



*Making Social Care
Better for People*

inspection report

ADOPTION SERVICE

Derby City Council Adoption Service

**Social Services Department
Perth Street
Chaddesden
Derby
DE21 6XX**

Lead Inspector
Viv Slyfield

Announced Inspection
6th November 2006 09:00

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

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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 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

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.

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SERVICE INFORMATION

Name of service Derby City Council Adoption Service

Address Social Services Department
Perth Street
Chaddesden
Derby
DE21 6XX

Telephone number 01332 717760

Fax number

Email address

Provider Web address

Name of registered provider(s)/company (if applicable) Derby City Council

Name of registered manager (if applicable) Mrs Katie Harris

Type of registration Local Auth Adoption Service

SERVICE INFORMATION

Conditions of registration: N/A

Date of last inspection
22.03.04

Brief Description of the Service:

Derby City Council is a unitary Local Authority. As part of the Children and Families Directorate the Adoption Service places the child and their needs at the centre of their activity. The Adoption Service recruits, prepares, assesses and approves prospective adopters. It matches children with adopters who can meet their needs and provides a range of support to all those touched by adoption. The Service assesses relative, including stepparent adoption. Inter-country adoption is now referred to Doncaster Adoption and Family Welfare Society.

The service is part of the East Midlands Family Placement Consortium and the Placement Partnership Forum, which is a collection of unitary authorities. The Adoption Service is based at Perth Street in Derby and has eight members of staff in the Adoption Team, two of whom are full time and a manager. The Adoption Support Team has four members of staff, including a new appointment that had not started at the time of the inspection and a manager.

SUMMARY

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

This is the second inspection by the Commission of Derby City Council's Adoption Service. Before the inspection fieldwork took place, supporting documentary evidence was received and read by the lead inspector. Questionnaires were received from 4 prospective and approved adopters, 1 placing social worker, 1 placing authority and 3 specialist advisers.

Two inspectors spent 4 days with the service and the panel was observed on an additional day. Senior and front line staff from the Adoption Service were interviewed, as were a group of children's social workers and two Independent Reviewing Officers, the Decision maker and panel Chair. Six adopters were interviewed and two birth parents. Personnel files (undertaken by the fostering inspectors), adopters' and children's files were read during the course of the inspection. The premises and archive storage were also inspected.

The inspectors appreciated the work that had been put into organising the inspection and the way in which all staff cooperated with openness and honesty.

What the service does well:

This is a good service and provides suitable outcomes for children needing adoptive placements. The preparation course was run regularly and effectively. It was reviewed after each session and as a whole, with the findings informing the development of the course.

The assessment of prospective adopters was consistently good and provided an accurate reflection of the applicants. Work carried out is sensitive as well as thorough.

The relationship between the Adoption and childcare Teams was good. There was clear communication and understanding of each other's roles and responsibilities. The work towards adoption for a child was seen "very much as joint working" by the staff interviewed. This was seen to work effectively in providing sound outcomes for children.

The administrative support for the service was excellent. Social workers valued the commitment and priority given to adoption work and administrative staff saw themselves as "part of the team".

At all levels of the service there was a strong commitment to and understanding of the needs of the child. There was a clear understanding of the lifelong implications of adoption and this informed practice at an early stage in the development of life story work and creation of life story books.

The focus on children was also reflected in how adopters saw their views change through courses and support. This enabled meaningful meetings with birth families and the recognition and holding of memorabilia from early life.

What has improved since the last inspection?

The establishment of Match Planning Meetings has been effective in drawing information together and in encouraging the development of good practice.

Adoption Support has made considerable progress since the last inspection and is still developing. The Adoption Support Team has been established and as well as providing support to adoptive families is able to inform and influence practice, through their manager, both in the Adoption Team and childcare teams. The letterbox system of contact exchange was in place at the last inspection but has developed further. It provides an effective and robust system and supports those who are involved in the exchanges.

What they could do better:

There remain some areas that require further work and there is a need to action the requirements that remain outstanding from the previous inspection. These include the development of an effective Children's Guide for children being placed for adoption.

