

# CCS Adoption

Building a positive future for children



## STATEMENT OF PURPOSE

### 2016/17

**We can arrange for the Statement of Purpose to be translated, explained or produced in a different format to suit the needs of staff, service users, volunteers or other interested parties.**

Other documents to be enclosed with this report:-

Annual Accounts, Three Year Business Plan and Complaints Leaflet

**September 2016**



# INDEX

<b>Section</b>	<b>Subject</b>	<b>Page No.</b>
<b>1</b>	<b>Introduction</b>	<b>3</b>
<b>2</b>	<b>Status, Constitution &amp; Registration Information</b>	<b>4</b>
<b>3</b>	<b>Legal Context</b>	<b>4</b>
<b>4</b>	<b>Aims</b>	<b>4</b>
<b>5</b>	<b>Objectives</b>	<b>5</b>
<b>6</b>	<b>Priorities</b>	<b>5</b>
<b>7</b>	<b>Principles &amp; Values</b>	<b>6</b>
<b>8</b>	<b>Recruitment, Preparation, Assessment &amp; Approval</b>	<b>7</b>
<b>9</b>	<b>Strategy &amp; Business Plan</b>	<b>9</b>
<b>10</b>	<b>Organisation &amp; Management Structure</b>	<b>9</b>
<b>11</b>	<b>Staffing</b>	<b>13</b>
<b>12</b>	<b>Monitoring &amp; Evaluation</b>	<b>15</b>
<b>13</b>	<b>Finances</b>	<b>16</b>
<b>14</b>	<b>Complaints</b>	<b>16</b>
<b>15</b>	<b>Conditions of the Registration Authority</b>	<b>17</b>
<b>16</b>	<b>Premises</b>	<b>18</b>

## Statement of Purpose

### 1. Introduction

This document sets out the Statement of Purpose for CCS Adoption as required by the Voluntary Adoption Agencies and the Adoption Agencies (Miscellaneous Amendments) Regulations S1 2003/367 and the Voluntary Adoption Agencies (Amendment) Regulations S1 2005/3341.

CCS Adoption is the title of the Adoption Service provided by Clifton Children's Society.

The Statement of Purpose is updated annually by the Management Team and reviewed by the Board of Trustees. A copy of the document is readily available to all those working with the Adoption Agency:

- Adoptive parents
- Prospective adoptive parents
- Adopted children and young people
- Birth families
- Other interested parties e.g. volunteers
- Local Authorities and Health and Social Care Trusts
- General public

More information is available in the Agency's Three Year Plan, which is available on request.

CCS Adoption is a voluntary, independent and registered adoption agency that seeks to promote 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.

In carrying out these objectives the Agency will be guided by respect and love for all people and by the values of the Catholic Church. The Agency covers the geographical areas of Bristol, Bath and NE Somerset, Somerset, North Somerset, Swindon, Wiltshire, Gloucestershire and South Gloucestershire.

The Society offers a comprehensive adoption service that includes recruiting, assessing and preparing adoptive families, supporting child and family throughout the adoption process and beyond, working with birth parents who may be considering adoption for their child in partnership with Local Authority Social Services Departments and providing a counselling service to adult adoptees and their relatives.

## **2. Status, Constitution & Registered Information**

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

The Society has operated as a voluntary adoption agency continuously since 1904.

CCS Adoption's address is:

162 Pennywell Road  
Easton  
Bristol  
BS5 0TX  
Tel No: 0117 9350005  
Fax No: 0117 9350078  
Email: [info@ccsadoption.org](mailto:info@ccsadoption.org)  
Website: [www.ccsadoption.org](http://www.ccsadoption.org)

Responsible Individual (as required by Adoption Agency Regulations): Margaret Pitts  
Registered Manager: Margaret Pitts

## **3. Legal Context**

CCS ADOPTION aims to operate within the following legal requirement:

