



Champions for
Social Care
Improvement

inspection report

Local Authority Adoption Services

Warwickshire County Council Adoption Service

Fawsley House
25 Hillmorton Road
Rugby
CV22 5BX

24th November 2003

Commission for Social Care Inspection

Launched in April 2004, the Commission for Social Care Inspection (CSCI) is the single inspectorate for social care in England.

The Commission combines the work formerly done by the Social Services Inspectorate (SSI), the SSI/Audit Commission Joint Review Team and the National Care Standards Commission.

The role of CSCI is to:

- Promote improvement in social care
- Inspect all social care - for adults and children - in the public, private and voluntary sectors
- Publish annual reports to Parliament on the performance of social care and on the state of the social care market
- Inspect and assess 'Value for Money' of council social services
- Hold performance statistics on social care
- Publish the 'star ratings' for council social services
- Register and inspect services against national standards
- Host the Children's Rights Director role.

Inspection Methods & Findings

SECTION B of this report summarises key findings and evidence from this inspection. The following 4-point scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The 4-point scale ranges from:

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

'O' or blank in the 'Standard met?' box denotes standard not assessed on this occasion.

'9' in the 'Standard met?' box denotes standard not applicable.

'X' is used where a percentage value or numerical value is not applicable.

ADOPTION SERVICE INFORMATION

Name of Local Authority

Warwickshire County Council Adoption Service

Headquarters Address

Faraday Hall, Lower Hillmorton Road, Rugby, CV21 3TU

Adoption Service Manager

Brenda Vincent

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01926 413313

Address

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brenda.vincent@warwickshire.gov.uk

Certificate number of this adoption service

Date of last inspection

Date, if any, of last SSI themed inspection of adoption service

Date of Inspection Visit		24 th , 25 th , 26 th November 2003 and 1 st December 2003	ID Code
Time of Inspection Visit		10:00 am	
Name of Inspector	1	Sally Woodget	113975
Name of Inspector	2	Kathy Mann	127098
Name of Inspector	3		
Name of Inspector	4		
Name of Lay Assessor (if applicable) Lay assessors are members of the public independent of the NCSC. They accompany inspectors on some inspections and bring a different perspective to the inspection process.			
Name of Specialist (e.g. Interpreter/Signer) (if applicable)			
Name of Establishment Representative at the time of inspection			

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INTRODUCTION TO REPORT AND INSPECTION

Local authority adoption services are subject to inspection by NCSC, to establish if the service is meeting the National Minimum Standards for Local Authority Adoption Services and the requirements of the Care Standards Act 2000, the Adoption Act 1976 as amended, the Adoption Agencies Regulations 1983 as amended and the Local Authority Adoption Service (England) Regulations 2003.

This document summarises the inspection findings of the NCSC in respect of Warwickshire County Council Adoption Service. The inspection findings relate to the National Minimum Standards for Local Authority Adoption Services published by the Secretary of State under sections 49 of the Care Standards Act 2000.

The Adoption Agencies Regulations 1983 and the Local Authority Adoption Service (England) Regulations 2003 are secondary legislation, with which a service provider must comply. Service providers are expected to comply fully with the National Minimum Standards. The National Minimum standards will form the basis for judgements by the NCSC regarding notices to the local authority and reports to the Secretary of State under section 47 of the Care Standards Act 2000.

The report follows the format of the National Minimum Standards and the numbering shown in the report corresponds to that of the standards.

The report will show the following:

- Inspection methods used
- Key findings and evidence
- Overall ratings in relation to the standards
- Compliance with the Regulations
- Notifications to the Local Authority and Reports to the Secretary of State
- Required actions on the part of the provider
- Recommended good practice
- Summary of the findings
- Report of the Lay Assessor (where relevant)
- Providers response and proposed action plan to address findings

This report is a public document.

INSPECTION VISITS

Inspections will be undertaken in line with the regulatory framework with additional visits as required. This is in accordance with the provisions of the Care Standards Act 2000. The inspection methods used in the production of this report are set out in Part B. Pre-inspection information, and the manager's written self-evaluation of the service, have also been taken into account. The report represents the inspector's findings from the evidence found at the specified inspection dates.

BRIEF DESCRIPTION OF THE SERVICES PROVIDED.

Warwickshire County Council Adoption Services run a centralised adoption service based in Rugby which provides a full and comprehensive range of adoption and post adoption services, available to all parties affected by the adoption process including;

- The early identification of children for whom adoption is appropriate,
- The recruitment, assessment and preparation of prospective adopters including those wishing to adopt from overseas,
- The matching of children needing placement with those recommended by the Adoption Panel and approved by the agency as suitable to adopt,
- The provision of a post adoption support service to families who have had a child placed with them for adoption and following the legal order for a further year (longer if required),
- The provision of a letter box exchange scheme for continuing contact of adopted children and young people with their birth families,
- The provision of an adoption allowance scheme to encourage the placements of sibling groups and hard to place children,
- The provision of counselling for previously adopted adults (section 51)

And the provision of an information and advice service for children's field services in the County

The services' two main objectives in the provision of these services is to;

- Ensure that all children are securely attached to carers capable of providing safe and effective care for the duration of childhood,

And,

- To maximise the contribution adoption can make to promoting permanent families for children in appropriate cases.

PART A SUMMARY OF INSPECTION FINDINGS

INSPECTOR'S SUMMARY

(This is an overview of the inspector's findings, which includes good practice, quality issues, areas to be addressed or developed and any other concerns.)

Warwickshire Social Services Department has a centralised adoption service working in partnership with the Children and Family fieldwork teams throughout the County. The manager and her staff work very hard to ensure that they provide a good service for children and adoptive families.

The inspectors found a great deal of evidence in interviews and group discussions to support the view that this is a service highly valued by field social workers. The team should be commended on its creation and provision of the 'Adoption Tool Kit' which enables and assists busy field social workers through the maze of the adoption process.

Adopters and prospective adopters felt too that their 'link' social workers were helpful, sensitive, supportive and well informed. The inspection also found evidence to support the effective and child focused approaches of the team in identifying children requiring adoptive families and via the functioning of the district based children's panels.

There were however some outstanding issues, which the service needs to address in order to comply with all the regulations and standards. The manager was well aware of these shortfalls and has been actively working to address them.

