

Statement of Purpose

Statement of Purpose and Values

We believe the best place for children to grow up is within their family of origin.

Where this is not possible and a child is adopted we endeavour to offer high quality psychological services to adoptive families in recognition of their complex needs.

We aim to provide an easily and quickly accessible, adoption-informed consultation and therapy service, which enhances the quality of family life and minimizes the likelihood of family breakdown.

We acknowledge the diverse society in which we live and in providing our service, we seek to value and respect children's cultures, identities and personal histories.

The Aims and Objectives of the Agency

The Adoption Consultancy 360 Ltd became a Limited company in August 2015 however its origins started as a partnership between its founder members in 2003, by Anna Flanigan and Sue Holt.

The Adoption Consultancy 360 Ltd provides psychological services for children, young people and parents who have complex needs. We offer an independent consultation and assessment service and have particular expertise in adoption, post adoption and foster care.

The Adoption Consultancy 360 Ltd works within the principles laid down by the Children Act 1989 and considers: -

- The welfare of the child is paramount.
- The principle of parental responsibility should be upheld.
- Services to all our families and their children must take into account religion, ethnicity, culture, language and any special needs, such as physical and learning disabilities.

The priorities of The Adoption Consultancy 360 Ltd Adoption Support Service are:

- To ensure the child's needs are paramount at all times.
- To provide advice, counselling and therapy to ensure high quality and safe permanent placements through adoption
- To assist through advice to social work staff on prospective adoptive applicants who are likely to meet the placement needs of the children waiting for families both locally and nationally.
- The Adoption Consultancy 360 Ltd is committed to the principles of providing post placement support services to all approved adopters who achieve the placement of a child(ren).
- The Adoption Consultancy 360 Ltd is committed to providing assistance in adoption services for parents and children that recognises the lifelong implications of adoption for adopters, adopted children, and birth relatives. In providing this, we undertake the following:
 - Assessment of prospective adopters where there are complex issues
 - Training for adopters
 - Training of foster carers and social workers
 - Post adoption support programmes for groups and individuals
 - Post adoption support for parents, children and couples
 - Supervision and consultation to professionals
 - Expert witness reporting
 - Assessment of parenting
 - Assessment of individual children and young people to assist in the matching process
 - Assessment of individual children and young people to signpost to appropriate help and resources.

The Adoption Consultancy 360 Ltd is committed to maintaining effective systems for recording, managing and keeping safe, information about children placed for adoption, adopters and information received from people affected by adoption.

It is recognised that the level of service provided may be limited by external financial constraints and by staffing limitations.

The Name and Address of the Registered provider, the Responsible Individual and the Manager.

The Adoption Consultancy 360 Ltd
West Grange
Clyst Heath
Exeter
EX2 7EY

The Responsible Individual:

Sally Hebler will undertake the day-to-day management of the work of the Adoption Agency.

The Directors, Sally Hebler and Chris West, work closely together to ensure provision of a consistent, coherent, and flexible service.

Registration

The Adoption Consultancy 360 Ltd is a registered Adoption Support Agency with Ofsted.

Qualifications and experience of the owners/Directors

Name: Sally Elizabeth Hebler

Qualification: Dip SW in Social Work. M.E.d Leadership in Education. HCPC Registered Social Worker.

Relevant Experience: Extensive experience in Local Authority, Voluntary and private Sector, providing assessment and interventions to children and families. Management experience includes managing and leading Somerset's Education Attendance service and Executive Head teacher of Pupil Referral units in Sedgemoor, Somerset.

Name: Chris West

Qualification: Occupational Therapist, HCPC Registered

Relevant Experience: Extensive experience in Local Authority and Health Service settings, providing assessment, consultation and therapeutic services to children and families, particularly relating to sensory processing and integration and attachment challenges. Management experience includes management of an Occupational Therapy service within an integrated service for children with special needs, in the UK and overseas.

The number, relevant qualifications and experience of the staff working for the purposes of the Agency

The Directors at The Adoption Consultancy 360 Ltd provides the adoption support service. We employ administration staff, and commission fully qualified and enhanced DBS checked therapists to carry out specific pieces of therapeutic work (see 7 below).

A description of the services offered by the agency

The Adoption Consultancy 360 Ltd is an organisation, which provides psychological services for children, young people, parents, and professionals in adoption. We offer independent consultation and assessment, pre and post adoption where there are complex issues and needs. We also provide family and individual interventions and commission adoption informed and experienced play therapists and counsellors/psychotherapists when we have identified the need for this.

The procedure for assessing the needs of those requesting adoption support services from the agency.

The Adoption Consultancy 360 Ltd is commissioned to provide post-adoption services with the regional agency, Adopt South West, on a regular basis. In addition we are commissioned by Local Authorities/Regional Agencies nationwide to provide specific post- adoption support to individual adoptive families. The following procedure ensures that The Adoption Consultancy 360 Ltd is the appropriate resource to meet the clients' needs:

Referrals.

- Initial enquiry received and information about the service provided by referral to The Adoption Consultancy 360 Ltd website, through written information, or telephone consultation.
- If the referring agency decides The Adoption Consultancy 360 Ltd is the appropriate service it makes a formal referral via letter or referral form.
- The Adoption Consultancy 360 Ltd reads referral form/letter. If there are any questions about the ability of The Adoption Consultancy 360 Ltd to meet the identified needs these are discussed with referrer and a decision by the directors is made about how to proceed.
- A quote with costings, timescales, and reporting schedule is agreed between the parties.
- The Adoption Consultancy 360 Ltd and parent(s) and social worker (if available meet) for initial consultation to plan the work.
- Written feedback is provided to the family and the referrer at agreed intervals.
- Recommendation for possible therapeutic work funded from the Adoption Support Fund.

Systems in place to monitor and evaluate the provision of services to ensure that the services provided by The Adoption Consultancy 360 Ltd are effective and the quality of those services is of an appropriate standard.

The Adoption Consultancy 360 Ltd is committed to seeking feedback from Service Users in order to inform future Service provision. As directors we review our service delivery and performance on a monthly basis with our associates, and bi-annually with commissioners.

Service users are always invited to give feedback to their referring worker on their view of the service they receive from us. Feedback from all users of The Adoption Consultancy 360 Ltd is an important aspect of our service evaluation and development.

At the current time a system is in place to seek feedback from those receiving our service.

The Complaints Procedure

The Adoption Consultancy 360 Ltd has written information about its Complaints Procedure, which is available. The Therapeutic Pack (including leaflets) are given to clients at the commencement of the work, and are available at The Adoption Consultancy 360 Ltd offices.

Anyone receiving a service from The Adoption Consultancy 360 Ltd may complain about any aspect of the service it provides. There are two formal stages to the procedure where an independent person and then a panel of three independent people are appointed to investigate each complaint and report to The Adoption Consultancy 360 Ltd.

Complainants may make verbal and or written submissions to the panel. A complainant can request the matter moves on to the second stage (panel) if they are not satisfied with the independent person's findings.

The Registration Authority

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