Children Act 1989  
Adoption and Children Act 2002 (A & C Act)  
Statutory Guidance on Adoption 2013 (Guidance)- due to be updated 2015  
Adoption Agencies Regulations 2005 (AAR)  
Restriction on the Preparation of Adoption Reports Regulations 2005  
Suitability of Adopters Regulations 2005 (SAR)  
Adoption: National Minimum Standards 2014 (NMS)  
Care Planning, Placement and Case review (England) Regulations 2010  
The Adoption and Children Act Register (Search and Inspection) Regulations 2014  
The Adoption and Children Act Register Regulations 2014  
The Adoption Agencies (Miscellaneous Amendments) Regulations 2014  
The Adoption Support Services (Amendment) Regulations 2014

## **4. Aims**

- To provide a high quality, independent and professional 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 research
- To ensure that our child care practice is in line with current legislation and developments in professional practice
- To sustain the 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

## 5. Objectives

- 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:
  - Being healthy and well
  - Being safe and able to look after themselves
  - Having the skills needed to manage adult life
  - Becoming active and fulfilled citizens
  - Having the hope of economic success and enabled to reach their potential
- To recruit and prepare a diverse range of adoptive families who can respond to the differing needs of hurt and vulnerable children waiting for permanent families
- To support children and families throughout the adoption process recognising the long term implications of adoption for those involved
- To offer a sensitive and respectful advice service to birth parents considering adoption for their child and, when appropriate, to work in partnership with Local Authorities offering services to relinquishing birth parents
- To offer support to adopted people and their birth relatives whose lives have been affected by adoption particularly those where CCS Adoption is the placing agency
- To develop a wide range of adoption support services that make a positive contribution in helping children and families to develop positive relationships
- 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.
- 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
- To work at sustaining links and networks, both local and national, with supporters, agencies, professional organisations and faith communities so that our work can continue to develop and our experience and learning might be exchanged with others

## 6. Priorities

The priorities of the Agency are:

- 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 locally and nationally
- 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 joint placement
  - Children with background histories that present difficulties in family finding

- To work with Local Authorities throughout the country (National Adoption Register/Adoption Link) 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
- To maintain an efficient and informed Adoption Panel capable of making timely recommendations directed towards promoting and safeguarding the welfare of children
- 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 children
- 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
- 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
- The Agency aspires to be a learning 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
- To maintain effective systems for recording, managing and keeping safe information about all those affected by adoption
- 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
- To work in partnership with Local Authorities and other Voluntary Agencies through partnership groups e.g. Counties that used to be Avon (CUBA) to provide training to prospective adopters (including Concurrency and Early Permanence carers) and commissioned work as it arises e.g. Gloucester Children's Services (non-agency step parent adoptions)
- Developing regional adoption support services in partnership with Action for Children and The Centre for Adoption Support and Education
- CCS has a service level agreement with Bath & NE Somerset to provide non-agency step parent adoptions

## **7. Principles and Values**

- Individuals of all faiths or none and of any race, culture, language, ability and sexual orientation are respected and valued; discrimination of any sort has no place in our practice or workplace
- All human life is sacred and worthy of our care and concern so that it develops to its full potential
- Families provide the best environment for the 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 permanent, loving, stable, life long relationships
- Adopted children deserve the best experiences in life, from exceptional parenting and education to a wide range of opportunities to develop their talents, skills and interests, in order to have an enjoyable childhood and successful adult life. Stable placements, emotional wellbeing and support are essential elements of this success
- Children and all vulnerable people have the right to be protected from emotional and physical harm of all kinds
- Disabled children and children with complex needs should be fully recognised and their needs taken into account
- The child's welfare is paramount in all decisions about their future and their wishes and feelings will be actively sought and should be taken into account according to their age and understanding
- A child's ethnic, cultural, religious and linguistic heritage is a crucial part of that child's identity and experience. The placement of choice will normally be with a family who can reflect that experience and help the child to develop a positive and integrated sense of self
- Every child has the right to information about their history and we will make every effort to ensure that this is available to child/family and that adopters are supported in helping their child to make sense of their experience
- We will strive to maintain good working relationships with agencies and to work in partnership with them in the interests of children and families
- We believe that effective practice is characterised by open and honest communication; clarity regarding expectations, responsibilities and process; a shared assessment that underlines strengths as well as vulnerabilities, and mutual respect that allows concerns to be aired and addressed
- As a registered adoption agency we are governed by legislation and therefore aim to work within the requirements of the current legislation and regulatory framework

