



*Making Social Care  
Better for People*

# inspection report

## ADOPTION SERVICE

**Coram Adoption and Permanent Families  
Service**

**49 Mecklenburgh Square  
London  
WC1N 2QA**

*Lead Inspector*  
Lynn Smith

*Announced Inspection*  
28th November 2005      10:00

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

Reader Information	
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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Adoption*. They can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

*Every Child Matters*, outlined the government's vision for children's services and formed the basis of the Children Act 2004. It provides a framework for inspection so that children's services should be judged on their contribution to the outcomes considered essential to wellbeing in childhood and later life. Those outcomes are:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a contribution; and
- Achieving economic wellbeing.

In response, the Commission for Social Care Inspection has re-ordered the national minimum standards for children's services under the five outcomes, for reporting purposes. A further section has been created under 'Management' to cover those issues that will potentially impact on all the outcomes above.

Copies of *Every Child Matters* and *The Children Act 2004* are available from The Stationery Office as above.

This report is a public document. Extracts may not be used or reproduced without the prior permission of the Commission for Social Care Inspection.

# SERVICE INFORMATION

<b>Name of service</b>	Coram Adoption and Permanent Families Service
<b>Address</b>	49 Mecklenburgh Square London WC1N 2QA
<b>Telephone number</b>	020 7520 0350
<b>Fax number</b>	
<b>Email address</b>	
<b>Provider Web address</b>	<a href="http://www.coram.org.uk">www.coram.org.uk</a>
<b>Name of registered provider(s)/company (if applicable)</b>	Coram Family Adoption & Permanent Families Service
<b>Name of registered manager (if applicable)</b>	Henriette Jeanne Kaniuk
<b>Type of registration</b>	Voluntary Adoption Agency
<b>Category(ies) of registration, with number of places</b>	

# SERVICE INFORMATION

## Conditions of registration:

1. The category of registration is:- Domestic Adoption Services only (DA)
2. The agency must only operate from the branches named in conditions 2-4:- Coram Family, Concurrent Planning Project, 49 Mecklenburgh Square, London
3. Adopt Anglia, 9 Petersfield, Cambridge CB1 1BB
4. Coram Adoption, East Midlands Lacey Court, Charnwood Rd, Loughborough, Leicestershire, LE12 9QY

## Date of last inspection

This is the first inspection by the Commission for Social Care Inspection under the terms of the Voluntary Adoption Agencies Regulations 2003.

## Brief Description of the Service:

Coram Family's Adoption and Permanent Families Service is one of the largest voluntary adoption agencies in the United Kingdom.

The agency have four teams, two based in London, the Concurrent Team and Coram Adoption Team. The Concurrent Team operates in partnership with the London Boroughs of Camden, Islington and Hammersmith and Fulham. The Adoption Team based in London place and support children and families within a 35-mile radius of London.

Coram Adoption East Midlands joined the Coram group in May 2005. It is based in Shepshed, Leicestershire, and serves adopters in the counties of Leicester, Rutland, Derbyshire and Nottinghamshire.

Adopt Anglia is based in Cambridge, and serves adopters within a 50 mile radius of Cambridge including East Anglia.

Four Practice Managers responsible to the Head of Adoption and Permanent Families Service directly manage these teams.

Coram Family's Adoption and Permanent Families Service provide a comprehensive adoption service. This includes:

- The placement of looked after children with fostering and adoptive families.
- Concurrent planning for children, supporting and assessing birth parents or relatives.

- The recruitment, preparation, assessment and approval of fostering and adoptive placements.
- Counselling and support as appropriate to adults whose lives have been affected by adoption or other permanent placements made by Coram.
- Support services to adoptive families where Coram Family's Adoption and Permanent Families Service has made the placement.
- Support services commissioned by other voluntary adoption agencies or Social Services Departments/Children's trust or by individuals who are parties to adoption to support adoption placements.

# SUMMARY

This is an overview of what the inspector found during the inspection.

This was the first inspection by the Commission for Social Care Inspection of Coram Adoption and Permanent Families Service.

Prior to the inspection fieldwork, a number of supporting documents were supplied to and read by the inspector. Questionnaires were received from 36 approved adopters, 1 placing authority, 7 specialist advisors and 4 birth family members.

Three inspectors from the adoption team carried out the adoption inspection fieldwork over a period of 8 days within the Cambridge, East Midlands and London offices.