The inspectors confirm that the Adoption Service was providing an efficient and effective service, which was working well towards improving the service where the inspection indicated any shortfalls Adoption Authority Regulations and National Minimum Standards.

Statement of Purpose

Standard 1

This standard was almost met

Minor amendments should be made to ensure the children's guide meet the National Minimum Standards and Local Authority Adoption Service Regulations 2003.

Securing and Promoting Children's welfare

Standard 2

This Standard was met.

The service works hard to secure and promote children's welfare. There was evidence that the need to avoid delay was central to practice within the fieldwork and adoption teams.

The Quality of services to Prospective and Approved Adopters
Standards 3 – 6

1 of these standards were almost met and 3 were met

Adopters and prospective adopters confirmed that they were treated fairly in an open minded and non-judgmental manner, and that they received information regarding the adoption process that was helpful and timely. There was some discrepancy between the services received by overseas adopters and domestic adopters, which was understandable taking into consideration the priorities of the Local Authority Adoption Service, but these do need to be addressed to make the service more equitable.

Quality of Services to Birth Parents and Birth Families

Standard 7 – 9

These Standards were almost met

The manager is fully aware that this is an areas of need that the service is presently not meeting. There are already plans underway to address this and a number of independent providers have been approached for expressions of interest in providing an independent service for birth parents. It is hoped that a service level agreement will be negotiated with the successful independent organisation in the near future.

The inspectors felt that this was an appropriate way to manage this service, due to the often difficult and traumatic relationships between birth family members and the Local Authority Social Services Departments and that birth families may be more likely to take up services offered by a 'semi' independent service specifically designed to meet their needs.

Adoption Panels and Agency Decisions

Standards 10 –13

3 of these standards were met, 1 was almost met

The adoption panel has clear policies and procedures that are implemented in practice and which meet the Local Authority Adoption Service Regulations 2003 and National Minimum Standards.

Inspectors were impressed by the working tools and risk assessments used to ensure a thorough, rigorous and child centred process.

All panel member were undertaking their role with the children at the heart of the process and with a clear understanding of the need to prevent delay.

Members of the adoption panel who are not qualified or experienced in child care practice or family placement would benefit from access to training in these areas, and the manager plans to address this in the near future. Not all panel members had had a CRB check or complied with the regulations and standards in relation to their checks and references.

Fitness to Provide or Manage an Adoption Agency

Standard 14 – Commendable

Standard 15 – Met.

The Adoption Service manager has the necessary experience, knowledge and professional qualifications to manage this service. She is clearly well respected and her leadership skills and enthusiasm have created a successful department. The Local Authority Human Resources Department need however to amend their policies and protocols to meet Standard 15.2.

Provision and Management of the Adoption Agency

Standards 16 – 18

2 of these standards were met, one was almost met

The adoption service is managed effectively and efficiently, with clear lines of accountability. The manager has been committed to the overall strategic planning and development of the team which has led to better working relationships with the field work teams and in turn improved outcomes for children. The service has had difficulty recruiting a medical advisor, but the manager has been actively working to address this shortfall and at the time of the inspection a new medical advisor was receiving their induction to the service.

Employment and Management of Staff

Standards 19 –23

2of these Standards are almost met

3of these Standards are met

The adoption service has sound recruitment and selection procedures. There is a strong commitment by the staff to the team and its aims, a large number of whom have been with the department for a number of years. However there has been a period where due to the expansion of the service and staff sickness etc., the service has carried a number of vacancies which has had an impact on service delivery. This has however been actively addressed.

The service have comprehensive training opportunities for staff, but this does need to include regular updating on Child Protection issues and their relevance to the team's assessment work. The Local Authority Human Resources Department needs to ensure that all the relevant checks and references are undertaken to meet the National Minimum Standards and Adoption Agency Regulations 2003 prior to the commencement of work.

Effective Recording and Record Keeping

Standards 25 – 28

2 of these Standards are met

2 of these Standards are almost met

The inspector found evidence that both adopters' and children's files were well ordered, well structured and comprehensive, through some action needs to be taken to ensure that any remedial action identified by the system to monitor the records is undertaken. Again the Local Authority Human Resources Department need to comply with Standard 28.2 and Schedule 3 of the Adoption Agency Regulations 2003.

Fitness of the Premises

Standard 29

This standard was met.

Inspectors found the premises provide an environment in which the business of the adoption service can be carried out in line with the National Minimum Standards.

Reports and Notifications to the Local Authority and Secretary of State

The following statutory Reports or Notifications are to be made under the Care Standards Act as a result of the findings of this inspection:

Report to the Secretary of State under section 47(3) of the Care Standards Act 2000 that the Commission considers the Local Authority's adoption service satisfies the regulatory requirements:

NO

Notice to the Local Authority under section 47(5) of the Care Standards Act 2000 of failure(s) to satisfy regulatory requirements in their adoption service which are not substantial, and specifying the action the Commission considers the Authority should take to remedy the failure(s), informing the Secretary of State of that Notice:

YES

Report to the Secretary of State under section 47(4)(a) of the Care Standards Act 2000 of a failure by a Local Authority adoption service to satisfy regulatory requirements which is not considered substantial:

NO

Report to the Secretary of State under section 47(1) of the Care Standards Act 2000 of substantial failure to satisfy regulatory requirements by a Local Authority adoption service:

NO

The grounds for the above Report or Notice are:

**Implementation of Statutory Requirements from Last Inspection
(Not relevant at first NCSC inspection)**

Requirements from last Inspection visit fully actioned?

NA

If No please list below

STATUTORY REQUIREMENTS				
Identified below are areas not addressed from the last inspection report which indicate a non-compliance with the Care Standards Act 2000, the Adoption Agencies Regulations 1983 and the Local Authority Adoption Service (England) Regulations 2003.				
No.	Regulation	Standard	Required actions	

Action is being taken by the National Care Standards Commission to monitor compliance with the above requirements.

STATUTORY REQUIREMENTS IDENTIFIED DURING THIS INSPECTION

Action Plan: The appropriate officer of the Local Authority is requested to provide the Commission with an action plan, which indicates how requirements and recommendations are to be addressed. This action plan is shown in Part D of this report.

