



Voice and Influence of Adopters, Children & Young People report Card April 2020 to September 2020

Outcome: Children and adoptive families to have an influence over decisions affecting their families' lives and the services we provide.

Best ideas - what has worked?

Support during Covid-19



OAWY have offered adopters a range of additional support during COVID-19. Here are some of the comments received:

- *The fact that this support was offered so quickly was fantastic;*
 - *Lots to access...*
 - *Proactive – haven't accessed much but good to know all there and happy to be contacted;*
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- *OAWY kept in touch with us throughout Covid19 - with emails about support services & personal emails asking how we were doing;*
 - *It felt very reassuring to know we weren't on our own & if we needed additional support, we knew we could ask & we knew who to ask.*



The 2020 OAWY Annual Adopter Survey

An on-line survey was sent to all OAWY adopters to gather their views on the service we provide. We asked adopters to tell us what we do well, here are some of their responses:



- *Friendly approachable team - always made to feel very welcome;*
- *Social Workers appear to relate to our problems and are approachable and supportive;*
- *Social workers supporting adopters are excellent and really helpful/ proactive and caring;*
- *Brain based parenting training is beyond excellent;*
- *Support workers are knowledgeable and emphatic.*

- *Variety of training & support options;*
- *You do what you say you are going to do and you're good at keeping in touch;*
- *Make good use of Adoption Support Fund to help our two children.*

We also asked adopters what we need to improve on. One of the main themes picked up was wait time, see comments below:

- *If there are more support workers support could be offered quicker and timely to help children and stressed parents;*
- *Timescales...when we went through the process we found both ours and our little girls' social worker to be very over worked!*
- *Provide support quickly when it is needed, to prevent further trauma;*
- *More team members to be able to provide more timely support.*



Online Profiling Events

Online profiling events have replaced face to face events with 2 events held in Q1 and Q2 of 2020/21. 16 profiles were featured (19 children) which has so far resulted in 28 expression of interest, 1 match, 1 match progressing and 1 match being considered for a sibling group of 2.



The events have been well received by prospective adopters. Here is some of the feedback from those who attended the events:

- *Informative and nice to see video clips of the children and hear the Social Worker give their view on the child;*
- *It was good, it was our first event so we were not sure what would really happen but both felt it was what we expected;*
- *The information provided was informative and interesting and was lovely to hear each SW give a personal account of the children, it gave much more insight than a standard profile;*
- *The videos added a sense of reality and was very much welcome.*

There were also some comments regarding technical issues at the first event which have been addressed.



ADOPTTEENS

FORMERLY KNOWN AS AT-ID

Adopteens Lockdown Pack

At the start of the pandemic Adopteens wanted to make sure people felt they hadn't been forgotten about, they were conscious of people feeling isolated and disconnected so they wanted to try and help people feel held in mind and also we wanted to send a little joy. So they we put together a lockdown pack.

They successfully sent out 115 packs to young people who were signed up to their project. They have thought about sending packs out to new members after lockdown and possibly doing annual mail outs to all members as a way of reminding them what our service has to offer. For many families receiving the pack has encouraged them to re-engage with the service.

The packs were greatly received by young people and parents alike. This is some of the feedback received:

- *I just wanted to say thanks a million for the mailing;*
- *It injected a bit of excitement and interest into our Saturday and beyond;*
- *The boys have started working on their Covid 19 time capsules and seem to be quite into it!*
- *Thanks for the activity pack. ***** and I enjoyed looking through it and he really enjoyed getting the post. We talked through the time capsule sheets which prompted a good conversation;*
- *Thanks for the tea bags for **** and I, we are just about to have a cuppa, and thanks for the activity packs.*



Online Information Events



Due to Covid-19 face to face information events had to be cancelled and replaced with an online alternative. Prospective adopters registering an interest are sent a link to a pre-recorded information event video. In the first 6 months of 2021/21 there were 564 requests made with 3 events held.

Here are some of the comments from those who took part:

- *We believe the content was on point, it was nice to see all aspects of the process and to hear from the children and other adoptive parents;*
- *Really positive information and good to know the support is there throughout the process;*
- *Clear, concise and covered any questions I initially had;*
- *Very good substitute for a face to face discussion.*

Best ideas - what next?

Webinar Information Events

Information events have been delivered by a pre-recorded video link in Q1 and Q2. From Q3 this will be replaced with interactive webinars with prospective adopters registering to attend.





Adopters Newsletter



A quarterly newsletter is emailed to adopters. OAWY have asked adopters for their views on the newsletter. Below are the findings and some comments:

- 88% of adopters asked receive the newsletter;
- 63% are satisfied with the newsletter, 36% are neither satisfied nor dissatisfied and 1% are dissatisfied;

When asked how we could improve the newsletter:

- *Easier to read on a mobile device;*
- *More suggestions for reading would be good. Perhaps a free virtual 'lending library' open to adopters and foster carers;*
- *Include information for older children.*

The comments have been feedback to the team that produce the newsletter so that improvements can be considered.