

# Adoption and Permanence Statement of Purpose 2022-2023

**FAMILY  
ADOPTION  
LINKS**

Leicestershire



# 1. Introduction

This statement of purpose has been produced by Leicestershire County Council's Adoption and Permanence Service under the Local Authority Adoption Services (England) Regulations 2013 (amendments Adoption Support 2014), the Special Guardianship (Amendments) Regulations 2016 and the National Adoption Standards.

The statement aims to give all stakeholders and service users a clear understanding of the aims and objectives of the Adoption and Permanence Service in Leicestershire, as well as to detail the services that the Adoption and Permanence Team provides.

This is a key document against which the Adoption and Permanence Service is inspected by Ofsted. It has been endorsed by the senior management group for children services and is reviewed and updated on at least an annual basis to reflect local targets as well as national priorities for adoption as set by the government.



## 2. Role of Adoption and Permanence Service

The main role of the Adoption and Permanence Service is to provide high quality adoptive placements, a range of adoption and special guardianship support, and other permanency options, including profiling for long term placements for children who are looked after by Leicestershire County Council and are unable to live with their birth families. Children will be placed with families and carers who can offer them safe, stable care and promote their individual needs, consistent with statutory obligations and regulations regarding adoption and placement of children.

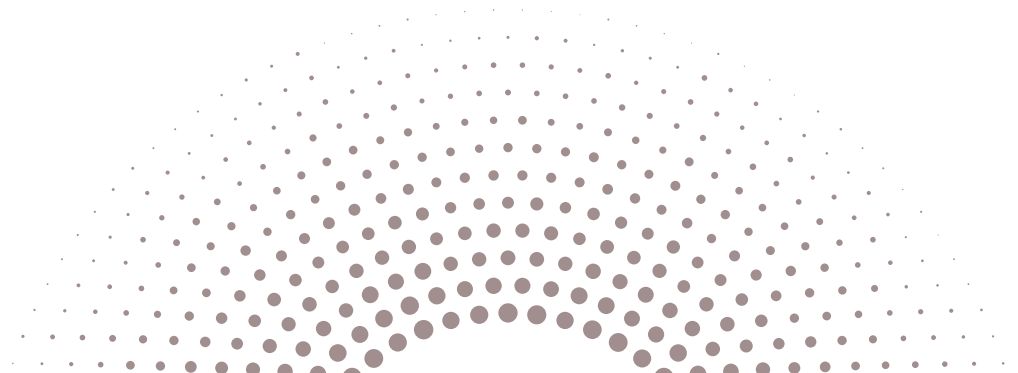
**The Adoption and Permanence Service has identified the following strategic goals for the forthcoming year aligned to the objectives of the Road to Excellence strategy.**

- Recruit, assess, prepare and support a range of adopters to ensure a diverse and confident mix of adoptive families is available to meet the needs of those children who are waiting for permanent homes. Leicestershire County Council is particularly looking for prospective adopters who are able to take on a level of uncertainty and complexity such as sibling groups, older children, children with disabilities or health needs and young children with complex background factors such as alcohol or drug misuse, mental health, etc.
- Assess and prepare carers to ensure that placements of children within their families are enduring.
- To provide a high-quality adoption support service to those affected by adoption and special guardianship.
- Ensure continuity and stability for each looked after child by planning for their future needs in a timely manner, exploring all permanence options available and planning effectively for these.
- Meet the requirements of adoption and special guardianship legislation, government regulations and standards, and corporate policy through continuous monitoring of service standards and practice

# 3. Principles and values of the Adoption and Permanence Service aligned to the Road to Excellence 2021 and 2023:

Leicestershire County Council believes that all children and young people who cannot live within their birth families and communities should have an opportunity to grow up as part of a loving family who can meet their individual needs during childhood and beyond. The Adoption and Permanence Service is therefore based on the following principles:-