STATUTORY REQUIREMENTS

Identified below are areas addressed in the main body of the report which indicate non-compliance with the Care Standards Act 2000, the Adoption Act 1976, the Adoption Agencies Regulations 1983, the Local Authority Adoption Service (England) Regulations 2003 or the National Minimum Standards for Local Authority Adoption Services. The Authority is required to comply within the given time scales in order to comply with the Regulatory Requirements for adoption services.

No.	Regulation	Standard *	Requirement	
1	3 (1) Schedule 2	LA1	The children's guide to the adoption service must contain a summary of the complaints procedure and details of how a child may have access to the services of an advocate who is independent to assist him/her in bringing a complaint. It also must include the name and address of the local National Care Standards Commission.	1.6.04
2	11 (3) d Schedule 3	LA19	The adoption service must ensure that full and satisfactory information is available to them in respect of each of the matters specified in Schedule 3	1.6.04
3	10 (a) and (b)	LA21	The local authority must ensure a sufficient number of suitably qualified, competent, and experienced persons working for the purposes of the adoption service.	1.6.04
4	12(2)a	LA23	The local authority must ensure that all persons employed for the purposes of the adoption service receive appropriate training on a regular basis on child protection issues	ongoing

5	Adoption Agency Regulation 1984 7(1) (a) (i-iii)	LA7	When an adoption agency is considering adoption for a child it shall either- (a) in respect of the child, having regard to his age and understanding, and as the case may be his parents or guardian, so far as is reasonably practicable- (i) provide a counseling service for them, (ii) explain to them the legal implications of and procedures in relation to adoption and freeing for adoption, and (iii) provide them with written information about the matters referred to in (ii)	1.6.04
6	Adoption Agency Regulation 1984 7(1) (a) (i-iii)	LA8	As above	.1.6.04
7	Adoption Agency Regulation 1984 7(1) (a) (i-iii)	LA9	As above	1.6.04
8	6(2) (c) and 11(3) (d) Schedule 3	LA28.2 and LA11.3	The local authority must ensure that all the matters relating to schedule 3 and Standard 28.2 are adhered to in relation to all staff, including all panel members.	1.4.04

GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

Identified below are areas addressed in the main body of the report which relate to the National Minimum Standards and are seen as good practice issues which should be considered for implementation by the Authority or Registered Person(s).

No.	Refer to Standard *	Recommendation Action
1	LA7	The local authority should ensure that all the issues outlined in this Standard are included in the tender to the independent organisation in order to provide a service to birth parents that will recognise the lifelong implications of adoption.
2	LA8	The local authority should ensure that all the issues outlined in this Standard are included in the tender to the independent organisation in order to enable birth parents and birth families to contribute to the maintenance of their child's heritage.
3	LA9	The local authority should ensure that the independent organisation has a clear strategy for working with and supporting birth parents and birth families both before and after adoption, including the provision of information about local and national support groups and services to help birth parents to fulfil agreed plans for contact.
4	LA3.2	The local authority should ensure that all prospective adopters are aware how the training is used to inform their assessment process.
5	LA4.4	The local authority should ensure that the overall effectiveness of the preparation received by prospective adoptive parents is evaluated and reviewed annually.
6	LA11.4	The local authority should ensure that all panel members have access to appropriate training and skills development.
7	LA12.3	The local authority should ensure that the minutes of the panel meetings clearly state the panel's discussion, reasons for conclusions reached and all recommendations made.
8	LA15	The local authority should ensure that for the references set out in the regulations, telephone enquiries are made to each referee to verify the written references.
9	LA18.5	The local authority should ensure that there is a written protocol governing the role of specialist advisors, who should be suitably qualified and where applicable registered by the appropriate professional body.
10	LA19.9	The local authority should ensure that all staff members have access to regular child protection training, guidance and knowledge of Working Together to Safeguard Children.

11	LA27.2	The local authority should ensure that separate records are kept for any allegations that it receives.
12	LA27.3	The local authority should ensure that that remedial action is taken when the system to monitor the quality and adequacy of records identifies this.

- Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix e.g. LA10 refers to Standard 10.

PART B**INSPECTION METHODS & FINDINGS**

The following inspection methods have been used in the production of this report

Placing authority survey	YES
Placing social worker survey	YES
Prospective adopter survey	YES
Approved adopter survey	YES
Birth parent / birth family member survey	YES
Checks with other organisations and Individuals	YES
• Directors of Social services	YES
• Specialist advisor (s)	YES
Tracking Individual welfare arrangements	YES
• Interview with children	YES
• Interview with adopters and prospective adopters	YES
• Interview with birth parents	NO
• Interview with birth family members	NO
• Contact with supervising social workers	YES
• Examination of files	YES
Individual interview with manager	YES
Information from provider	YES
Individual interviews with key staff	NO
Group discussion with staff	YES
Interview with panel chair	YES
Observation of adoption panel	YES
Inspection of policy/practice documents	YES
Inspection of records (personnel, adopter, child, complaints, allegations)	YES
Date of Inspection	24/11/03
Time of Inspection	09.30
Duration Of Inspection (hrs)	56
Number of Inspector days	7
Additional Inspection Questions:	
Certificate of Registration was displayed at time of inspection	NA
The certificate of registration accurately reflected the situation in the service at the time of inspection	NA
Total Number of staff employed (excluding managers)	7

The following pages summarise the key findings and evidence from this inspection, together with the NCSC assessment of the extent to which the National Minimum Standards have been met. The following scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The scale ranges from:

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

"0" in the "Standard met?" box denotes standard not assessed on this occasion.

"9" in the "Standard met?" box denotes standard not applicable on this occasion.

"X" is used where a percentage value or numerical value is not applicable.

Statement of Purpose

The intended outcome for the following standard is:

- There is clear written statement of the aims and objectives of the adoption agency and the adoption agency ensures that it meets those aims and objectives.

Standard 1 (1.1 - 1.2, 1.3 (partial) and 1.4 – 1.7)

There is a clear written statement of the aims and objectives of the adoption agency which describes accurately what facilities and services they provide.

Key Findings and Evidence

Standard met?

3

The service's statement of purpose is comprehensive and detailed. The aims and objectives accurately reflect the facilities and services provided. It has been formally approved by the executive side of the council and there are plans in place for this to be done regularly to ensure that any service developments and modifications are included in the document. The document was available in a more informal format on the council's website and in the Adoption Information Pack.

