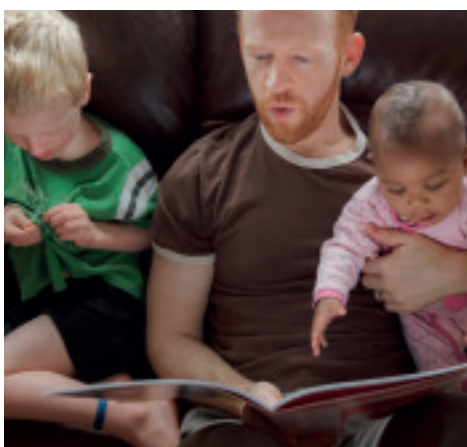




**One**  
Adoption  
Agency  
WEST YORKSHIRE

## STATEMENT OF PURPOSE

FOR YOUR ADOPTION JOURNEY



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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 0113 3783535)*

## I. 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, a description of the service it provides and the 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, a shared adoption service between the five local authorities Leeds City Council, City of Bradford MDC, Kirklees MBC, Calderdale MBC and Wakefield Council. The Regional Adoption Agency is hosted by Leeds City Council.

### **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

The Adoption Agency is 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:-**

### **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 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

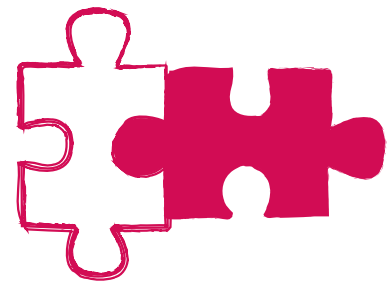
The adoption service abides by equal opportunities legislation and the policies of Leeds City Council. The service works positively and respectfully with all service users and partner agencies regardless of race, colour, religion, language, culture, disability, gender, sexual orientation or age.

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 taking into account 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 for 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, 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, that information about the complaints 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

## 4. ORGANISATIONAL STRUCTURE & SERVICE USERS

<b>Head of Service, One Adoption West Yorkshire</b>		
<b>Sarah Johal</b>		
<b>Service Delivery Managers &amp; Registered Managers</b>		
<b>Julie Chew (Leeds)</b>	<b>Mary Brudenell (Wakefield/ Bradford)</b>	<b>Mandy Prout (Calderdale/Kirklees)</b>
<b>Team Managers – Recruitment and Assessment</b>		
<b>Sheila Wood (Leeds)</b>	<b>Samantha Thomas (Wakefield)</b>	<b>Michelle Rawlings (Huddersfield)</b>
<b>Team Managers – Family Finding</b>		
<b>Lynn Buckle (Leeds)</b>	<b>Katie Robinson (Bradford); maternity cover from May 2017 by Carol Ledgard</b>	<b>Valerie Edwards (Halifax)</b>
<b>Team Managers – Adoption Support and Adoption Support Services Advisors (ASSA's)</b>		
<b>Shelagh Ethell (Leeds)</b>	<b>Rhian Beynon (Bradford &amp; Wakefield)</b>	<b>Tony Bryce (Calderdale &amp; Kirklees)</b>
<b>Business Support Manager</b>		
<b>Aretha Hanson</b>		

**One Adoption West Yorkshire** came into being on the 3rd 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 Lisa Mulherin (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.

### One Adoption provides an adoption service to:

Children who are in need of family finding for an adoptive family

Birth parents

Prospective and approved adopters

Children and adoptive parents who need adoption support services

Adopted adults and members of their birth families



## 5. THE WORK OF THE ADOPTION SERVICE

### The Head office is based at:

**Kernel House,  
Killingbeck Drive  
Leeds  
LS14 6UF**



### Other office bases are:

Bradford	Wakefield	Halifax	Huddersfield
Sir Henry Mitchell House 4 Manchester Road, Bradford BD5 0QL	Queen's House Queen's Row Market Street Wakefield WF1 1DF	The Shay Shaw Hill Halifax HX1 2YT	Riverbank Court Wakefield Road Aspley Huddersfield HD5 9AA

### 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 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 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 families.

Support and signposting to counselling services for adopted adults wishing to find out about their birth families and an Intermediary service are provided. The majority 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 line 0113 3783535, the website [oneadoption.co.uk](http://oneadoption.co.uk) or via the Facebook page [www.facebook.com/oneadoption](http://www.facebook.com/oneadoption)

All enquirers 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.

## **There are nine adoption teams in total:**

The 3 **recruitment and assessment** teams are responsible for the recruitment, assessment and approval of adopters (office bases in Leeds, Halifax and Wakefield)

The 3 **family finding** teams have responsibility for the placement of children who have adoption as their plan (office bases in Bradford, Leeds and Huddersfield)

The 3 **adoption support** teams are responsible for providing a variety of adoption support services (office bases in Bradford, Leeds and Huddersfield)

The teams work cooperatively with each other in order to provide a seamless service for children and their adoptive families, ensuring the allocation of work as needed.

## **6. NUMBERS, QUALIFICATIONS AND EXPERIENCE OF STAFF**

The Head of Service, Sarah Johal, has responsibility for the overall service and is the responsible individual. Qualifications: CQSW in Social Work 1990; MA Social Work and Social Care 2001; Advanced Award in Social Work 2002; Post Graduate Certificate in Applied Social Work Management 2007. She has over 26 years post qualification experience in child care, including 17 years in Adoption and Fostering. She has been a manager for over 14 years within both statutory child care and adoption and fostering services.