The improvement of personnel and panel members' files is needed to ensure compliance with regulation.

The use of the role of the Medical advisor needs to be reconsidered to make full use of the knowledge and expertise of the role, especially in relation to medicals of children.

The panel has improved but there was evidence of the need to ensure significant issues are raised within the panel process and to ensure they are clearly recorded in the minutes. The agency decision needs to be made consistently within appropriate timescales.

The wording of the letters and the formal record of the decision needs redrafting to make it clear the decision is made by the agency decision maker rather than by the panel.

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 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)
- Adoptors 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 and 19.

The quality of the outcome in this area is good. This judgement has been made using available evidence including a visit to this service. The systems in place for the preparation, assessment and approval of adopters are consistently good promoting safe placements for children. The agency needs to address the standard of recording in personnel files to further enhance the quality of the information retained.

EVIDENCE:

At all levels of the service there was a clear focus on the child and the needs of the child. This begins with the recruitment process where there are regular meetings between the recruitment officer and adoption service managers to ensure appropriate prospective adopters are recruited. The recruitment work was seen as caring, committed and enthusiastic. A variety of approaches and techniques are used to attract adopters to the service, including profiles of children on the internet and national website, a booklet about children and adopters, the service's telephone number being circulated on employees' payslips and coverage in local press, including television and radio. There is regular evaluation of the effectiveness of the approaches used, which informs future campaigns.

The assessment of adopters works well and effectively. The assessment reports seen were of a good standard and included comments on

competencies. There was a need to provide more analysis of information and to make fuller and more effective use of the competencies. However, issues were explored and followed through and workers were keen to consider alternative approaches and presentation of information. Diversity was addressed well in the assessments seen. There were some areas that would further improve the quality of the assessments. Police checks should be undertaken if an applicant has worked abroad and the Health and Safety checklist should include weapons and guns. The latter is more appropriately addressed in terms of suitable checks being in place than, as currently, on the "expression of interest form".

Adopters found the assessment process challenging and thorough, but also felt it was undertaken with sensitivity and understanding. Adopters highlighted the professional open working relationship established with the assessing worker. One said,

"It was so thorough, not a stone was left unturned. We trust her – if she said she'd deliver she would."

The preparation course usually starts before the assessment, but applicants will frequently know who their worker is by then. The course was seen as "very useful" and "challenging and thought provoking". Most of the adoption team take part in the preparation course at some time and other professionals and adopters are involved. Adopters commented that the "psychologist was excellent". Workers were sensitive in their approach and there was an example of an applicant being accompanied to the course by a supportive friend.

It was positive to note that second opinion visits by the manager are already well established and include a report to the panel considering the adopter's application. The manager is also considering the development of a review mid-way through an assessment, which would highlight any issues at an earlier stage than the second opinion.

Adopters were matched effectively with children. Since the last inspection Match Planning Meetings have been introduced. These look at information about children and match them with adopters. This meeting allows issues of contact, life story work and books, and support to be considered in a structured forum. The process of introductions all incorporated a "Pause to Plan Meeting", which allowed time to consider and reflect before moving towards placement. Match reports provide appropriate information and adopters felt they had suitable information about children prior to placement. Adopters also made positive and appreciative comments about the children's social workers and their attitude and commitment.

The panel observed was effective and efficient. There was effective chairing and appropriate consideration of the matters presented. Those attending panel described it as professional and thorough. Although the panel was seen as challenging adopters and social workers felt the approach taken by the chair of the panel was helpful.

“The Chair was brilliant, she put us at ease and was personable and professional.”

Social workers described the panel and chair as having changed since the start of this year and the panel was more focused and appropriate in the questions asked.

There are some areas for development within the panel. There is a need for panel to ensure that significant issues are raised within the discussion, even if adequately addressed in the report, to demonstrate that the issues have been addressed and reflected in the minutes. Consideration of each sibling should be made clear, with the focus moving from one to the next rather than between the siblings. The minutes should have a clear summary of the matter considered and the reasons given for the recommendations. The minutes should not be signed by the decision maker as well as the chair and the signature should be at the end of the text rather than on a separate blank page.