- The child's welfare and safety should be the focus throughout the adoption and permanence planning process. Children's rights should always be respected .
- Children have the right to family life, stability and continuity throughout their lives so that they can maintain their identity and develop their potential fully.
- Decisions taken about placing children should consider all aspects of the child's needs and use research and experience to inform what the future needs may be.
- Relationships that are important to the child should be sustained and developed where possible and where this is assessed as appropriate.
- Children, birth parents and adoptive parents should have access to all relevant information and be encouraged to participate in any discussions and decision-making processes.
- All decisions should be taken in a manner that is fair and transparent, and individuals should be given an opportunity to challenge decisions. Services should be administered in a fair manner and in keeping with the Council's equality and valuing diversity policies.
- Decisions about the child's future should be taken in a timely manner that minimises delay.
- Leicestershire County Council fully embraces Foster for Adoption, so that for children who require adoption, they can be placed with their permanent family as early as possible.
- Adoption is a life-long commitment that has far-reaching consequences for those who are affected; this is reflected in the structure of the service, is recognised by staff involved in delivering adoption services, and services are delivered in a supportive and sensitive way.
- The confidentiality of all those involved in the adoption and permanence process is always respected .







## 4. Aims and Objectives of the Service

Leicestershire's Adoption and Permanence Service aims to provide a well-organized and effective service that meets the needs of those children in the authority who require permanent care by identifying their individual needs, finding families to match their needs within agreed timescales as set by the government or family courts and by providing support services. Early involvement of the Adoption and Permanence Team in child care planning is crucial to minimise disruption and avoid delay:

Regular Children's Decision Meetings are held weekly to provide consultation to children's social workers to enable them to discuss individual cases, explore permanence options and plan effectively to achieve these. This process ensures that all permanency options are considered for every looked after child as well as that parallel planning is taking place.

Assessments of the family and friends network will be completed before planning for adoption and the service uses quality assurance mechanisms to track progress these assessments.

The service aims to make place children with their adoptive families in a timely way, but will also work with determination for children with more complex needs and sibling groups to find the right families for them. We recognise that for these children, the process may take a little longer.

Providing support services to children, adopters and permanent carers as well as birth families is another key aim of the service. These include social work support, training, support groups, special events, accessing Adoption Support Fund, counselling and/or signposting to independent advice.

The service also aims to provide a sensitive service for adoptive parents, birth parents and adopted adults who wish to contact family members from whom they were separated following adoption. Support will be offered via access to adoption files, provision of advice, counselling and information on how to access birth and adoption records, or by signposting to an intermediary agency for adopted adults and birth relatives of the adopted adults.

In providing services, the Adoption and Permanence Team will work closely with all staff involved in the process across different service areas within Children's Safeguarding and Social Work as well as outside partners such as health and education partners or national organisations.

## 5. Legislation, Regulations and Standards

The service will comply with the following legislation and government regulations and standards:

- Children Act 1989
- Care Standards Act 2000
- Adoption and Children Act 2002
- Adoption Agencies Regulations 2005 and 2014
- The Care Planning, Placement and Case Review Regulations 2010 and accompanying statutory guidance
- Friends and Family Care statutory guidance for Local Authorities 2011
- The National Minimum Standards for Adoption and Fostering Services 2011 (updated 2014) and related statutory guidance.

## 6. Service Users

Adoption and Permanence Services are provided to:

- Children who are to be adopted
- Birth parents
- Prospective and approved adopters
- Children and adoptive parents who require adoption support services
- Children and Special Guardians who require therapeutic support and advice, where the child lives permanently in Leicestershire
- Adopted adults.



# 7. Joint Working and Governance

Leicestershire County Council is part of the Family Adoption Links (FAL), a regional partnership of Adoption Services. The government's agenda for adoption was set out in a paper, "Regionalising Adoption", published by the Department of Education (DfE) in June 2015 setting out arrangements for the formation of Regional Adoption Agencies (RAAs) by 2020.

This partnership comprises of Leicestershire County Council, Northampton Children's Trust, Lincolnshire County Council (who provide adoption services for Rutland Council), Leicester City Council and North Lincolnshire Council. It has been agreed that Lincolnshire County Council will act as host for the arrangement. The interagency agreement creating the partnership commenced on 14th October 2020 and describes how FAL manages the provision of all core adoption functions on behalf of the local authority. Agency decision making for adults and children are maintained within the local authority in line with corporate parenting responsibilities. Through working in partnership, we will benefit from the regional sharing of best practice, pooling of resources and developing a strategic approach to the development of a range of services from the marketing of adoption across the region through to the commissioning of post adoption support services.

