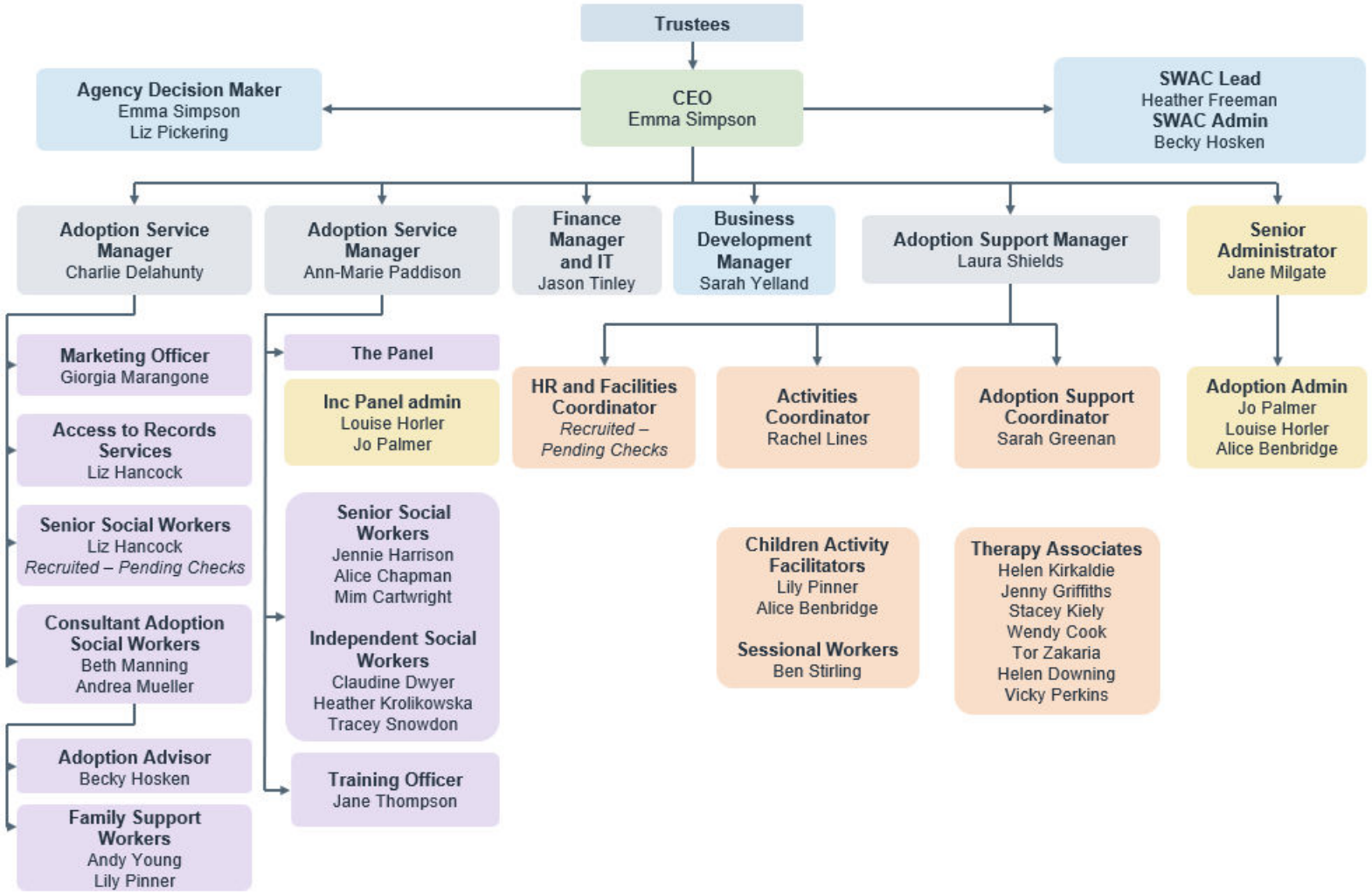
Adoption Service Manager	Charlie Delahunty Diploma in Social Work BSc Hons in Social Work with Children and Young People Award in Leadership & Management (ILM)
Adoption Support Manager	Laura Shields Cache Diploma in Nursery Nursing Foundation Degree in Management
Adoption Service Manager	Ann-Marie Paddison BSc (Hons) in Social Work Management Qualification NVQ Level 5

The Adoption Service Managers and the Consultant Adoption Social Workers are professionally qualified with a Degree or Diploma in Social Work or equivalent and are registered with Social Work England.

All staff, including the CEO, receive regular individual supervision. The Social Work team have reflective group supervision and Team meetings for case discussion and reviews of practice. The Therapeutic Team have team meetings and regular supervision. Associates have access to regular individual check-ins with the Adoption Support Manager, and on engagement sign an agreement to adhere to, and pay for, the supervision requirements of their professional body. The activities and social events team has regular team meetings.

