Jigsaw Adoption

Jigsaw Adoption Limited

13 Upper High Street, Thame OX9 3ER

Inspected under the social care common inspection framework

Information about this voluntary adoption agency

This agency was registered with Ofsted on 11 August 2015 and operates solely from the premises in Thame.

The agency currently recruits, prepares, assesses and approves applicants to adopt. They provide support to their approved adopters to find children. They support their adopters and local authorities during the matching and placement processes and support families when children have been placed.

At the time of the inspection, the agency had 34 approved adopters, 18 of whom had children placed with them.

The responsible individual has been in post since April 2020.

Inspection dates: 16 to 20 February 2026

Overall experiences and progress of service users, taking into account	**good**
How well children, young people and adults are helped and protected	good
The effectiveness of leaders and managers	good

The voluntary adoption agency provides effective services that meet the requirements for good.

Date of previous inspection: 6 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of service users: good

Children who are adopted through this agency receive consistently good care from adopters who are well prepared and supported. The agency ensures that preparation and training are thorough and suitably tailored, enabling adopters to understand the complexities of adoption and the needs of the children they may care for. Adopters report that staff are flexible and responsive, adapting their approach to meet individual needs. They frequently comment that they feel informed, respected and never judged. This supportive approach helps adopters to remain committed and confident throughout the process.

The agency prioritises strong relationships with adopters, characterised by transparency and clarity. Adopters appreciate knowing exactly what to expect during each stage of the adoption journey. External professionals also highlight the good communication they experience when working with the agency.

Adopters demonstrate a strong grasp of children's needs, including emotional wellbeing and the impact of trauma, and they are aware of children's educational entitlements, such as personal education plans and pupil premium funding. The agency ensures that adopters understand the importance of life-story work and how they can contribute to this effectively. Adopters consistently value this support and understand its relevance to children's lives.

Prospective adopters consistently report a warm and welcoming first contact with the agency. This positive first impression reduces anxiety and builds trust early in the process. Adopters appreciate that they are not put under pressure to move quickly; instead, they feel supported to pause or to slow down the process when needed. This approach results in a positive overall experience.

Adoption support is a notable strength of the agency. Staff identify emerging difficulties early and respond quickly, helping adopters to feel supported before challenges escalate. Buddy systems, instant messaging platforms and links between adoptive families foster continued peer support. The agency also expects prospective adopters to build appropriate support networks and to gain voluntary experience with children, which strengthen their readiness for adoption.

How well children, young people and adults are helped and protected: good

Preparation and training emphasise trauma-informed practice, ensuring that adopters understand how trauma, neglect and abuse affect children's behaviour and development. Staff provide additional resources and strongly promote continuous learning. Adopters frequently engage with recommended reading, podcasts and research.

Training and supervision sessions help adopters to prepare for behavioural challenges and relationship pressures that can arise once a child is placed. The agency signposts adopters to additional specialist organisations when needed.

Disruption rates remain low, with only one disruption occurring since the previous inspection in March 2023. The agency reviewed this experience carefully, working collaboratively with adopters and other professionals to fully understand the circumstances and identify learning. The agency demonstrates a commitment to minimising disruption and to supporting all those involved.

Safer recruitment practices are well embedded within the service. Staff are vetted thoroughly and must demonstrate the required qualifications and experience before being appointed. Stage 1 checks for prospective adopters are rigorous, ensuring that only suitable applicants progress.

The effectiveness of leaders and managers: good

Strong leadership underpins the agency's effectiveness. Leaders and managers are ambitious for children and adopters, and they hold high expectations for what children can achieve. The manager maintains strong oversight of children's progress and acts as an advocate for their needs.

The agency aims to recruit adopters who are able to care for brother and sister groups and older children, demonstrating a commitment to widening opportunities for children waiting for adoption.

Staff feel well supported by leaders, describing them as accessible and responsive. However, there are shortfalls in the recording and consistency of staff supervision. Not all sessions include clear information about timings or duration, and some lack signatures from the supervisor and supervisee.

A new member of staff, without direct experience of adoption work, has not received regular or consistent supervision of their work. These gaps reduce leaders' oversight of staff development and practice.

Although panel member appraisals have been completed, there is no evidence that the performance of the panel chair has been reviewed using feedback from panel members, adopters or social workers. This is a missed opportunity to gain a comprehensive understanding of panel effectiveness.

Consultation processes are well embedded, with adopters providing feedback at key stages of the adoption process. Their views demonstrate confidence in the agency. Participation opportunities are considered carefully and sensitively, acknowledging the diverse needs of adoptive families.

What does the voluntary adoption agency need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, the Voluntary Adoption Agencies and the Adoption Agencies (Miscellaneous Amendments) Regulations 2003, the Adoption Agencies Regulations 2005 or any other relevant legislation, and the national minimum standards. The registered person(s) must comply within the given timescales.

Requirement	Due date
3.—(1) A person is within a prescribed description for the purposes of section 94(1) of the Act if— (a) he is a social worker who is employed by a local authority or registered adoption society and who satisfies at least one of the conditions set out in paragraph (2)(a) or (b); (2) The conditions referred to in paragraph (1) are that the person— (a) has at least 3 years' post-qualifying experience in child care social work, including direct experience of adoption work; (b) is supervised by a social worker who— (i) is employed by the local authority or registered adoption society in question; and (ii) has at least 3 years' post-qualifying experience in child care social work, including direct experience of adoption work. (The Restriction on the Preparation of Adoption Reports Regulations 2005)	30 April 2026

Recommendations

- The agency's decision-maker should review the performance of the panel chair and, for this purpose, may attend a proportion of panel meetings but only as an observer, which should be noted in the minutes. Views about the chair's performance should be sought from other panel members and from those who attend panel meetings, such as prospective adopters and social workers. The agency adviser to the panel and the panel chair should conduct the performance review of those individuals on the central list. (Statutory Guidance on Adoption, July 2013, paragraph 1.35)

- A written record is kept by the agency detailing the time, date and length of each supervision held for each member of staff, including the registered person. The record is signed by the supervisor and the member of staff at the end of the supervision. ('Adoption: national minimum standards', standard 24.5, page 71)

- The registered person should ensure that, when reports are being prepared by independent social workers or social workers who do not have the necessary experience, the draft report is considered and discussed during supervision and signed off by a social worker with the necessary experience before the report is submitted to the adoption panel, another agency or the court. (Statutory Guidance on Adoption, July 2013, paragraph 1.16)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Voluntary Adoption Agencies and the Adoption Agencies (Miscellaneous Amendments) Regulations 2003, the Adoption Agencies Regulations 2005, any other relevant legislation, and the national minimum standards.

Voluntary adoption agency details

Unique reference number: SC489014

Registered provider: Jigsaw Adoption Limited

Registered provider address: 13 Upper High Street, Thame OX9 3ER

Responsible individual: Rabia Bouchiba

Telephone number: 0149 441 5157

Email address: khalida.lovell@jigsawadoption.org.uk

Inspectors

Vevene Muhammad, Social Care Inspector
Kerry Howarth, Social Care Inspector

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