The evidence of the timeliness of decisions was mixed. There were examples of the decision being made outside the required timescales and a number of files were seen with no evidence of notification. The wording of the letters and the formal record of the decision needs redrafting to make it clear the decision is made by the agency decision maker rather than by the panel.

The consideration of increasing the panels to two per month is timely and will allow full consideration of matters and reduce the need for additional panel meetings.

The nominated manager of the service is knowledgeable and skilled and has considerable experience in the field of adoption and family placement. The manager and workers in the adoption team were also skilled and knowledgeable as well as being open to new approaches and developments.

The personnel files do not support sound evidence of appropriate recruitment and vetting. There is no written evidence of telephone verification of references, Managers said this did not accurately reflect practice. One file had no Criminal Records Bureau (CRB) disclosure number recorded and the panel adviser was not recorded as needing General Social Care Council (GSCC) Registration. These files were non-compliant at the last inspection.

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 and 18.

The quality of this outcome is good. This judgement has been made using available evidence including a visit to this service. There is a range of support available to adoptive families, which promotes the maintenance of secure placements and there is a commitment to further development of the support available.

EVIDENCE:

There has been considerable progress and development in the support service provided by the Adoption Service. New staff have been appointed and have established adoption support groups, a Helpline, which has become a duty system, monthly surgeries, a Newsletter and a range of training. Consideration is being given to the development of a group for adopted children, with analysis of the need and what children in the area would find helpful.

Adopters spoke of being supported and were aware of where and who to approach for support. One adopter said, the support was

“Very helpful – we had more support than we’d expected.”

There was evidence of support being offered to adopters living in the area although approved by another agency. There was no differential in the service offered.

There was evidence of support plans being in place for both adopters and children. An awareness and understanding of these has developed with the encouragement of the panel and the Match Planning Meetings. Some adoption support assessment reports were seen. Not all provided a comprehensive analysis of the information and some were limited to the referral information, which for brief information may be appropriate. This is an area for some further development and for formalising of the assessment report.

The access to CAMHS was limited and not available when the need arises for adopters and their children. Some work would be useful to establish direct links with CAMHS for the Adoption Service with a view to improving the availability at crisis points for children.

The work of the Clinical Psychologist was commented on positively by a number of adopters. Adopters are offered a consultation with the psychologist before placement. Consultation is also available for social workers and appeared to be a valued resource.

The role of the medical adviser did not appear fully utilised. There were no written medical comments included in the prospective adopters' assessments, although as a panel member a verbal view was provided. The medical adviser did not routinely see the children for whom adoption is the plan and therefore the contribution of the medical information had limitations. The adopters do not meet with the medical adviser but are offered a meeting with a clinical specialist if appropriate.

There was evidence of an effective working relationship with Education. The Gatsby project, now funded by the local authority, has produced material for schools to assist with adopted children and understanding their needs. Members of the project have been to adoption support groups and are able to offer advice post adoption, although the resource is limited by only having two teaching assistants available.

The support provided was seen as appropriate and helpful by the majority of adopters. "We can't fault the service or the commitment of people." There was a clear commitment from staff to provide support and an awareness of the need to continue to develop further.

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 and 9

The quality in this outcome is good. This judgement has been made using the evidence available, including a visit to this service. The lifelong commitment to birth parents facilitates and enhances their ability to make a positive contribution towards their child's heritage and thus give good and accurate information to children about their history.

EVIDENCE:

There was evidence from the Child Placement Reports seen that birth parents' views are sought and recorded, including some handwritten contributions. There were also explanations about why their views were absent. Awareness of the significance of birth parents views and their contribution to adopted children's heritage was evident in meeting with children's social workers. Their comments and enthusiasm demonstrated a real understanding of the life-long implications of adoption and of the significance in providing meaningful information about children's birth families. This understanding had been conveyed to adopted parents, some of whom commented on the impact training had made for them in understanding this issue. An example of this was an adopter who was initially unsure about meeting her child's birth mother and was supported in doing so by her adoption team social worker. Having met her she felt it would " help (my child) understand more later in life" and had told the birth mother "that they will know about you". There was evidence from adopters that they kept safe and valued things and tokens from their child's early life.