## **8. Recruitment, Preparation, Assessment & Approval**

The Agency's Policies and Procedures manual is regularly updated and revised in line with developments and changing guidelines and should be referred to for more detailed information

- The Assessment and Preparation process for prospective adopters is outlined in more detail for applicants at different stages of the adoption process (available on request). In brief the process consists of the following:
  1. **Gathering Information** – Applicants receive a copy of our information pack and may wish to consider information available from a range of agencies In order to meet their needs, they will be contacted by our Adoption Worker either by email or telephone who will answer questions and offer an appointment to meet at our offices to discuss their interest in adoption. The prospective applicants complete the initial information form to provide our Adoption Worker with their details.
  2. **Information Day** – Applicants will be invited to attend one of our Information Days. These events provide applicants with comprehensive information to help decide whether or not they would like to continue on their adoption journey. After the Information Day, they will have the opportunity for a further meeting with an Adoption Worker to

consider their circumstances and answer any queries they may have.

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

4. **Stage 1 – 2 months** (this can vary according to circumstances) - A plan is made between prospective adopters and CCS. The plan will set out dates for two training days, at least two CCS office-based interviews with allocated workers and one home-based interview. Applicants will need to complete written information about their life experiences using the CCS 'Adoption Guide'. CCS will undertake checks including police, health and local authority and references from three personal referees (not relatives) and a range of other relevant references.

5. **Completion of Stage 1** – there will be an end of Stage 1 meeting held between applicants and CCS staff that will review all of the information obtained to date. CCS can choose to not progress with the assessment, should this be the case applicants will receive a full written explanation.

6. **Choose to continue to Stage 2** - On successful completion of Stage 1, it is now possible to continue with Stage 2 or take a break of up to 6 months depending on the adopters circumstances.

7. **Stage 2 – about 4 months and involves training and assessment** - 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 two further training days, approximately five interviews with the assessing Adoption Worker, completion of written tasks, a proposed date of the completion of assessment report, and a proposed date of Adoption Panel meeting. Applicants will receive a copy of the completed Prospective Adopters Report (PAR) (without references) and have the opportunity to comment on its contents.

8. **Adoption Panel** – the Panel meets at least monthly and makes a recommendation about whether or not the 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's Decision Maker and confirmed in writing within seven 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). Further information will be available at the point of making an application.

9. **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 the South West Adoption Consortium and the National Adoption Register/ Adoption Link. Adopters may also choose to respond to a child/ren featured in Be My Parent or Adoption UK. We will work closely with them at this important time and continue to offer support throughout and beyond adoption.



CCS provides a range of lifelong post adoption support and ensures all of our adopters are aware of the Adoption Passport and the Adoption Support Fund as well as access to Pupil Premium.

The Agency has developed co-working as an integrated part of the assessment process for prospective adopters and uses this model in all assessment work.

- Children's guides are available both for existing children in the family to help them consider the implications of adoption, and for children being placed to enable them to understand more about the role of CCS Adoption in their adoption plan.
- We have comprehensive policy statements relating to all aspects of the Agency's work including:
  - Equal Opportunities
  - Grievance and Whistle Blowing
  - Positive Parenting in Adoption: Our No Smacking Policy
  - Safeguarding Children
  - Complaints
- The Staff Handbook also includes the Agency's commitment to the Health and Care Professions Council (HCPC) Code of Practice in respect of employer and employees as well as detailed procedures for the work of the Agency. For further information please see the relevant documents