There are 2 children's guides which provide the information required in a form which is more easily accessible to children or young people of different ages or stages in their ability. The manager has informed the inspectors that these documents can be translated into different languages or different formats as and when required, to ensure that all children, whether those whose first language is not English, or for those with a disability can access the document. This guide does not however contain information on how children can secure access to an independent advocate and how to make a complaint. Inspectors were told that this was available to all children and young people in the Looked After system in Warwickshire in the form of a booklet called "What's it all about".

Has the Statement of Purpose been reviewed annually?
(Record N/A if the information is not available)

YES

Has the Statement been formally approved by the executive side of the council?

YES

Is there a children's guide to adoption?

YES

Does the children's guide contain all of the information required by Standard 1.4?

NO

Securing and promoting children's welfare

The intended outcome for the following set of standards is:

- The needs and wishes, welfare and safety of the child are at the centre of the adoption process.

Standard 2 (2.1 - 2.3)

The adoption agency has written plans for the implementation and evaluation of effective strategies to recruit sufficient adopters to meet the needs of the range of children waiting for adoption locally.

Key Findings and Evidence

Standard met?

3

Inspectors were impressed that the adoption service put the children for whom they were providing a service at the heart of the process. Regular planning meetings for children are attended by the adoption manager who is then able to identify early on those children who may need an adoption service. Children's cases are twin tracked to ensure there is no or little delay or slippage in children's plans. The adoption manager is thus fully informed about how many adopters may be required and the sorts of skills the service will be looking for. For those children who have special needs, the service responds by specific targeted recruitment. The service is a member of the West Midlands Consortium and this offers the facility of sharing, selling or purchasing resources locally and therefore extends the range of adopters available in the region.

The service use a well developed matching tool and risk assessment model to ensure that matching considerations are thoroughly addressed. There was evidence of a great deal of work being carried out by adoption and field social workers alike, to ensure that adopters are fully apprised of and consulted about the children with whom they may be linked. Whilst most of the children being linked and matched are too young to be properly consulted, there was evidence that their responses, behaviour, moods, and development is evaluated and considered throughout the process of introductions and that this information is used to inform the method and speed of the process to ensure that it is a flexible and child needs led arrangement.

The inspectors were impressed at the number of siblings being placed together for adoption and preparation being carried out with prospective adopters to make this possible.

In the last 12 months:

How many children were identified as needing adoptive families?

41

How many children were matched with adopters?

32

How many children were placed with the service's own adopters?

25

How many children were placed with other services' adopters?

7

How many children were referred to the Adoption Register?

32

In the last 12 months, how many children were matched with families which reflected their ethnic origin, cultural background, religion and language?

26

What percentage of children matched with the adoption service's adopters does this represent?

96

%

How many sibling groups were matched in the last 12 months?

9

How many allegations of abuse or neglect were made about adopters approved by this adoption service?

0

On the date this form was completed, how many children were waiting for a match to be identified?

10

Prospective and approved adopters

The intended outcome for the following set of standards is:

- **The adoption agency recruits and supports sufficient adopters from diverse backgrounds, who can offer children a stable and permanent home to achieve a successful and lasting placement.**

Standard 3. (3.1 – 3.3 and 3.5 - 3.6)

Plans for recruitment will specify that people who are interested in becoming adoptive parents will be welcomed without prejudice, will be given clear written information about the preparation, assessment and approval procedure and that they will be treated fairly, openly and with respect throughout the adoption process.

Key Findings and Evidence

Standard met?

3

The service has developed 2 different information packs for prospective and newly approved adopters. These contain a comprehensive and broad range of advice and information as well as leaflets from other services to thoroughly introduce the enquirer to the nature of adoption and the services available. The inspectors were informed by the adopters that they found these packs invaluable. The service also operates an internet web site that contains the same information and contacts.

The service undertakes applications, references, training and preparation, as well as the home study concurrently, as far as the timing for the training courses allow. The service is also flexible enough to allow a fast track approach if the need arises. There is evidence that the service is open minded and non judgemental in its approach to prospective adopters and that the preparation and assessment is completed in a fair and open manner.

A number of prospective adopters who responded to the questionnaire were not sure whether or not the adoption service were using the training as part of the assessment. The inspectors felt that the service could make this clearer in the information packs given to prospective adopters at the beginning of the process. One third of the prospective adopters did not know whether the adoption service had eligibility criteria. The eligibility criteria are included in the information given to prospective carers and are available on the web site however it was interesting to note that so many had failed to see them, perhaps some consideration could be given to the presentation and format of this information.

Those prospective adopters who wished to adopt from overseas, were appropriately referred to additional services such as OASIS and the Department of Health as well as services specific and particular to the country from which they wanted to adopt. Inspectors recognised that these were few in number compared to the domestic adoptions and noted that as a result the adoption service was less confident in this area.

Standard 4. (4.1 – 4.9)

Prospective adopters are involved in a formal, thorough and comprehensive assessment, preparation and approval process.

Key Findings and Evidence**Standard met?****2**

Inspectors found that the assessments of prospective adopters were completed in a thorough and consistent manner and included an evaluative and analytical approach. The service plans to review its' assessment process in the light of "draft Adoption Regulations and Guidance for Consultation- arranging adoption, Assessing Prospective Adopters DofES200201.

The service now includes previous partners in the list of references to be thoroughly checked prior to approval.

There is a clearly set out preparation programme that is mandatory for all prospective adopters, but the manager is aware that this needs attention, to bring it more up to date and in order to take into account the needs of those who intend to adopt from another country. Inspectors were informed that overseas applicants would be encouraged to attend preparation groups arranged by the Overseas Adoption Helpline.

Inspectors were told that preparation groups are evaluated by the prospective adopters (Self assessment form) and as a group (Group Evaluation Form) at the end of each course. Prospectors are also able to comment on the course (Adopters Comment Forms). The course leaders also produce evaluations on the prospective adopters, (Feedback Forms) which are fed on to the assessing social workers. However there is presently no tool in operation to evaluate the overall effectiveness of the preparation course, but the inspectors were informed that there were plans to do this in the near future and the task is identified in the service team plan.

There is a present policy that second time adopters do not have to undertake another preparation course if the last one was within the last 5 years. Inspectors felt that this policy should be included in the prospectors information pack.

Once an application to adopt has been received the service undertakes to provide an agreed plan indicating the timing and content of the assessment and the planned date for consideration at Panel so that the prospective adopters are aware of where they are in the process at any given time.