The life story work includes life story books. These were reported by staff to be well established and adopters spoke very positively about the quality of this work, "the life story book was out of this world – absolutely fantastic." The Independent Reviewing Officers raised the need for the completion of a life story book and follow-up on its progress. Life Appreciation Days are not yet

established, but information appears to be appropriately shared with adopters by those who know the child. One social worker had used the description of a child gained through this information sharing, "You were considered a treasure", for the later in life letter.

Contact post adoption is addressed in the Child Placement Report, the Support Plans and by the adoption panel. There is a robust and well-established system for exchange of non-direct contact information. This is an excellent system that sends reminders before the exchange is due and follows-up where the exchange has not taken place. All information is screened and copied. At the time of the inspection the administrative staff involved in the Letterbox system were reviewing all the information held and up-dating the databases as they sent out the reminder letters. The files storing the letterbox exchanges were well ordered and accessible. The social work and administrative staff work well together to maintain an effective system.

The files seen provided evidence of some good, sensitive and thorough intermediary work.

The work with birth parents is undertaken mainly by the social worker for the child. Independent post adoption support is available and there has been a recent appointment to a post in the Adoption Support Team of a worker who will focus on work with birth families, independent of the childcare teams.

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 and 29

The quality in this outcome is good. This judgement has been made using available evidence including a visit to this service. The agency is well managed at all levels and this ensures that a safe and effective service is provided to adopters and children.

EVIDENCE:

The Statement of Purpose needs to be reviewed to make clear that the chair of panel is independent of the service and not part of the structure, that the panel can reconsider the prospective adopters and to update section 51 counselling. The Children's Guide is still not in place although there has been progress in the use of the BAAF Guide and consideration of a more interactive model. Although there are children who are too young to make use of the guide there still a significant number, nine in the last year, who would be able to use and understand the interactive model available. There remains a task of developing a variety of guides that will be accessible to the varying needs of children being placed for adoption.

The information for prospective adopters was well formulated and well presented. The information evenings were seen by adopters to provide useful and thought provoking material. Approved adopters felt they had been treated fairly, openly and with respect when they approached the service about adoption.

The service was well managed at every level. There was regular supervision in place in the Adoption Team, which was seen as useful by staff. The view of staff in the childcare teams was more variable. Some social workers felt their efforts were unacknowledged and one talked of limited supervision and awareness of the lack of support for her manager. Again in the childcare teams there was concern from workers that they managed to cope with meeting deadlines (court and adoption panel reports) and completing life story work by working significant amounts of additional time, more than one worker had over a hundred hours TOIL (time off in lieu of payment) and another referred to having 12 care proceeding cases. Senior managers reported improvements in staffing levels, from 40% vacancies to currently being nearly fully staffed. There was an openness to consider the findings and address the concerns expressed by staff.

Although stretched by the current vacancies, "we're a little team and do a lot of work", the Adoption Team staff felt valued and supported in their work. Their view of Derby City was as a fair and competent employer and differed from the childcare social workers' views on the matter.

The administrative staff were highly valued by the Adoption Team social workers and seen and saw themselves as an integrated part of the team. Their approach and work was seen by staff as "brilliant" and the clerk as, "Very, very good at supporting. Don't know what we'd do without her." Their flexibility and commitment was much appreciated by the team.

The relationship between the adoption and childcare teams was seen as open and effective by both of them. The Adoption Team were aware of the pressures in the childcare teams and aimed to be supportive. The child care social workers said the "relationship with the adoption team is brilliant."

All the staff seen felt that had a good amount of useful training. Both the childcare workers and adoption workers were aware of and had been prepared

for the changes in legislation with the Adoption and Children Act 2002. Specific mention was made of a five-day course on the Act and of the training provided by the legal section as being good.

The Adoption service is well monitored at a number of stages. There were a number of effective and useful checklists in place to support good practice. Feedback is sought from adopters at different stages in their assessment and approval and this information is considered and acted upon. Adopters commented that they were aware their views were used to develop practice and implement changes when needed. Councillors are aware of developments within the service and have regular reports to keep them informed.