## **The vision of the RAA is that:**

- Family Adoption Links, Local Authorities and Voluntary Adoption Agencies (VAA) work together to promote and maximize choice for children and adopters.
- Children have the widest range of adopters trained to meet the needs of children placed with them
- Matching delivers the best quality outcomes for all children
- Adopters receive a consistent, high quality and professional service at all stages of the process
- The same high standard of adoption support for all adoptive families across the region

The RAA is accountable to the Family Adoption Links (FAL) Management Board which is aligned to the agreed vision and will enable partners to have a continuing demonstrable focus on achieving permanence through adoption for children in care. The FAL Management Board is accountable for delivery of services within scope and will continue to provide strategic leadership as the service develops.

The Board includes 4 representatives of each partner and takes decision by consensus. The Board is chaired by a Director of Children's Services (on behalf of the respective Local Authorities) and includes Assistant Directors responsible for permanency. The FAL Management Board ensures there are clear strategic plans in place to manage future demand, develop quality services, deliver value for money and achieve appropriate efficiencies and cost savings.

The board has appointed a Service Manager for the Regional Adoption Agency who oversees the work of the adoption service in each local authority. The Service Manager reports to the board and is responsible for the delivery of adoption services within each Local Authority. Each partner Local Authority retains its own adoption service manager who is the Registered Manager. The FAL Management Board will keep members fully informed regarding the progress and performance of the RAA.



# 8. Services for prospective adopters

## 8.1 Recruitment

Leicestershire has developed a comprehensive recruitment strategy, jointly with partner members, based on the changing needs of children requiring adoptive placements. Recruitment campaigns are carefully targeted to achieve the provision of adoptive placements that match the needs of the children waiting for adoption.

The benefit of having a joint recruitment strategy with Family Adoption Links means that Leicestershire can be part of campaigns that reach a wider audience. Monthly open evenings run across partnership members to enable prospective adopters to find out more about adoption and to answer any queries they may have. All publicity materials are designed in a way that is sensitive to the cultural and linguistic needs of the prospective adopters.

Leicestershire has a dedicated Recruitment team who are available daily to respond swiftly and positively to enquiries from anyone who has an interest in adoption. The teams provide clear, written information for prospective adopters about the assessment and approval process and all prospective adopters are invited to an Open Evening where they are provided with full information and can talk to staff.

Enquiries and applications are welcomed from all sections of society, including single people, same sex couples and unmarried couples and people from a wide variety of races, religions and cultures.





## 8.2 Assessment

Applicants have the opportunity to discuss their personal circumstances with a social worker or support worker during an initial visit. This ensures that adopters have a clear understanding of the types of children that are currently awaiting adoption.

**The adoption assessment is structured as follows:**

### Stage 1

Prospective adopters complete a Registration of Interest form, which marks the beginning of Stage 1. This stage should last two months. Applicants are allocated a social worker to support their learning and a Stage 1 Agreement plan is made.

During this stage, the following must be completed:

- Applicants attend three-day preparation training (this may be completed prior to Stage 1 commencing).
- All statutory checks including DBS, medicals, background checks and references.
- Three day preparation training

Stage 1 can be extended for up to six months for legitimate reasons, without having to restart the process.

At the end of Stage 1, a review meeting is held with the adopters to review the outcome of Stage 1 with a view to progress to Stage 2.

### Stage 2

All the applicants' learning and information gained in Stage 1 form the basis of the Home Study and support completion of the Prospective Adopters Report (PAR). At the beginning of Stage 2, applicants are invited to sign a Stage 2 Agreement.

Stage 2 should be completed within 4 months, including being presented to Panel and the recommendation being ratified by the Agency Decision Maker.

As part of the assessment process, the social worker will also interview family members, friends and others in the prospective adopter's support network, and any person with whom someone has had a significant relationship, particularly if there were children as part of that relationship.