There is a feedback form to record prospective adopters experiences of the assessment and approval process that will provide valuable for the service in the future. Inspectors noted that it would be more appropriate to call it "Adopters Feedback" rather than "Couples Feedback" to reflect the diverse range of adopters it may approve in the future.

Standard 5 (5.1 – 5.4)

Approved adopters are given clear written information about the matching, introduction and placement process, as well as any support to facilitate this they may need. This will include the role of the Adoption Register for England and Wales.

Key Findings and Evidence**Standard met?**

3

As stated earlier there is a comprehensive matching tool and risk assessment model used to ensure a thorough matching process. Adopters are initially given information about the proposed link verbally, they then receive the form "E", child's medical report and the present carer's report. Recently written information has been developed in the form of a Post Approval Information for Adopters Pack which includes a form to complete in the event that the adopted child dies during childhood in line with Standard 5.3.

Planning meetings are uniformly held once a match has been made and adopters and social work staff work together to structure the introductions and plan the levels of support required to all parties. This meeting will also include information for adopters about financial arrangements as and when required.

.Adoptive parents are encouraged to complete an album about themselves that can be used with the child for the purpose of introductions.

Those prospective adopters who have not been linked to a child within a specified period of time are referred to the West Midlands Consortium and the National Adoption Register

Does the local authority have written procedures for the use of the Adoption Register?

YES

Standard 6 (6.1 – 6.7)

Adoptive parents are helped and supported to provide stable and permanent homes for the children placed with them.

Key findings and evidence**Standard met?**

3

As stated earlier in the report the service organise a planning meeting, which occurs prior to any child being placed with adopters and this will explore and identify areas of support required for all parties.

The service provides a package of support for 12 months after an adoption order has been made.

Inspectors noted from the cases tracked, that in practice the service's arrangements for supporting adopters who have a child with them from overseas is a little "hit and miss". The service needs to develop protocols for regular and planned contact with these families and for seeing the children placed with them. These adopters did not feel that the support groups, or newsletters received were relevant to their circumstances and tended to represent the views of the domestic adopters, this issue may require further thought.

Inspectors were impressed at the commitment shown by adoptive parents to help their child develop and maintain a positive self identity.

All other aspects of this Standard are incorporated into the support plans for the child and the adopter that are drawn up during the Adoption Planning Meeting.

The service offer a number of support services for adoptive parents including an out of hours support line, a CAMHS project (to be extended to cover all of the county) and an adoption duty service.

The inspectors were impressed to note the practice of recording any disruptions and taking them to the Adoption Panel for evaluation, to try and ensure that lessons are learned by all parties involved in the original decision making

Number of adopter applications started in the last 12 months

32

Number of adopters approved in the last 12 months

36

Number of children matched with the local authority's adopters in the last 12 months

26

Number of adopters approved but not matched

19

Number of adopters referred to the Adoption Register

32

How many placements disrupted, between placement and adoption, in the last 12 months?

5

Birth Parents and Birth Families

The intended outcomes for the following set of standards are:

- **Birth parents are entitled to services that recognise the lifelong implications of adoption. They will be treated fairly, openly and with respect throughout the adoption process.**

Standard 7 (7.1 – 7.5)

The service to birth parents recognises the lifelong implications of adoption.

Key Findings and Evidence	Standard met?	2
<p>Inspectors were informed that birth parents do have the opportunity to comment on what is written about them via the adoption court process. Field social workers, assisted by the adoption tool kit, know when; to approach birth parents to obtain their views on the adoption and issues; when to offer the leaflets providing information and advice and offering counselling from the West Midlands Post Adoption Service. The adoption checklist also reminds social workers of the need to see birth parents and allow them to comment on the information held.</p> <p>Presently this part of the service relies on placing field social workers to do this work although it is well recognised that they are not best placed to do this due to the conflict of their role i.e. the paramountcy principle and priority of the child's needs, as well as the lack of time. It was understood from discussions with the field social workers that their efforts were for the most part not welcomed by birth parents which meant achieving this work very difficult.</p> <p>The manager informed the inspectors the it is the intention of the service to tender for an independent service for birth parents that will be completely independent. A number of tender offers have been received and are in the process of being evaluated. This plan is intended to be in operation by April 2004.</p>		

Standard 8 (8.1 – 8.2)

Birth parents and birth families are enabled to contribute to the maintenance of their child's heritage.

Key Findings and Evidence	Standard met?	2
<p>There is evidence of birth parents being visited and invited to participate in the life story process for their child by for example providing photographs, medical information and other relevant information. The opportunities to be involved in their child's life in this way could be made more effective and more developed and it is hoped that the plans for the new independent service to birth parents could bring this about.</p>		

Standard 9 (9.1)

The adoption agency has a clear strategy for working with and supporting birth parents and birth families (including siblings) both before and after adoption. This includes providing information about local and national support groups and services and helping birth parents to fulfil agreed plans for contact.

Key Findings and Evidence**Standard met?**

2

The service provide birth parents with leaflets providing information and details of support services such as the West Midlands Post Adoption Service, Natural Parents Network and a BAAF leaflet which contains further sources of information and help. It is intended however in the coming months to address the need to provide a clear strategy for working with birth parents and birth families (including siblings) both before and after the adoption and to assist birth parents to fulfil agreed plans for contact via a service level agreement with an independent organisation.

Adoption Panels and Agency decisions

The intended outcomes for the following set of standards are:

- Each adoption agency has an adoption panel which is organised efficiently and is effective in making quality and appropriate recommendations about children suitable for adoption, the suitability of prospective adopters and the matching of children and approved adopters.
- The adoption agency's decisions are made to promote and safeguard the welfare of children.

Standard 10 (10.1 – 10.3)

Adoption panels have clear written policies and procedures about the handling of their functions and ensure that they are implemented.