CCS Staffing Structure

October 2026



Board of Trustees - Governance, strategic vision and budgetary matters

Chief Executive Officer - Ofsted Responsible Person, Agency Decision Maker

Adoption Service Manager – Strategic Lead

- Recruitment
- Post Adoption Support (PAS)
- Access to Records
- Safeguarding Officer
- Agency Adviser
- Adopter Impact Assessments
- Manager S/W's

Adoption Service Manager – Operational lead

- Registered Manager
- Panel, Training and Social Work Administration
- Lead Agency Adviser
- Manager S/W's
- Lead of specific projects

Adoption Support Manager

- Activities and Social Events
- The Therapeutic Service
- Staff wellbeing initiatives
- Links with Fundraising activities

HR and Facilities Coordinator

- All HR starter, leaver, leave activities
- HR policies and procedures
- Facilities tasks
- Health and Safety, inc Fire

Finance Manager

- Financial Accounting (Budget & Management Accounts)
- Payroll Technician
- Annual Accounts Preparation
- Bookkeeping

Administration Team

- Administration of adoption assessments
- Administration of family finding
- Panel Administration
- Administration of post-adoption support
- Archiving.

Social Work Team

- Includes Social Workers and Family support workers
- Recruitment events
- Pre stage 1 mtgs
- Stage 1 +2's assessments
- Training (pre & post approval)
- AAR writing
- Family Finding Activity
- Making placements
- Court Reports (Annex A's)
- Ongoing Adoption Support
- Support Groups & Activities
- Intermediary Work & Tracing

Activities and Events

- Tots
- Single Adopter Support Group
- LGBT Support Group
- Wild & Free
- Horseworld
- Holiday Hub
- Family Fundays
- E-newsletter

SWAC Service

- Membership
- Best practice meetings
- Help to develop and support regional initiatives
- Regional Adoption Exchanges
- Profile circulation of children and families
- Regular Regional information sharing

Senior Administrator

- Secretariat to Trustees & CEO
- Risk Register
- KPIs
- Business reporting
- Oversight of Admin Team

Panel

- Panel administration
- Adopter approval
- Annual reviews
- Agency Adviser
- Agency Decision Maker
- Placement Reports

Advice Advisor

- First point of entry
- All recruitment activity
- Events/Intro days
- Initial enquiries
- Pre Stage 1 meetings
- Administration of birth records & intermediary

Therapeutic Services Team

- Consultations
- Therapeutic courses (Hearts and Minds)
- Clinical & Cognitive Assessments
- Range of Therapeutic Interventions

Marketing

- Adoption Recruitment campaigns
- Adoption Support promotion
- Website
- Social media platforms
- Email
- Content

Fundraising

- Trusts & Foundations
- Individual supporters (including legacies)
- Community including churches, sporting challenges
- Corporate giving
- Major donors

17. Monitoring and Evaluation

There are a range of systems in place to ensure that services provided by the Adoption Agency are effective and the quality of these services is of an appropriate standard.

- The Agency is committed to monitoring and evaluating its services by seeking feedback from users, and there are specific systems in place to ensure that views are recorded throughout the process.

- Prospective adopters are asked to complete an evaluation form:
  - Following the completion of group preparation and training programme
  - Following attendance at Adoption Panel
  - Following the making of an Adoption Order
  - Following receiving services from Adoption Support

  All evaluations are scrutinised and used to inform the continuing development of the Agency's processes and procedures.

- The review meeting, which occurs during the assessment process, allows applicants to meet with their social worker and the Manager to jointly evaluate their progress and to discuss any issues arising that are of concern to either applicants or the Agency. This is recorded, and applicants are sent a written copy for reference.

- As part of the birth records, counselling intermediary services, birth relatives/adoptees are asked to complete an evaluation form if this is thought to be appropriate in their particular circumstances.

- The Agency Advisor gives verbal updates to the panel on a 3-6 monthly basis, to provide the panel with an update on placement stability and any issues arising. An annual Adoption Agency Report is presented to the Panel which includes statistical information on the work of the Agency.

- The Adoption Panel has:
  - An Independent Chair and Vice Chair and other independent members.
  - A remit to monitor the standard of AAR (Adopter Assessment Report) and adherence to relevant timescales. Their comments are noted in the Chair's Quality Assurance Log. Exit questionnaires given to all Panel Members leaving the Panel are scrutinised and used to inform the continuing development of the Panel process. Annual appraisals are carried out for all Panel Members.
  - An annual training day is usually facilitated by an experienced Social Work Manager to review its practice in the light of changing developments and requirements. The Agency Decision Maker and the Social Work Team also attend so that there is an opportunity for shared evaluation and dialogue.

- Adopted families and children are asked for constructive feedback on the Agency's Adoption Support services and events in an age-appropriate way following each activity accessed. An annual evaluation of adoption support Services takes place using evaluation questionnaires which measure impact against identified outcomes and informs future service delivery to ensure CCS is listening to the needs of children and families and responding in a positive and significant way. Parents are asked to tell us to what extent they agree or disagree with a

series of impact statements.