## **9. Strategy and Business Plan**

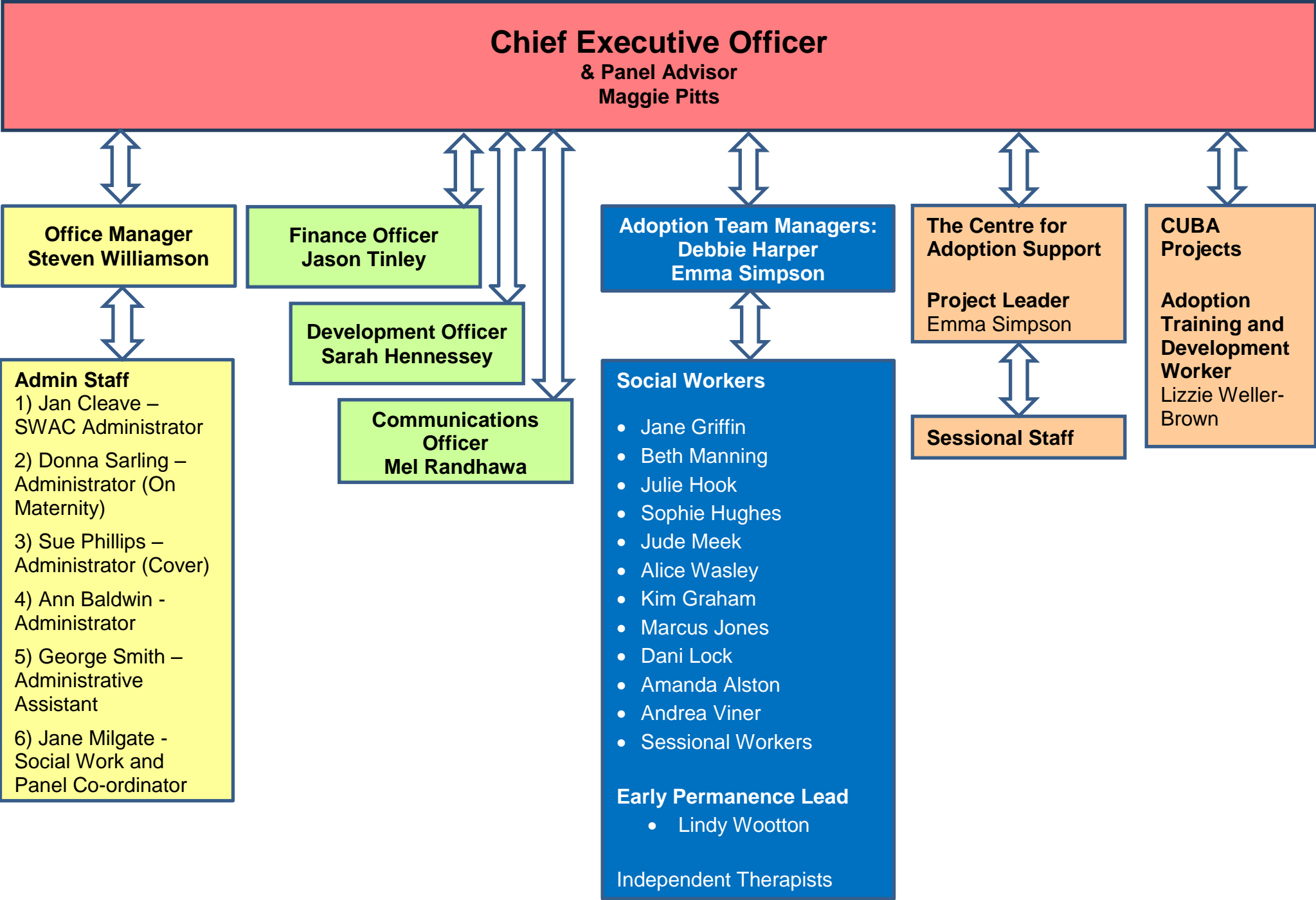
The Agency's three-year plan is approved by the Trustees and regularly reviewed by them with the Chief Executive Officer (CEO). The Agency aims to respond to ongoing issues and needs, especially those of local authorities with responsibility for providing adoption services, and to make a useful contribution to the welfare of children.