Of the three adoption panels two were observed and the panel chairs interviewed.

Interviews were also held with:

- East Midlands administration staff
- East Midlands social workers
- East Midlands project manager
- Adopt Anglia social workers
- Adopt Anglia administration staff
- Adopt Anglia project manager
- London adoption social workers
- London adoption project manager
- London administration staff
- Concurrent social workers
- Concurrent project manager
- Agency decision maker
- The responsible person for the adoption service

Seven adoptive families were selected to be case tracked and this involved visiting and reading relevant adopters and children's files.

Other documents, which included personnel files, panel members' files, adopters and children's case files were read during the fieldwork and the premises and archives were inspected.

The inspectors would like to thank the managers and staff for their cooperation during the inspection. Inspectors were made welcome and given access to everything they required.

All staff interviewed were honest and open, enabling the inspection to be carried out efficiently and effectively.

## **What the service does well:**

Coram Family's Adoption and Permanent Families Service is a large service that works throughout the whole of London and within a 35 mile radius beyond, the Midlands and Anglia. All staff and adopters that were interviewed or written to as part of this inspection said that Coram supported them, kept them informed of everything that was happening within the group and gave them a feeling of belonging.

The management team work very hard to ensure all teams worked consistency wherever possible with each other.

The knowledge and understanding of adoption throughout the management structure ensured that the workers operated in an informed environment.

Coram are very aware of the needs of children waiting for adoptive placements and strive to recruit black and dual heritage families. Specialist projects are set up to raise awareness of the needs of children amongst African, African Caribbean and Asian communities.

The quality of the information provided to adopters was detailed and gave adopters a clear view about the processes involved in adoption and the complex needs of the children who needed an adoptive placement.

The support to adoptive families was excellent. Social workers were always available as well as specialist services. The adoptive children and young peoples groups run within the East Midlands teams were innovative and an excellent service for the children and their families.

The concurrent project is child focused and gives the staff members an invaluable insight into the needs of birth parents, children and adopters.

Staff members are dedicated, highly skilled and knowledgeable. With the pioneering services Coram introduce, staff said they are able to extend their knowledge base.

The Governors of Coram Family are informed and supportive of the adoption service which is seen and valued as a key element of the Coram Family Organisation.

One adopter said, "Coram family Adoption Service is highly professional and supportive organisation. We have felt thought about, looked after and supported throughout. The agency have advocated on our behalf and we feel confident that should any difficulties arise, they would fully help us manage these. We would like to comment on the process of the home study, it was sensitive but more importantly helped us to think through the ramifications of



adopting a child. Therefore it helped prepare us for what has been an incredible experience in bring a child into our lives and making a family”.

## **What has improved since the last inspection?**

This is the first inspection by the Commission for Social Care Inspection under the terms of the Voluntary Adoption Agencies Regulations 2003.

## **What they could do better:**

The agency needs to put a system in place to ensure all adoption panel members, temporary members of staff and specialist advisors have suitable CRB checks in place to work with children.

Policies and procedures need to be clear that all newly appointed members of staff will have follow-up telephone calls made to their referees  
Panel members' files should be able to evidence that induction was received within 10 weeks of sitting on the adoption panel.

Although the agency do complete and scrutinise all information on prospective adopters, concerns should not be withheld from the adoption panels.

A system needs to be put in place to collate and ensure all relevant notifications have been made regarding complaints, child protection, etc.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office.

# **DETAILS OF INSPECTOR FINDINGS**

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Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing - There are no NMS that map to this outcome

Management

Scoring of Outcomes

Statutory Requirements identified during the inspection

# Staying Safe

## The intended outcomes for these standards are:

- The agency matches children with adopters (NMS 2)
- The agency assesses and prepares adopters (NMS 4)
- Adopters are given information about matching (NMS 5)
- The functions of the adoption panel are as specified (NMS 10)
- The constitution and membership of adoption panels are as specified (NMS 11)
- Adoption panels are timely (NMS 12)
- Adoption agency decision is made without delay and appropriately (NMS 13)
- The manager is suitable to carry on or manage an adoption agency (NMS 15)
- Staff are suitable to work with children (NMS 19)
- The agency has a robust complaints procedure (NMS 24 Voluntary Adoption Agency only)

## JUDGEMENT – we looked at outcomes for the following standard(s):

2,4,5,10,11,12,13,15,19 & 24

The agency's child-focussed practices ensure that children's needs are actively promoted and their welfare effectively safeguarded.