- The Therapeutic Services Team carry out the following monitoring and evaluation:
    - Experience of service data is captured with parents following: consultation; clinical assessment; attendance of courses; and at the mid-point and end of the year of the therapeutic package.
    - The experience of young people (aged 4-8 or 8+) when they are accessing direct therapy with a practitioner is captured at the mid-point and end of the year of the therapeutic package and also as part of the care co-ordinator package.
    - In the therapeutic parenting course, the pre- and post- course data are captured, this enables us to monitor the impact of attendance on the course.
    - An in-depth assessment report is completed following a Clinical Assessment or Cognitive Assessment. All therapeutic packages contain at least a yearly therapeutic review report. This reports progress, positives, continued challenges and recommendations for ongoing work.
    - A baseline measure called **Thinking of Your Child** (TOYC) is used, which was developed to explore factors and challenges that adopters face. Families are asked to complete this when they complete a Clinical Assessment, and when they enter into therapy, parents are asked to complete the questionnaire every three months.
- Service users are represented on the Board of Trustees and the Adoption Panel.
- Reports are prepared for quarterly meetings of the Trustees Committee who monitor the performance of the Agency against its goals and key performance indicators.

18. Complaints & Compliments

The Agency has a formal Complaints Procedure which is made available to all service users at their first point of contact with CCS, and we positively encourage compliments and comments concerning its services. Complaints are monitored by the CEO and the Chair of Trustees, and they can also be made directly to:

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Website: www.ofsted.gov.uk

Complaints

The Agency has a child-focused complaint form which is available for children and young people in placement and after adoption to encourage young people to share any worries or concerns they may have. If a child or young person wishes to make a complaint, the Agency will seek to support them and provide them with the appropriate information to facilitate the process of their complaint.

If the matter cannot be resolved through the Society's informal or formal Complaints Procedure, a child or young person may contact:

The Children's Rights Alliance for England https://crae.org.uk c/o Just for Kids Law Unit 2 Crystal Wharf 36 Graham Street, London N1 8GJ Tel: 020 3174 2279 Email: info@crae.org.uk	**Coram Voice** www.coramvoice.org.uk Helpline: 0808 800 5792 Head office: Coram Voice, Coram Campus, 41 Brunswick Square, London WC1N 1AZ Tel: 0207 833 5792 email: info@coramvoice.org.uk
National Youth Advocacy Service www.nyas.net Email: help@nyas.net Helpline: 0808 808 1001 (Freephone)	**Coram Children's Legal Centre** https://www.childrenslegalcentre.com/ Head Office: Coram Children's Legal Centre Wellington House 4th Floor, 90-92 Butt Road Colchester, CO3 3DA Email. info@coramclc.org.uk

19. Legal Context

CCS Adoption aims to operate within the following legal requirements:

- The Adoption Act 1976
- The Children Act 1989 and accompanying regulations and guidance
- The Human Rights Act 1998
- The Data Protection Act 2018 (GDPR)
- The Care Standards Act 2002 and accompanying Adoption National Minimum Standards
- The Adoption and Children Act 2002 and associated Regulations and Guidance.
- The National Adoption Standards 2002 (superseded by ACA 2002)
- National Care Standards Commission Regulations 2003
- Adoption Support Services Regulations 2003
- Voluntary Adoption Agencies and Adoption Agencies (Miscellaneous Amendments) Regulations 2003
- The National Standards Commission (Fees and Frequency of Inspection) (Adoption Agency Regulations 2003 England)
- Adoption Agencies Regulations 2005 (AAR)
- Restriction on the Preparation of Adoption Reports Regulations 2005
- Suitability of Adopters Regulations 2005 (SAR)
- Adoption Agency Regulations 2005, amended 2011 and Adoption National Minimum Standards 2011, 2014
- Care Planning, Placement and Case Review (England) Regulations 2010
- Children and Families Act 2014
- Adoption: National Minimum Standards 2014 (NMS)
- The Adoption and Children Act Register (Search and Inspection) Regulations 2014
- The Adoption and Children Act 2014
- The Adoption Agencies (Miscellaneous Amendments) Regulations 2014
- The Adoption Support Services (Amendment) Regulations 2014
- The Children and Social Work Act 2017
- The United Nations Convention on the Rights of the Child
- Working together to Safeguard Children (Under Associated Child Protection Guidance)
- Sexual Orientation Regulations
- Other relevant legislation and Regulations and Guidance issued to Local Authorities, which highlights good practice relating to services provided by both the Statutory and Voluntary Sector
- Adoption Strategy – Achieving Excellence everywhere 2021
- Responding to emergency and amended regulations as appropriate.

20. Registration Authority

The name and address of the Registration Authority is:

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Website: www.ofsted.gov.uk

No conditions are in force in relation to this registration.