The case files were well structured and information was stored appropriately. There was no evidenced on the files seen of supervisory decisions or of file audits. The Adoption files for the children would benefit from a checklist relating to the current regulations to ensure all the information is held and that it relates to a record of the process of adoption for the child rather than a continuing case file.

Personnel files were inspected and found still not to be fully compliant as identified in Staying Safe. The panel members' files also needed to record further information to comply with Schedules 3 and 4. There is a need for information on gender, appraisal and the start date. The complaints need to be brought "together" (National Minimum Standards, NMS 27.6) and the areas identified in Regulation 17.

The premises have been redecorated and brought up to a good standard and are well appointed and suitable for the purposes of the service. The keypad-locks have been placed strategically to allow the separation of rooms used by the public for training and panel attendance from the team rooms. The active files are held in lockable cabinets but the rooms are not currently locked after office hours. The archive of adoption files is held in a suitably locked room. There is a need for a specific risk assessment relating to possible fire and water damage, which would consider the installation of a fire door for the archive room. Part of the older adoption archive is held by Derbyshire County Council, which dates from when the authorities were unified as one authority.

Staff and service users expressed concern about the ability and quality of the IT systems. Managers acknowledged the need for the Adoption Service to have improved IT services and equipment.

There was discussion within the inspection with managers about the provision of a Disaster Recovery Plan. There is an Emergency Recovery Plan in place, which goes part of the way to meeting the need specified in the National Minimum Standards (NMS). There is a need to ensure and safeguard the back up of the records held by the service.

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	
<i>Standard No</i>	<i>Score</i>
No NMS are mapped to this outcome	

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
7	3
8	3
9	3

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
2	3
4	3
5	3
10	3
11	3
12	3
13	2
15	3
19	2
24	N/A

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
No NMS are mapped to this outcome	

ENJOYING AND ACHIEVING	
<i>Standard No</i>	<i>Score</i>
6	3
18	2

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
1	2
3	2
14	3
16	3
17	3
20	3
21	3
22	3
23	3
25	3
26	3
27	2
28	2
29	3
30	N/A
31	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	AD15	LAA 2003 6,11	There must be evidence of Criminal Records Bureau checks, which include the level, date and disclosure number.	29/12/06
2	AD1	LAA 2003 3	A Children's Guide must be established that meets the requirements of Schedule 2	31/05/07
3	AD28	LAA 2003 11	Panel members files must comply with Schedules 3 and 4	31/12/06

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 Standard	Good Practice Recommendations
1	AD15	There must be evidence of telephone verification of references on personnel files.
2	AD12	Panel minutes should give a clear understanding of all the crucial issues considered in reaching a recommendation and a summary of the reasons for the recommendation.
3	AD5	Consideration of siblings should address the needs of each

		child individually.
4	AD4	Police checks should be sought for prospective adopters who have worked abroad. Assessment reports should contain more analysis and integration and use of competencies.
5	AD13	Notifications of decisions made by the service in relation to adoption should be made within the appropriate timescales. The letters of notifications should be on the appropriate file and wording used should be reviewed to ensure clarity about who and where the decision is made.
6	AD6	Adoption support assessments are reflected in a formalised and comprehensive report.
7	AD18	The role of the medical adviser should be strengthened to allow a fuller contribution to the information considered about children needing adoption.
8	AD8	Consideration should be given to developing Life Appreciation Days.
9	AD1	The statement of purpose should be reviewed to ensure it provides clear and accurate information.
10	AD25	The records held should provide evidence of supervision decisions and of file audits, which have taken place.
11	AD25	A risk assessment of the archive storage room should be undertaken to consider the need for a fire door or sprinkler system.
12	AD29	Rooms holding files should be locked after the office is closed.
13	AD28	The need for General Social Care Council Registration should be considered for all senior personnel.
14	AD29	The IT equipment for the Adoption Service should be effective and suitable for purpose.
15	AD29	The Disaster Recovery Plan should safeguard records and ensure the back up of the records held by the service.

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