## **10. Organisation & Management Structure**

The Trustees of CCS Adoption are responsible for the Agency's policies, procedures and professional services. The Trustees are responsible for working with the CEO in planning the Agency's future strategic development. The Trustees have delegated responsibility for the day-to-day management of the adoption agency to the CEO. A Trustee, who is registered with the HCPC and complies with the Code of Practice, acts as the Agency Decision Maker.

The Agency is organised and managed as outlined on the following page:

# C. C.S ADOPTION – September 2016



### **Trustees**

- 1) John Barnes (Chair)
- 2) Ian Mackenzie (Vice-Chair)
- 3) Julie Cooke
- 4) Catherine Graham
- 5) Ann Dolan
- 6) John Evans
- 7) Peter Golding
- 8) Andrew Kerslake
- 9) Sally Lockwood

**Company Secretary:**  
Stephen Allen

### **Adoption Panel**

- 1) Craig Stratford (Chair)
- 2) Jane Schulte (Medical Advisor and Vice Chair)
- 3) John Barnes
- 4) Alistair Crine
- 5) Valerie Davies
- 6) Christina Gibbons
- 7) Dee Kelly
- 8) Paul Foster
- 9) Nik Thompson
- 10) Sally Lockwood

**Agency Decision Maker:** Julie Cooke

- The Trustees are an autonomous self-appointed body who operate in accordance with the governing documents.
- The Adoption Panel is constituted within the relevant legislation and regulations. For further details of the current membership of specific groups, please see the Annual Report.
- The CEO has overall responsibility for the day-to-day running of the Agency, for the standard of its work and employees.
- The CEO supervises the Adoption Team Managers, Office Manager, Finance Officer, Communications Officer and Development Officer and also conducts their annual appraisals.
- The Adoption Team Managers supervises the Social Work Team and conducts their annual appraisals, with the support of the Assistant Team Manager.
- External consultants are used for specific services e.g. Training.
- The Chair of Trustees offers individual support to the CEO including her supervision and appraisal.
- The Agency maintains close working relationships with many agencies especially Local Authorities whose responsibility is to identify families for children they need to place. In addition, the Agency is a regular participant in various adoption related groupings which meet regularly to discuss practice, developments, legislation and collaboration e.g. South West Adoption Consortium; CUBA Group (Counties that used to be known as Avon); CoramBAAF South West regional groups and the Consortium of Voluntary Adoption Agencies.
- The Agency participates in informing government thinking through membership of the Department for Education Adoption Stakeholder group, regular attendance at the All Party Parliamentary Group on Adoption and Fostering and meetings convened by the Adoption Leadership Board
- The Agency is also a member of other relevant organisations whose publications and materials inform its work e.g. Adoption UK, Adoption Link, British Association of Adoption and Fostering, Children England, New Family Social, Natural Parents Network and VOSCUR.
- The Agency is conscious of its role within the Clifton Diocese and its debt to the Catholic community who support its work financially. Therefore, good relationships with parishes, priests, schools, volunteers and supporters throughout the Diocesan area are essential in order to promote interest in and awareness of our work.

## **11. Staffing**

**The Adoption Agency Decision Maker is Julie Cooke**, a Trustee of the Agency and social worker with over 35 years experience in adoption and fostering. Julie is registered with the HCPC and complies with the Code of Conduct.

**The Responsible Person is Margaret Pitts**, CEO, CCS Adoption, 162 Pennywell Road, Easton, Bristol BS5 0TX.

The Responsible Person has over 37 years experience in social work within statutory Children and Families Teams, with more than 20 years specifically focusing on meeting the needs of adopted children and their families. She is registered with the HCPC and complies with the Code of Conduct. She also has a Management Qualification NVQ Level 5.