Key Findings and Evidence	Standard met?	3
<p>The Adoption panel has clear written policies and procedures that include all the aspects outlined in Standard 10.2, and prospective adopters are given the opportunity to attend the adoption panel and be heard.</p> <p>Policies include the best interests recommendations for children, ensuring that all other options have been explored prior to the panel considering adoption as a plan. Inspectors noted that children's views are taken into consideration taking into account the child's age and understanding. The foster carers who care for the child prior to the plan for adoption are invited to submit a report about the child that forms part of the process and is invaluable in assisting decision making where children are too young to express an opinion. It was felt that children's views could however be more proactively sought and recorded in the decision making process i.e; in the panel minutes. The panel minutes could perhaps record in a little more detail the specific issues raised by the panel members and how any queries were addressed /answered by the applicants or social worker to the satisfaction of the panel in order to lead to the final recommendation.</p> <p>As stated earlier in the report the inspectors were impressed by the matching tools such as the matrix and risk assessment, undertaken on each child to be placed, which indicated a thorough and child centered approach to the young people during this process.</p> <p>The Adoption Panel were also kept fully informed of the outcomes of the decisions that they made such as; adoption orders, and were involved in disruption meetings so that all concerned could learn from any mistakes made in the past which is very good practice and assists the panel to remain aware of the importance of their decision making on children's lives.</p>		

Standard 11 (11.1 – 11.4)
 The adoption agency shall ensure that each adoption panel is properly constituted, that panel members have suitable qualities and experience to be a panel member and have regular training to allow them to keep up to date with changes in legislation, guidance and practice. Where the adoption agency is involved in inter-country adoption, each member of the panel understands the implications of being adopted from overseas and seeks advice, when necessary, on the laws and eligibility criteria for the overseas country.

Key Findings and Evidence	Standard met?	2
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The adoption panel are properly constituted and inspectors noted that it was fully complying with the Adoption Agencies Regulations 1997 with regard to its establishment, arrangements and functions. All members of the panel have had the opportunity of observing the panel prior to becoming a panel member and all members had signed a confidentiality agreement. Not all members of the panel had had a CRB check prior to starting their duties, nor did the arrangements comply fully with Standard 28.2 but the service was undertaking to put this right at the time of the inspection.

The adoption service has systems in place to ensure appropriate training for panel members, including an annual joint training day with adoption service staff. The inspectors noted training being planned to keep panel members up to date with the forthcoming changes in adoption legislation.

Inspectors noted that the Panel Chair and the Vice Chair both work for the Social Services Department as Heads of Children’s Services, whilst it is understood that this arrangement has led to a high profile for adoption within the department and brought extra funding into the service, (assisted too, by the membership of 3 elected councillors who have taken their role as corporate parent very seriously) the process lacks a level of independence. The service staff are aware of this and intend to address the issue once the new Adoption Regulations 2002 are completed and ready for implementation.

The issue of training for independent Panel members and for those who do not have a background in adoption will also be addressed more fully in the new year, there are plans under discussion for a performance review to be instituted to address training issues for each individual panel member.

Is the panel a joint panel with other local authorities?	NO	
Does the adoption panel membership meet all of the statutory requirements?	YES	

Standard 12 (12.1 – 12.3)
Adoption panels are efficiently organised and conducted and are convened regularly to avoid delays in the consideration of prospective adopters and matching children and adopters.

Key Findings and Evidence	Standard met?	3
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The adoption panel meets monthly and in exceptional circumstances it convenes an extraordinary meeting. Inspectors noted that these extraordinary meetings were convened in order to prevent in a child's plan being delayed where time was at a premium due to the child's age, the length of time they had been waiting or due to the court processes. Members of the panel all receive the documents for discussion at panel a week prior to the date of the meeting and it was clear to inspectors that this practice is adhered to and all the panel members were fully aware of the issues to be discussed. The panel minutes are accurate and informative but as stated earlier they could provide more detail of the content of discussions which took place during the meeting and how any queries were addressed or answered. The Panel Chair could also perhaps be a little more precise in his summing up as to the reasons for the conclusions reached to assist thorough recording in this area.

Standard 13 (13.1 – 13.3)
The adoption agency's decision is made without delay after taking into account the recommendation of the adoption panel and promotes and safeguards the welfare of the child.

Key Findings and Evidence	Standard met?	3
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The County Council's decision maker makes the decision with little or no delay taking into account the recommendation of the panel. This arrangement is assisted by the fact that the Panel Chair and Vice Chair are both senior employees in the childcare department of the county council and sometimes the decision is made by the Panel Chair if he has not chaired or attended the panel and sometimes by the Vice Chair in the same circumstances. This arrangement will as stated earlier have to be reviewed in the light of the forthcoming legislation requiring more independence, and new policies developed to ensure that the present system which ensures timeliness is maintained. The adoption service has appropriate systems in place to ensure that parents/guardians and prospective adopters are informed of the decision.

Fitness to provide or manage an adoption agency

The intended outcomes for the following set of standards are:

- The adoption agency is provided and managed by those with the appropriate skills and experience to do so efficiently and effectively and by those who are suitable to work with children.

Standard 14 (14.1 – 14.3 and 14.5 – 14.6)

The people involved in carrying on and managing the adoption agency:

- possess the necessary knowledge and experience of child care and adoption law and practice and
- have management skills and financial expertise to manage the work efficiently and effectively and
- ensure that it is run on a sound financial basis and in a professional manner.

Key Findings and Evidence

Standard met?

4

The manager for the adoption service has both social work and management qualifications and experience that are relevant and appropriate for the post. She also has experience and the responsibility for managing a devolved budget and for bidding for funding that can be ring fenced to develop specific services.

The manager has direct line responsibility for both the adoption services and strategic lead responsibility for the fostering service within Warwickshire, which she appears to take very seriously. Staff both within the adoption service and social workers in the field state that they and the service have benefited from the manager's effective leadership skills, enthusiasm and ambition for the development of the service.

Her personal high standards are clearly infectious and have created a positive "can do" working environment within the team and cascaded both up and down the hierarchy.

Does the manager have Management NVQ4 or equivalent?

YES

Does the manager have at least 2 years experience of working in a childcare setting in last 5 years?

YES

Standard 15 (15.1 – 15.4)

Any person carrying on or managing the adoption agency are suitable people to run a voluntary organisation or business concerned with safeguarding and promoting the welfare of children.

Key Findings and Evidence

Standard met?

3

The inspectors considered that the manager was a suitable person to run a business concerned with safeguarding and promoting the welfare of children.

Provision and management of the adoption agency

The intended outcomes for the following set of standards are:

- The adoption agency is organised and managed efficiently, delivering a good quality service and avoiding confusion and conflicts of role.