## EVIDENCE:

Coram Family's Adoption and Permanent Families Service (Coram) are aware of the needs of the children waiting for placements within local authorities and consider prospective adopters in view of this. Prospective adopters are advised that the reality of a very young, baby with few health concerns is not often placed through this agency.

Coram is aware of the need for black and dual heritage adopters within the London and East Midlands regions and target their recruitment campaigns to enable appropriate cultural and racial placements to be made. The East Midlands team has a specialist project, 'Ebony Care' which disseminates information in Leicester to raise awareness of the needs of black children amongst African, African Caribbean and Asian communities.

With the information available on children waiting for placements, Coram do consider the present and possible future needs of the children and if, the prospective adopters can meet their needs with the support available, appropriate matches are considered and made.

The London teams do hold regular open evenings where further information regarding the process for adoption and the concurrent planning project are discussed. Information in general about children waiting for adoptive placements is also included. The initial information provided by all the areas is of a good standard. Adopters felt information was accurate and informative. One adopter said, " I went into the adoption process with my eyes wide open".

Preparation groups take place in London, Cambridge and Shepshed. Facilities for people with disabilities are available including a 'loop system' for people with hearing impairments located in the London office. The London office also includes specialist groups for prospective adopters for older children and those interested in the concurrent planning project.

Prospective adopters are able to attend the most convenient group. This may be because of the area or the timing. All groups are discussed and evaluated by the management team to ensure consistency, however it needs to be recognised that there are differences between areas and lifestyles and groups should be tailored accordingly. For example, one prospective adopter said, "The preparation sessions were in London, living in Cambridge I found the differences between 'big city living' and 'country life' were not clearly recognised by the agency so some aspects were less appropriate than others".

All prospective adopters who attend preparation groups complete evaluation forms and the contents of the groups are regularly reviewed in light of the users comments. For example, a comment received highlighted the absence of information about children with disabilities. The programme has been revised as a result.

The assessments examined were analytical and explored the childcare capacity of the prospective adopters and their support networks.

The views of children within the family regarding adoption were well documented. Strengths were identified and the social worker's comments clear. Managers also do second opinion visits to ensure all areas are addressed. However medical issues were identified within the file of one case tracked but were not addressed in the assessment and were not fully presented to panel.

The recording of the statutory checks needs to be strengthened within the files. This includes Criminal Record Bureau (CRB) checks, health and safety checks, including firearms and dog safety checks. For example, one

assessment stated 'checks have been completed on significant adults' however this was not evident in the file.

Matching always addresses the religious, ethnic and cultural origins of adopters and children and ensures wherever possible children are placed with families that reflect their needs. However transracial placements have been made that promote the child's identity and prevent long time delays.

Coram has a clear procedure to follow once a child is linked with one of its families. The adopters need to be given every opportunity to meet with the child's current carers and others as appropriate, for example, teachers, medical advisors, psychiatrist, day nursery staff etc. They also need full written reports (background, social history, medical, educational, psychiatric etc). Within the files viewed and the discussions with the social workers, it was evident social workers try to ensure they receive as much accurate and up to date information on children as possible. However many social workers felt they were not always given complete information by placing authorities. Adopters said, "They trust their social workers judgements". Several said their adoption social worker was excellent and asked many relevant questions of placing social workers and foster carers that they would not have thought of.

Coram Family's Adoption and Permanent Families Service has good policies and procedures governing the adoption panels. Consideration should be made to identify a recording process for the induction of new panel members. Also the adoption panel chair should have a contract/job description specifically for their role.

As the manager of each area sits on her own adoption panel, great consideration needs to be given to ensure managers who are part of the adoption panel are not in a situation of conflict with the cases, as many do second opinion visits to the adopters or case manage the case in question.

Each panel is appropriately constituted with a mix of professional and lay people with personal experience of adoption.

Adoption panel members are able to access joint training and receive regular updates on new information and legislation. As the London panel operates as a fostering and adoption panel, training has been provided to reflect this. Panels are timely and have been extended in some cases to allow all case to be heard. This prevents delays for children waiting placements.

Panel minutes were comprehensive and gave a clear record of the reasons for the recommendation. It is advised a record of panel members when making the recommendation were evident within the adopters' files giving evidence of the quoracy of the panel.