The Responsible Person also has a Diploma in Counselling Skills, Diploma in Counselling Theory, A combined Diploma in Counselling, Certificate of Higher Education in Social Work, Certificate in understanding Health & Social Care, Diploma of Higher Education in Social Care, BA(Hons) in Social Work, Practice Teaching Certificate in Social Work.

**The Registered Manager** is also Margaret Pitts.

### **Current staffing**

CEO - 37 hours

Adoption Team Managers - 30 hours and 22.5 hours

Adoption Social Workers– 373.5 hours (12 staff, 3 full-time, 9 part-time)

Office Manager- 37 hours

Admin support – 130.5 hours (5 staff, 1 full time, 4 part time)

Finance Officer – 28 hours

Development Officer – 20 hours

Communications Officer- 15 hours

5 Sessional Workers (hours as required)

All senior social work staff at the Agency are required to have a minimum of three year's post qualifying professional experience within a children and family setting.

All the Agency's staff are subject to the Agency's appointment and employment procedures, training and appraisal protocol.

All social work staff are subject to an enhanced Disclosure and Barring Service (DBS) check on a three yearly basis. Admin staff, Trustees and Panel Members are subject to a Basic DBS check on a three yearly basis.

Any sessional staff and volunteer staff are subject to the same requirements.

All staff, including the CEO, receive regular individual supervision. Agency procedures offer clarity regarding roles and responsibilities within this process.

In addition, the Social Work team also have group supervision and meetings for case discussion and reviews of practice.

All staff also attend quarterly Agency meetings where there is discussion around the development of Agency.

The Agency commissions a number of individuals and volunteers in relation to its organisation, fundraising and service delivery. These include:

- Diocesan Appeals and fundraising – adoptive parents, Trustees, volunteers
- Medical Adviser & Legal Adviser
- Experienced adoptive parents as co-facilitators in adoption preparation groups
- Specialist Consultants e.g. Clinical Psychologist, Adoption Specialist

Whenever possible, Information, Tracing and Intermediary work is undertaken by all the Social Workers to help inform them of the life long implications of adoption. The Senior Adoption Practitioners carry out a full range of adoption work including assessment of applicants, matching and linking and adoption support. The team is particularly skilled and experienced in placing larger sibling groups of 3 or 4 children. Adoption support is offered for as long as it is required and service users value maintaining contact with the same workers.

Several staff serve on the Adoption Panels of other agencies. This allows for a sharing of knowledge and expertise and the opportunity to bring back to the Agency experience of different practice and developments.

### Medical Adviser

The advice of the Medical Adviser will be sought on each occasion that health information is obtained with regard to any party to the adoption process. The current Medical advisor is a Community Pediatrician with over 20 years of experience in Adoption Work.

Any child placed for adoption through CCS Adoption should have recorded as comprehensive a medical history as possible, and it is the Agency's responsibility through the Medical Adviser to ensure that such information is obtained from the appropriate source and interpreted in such a manner as to facilitate the prospective adoptive parents' successful parenting of the child.

The Medical Adviser, as a member of the Adoption Panel, will evaluate the health information available to the Panel about children, birth families, and adoptive applicants and advise Panel Members of its implications in relation to adoption. The Medical Adviser will advise the Agency's staff on arrangements for access to and disclosure of medical information which is required or permitted in the course of their duties.

The Medical Adviser may be called upon for advice in respect of staffing, complaints and other matters to do with the Society's work, as agreed with the CEO.

### Legal Advisor

The current Legal Advisor is a member of the Children Law Accreditation Scheme and a

Senior Partner in a law firm.

The Legal Advisor sees every Prospective Adopters Report with accompanying documents relating to DBS and Local Authority Checks, Identity Checks and References. He advises Agency staff in relation to these issues prior to any report being presented to the Adoption Panel.

He is also available for consultation in the event of legal complexity prior to placement, post placement and post adoption order.