Standard 16 (16.1 – 16.7)

The adoption agency is managed effectively and efficiently.

Key Findings and Evidence

Standard met?

3

The adoption service is managed effectively and efficiently due to the clarity of roles and responsibilities distributed amongst the personnel. The manager as mentioned in Standards 14 and 15 is the overall strategic manager of the service who is involved in interfacing with other managers within the Social Services Department, liaising with other Departments such as Health and Education, developing the team plan and setting targets. There is also a “day to day” manager whose role includes supporting social work staff within the team, planning the case allocation and dealing with the social work issues that arise, as well as specific and discreet responsibility for particular pieces of work such as, training. Warwickshire County Council operate a conflicts of interest policy. Information on the National Adoption Register is available in the service’s adopters’ information pack and inspectors were informed that the service had sound administrative practices for dealing with any enquiries in this area.

Number of complaints received by the adoption service in the last 12 months

4

Most of these were resolved at the informal stage

Number of the above complaints which were substantiated

2

1 complaint is still awaiting a resolution

Standard 17 (17.1 – 17.3)
There are clear written procedures for monitoring and controlling the activities of the adoption agency and ensuring quality performance.

Key Findings and Evidence	Standard met?	3
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Inspectors saw evidence that the performance of the service was being regularly monitored and reviewed through its Children's Services Group.
 The Health and Welfare Overview and Scrutiny Committee had received a progress report on the Adoption Best Review and Adoption Development Plan in April 2003 and the Annual Report of the Adoption Panel is also widely distributed. Inspectors met with the Head of Children's Services who is heavily committed to the work of the adoption service and presently sits as Chair to the Adoption Panel (but due to retire from this position December 2003) in order to also monitor the quality of the work undertaken.
 The Adoption Service has also developed its own plan by which it monitors its own performance.

How frequently does the executive side of the council receive written reports on the work of the adoption service?

Monthly?	
Quarterly?	YES
Less than Quarterly?	

Standard 18 (18.1 – 18.5)
The adoption agency has access to specialist advisers and services appropriate to its needs.

Key Findings and Evidence	Standard met?	2
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The service has had difficulty over the last 12 months in securing the services of a medical advisor, however the manager has been actively trying to resolve this issue and a new medical advisor will be commencing shortly having been appointed by North Warwickshire NHS Trust. The medical advisor will review the medical information of prospective adopters and contribute to the Adoption Panel about medical issues.
 The service also has access to the county's legal department. A named county solicitor with a child care brief attends the Adoption Panel and provides the service with legal advice.
 The service also subscribes to a number of National Organisations such as, BAAF, NORCAP and the Overseas Adoption Helpline to access specialist advice and information.
 Written protocols need to be developed to govern the role of specialist advisors within the service.

Employment and management of staff

The intended outcome for the following set of standards is:

- The people who work in the adoption agency are suitable to work with children and young people and they are managed, trained and supported in such a way as to ensure the best possible outcomes for children waiting to be adopted or who have been adopted. The number of staff and their range of qualifications and experience are sufficient to achieve the purposes and functions of the adoption agency.

Standard 19 (19.1 – 19.14)

Anyone working in or for the adoption agency are suitable to work with children and young people and to safeguard and promote their welfare.

Key Findings and Evidence

Standard met?

2

The adoption service has a thorough and rigorous recruitment and selection process. Job descriptions evidence the essential requirements of the qualification in social work, the importance of anti-discriminatory practice as well as the consideration and prominence of equal opportunities.

Social work staff are regularly supported and monitored in their work through ongoing supervision and appraisal systems.

Applicants do not commence work until satisfactory references and CRB checks have been obtained. CRB checks for existing staff have been recently updated to meet the Local Authority Adoption Service (England) Regulations 2003.

As stated earlier the County's Human Resources Department have not yet accepted the need to verify written references with a follow up telephone call as Standard 19.3 requires and this needs to be addressed.

All staff members have accessed a number of training courses, which have been identified through their supervision sessions within the last 12 months, however this needs to include regular Child Protection Training to update all staff on issues in this area. The manager informed inspectors that some staff had recently attended training on the Brighton and Hove enquiry and had disseminated this information to other team members. Training courses relevant to family placement work also needs to be extended to the specialist advisors.

The service manager is presently researching the opportunities for staff in the adoption service to obtain a post qualifying award that is suitable and appropriate for family placement work.

There were no unqualified staff or social workers in training at the time of the inspection but inspectors were assured that such staff would receive appropriate and regular supervision and support.

Do all of the adoption service's social workers have DipSW or equivalent?

YES

What % of the adoption service's social workers have a PQ award?

12.5

%

Standard 20 (20.1 – 20.12) Staff are organised and managed in a way which delivers an efficient and effective service.		
Key Findings and Evidence	Standard met?	3
<p>All staff interviewed expressed their satisfaction with the way the service is managed. The service was centralised 2 years ago and it is clear that field social workers and adoption social workers alike have benefited from the better clarity of roles and the ability to specialise in their particular area and develop an expertise. Field social workers speak highly of the work of the adoption service and the support, information and advice that they receive. The service manager operates a workload management system and prioritises the work to ensure that assessments and approvals of prospective adopters is managed and implemented effectively.</p> <p>As already stated the staff are supported to undertake on-going training and managers assist with this process by recording the training needs of staff in the annual performance review and workforce development plan.</p> <p>The administrative support staff are highly praised by the social work staff who felt that they are organised and efficient</p> <p>All staff have written job descriptions, contracts and conditions of service. All staff interviewed indicated that they had been consulted about the content of the Statement of Purpose and had a copy of the staff documents outlined in Standard 20.12.</p>		

Standard 21 (21.1 – 21.4) There is an adequate number of sufficiently experienced and qualified staff to meet the needs of the adoption agency and they are appropriately supported and assisted in providing a service.			
Key Findings and Evidence	Standard met?	2	
<p>The adoption service has expanded recently, creating two new posts within the team. There has also been some movement of staff as some have left and new staff have been appointed. A further worker has had some extended sick leave. All these factors, together with the national crisis within the social work profession have caused shortfalls in staffing levels and had an impact on the teams' ability to cope with the demands made on them. One field social worker felt that the service was a victim of it's own success, as more staff were contacting them for advice, support and information.</p> <p>This trend was also noticed by prospective and approved adopters and commented on in their responses to the questionnaires, a number of them had not had an allocated a link social worker for some time or had not had contact with them for long periods due to their increased workloads.</p> <p>The manager informed the inspectors that this crisis is now over as new staff have been and are being recruited to fill the vacancies.</p>			
Total number of social work staff of the adoption service	12	Number of staff who have left the adoption service in the past 12 months	2
Number of social work posts vacant In the adoption service.	2		

Standard 22 (22.1 and 22.3)

The adoption agency is a fair and competent employer, with sound employment practices and good support for its staff.