The agency has three Service Delivery Managers, who are also the Registered Managers for the adoption services across the five local authorities. Mandy Prout (Diploma in Social Work 1991) has extensive knowledge and experience in adoption practice and has been a manager in adoption services since 2007. Julie Chew (CQSW 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. Mary Brudenell BA (Hons) in Applied Social Studies & CQSW 1986. Mary has twenty-nine years post-qualifying experience in children's services and has been a manager in the adoption service since 2007.

The agency employs 109 staff. There are 58 full time equivalent qualified social workers across the three service areas, 6 of whom are Advanced Practitioners. In addition there are 3 specialist advisors in the adoption support team who have a range of therapeutic qualifications. There are 6 adoption advisors who support the recruitment and family finding service. The agency has a Business Support Manager and 18 full time equivalent administrative staff.

All social workers have a social work qualification and are registered with the HCPC (Health and care Professionals Council) 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 (<https://www.oneadoption.co.uk/about-one-adoption-west-yorkshire>) or make contact through the dedicated advice line. At first contact, enquirers are given information verbally about the adoption process. Information packs are sent out to; usually on the same working day but always within two working days.



## 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 meetings

Enquirers are invited to an information evening held every three weeks across West Yorkshire. Details of these are provided on the website pages and in the information pack along with detailed written accounts regarding the needs of the children waiting for adoption and the various routes to adoption. The information meeting has a presentation about adoption and meet adopters and experienced adoption social workers to discuss the different routes to adoption. If enquirers are unable to attend an information meeting this needs to be discussed and alternative arrangements made, usually at one of the offices. If enquiries wish to progress their interest, they request a home visit. A request for a visit form is made available at the end of the meeting for prospective adopters to take away to complete.

## Initial Home Visit

The home visit request can be submitted at any point during the twelve month period following the information meeting being attended. The home visit is undertaken by an adoption social worker and 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 accepted. On most occasions, enquirer(s) will be given a registration of interest form. The adoption manager will make a decision within 5 days about whether it should be accepted.

At this stage, the enquirer becomes known as 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 adopter(s) and should normally take 2 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 which 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 applicants 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 11 times per year based on need. Second or subsequent adopter training is provided at regular intervals across the region, as is foster carer adoption preparation group training.

## **Stage 2 – the assessment process**

The stage two assessment process cannot begin until the stage one assessment has successfully being 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. 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 process during which a home study assessment is undertaken leading 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 provisional panel dates.

The assessment will involve a series of home visits utilising a variety of assessment tools and will include additional checks including school, nursery, ex-partner, employers and references. Personal referees will also be visited.

On the basis of the information in the assessment the adoption social worker will put together a detailed 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.

Once approved, they should be informed about the role of Adoption Match (formally known as the National Adoption Register), and with their permission, referred as soon as possible and no later than three months after approval.

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 ( or the 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. The process will bypass the stage one process and start at the beginning of stage two (as above). They will be offered training.

## Second 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 there is a 2 year average age gap between that child and a potential new child. In this case, they would write to 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 in stage 2. They would be offered training.

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.

## 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 seven adoption panels per month, three taking place in Leeds, two taking place in Bradford and two taking place in Huddersfield. They meet monthly and 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 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 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 parents,



guardian, prospective adopters and social workers will be informed orally of the agency decision within 2 working days and 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 also ensure that adopters have access to local support networks and specialist national organisations, e.g. CoramBAAF, 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 grandparents or other relatives who are supporting the adopter/s and wish to have more in depth information regarding adoption called Related by Adoption.

The adopter(s) social worker will help to identify suitable matches with a child/ren and will provide support and guidance throughout the whole process. All prospective adopters are referred to the regional Hub and the Adoption Match at three months, with their agreement, if no match has been identified locally.

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 meeting with 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. 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 comments and observations will be included in the panel documentation.

### Process for the matching of a child

The child's worker, the prospective adopters and their 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 there will be 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 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 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 visiting weekly 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. Contact may include letter-box 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

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' worker will ensure that adopters have access to local support networks and specialist organisations, e.g. Adoption UK, NORCAP, 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 3 specialist adoption support teams across the region who offer a range of adoption support services and acts as a sign-posting for all other services for other services to all those affected by adoption:

### **Adoptive parents**

### **Adopted children and young people, birth parents**

### **Adopted adults**

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

### **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 identified needs, including consideration of making an application to the Adoption Support Fund.

- Advice line and newsletter
- Support groups including stay and play groups
- Training and Workshops including ADOPT programme, non- violence resistance training & Safebase.
- Therapeutic and filial therapy groups and access to theraplay trained workers
- Links with mental health and educational services
- Assistance and review of contact arrangements between adopters and birth relatives
- A annual social event for adoptive families
- Assistance and review of contact arrangements



### **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 registering a veto

## 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/about-one-adoption-west-yorkshire> or by email: [oneadoptionwy.leeds@gov.uk](mailto:oneadoptionwy.leeds@gov.uk)

## 10. MONITORING AND EVALUATION OF THE ADOPTION SERVICE

Adoption staffs 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.

The Adoption Agency is 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 by 30th June in any year. His can also be taken to individual local authority scrutiny boards or Executives by 30 September 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.



## II. 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.

Freepost  
PO Box 657  
Leeds LS1 9BS  
Tel: 01132224405  
Email: [feedback.children@leeds.gov.uk](mailto: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](mailto:enquiries@ofsted.gov.uk)  
Web: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)





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