

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Adoption UK Charity	
The provider was registered on:	03/04/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Adoption UK Cymru Adoption Support Service	
	Service Type	Adoption Service
	Type of Care	None
	Approval Date	03/04/2020
	Responsible Individual(s)	Emily FRITH
	Manager(s)	Annamarie Fawsitt
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Mandatory training: all staff are required to undertake a set of mandatory training, including safeguarding. Induction: All new staff undertake a full induction with set core training and with service specific training and awareness activities. Role specific: Each individual role has identified training relevant to that role. Performance informed: Regular supervision, annual and half-year appraisal information creation of annual professional development plans that detail agreed learning and training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Adoption UK employs safe recruitment practices designed to ensure all recruited staff are suitable persons. We undertake a full application review including full employment history; A panel interview; References including verification; Qualifications verification; DBS; Equality and Diversity information. We work with staff through appraisal and development planning to support retention; Existing staff are considered for advancement ahead of any external recruitment. Exit interviews are conducted

Service Profile

Service Details

Name of Service	Adoption UK Cymru Adoption Support Service
Telephone Number	03006660006
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	620
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Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>People attending community groups and receiving services are surveyed on a regular basis and/or at the completion of the service. Children and young people feedback on each session with their suggestions.</p> <p>Attendees at training sessions complete feedback which rates their perception of the session including delivery and learning.</p> <p>Anyone benefitting from our Helpline and Enhanced Helpline call system are encouraged to send us their feedback either by email or using our standard feedback form.</p> <p>Staff gather feedback at events both formally by use of a feedback form and verbally through engagement with people. A lot of staff are also service beneficiaries.</p> <p>Our Adoption Youth Councils offer feedback and suggestions which aim to influence our practice.</p> <p>We listen to service beneficiaries regularly via our online Forum and social media.</p> <p>Our Responsible Individual and managers meet with service beneficiaries, stakeholders and staff taking every opportunity to gather views about our services.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Adoption UK takes pains to ensure that our service beneficiaries are at the heart of what we do. This includes the use of impact measurements, such as our family scales assessment as part of our Pathways therapeutic service, and our bespoke training on Nonviolent resistance (NVR). We also use client feedback surveys to gather views on the support we provide, including our training offer and community groups and events. We use this feedback – both compliments and 'gripes' to fine tune the support that we provide. For example, in response to feedback we revised our training offer to include a bespoke six session training course on NVR for individual families who found this preferable to sharing difficult experiences in a group. Our suite of training topics is influenced by families expressed needs for example what to consider when choosing a school, adopting when there is already a child in the family.

100% of those providing feedback on our Pathways service felt valued and listened to. Parents who attend Community groups consistently provide positive feedback. Parents whose children attend our Connected service in our latest survey commented 'The team are excellent with children. They show understanding of any emotional state the children are in, responding and interacting well to help them regulate but not diminish their feelings'

We have gained the Participation Kite mark this year for our Connected service which evidences the way we include young people and put their views at the heart of what we do.

As part of our work for the CONNECT service, we have established two Youth Councils of young, adopted people to influence our work and the work of the National Adoption Service. Both meet online, a separate one for those age 14+ and another for the 18-30 age group. Both have worked hard all year in setting their agenda and producing some brilliant products including a Newsletter full of interesting reading from a young, adopted person's perspective and an Adoption Charter. They have also helped with the production of a website for the CONNECT service aimed at adopted children and young people. These young people have had a range of opportunities to have their voices heard, including meeting the Deputy Minister for Social Services and the Minister for Education, and creating their own podcast about their experiences of adoption. We also work with the young people to influence the support we provide and a range of activities the group gets involved in.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

Based on qualitative and quantitative evidence, I feel confident that our service beneficiaries are happy and supported to maintain their ongoing health and wellbeing. From the latest compliance reporting I have seen, for example: 90% of those providing feedback felt supported by our community events, 99% felt supported by our training provision, 94% felt supported by our Pathways service. This service also measured the outcomes after support was provided. Respondents reported on average a total change of 3 points on the scale in how supported they felt, a change of 2.39 points in how well they feel in themselves and a positive change overall of 1.89 points.