The Decision Maker receives all panel documentation as well as the minutes. This role is taken very seriously and all aspects explored to ensure the recommendation was the right one before the decision is made. Delays are of a minimum however due to the distance between panels and the decision maker, electronic systems would be advantageous to ensure all documentation was received in a timely way. It was noted that the letters sent to adopters were not signed by the Decision Maker, due to the life changing significance of this decision for adopters. It is felt that the letter should come direct from the person who made the decision as their approval or not as adopters.

Coram Family's Adoption and Permanent Families Service has sufficient experienced and qualified staff to achieve the purposes and functions of the agencies statement of purpose. A high proportion of staff have gained PQ Awards and as well as obtaining further expertise via Tavistock Clinic, for example the Webster Stration and Story Stems training.

Staff said training is accessible and they receive regular child protection training. Social work staff said they felt that refresher training in the new 'framework of assessment' would be of benefit when working closely with local authorities.

Policies and procedures are in place for the recruitment of staff, however they should indicate telephone references will be undertaken.

A system must be put in place as a matter of urgency to ensure all temporary staff and specialist advisors have suitable current CRB checks to work with children.

Coram adoption service has very experienced and knowledgeable managers they are accessible, build the knowledge base of the team and manage the team in such a way that all members feel valued. The stability of the team enables the group to build a sound knowledge of adoption.

Adopters and staff members spoken to were aware of Coram's complaints procedure. The complaints procedure is also evident in the statement of purpose.

No recent complaints have been received, however a recording system is set-up.

Child protection recording must be more robust to identify allegations of abuse or neglect and actions taken, to include any notifications made orally and confirmed in writing.

Collation should be systematically done of:

- Complaints
- Disruptions
- Child protection allegations

Over all the adoption projects, consideration needs to be made regarding the lessons learnt following the disruption of placements.

During interviews with staff members, many said they would welcome further learning from any disruptions, complaint or child protection issues.

# Enjoying and Achieving

## **The intended outcomes for these standards are:**

- The adoption agency provides support for adoptive parents (NMS 6)
- The agency has access to specialist advisers as appropriate (NMS 18)

## **JUDGEMENT – we looked at outcomes for the following standard(s):**

6 &18

The service has clear and focused support systems that make full use of the specialist advisors available to promote positive adoptive placements

## **EVIDENCE:**

One adopter said, “No matter how much preparation and information you are given, it is the quality of the support that matters and Coram gives excellent support”.

Files viewed and staff interviewed evidenced excellent support available with the needs of children being paramount throughout the adoption process. One file gave clear evidence of the support given to adopters and to the child when a disruption had occurred.

Once children are in placement and prior to the adoption order being granted, Coram social workers visit all adopters regularly and provide support as required. Adopters said they have always been able to speak with their social worker or someone from the team.

A range of support is given for example:

- Newsletters
- Study days
- Activity groups for adopted children
- Library lending service for books and video's
- Referrals to specialist services such as CAMHS
- Educational needs
- Parenting skills training
- Story Stems
- Access to assessment/briefing intervention at the Tavistock Clinic
- Music therapy
-



One adopter said, " The service I have received from the staff at Coram has been brilliant. My social worker has been wonderful and extremely supportive especially when things have been difficult for me. I can never thank the social worker enough for all the hard work she has done on my behalf. All of the staff are very friendly, welcoming and supportive and I find it a comfort to know that should I need help there is always someone there for me. In my opinion Coram Family's Adoption and Permanent Families Service provides a service that is second to none".

The East Midlands team have promoted several groups for young people, Txtrs, Cool Crew, Groovies and Bang on the Door. Each group covers an age range and meets around six times a year. Young people can attend a variety of different activities from camps to conference days. Individual support is always available.

Adopters spoken to were very aware of the need to keep safe information and memorabilia for the child to reflect on later as their understanding grows.

Social workers said the support they receive from the legal advisors they are able to access, is excellent quality advice.

Each adoption panel has a medical advisor who can seek specialist advice as appropriate. All three panels include members with a range of expertise, for example, education/SENCO. Child psychotherapist, CAMHS team members and a clinical psychologist. Staff can approach for consultation the relevant panel member as well as members of the black and minority ethnic community leaders when the need arises.