All prospective adopters have the opportunity to read the assessment report prepared by the assessing social worker and make their own comments for the panel. A midway meeting is often held during the assessment. It's general practice that adopters are involved in these meetings. Once the report has been agreed it is formally submitted to the panel for a recommendation for approval.

## 8.3 Approval

Recommendations about whether prospective adopters should be approved to adopt are made by the Leicestershire Adoption Panel, which meets once a fortnight

Panel recommendations are passed to the designated Agency Decision Maker (ADM). She will consider the recommendation made by the panel and make a Qualifying Determination whether or not to approve the prospective adopters.

The ADM makes a decision on all panel recommendations as soon as receiving the final set of minutes and recommendations but not later than 7 working days.

Applicants whose approval is not agreed by the panel or the ADM can ask for their case to be reviewed by the Independent Review Mechanism (IRM). Details of this process together with timescales are made available to the applicants during the adoption process.

The IRM works to the following timescales:

- Applicants have 40 working days from the decision to decide to contact the IRM
- Leicestershire will be required to produce relevant documentation within 10 working days
- The IRM will set up a panel within 3 months of the application.

The IRM is currently operated by Coram BAAF Academy for Adoption & Fostering.

## 8.4 Matching

Approved adopters are given clear information about the matching, introduction and placement process. Regular visits with the allocated social worker are completed in order to clarify and agree how the adopters will be supported in identifying a suitable match for them.

The matching process is designed to ensure that children are placed with adoptive families who are most likely to be able to meet the child's needs. All aspects of the child's history and development will be considered as well as how adopters may meet their needs.

Matches will be considered from a number of sources, which include Leicestershire's children, Family Adoption Links and organisations like Link Maker. Adopters are also invited to attend Adoption Exchange Days, where children from several local authorities are profiled. Activity Days are also scheduled into Family Adoption Links Calendar.

After an adopter has expressed an interest in a child, a shortlisting process takes place to ensure that only adopters who are most likely to be able to meet the needs of the child are considered. Once shortlisted for a match with an identified child, adopters are given a copy of the Child's Permanence Report which contains full information about the background and needs of the child, including health, educational and therapeutic needs and other unique characteristics such as cultural or religious background. The shortlisted adopters are then requested to write a statement detailing how they believe that they will be able to meet the needs of the child not only now but in the future and all shortlisted adopters



are presented to a matching meeting where a decision is made on a preferred match. Once an adopter has been identified as a preferred match the adopter will be able to meet with the child's family finding social worker and the match discussed in more detail. If both the family finding social worker and the adopters are satisfied that the match is appropriate the match will be validated and the adopters will progress on to meet any other professionals who are working with the child, such as the medical advisor or the child's foster carer.

Once it has been agreed to proceed with the match, the social worker will prepare an Adoption Placement Report which the adopters will have an opportunity to both contribute to and consider before agreeing the final report with the social worker.

Once agreed, this is sent to the Adoption Panel along with a comprehensive Adoption Support Plan, in order to make a recommendation to the ADM as to whether the child should be placed for adoption with the proposed adopter(s).

The Panel may also give advice on arrangements regarding contact, adoption support services and the extent to which prospective adopters will be able to exercise parental responsibility once a child has been placed with them.

## 8.5 Placement

Once a child has been placed for adoption, the child's social worker and the adopter's social worker will visit the placement regularly to monitor the child's progress and support the placement. Review meetings will be held and chaired by an Independent Reviewing Officer, as part of the requirement to review Looked After Children's care and adoption plans. Adoption Support Plans and services are reviewed at this meeting. Once the adoption order is granted, such services continue to be reviewed 6 monthly for the first three years.





## 8.6 Support

Leicestershire is responsible for supporting families with whom they have placed children for a period of three years, following the granting of an Adoption Order. Leicestershire offers a lifelong service to Adopters residing in Leicestershire .

Leicestershire offers adoption support services to any adopters and children/young people who reside in the authority.