Key Findings and Evidence**Standard met?****3**

Policies and procedures are in place to cover whistle blowing.

Inspectors were informed that staff were happy in their present positions and felt that their manager was a fair and competent individual and would support them in their roles for the County.

Standard 23 (23.1 – 23.6)

There is a good quality training programme to enhance individual skills and to keep staff up-to-date with professional and legal developments.

Key Findings and Evidence**Standard met?****3**

As stated elsewhere in this report the training for staff is identified through the annual performance review and workforce development plan. All staff members have accessed a number of training courses that have been identified through their supervision sessions within the last 12 months.

The manager informed the inspectors of the new court pack, which had just been launched at the legal briefings on for the adoption staff on “The protocol for judicial management in public law children act cases”.

Records

The intended outcome for the following set of standards is:

- All appropriate records are maintained securely, kept and are accessible when required.

Standard 25 (25.1 – 25.5)

The adoption agency ensures comprehensive and accurate case records are maintained for each child, prospective and approved adopter with whom the agency has worked.

Key Findings and Evidence	Standard met?	3
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Inspectors found that both adopters and children's case files were well ordered, well structured, comprehensive, accurate, clear and up to date.

The service has developed a thorough recording policy for both the children's files and for adopters that includes guidance on restricted information and access to records.

Inspectors noted that adopters had not however received information on access to their files and this was discussed with the manager who has agreed to include it in the information packs for the adopters and post approval pack.

Standard 26 (26.1 – 26.2)

The adoption agency provides all relevant information from its case files, in a timely way, to other adoption agencies and local authorities with whom it is working to effect the placement of a child.

Key Findings and Evidence	Standard met?	3
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The adoption service staff are provided with a detailed and thorough manual of policies and procedures "Adoption Agency Procedures" to enable them to deal with enquiries for requests to access records in a timely and effective manner. All the matters relating to this standard are included in this document.

Standard 27 (27.1 – 27.6)
There is a written policy on case recording which establishes the purpose, format, confidentiality and contents of files, including secure storage and access to case files in line with regulations.

Key Findings and Evidence	Standard met?	2
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As above the service provides a detailed and thorough manual of policies and procedures called “Adoption Agency Procedures” and a further document called “Recording on Children’s Files Procedures” which establishes the purpose, format, confidentiality, content and security of files.

At the present time complaints are kept on the file of the complainant and separate records are kept in addition in the Local Authority’s Complaints and Representations Department.

The recording of any allegations should be kept in line with standard 27.2.

There was evidence that case files of adopters had been audited recently, however, there was no clear evidence to show that the shortfalls that were discovered, were being addressed and rectified.

Standard 28 (28.1 – 28.2)
Up-to-date, comprehensive personnel files are maintained for each member of staff and member of the adoption panel.

Key Findings and Evidence	Standard met?	2
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The Human Resources Department of the County Social Services Department keep and maintain the personnel files of all adoption service staff.

Inspectors were told that records of staff training were kept on the individual staff members supervision files.

Panel members files did not include any information as outlined in Standard 28.2 apart from CRB checks and this issue needs addressing.

Fitness of Premises

The intended outcome for the following standard is:

- The premises used by the adoption agency are suitable for the purpose.

Standard 29 (29.1 – 29.5)

Premises used by the adoption agency are appropriate for the purpose.

Key Findings and Evidence

Standard met?

3

The inspectors found the premises sufficient for the present level of staffing and were told that further accommodation was to be made available in the near future in the same building, so that the increasing team size could be comfortably accommodated.

There are efficient and robust administrative systems and some impressive fireproof and floodproof cabinets in which past records are securely stored.

The County have a comprehensive Disaster Recovery Plan as required by Standard 29.5.

Inspectors were given assurance that the premises and the contents were adequately insured.

PART C

LAY ASSESSOR'S SUMMARY

(where applicable)

Lay Assessor _____ **Signature** _____
Date _____

D.1 Local authority manager's comments/confirmation relating to the content and accuracy of the report for the above inspection.

We would welcome comments on the content of this report relating to the Inspection conducted on 24 November 2003 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Action taken by the NCSC in response to the provider's comments:

Amendments to the report were necessary	<input type="checkbox"/>
Comments were received from the provider	<input type="checkbox"/>
Provider comments/factual amendments were incorporated into the final inspection report	<input type="checkbox"/>
Provider comments are available on file at the Area Office but have not been incorporated into the final inspection report. The inspector believes the report to be factually accurate	<input type="checkbox"/>

Note:

In instances where there is a major difference of view between the Inspector and the local authority adoption manager, both views will be made available on request to the Area Office.

D.2 Please provide the Commission with a written Action Plan by 2 March 2004, which indicates how statutory requirements and recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.

Status of the Provider's Action Plan at time of publication of the final inspection report:

Action plan was required	<input type="checkbox"/>
Action plan was received at the point of publication	<input type="checkbox"/>
Action plan covers all the statutory requirements in a timely fashion	<input type="checkbox"/>
Action plan did not cover all the statutory requirements and required further discussion	<input type="checkbox"/>
Provider has declined to provide an action plan	<input type="checkbox"/>
Other: <enter details here>	<input type="checkbox"/>

Public reports

It should be noted that all NCSC inspection reports are public documents.

D.3 PROVIDER'S AGREEMENT

Local authority manager's statement of agreement/comments: Please complete the relevant section that applies.

D.3.1 I _____ of Warwickshire County Council Adoption Service confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) and that I agree with the statutory requirements made and will seek to comply with these.

Print Name _____
Signature _____
Designation _____
Date _____

Or

D.3.2 I _____ of _____ am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons:

Print Name _____
Signature _____
Designation _____
Date _____

Note: In instance where there is a profound difference of view between the Inspector and the Registered Provider both views will be reported. Please attach any extra pages, as applicable.