# Making a Positive Contribution

## The intended outcomes for these standards are:

- Birth parents and birth families are involved in adoption plans (NMS 7)
- Birth parents and birth families are involved in maintaining the child's heritage (NMS 8)
- The Adoption agency supports birth parents and families (NMS 9)

## JUDGEMENT – we looked at outcomes for the following standard(s):

7 & 8

In most cases it is not Coram's responsibility to be the main agent working with birth parents, however the service it does provide is committed to ensuring birth families are actively involved in the planning for children's futures.

## EVIDENCE:

Coram Family's Adoption and Permanent Families Service recognise the life long implications to the birth families of the adopted children placed with their adopters. The majority of work with birth parents is done within the concurrent team.

Birth parents views and feelings are well documented throughout contact notes and in the assessment done by the concurrent team. Each birth parent has a nominated independent support worker. This support worker is separate from the child's social worker and the adopter's social worker.

If adoption is the plan for the child, the project staff work closely and sensitively with the birth parent to:

- Ascertain their views
- Helping them to consider what could be achieved re post adoption contact
- Helping them to understand why decisions regarding all aspects of their post adoption contact are made.

Birth parents are helped to participate in planning for their child. For example, several birth parents have been assisted to arrange a 'naming ceremony' for

their child, attended also by the child's carers, so that all the adults (birth parents and adopters) shared in celebrating the child's life and future.

One birth family member said, "I think the adoption process/service has worked well".

One adopter spoken to explained how Coram organise an interpreter to be present at face to face contacts so the birth family members that have a hearing impairment can understand all communication.

Questionnaires evidenced the thought and sensitivity of staff regarding birth records counselling. One relative said, "Coram have been excellent, I've been kept informed and treated very well".

There was strong evidence that the Coram team worked closely with the birth families to enable reunification wherever possible.

The Coram team negotiate with the local authority to obtain life storybooks, later life letters and information provided directly from the birth families. Adopters gave mixed views on the type and depth of information presented as 'life story work'. All spoke about the importance of such information and the need to keep it safe and build on its content to enable the child to have a better understanding of the past.

Coram is not generally responsible for work with birth parents after adoption, however each team does hold some letterbox contacts.

# Management

## The intended outcomes for these standards are:

- There is a clear written statement of the aims and objectives of the adoption agency and the adoption agency ensures that it meets those aims and objectives (NMS 1)
- The agency provides clear written information for prospective adopters (NMS 3)
- The manager has skills to carry on or manage the adoption agency (NMS 14)
- The adoption agency is managed effectively and efficiently (NMS 16)
- The agency is monitored and controlled as specified (NMS 17)
- The staff are organised and managed effectively (NMS 20)
- The agency has sufficient staff with the right skills / experience (NMS 21)
- The agency is a fair and competent employer (NMS 22)
- The agency provides training for staff (NMS 23)
- Case records for children and prospective / approved adopters are comprehensive and accurate (NMS 25)
- The agency provides access to records as appropriate (NMS 26)
- The agency's administrative records processes are appropriate (NMS 27)
- The agency maintains personnel files for members of staff and members of adoption panels (NMS 28)
- The premises used by the adoption agency are suitable for purpose (NMS 29)
- The adoption agency is financially viable (NMS 30, Voluntary Adoption Agency only)
- The adoption agency has robust financial processes (NMS 31)

## JUDGEMENT – we looked at outcomes for the following standard(s):

1,3,14,16,17,20,21,22,23,25,26,27,28,29,30 & 31

The strong management team provides in a supportive way to services users a coherent service that conducts its business and carries out its responsibilities to the advantage of service users.

## EVIDENCE:

Coram Family's Adoption and Permanent Families Service has a statement of purpose, which has been renewed to reflect the development and expansion of

the service, and to ensure adoption support services are satisfactorily described. The General Committee considered the revised statement of purpose in December 2005.

The adoption service is managed by a highly skilled, and competent nominated manager. There are a team of four managers responsible for the various projects. Coram is committed to supporting managers to undertake relevant management training where required. At this point not all managers have completed a qualifying course but all have had training in a range of management skills for example, finance, supervision, recruitment and equalities. A programme for managers to undertake a formal qualification is in place.

There was evidence that the adoption service was managed effectively and efficiently. Monthly reports about the activities of the service were given to the Chief Executive and the Coram Trustees. This involved the clear financial arrangements being regularly scrutinised. The Governors of Coram Family were highly interested and supportive of the adoption service, which is seen and valued as a key element of the Coram family organisation.

The new Chief Executive was highly interested and knowledgeable about adoption and has met the teams and observed an adoption panel meeting.