During the assessment and matching process, the support needs of the adopters and child are fully explored and considered. Within Leicestershire there is a range of adoption support services available for adoptive families. These could include:

- Advice, information and counselling to adoptive parents, or can refer them on to more appropriate resources through Adoption Support Fund if applicable. Leicestershire can also support consultation from CAMHS
- Financial support can be provided to help adoptive parents with any additional costs in caring for the child, in particular where the child has specific on-going needs. There is no automatic entitlement to financial support and support will be subject to a means test and reviewed at least annually.
- The team runs a letter-box contact scheme that enables birth families and adopted children to exchange letters. The service is confidential and is normally agreed and set up as part of the adoption planning for the child.
- Post placement, Leicestershire organise training and/or events for adoptive families that give them an opportunity to meet other adoptive families and can also help them in accessing support groups.
- Adoptive families have the right to request an assessment for adoption support services. Where they consider they need to have support services, they can contact the adoption support services advisor based in the Adoption and Permanence team for information and advice on the types of services available.
- The Adoption Support team will respond to any new requests for adoption support from adoptive families who live in the authority.

## 8.7 Overseas Adoption

Applicants wishing to adopt from another country are referred to Yorkshire Adoption Agency, a contracted agency who undertakes this work on behalf of Leicestershire.

## 8.8 Non-Agency adoptions

People who are resident in Leicestershire wishing to adopt a child they are caring for must notify the department of their intention to adopt. These notifications are managed by the Fostering Assessment Team who are responsible for the preparation of the Annex A report required by the Court in all adoption applications

# 9. The Adoption Panel

Leicestershire has its own independent Adoption Panel that sits fortnightly to oversee Leicestershire's Adoption Service as set out in the Children Act 1989, the Care Standards Act 2000 and the Children and Families Act 2014.

The panel's overall functions and purpose are:

- To consider and make recommendations about whether a child should be placed for adoption in those cases where there is no court involvement.
- To consider and make recommendations about the approval of prospective adopters
- To review prospective adopters' approval on an annual basis.
- The termination of approval of adopters.
- To consider and make recommendations about the proposed matches between children and prospective adopters and make recommendations on support plans.
- To consider any adoption support plans submitted as part of the proposed placement.
- To provide a thorough and critical consideration of all cases presented to it in order to make sound and appropriate recommendations to the agency decision maker who makes the final decision.
- To consider and provide advice on any other issues affecting Leicestershire's Adoption Service.

The panel consists of a central list of panel members who have been recruited because they have the necessary experience and expertise to contribute effectively to the discharge of the panel functions. Leicestershire's panel aims to ensure that the panel reflects the diversity of the authority and includes representation from as wide a field as possible in terms of professional knowledge and experience of adoption and fostering. The panel also works to ensure that panel membership is gender-balanced and reflects the ethnic and cultural composition of Leicestershire as much as possible. The ADM makes the final decision.

Should any adopters disagree with the panel recommendation and the agency decision maker's decision, they are able to make representation to appeal to the Independent Review Mechanism.

**The composition of the Panel is made up as follows:**

- An independent chairperson who has appropriate skills and experience in adoption and permanence work
- Two independent vice chairs who can, if required, chair the Panel
- A councillor who serves on a full and equal basis as other panel members
- A medical adviser who makes a full contribution to the wider aspects of the panel as well as providing advice and comment on medical issues
- At least 3 other independent persons who include, where reasonably practical, two people with personal experience of adoption.
- Two social workers, each with at least 3 years' relevant post-qualifying experience.
- Education specialist

**In addition, the Panel has:**

- An Agency Adviser
- A Panel Administrator

All children's plans for adoption are considered by Leicestershire County Council's Agency Decision Maker.

## 10. Services for Special Guardians

Our life long support service to Special Guardians was launched in January 2022. This service mirrors the support that we offer to Adopters as Leicestershire recognise and value the role of Special Guardians in their children's lives. After consulting with Special Guardians we listened to their views and now offer the following services:

- Advice through the Adoption and Permanence Duty line
- Access to social work support following completion of an assessment
- Letterbox
- Review of support needs
- SGO allowance which is means tested and reviewed annually
- Quarterly newsletter
- Activity days twice per year
- Access to training





## 11. Organisational structure and management of the Adoption and Permanence Service

The Adoption and Permanence Team is located within the Children and Families Service. The Director has overall responsibility for the Adoption and Permanence Service.