## **12. 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.

A six monthly Adoption Agency Report is presented to the panel and includes statistical information on the work of the Agency.

Reports are prepared for meetings of the Trustees Committee who monitor the performance of the Agency against its goals as outlined in the Business Plan.

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

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

A further important aspect of the Agency's monitoring and evaluation is the review meeting, which occurs during the assessment process. This allows applicants to meet with their social worker and the Adoption Team 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.

Birth relatives/adoptees are asked to complete an evaluation form if this is thought to be appropriate in their particular circumstances.

Adopted children are asked for feedback on the Agency's Adoption Support services and events in an age appropriate way.

The Adoption Panel has an Independent Chair and Vice Chair and other independent members.

The Adoption Panel has a remit to monitor the standard of Prospective Adopters Reports (PAR) and adherence to relevant timescales. Their comments are noted in Chairs Quality Assurance Log. Exit questionnaires given to all Panel Members leaving Panel, are scrutinised and used to inform the continuing development of the Panel process. Annual appraisals are carried out for all Panel Members.

The Adoption Panel has an annual training day that is usually facilitated by an external consultant 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.

Service users are represented on the Board of Trustees and the Adoption Panel. The South West Adoption Consortium and the Consortium of Voluntary Adoption Agencies produce reports, which provide useful data about the services provided by members including the number of adopters approved, and children placed.

### **13. Finances**

A summary of the Agency's accounts is given in the attached annual accounts, as approved at the AGM in 2016.

### **14. Complaints**

The Agency positively encourages comments and criticisms concerning its services. The Agency has a formal Complaints Procedure (attached) that is made available to all service users at their first point of contact with the Agency.

The CEO and the Chairman of Trustees and relevant Committees monitor complaints.

Complaints may also be directed to:

#### **OFSTED**

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

The Agency has developed 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**

30 Angel Gate  
326 City Road  
London  
EC1V 2PT  
Tel: 0207 2788 222  
Email: [info@crae.org.uk](mailto:info@crae.org.uk)

## **Coram Voice**

[www.voiceyp.org](http://www.voiceyp.org)

Helpline: 0808 800 5792

Head office: Coram Voice, Gregory House, Coram Campus, 49 Mecklenburgh Square,  
London WC1N 2QA

Tel: 020 7833 5792, fax: 020 7713 1950, email: [info@coramvoice.org.uk](mailto:info@coramvoice.org.uk)

[Map](#)

## **National Youth Advocacy Service**

Telephone: 0151 649 8700

Email: [info@nyas.net](mailto:info@nyas.net) or [help@nyas.net](mailto:help@nyas.net)

Helpline: 0808 808 1001 (Freephone)

[www.nyas.net](http://www.nyas.net)

## **Coram Children's Legal Centre**

Head Office:

Coram Children's Legal Centre  
Riverside Office Centre  
Century House North  
North Station Road  
Colchester, CO1 1RE

Tel: 01206 714 650

Fax: 01206 714 660

E-mail: [info@coramclc.org.uk](mailto:info@coramclc.org.uk)

## **15. Conditions of Registration (If any) under Part II of the Care Standards Act 2000**

CCS Adoption is registered with Ofsted to undertake Domestic Adoption and as an Adoption Support Agency. No conditions are enforced in relation to this registration.

Contact details:

### **By telephone**

General helpline	0300 123 1231
About education or adult skills	0300 123 4234
Prefix for Typetalk	18001
For textphone/Minicom users	0161 618 8524

**Ofsted**

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**Responsible Person: Margaret Pitts**

**Registered Manager: Margaret Pitts**

**16. Premises**

CCS Adoption operates from offices with disabled access and a lift. The building provides an appropriate environment for staff and service users. The premises have a security and alarm system.

CCS Adoption will make every effort to make its services available to individuals where English is not their first language or to those who have a difficulty in accessing resource material in its current form. If CCS Adoption is not able to make its full range of services available, it will assist the enquirer by signposting to a relevant agency.