Staff reported that they had clear systems of delegation and all managers were very approachable and supportive. There were staff vacancies at the time of the inspection however, staff reported that their caseloads were manageable and allowed time for a quality service to be delivered to the adopters and children. The East Midlands have been under more pressure regarding vacancies however recent appointments have been made.

On the whole staff felt Coram was an honest and competent employer. Many spoke highly of the innovative and pioneering services in adoption Coram have initiated. This was quoted as a strong reason for remaining with the company however, with salaries frozen there was concern, many questioned if working for Coram was enough.

Social work staff spoke very highly about administration staff. They felt very supported by this team. However there were vacancies that placed added workloads on the staff. The agency was actively recruiting to these vacancies.

Coram has a commitment to staff training and other opportunities for staff continuing professional development, 50% of staff hold PQ awards. There were good support systems to staff including flexible working, regular formal and informal supervision and team meetings, including all four teams.

Comprehensive records for children and adopters were seen however some gaps were noted. For example, missing CRB's for significant other people within the adoptive family network and health and safety checks. These files

would benefit from improved file management, for example avoiding duplication. They did show excellent evidence of management oversight and dialogue.

Adoption panel members' personnel files were sampled, it gave evidence of a systematic approach being established. For example, references were being sought but the confirmation of CRB was not always adequate. Training records were evident on files.

Staff personnel files generally included the required information. The head of Human Resources confirmed that a system was in place to ensure CRB checks are renewed every 3 years.

The premises in the London offices were excellent this included a purpose built archives. The East Midlands and Cambridge offices were suitable, however Cambridge need to risk assess their archive facility to ensure files are stored as safely as possible. It was also suggested IT back-up discs should not be stored on the premises.

The adoption agency was financially viable and had sufficient financial resources to fulfil its obligations. The financial processes and systems were properly operated and maintained in accordance with sound and appropriate accounting standards and practice.

# SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Adoption have been met and uses the following scale.

**4** Standard Exceeded (Commendable)      **3** Standard Met (No Shortfalls)  
**2** Standard Almost Met (Minor Shortfalls)      **1** Standard Not Met (Major Shortfalls)

"X" in the standard met box denotes standard not assessed on this occasion

"N/A" in the standard met box denotes standard not applicable

BEING HEALTHY	
Standard No	Score
No NMS are mapped to this outcome	

MAKING A POSITIVE CONTRIBUTION	
Standard No	Score
7	4
8	3
9	N/A

STAYING SAFE	
Standard No	Score
2	3
4	3
5	3
10	3
11	3
12	3
13	3
15	3
19	3
24	3

ACHIEVING ECONOMIC WELLBEING	
Standard No	Score
No NMS are mapped to this outcome	

ENJOYING AND ACHIEVING	
Standard No	Score
6	4
18	4

MANAGEMENT	
Standard No	Score
1	3
3	3
14	3
16	3
17	3
20	4
21	3
22	3
23	3
25	3
26	3
27	2
28	2
29	3
30	3
31	3

N/A

Are there any outstanding requirements from the last inspection?

## STATUTORY REQUIREMENTS

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Voluntary Adoption and the Adoption Agencies Regulations 2003 or Local Authority Adoption Service Regulations 2003 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action
1	AD28	11	The adoption service must ensure that it obtains information required in schedules 2 and 3 for all staff working for the purpose of the adoption service, including panel members and temporary staff.	31/03/06
2	AD4	AAR 1983	The agency must disclose relevant medical information on prospective adopters to the adoption panels.	14/02/06
3	AD27	19	All relevant bodies as described in schedule 4 must be notified of significant events as described in schedule 4 without delay and confirmed in writing within 14 days.	14/02/06

## RECOMMENDATIONS

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to	Good Practice Recommendations
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	Standard	
1	AD11	Adoption panel member's induction should be recorded.
2	AD15	Telephone enquires should be made to each referee of new staff member's and recorded.
3	AD27	The system for file audits should be improved to ensure information is correctly filed.
4	AD10	Great consideration needs to be given to ensure managers who are part of the adoption panel are not in a situation of conflict with the cases, as many do second opinion visits to the adopters or case manage the case in question.

## **Commission for Social Care Inspection**

North West Regional Office

11th Floor

West Point

501 Chester Road

Old Trafford

M16 9HU

National Enquiry Line: 0845 015 0120

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

Web: [www.csci.org.uk](http://www.csci.org.uk)

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