**The Adoption and Permanence Service is structured into three distinct areas:**

- Adoption and Permanence Team: Family Finding for children with a care plan of adoption
- The Adoption Assessment Team: Assessment and support for prospective and approved adopters,
- Post Order Support Team: Adoption & Special Guardianship Support.



This structure and designation of function ensures the teams are able to maintain specialisms and much needed expertise in adoption and permanence. The current structure also allows for work to be completed in a flexible, creative manner to ensure good and timely services are provided in all areas according to service need.

The Family Finding Team undertakes family finding for all children in Leicestershire who require an adoptive family. The family finding social worker presents matches to the Adoption Panel in partnership with the child's social worker and the adopter's social worker. The family finding social worker has a role to co-ordinate and support introductions and placements. There is also a dedicated social worker who completes family finding for those children who require permanence through Long Term fostering rather than adoption. A life story worker completes 'telling and explaining' sessions with all adopters prior to matching and also completes children's life story books so that children have a clear narrative about their early years.

The Assessment Team is responsible for the completion of Prospective Adopter Reports and taking applicants to Adoption Panel. After approval, the social worker supports adopters through the family finding process, matching with a child and provides continuing support up until the granting of the Adoption Order.

The Post Order Team offers adoption support services, and the team manager acts as Leicestershire's Adoption Support Services Adviser (ASSA). This team is responsible for Adoption Support Assessments and applications to the ASF. Social workers complete Assessments of Need and are all therapeutically trained. They provide therapeutic support to families such as Play therapy and DDP. There are 2 workers across the service who are trained in Therapeutic Life story work.

The Post Order Team is responsible for reviewing all the adoption support plans as appropriate. A review of the financial support offered to families is carried out annually.

Staff within the Adoption and Permanence Service work closely and in partnership with other teams across the department, offering social workers advice and consultation where needed. All staff have access to training courses and are kept updated on developments in practice and legislative changes. The Service has made a commitment to ensure that all workers have access to clinical supervision and are supported to complete therapeutic training such as DDP, BUSS, Theraplay etc. The assessment and support team will be attending training on Attachment style interviewing early in 2023.

## 12. Responsible individuals are:

Name	Designation
Jane Moore	Director Children and Families Service
Sharon Cooke	Assistant Director, Targeted Early Help and Childrens Social Care
Nicci Collins	Lead for Transformation and Change
Kelda Claire	Head of Service
Michelle Robinson	Service Manager
Helen Gronhaug	Agency Decision Maker
Gemma Barber/ Caramjit Supra	Manager, Post-Order Support Team
Emma Bulgin/Vacant	Managers, Permanence Team
Ellie Taylor/ Vacant	Manager, Assessment and Support Team
Lisa Deakin	Senior Practitioner, Post Adoption and SGO Support
Lauren Nichols	Senior Practitioner, Permanence
Claire Pepper, Sophie Cotterill, Angela Saduera, Megan Bramley plus 3 vacancies	Permanence Team Social Workers
Katie Charter	Long-term Fostering Family Finding Social Worker
Michelle Smith	Life Story Worker
Sameerah Makda, Debbie Bevan, Bethany Fox, Wendy Marsh, Leonara Hubbard, Sue Bineham, Eleni Christodoulou	Adoption Assessment and Support Social workers
Scott Barrowcliffe, Stephanie Denham	Assessment support workers
Charlotte Fanshawe, Zeena Shepherd, Harriet Pearson Cole	Post Adoption Support Social Workers
Sarah Greaves, Vacancy	Birth Records Counsellor
Sheryl Peberdy	Special Guardianship Support Worker
Vacancy	Post Adoption Support Worker
Yashma Koria	Permanence coordinator