As one adopter said: 'The support network that adoption UK provides is absolutely essential for adoptive families. Everyone is so friendly and it becomes a small world as you get to know other families. I always come away from events feeling refreshed, motivated and understood'. Another wrote: "You helped me when I was at my wits end."

Our Pathways Therapeutic service emphasizes the need for parents to engage in their own self care so they can continue to support their children. This is a major theme of the Reflective groups offered as part of this service, and our regular Bulletin includes articles on this theme.

Our community support groups offer ongoing peer support for those impacted by adoption and these include some themed sessions (which recently involved 'laughter yoga!').

The young people we support reported feeling understood and treated with respect, they feel listened to and feel cared for and safe. Using a 5 star rating system young people's response average was at 4.6. We also ask parents about the impact on their children's intellectual social and behavioural development, and we receive very positive feedback:

"They look forward to going so they can see their special friends. They also has a love for baking thanks to pizza & cupcake making with Connected, has been baking at home and has now chosen to do Catering as a GCSE option. "

"Though we struggle with anxiety still, there is more confidence visible. There has been more self-praise and belief that they are good at different things and a willingness to try something new and not worry if it doesn't go to plan as much."

"Much more confident. More independent. Helped with forming friendships. Has tried lots of activities they would not have had access to. Helps them feel good about their self as an adopted person."

The extent to which people feel safe and protected from abuse and neglect.

Adoption UK maintains a robust system for logging and reporting any safeguarding incidents, including a quarterly review for the Responsible Individual and our Practice and Safeguarding Committee. We have an Out of hours on call rota which is now well established and is being used by staff to assist with response and decision making. Our data system has been reviewed to enhance the reporting for safeguarding issues. File audits have been undertaken and issues/gaps fed back to the staff team. Refresher safeguarding training focusing on cases has been incorporated into team meetings in addition to mandatory safeguarding training for all staff. Service user feedback as outlined above shows that our service beneficiaries feel safe and supported by the services we offer. As one adopter put it: "To say 'thank you' feels both inadequate and insignificant. When I felt my smallest and most fearful, you were there as a beacon of knowledge, care and calmness. I simply cannot thank you enough for hearing me, validating me and giving me the courage to trust myself.'

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	72
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	1
	Manual Handling	0
	Safeguarding	2
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Non-Violent Resistance • GDPR • Mental Health Awareness • ADHD Awareness
	Contractual Arrangements	
	No. of permanent staff	1
	No. of Fixed term contracted staff	0
	No. of volunteers	0
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	0	
No. of part-time staff (17-34 hours per week)	1	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	8
Manual Handling	0
Safeguarding	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Non-Violent Resistance • GDPR • Mental Health Awareness • ADHD Awareness • Counselling skills
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	<ul style="list-style-type: none"> • Social Care workers: 0 • Youth workers: 2 – Qualifications in youth work -all registered with the Education Workforce Council • Therapists/Psychologists: - 7 – Qualified in clinical psychology and psychotherapy, all registered with the UKCP, British Psychological Society, Health Care Professions Council (HCPC), Association for Family Therapy, as applicable. • Other staff – <ul style="list-style-type: none"> o Trainers 1 o Youth support workers 3, Administrators 5, Peer support partners: 20
Filled and vacant posts	
No. of staff in post	41
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	47
Manual Handling	5
Safeguarding	47
Dementia	0
Positive Behaviour Management	47
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Non-Violent Resistance • GDPR • Mental Health Awareness • ADHD Awareness • Counselling skills
Contractual Arrangements	
No. of permanent staff	47
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;"> Outline below the number of permanent and fixed term contact staff by hours worked per week. </div>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	21
No. of part-time staff (16 hours or under per week)	26
<div style="border: 1px solid green; padding: 5px;"> Staff Qualifications </div>	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0