# 13. Quality Assurance

The Adoption and Permanence Service is monitored regularly to ensure that performance adheres to the standards set out by legislation and council policies. The service's aims and objectives are also reviewed as part of the Road to Excellence by Senior managers. An annual report on the work of the Adoption Panel and the Adoption and Permanence Service is produced for the Senior Management Team and presented to Children's Overview and Scrutiny. The mechanisms for quality assurance are:

- All staff in the Adoption and Permanence Team receive regular supervision and training, as well as an annual appraisal. The team managers are supervised by the Service Manager.
- Children's cases are regularly reviewed, with statutory child care reviews chaired by Independent Reviewing Officers who are attached to the Quality Assurance Unit.
- Management information is collected regularly to ensure performance indicators are met, to deliver efficient provision of the service and to set targets for the service.
- Close collaboration with the Agency Decision Maker ensures that the quality of Children's Permanence Reports and Prospective Adopter Reports remains high.
- Audits are completed by the Service and Team Manager. Results are shared with team members and any learning is incorporated into the Service Delivery Plan
- Monthly meetings are held as part of FAL where learning is discussed and performance data is explored by each regional manager.
- The Adoption and Permanence Team operates in accordance to written policies and procedures, legal and regulatory framework and is subject to corporate policy that sets out clearly its role and responsibilities and provides a reference for good practice.
- Prospective adopters are effectively recruited, prepared, trained and supported so that the adoptive placements available are of a high quality and able to meet the needs of the children.
- Prospective special guardians are effectively assessed, trained and supported to promote placement stability and longevity.
- All adopters approved for over a year and who have not been matched with a child are reviewed annually by the Adoption and Permanence team manager and the recommendation is presented to the Adoption Panel.
- The Adoption and Panel is independent of the Council's management structure and is responsible for scrutinising applications from prospective adopters and adoption plans for children.
- Senior managers hold a tracking meeting regularly to monitor the progress of all children who are to be placed for adoption or waiting permanency.
- Where an adoptive placement breaks down, a disruption meeting is held, chaired by a senior manager or independent person, and the findings are fed back to the Adoption Panel.

# 14. Complaints

At Leicestershire County Council we aim to provide the best possible service. If a service user, or someone planning to use our service, is unhappy with any aspect of our service or a decision we make, they can make a complaint. This is important as it helps us to improve our services.

It is the responsibility of the staff and their managers based in the Adoption and Permanence Team to try address any concerns raised by service users when a problem first arises. This local resolution is the first stage of the complaints process.

If the complaint cannot be resolved at the first stage, it may be necessary for it to progress to stage two, where it is formally investigated. Service users have a right to go straight to this stage of the process, if they wish.

If the complaint is still unresolved after the formal investigation at stage two, a Review Panel may be requested, which is chaired by an independent person. This is stage three of the process.

If a child or young person makes a complaint about services provided for them, then the complaints procedure must be followed. In this event, a child or young person involved in the complaint will be entitled to an advocate to support and represent them in the process.

Advice on making a complaint can be sought from the complaints team

## **Complaints Unit**

Simon Parsons

County Hall

Glenfield, LE3 8RA

Email [complaints@leics.gov.uk](mailto:complaints@leics.gov.uk)

# 15. The Registration Authority

The Office for Standards in Education, Children's Services and Skills (Ofsted) is responsible for monitoring, regulating and inspecting adoption services under the provisions of the Care Standards Act 2000.

The address of the registration office is:

## **Ofsted**

National Business Unit, Royal Exchange Building, At Ann's Square, Manchester M2 7LA  
Tel: 08456 404045

## **Children's Rights Officer**

Roger Morgan

Ofsted, Alexander House, 33 Kingsway, London WC2B 6SE

# 16. Other useful Organisations and Links

## CORAMBAAF Academy for Adoption and Fostering

Coram Campus, 41 Brunswick Square, London WC1N 1AZ

Tel: 020 7520 0300

## Department of Education Adoption Web Pages

Adoption - The Department for Education

## Adoption UK

46 The Green, South Bar Street, Banbury OX16 9AB

Tel: 01295 752240

Fax: 01295 752241

Website: [www.adoptionuk.org](http://www.adoptionuk.org)

## Family Adoption Links

<https://familyadoptionlinks.org.uk>