



STATEMENT OF PURPOSE

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Approver		Board of Trustees	
History			
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PAC-UK

Statement of Purpose

This document is designed to meet the requirements of the Adoption Support Agencies (England) and Adoption Agencies (Miscellaneous Amendments) Regulations 2005 (regulations 5 and 6) and the Adoption National Minimum Standards 2014.

About Us

PAC-UK is an independent charity, established in 1986. PAC-UK's primary aim is to relieve distress, strengthen family relationships and inform and improve professional practice in relation to adoption and other permanent placements.

PAC-UK's Mission is to provide high quality, innovative services that support and make a difference to all affected by adoption and permanency: children and families, adults who were adopted/placed as children, birth family members and professionals.

Through achievement of our Mission we will provide for:

- **Service users**

Timely access to services

Relief from some of the distress and upset concerning past attachments, losses, traumas, transitions and contact

More harmonious, better functioning family and/or other relationships

A stronger sense of identity

Improved outcomes for children in adoptive and other permanent placements

Increased social inclusion for parents who lose children to adoption/other permanent placements

Effective and innovative training for carers and professionals

A responsive service that listens to feedback from evaluation surveys and acts upon it

- **Local authority partners**

High quality, innovative and outcome evidenced services

Easily accessed services

'Best value' services

Cutting edge training

- **Staff**

High levels of job satisfaction, training and support to enable them to deliver a top quality service to our clients and fulfil their professional potential

- **Our financial donors**

A well-run organisation that delivers reputable best quality and value services

- **Our community**

A good neighbour that contributes to the cohesion of the community

PAC-UK's corporate objectives are to:

Objective 1

Deliver consistently excellent service

This is achieved by:

Ensuring consistency between commissioners' needs and expectations and services delivered

Ensuring all services comply with the letter and spirit of regulations and standards

Ensuring our staff are trained, supported, motivated and equipped with the skills to provide the services required

Developing training initiatives responding to and where possible anticipating developments in the sector

Analysing and responding to the activities of our competitors, the current market place and future developments to ensure we keep our competitive advantages

Achieving a widely recognised Quality Mark

Outcome: Services are appropriate to the needs of users, are compliant with regulations and exceed national minimum standards, making PAC-UK the 'provider of choice'.

Objective 2

Enhance PAC-UK's image and profile

This will be achieved by:

Communicating PAC-UK's identity

Developing PAC-UK's website and publicity material in a manner that is fit for the future

Increasing exposure through the development of a marketing and communications strategy

Further developing links with relevant bodies

Outcome: We are well known for all we do

Objective 3

Continue to develop a highly motivated and capable staff team (including volunteers and sessional workers)

This is achieved by:

Recruiting and retaining a diverse staff team that has the required skills and knowledge to provide PAC-UK's range of services

Retaining a staff team that is fully committed to the ethos and strategies of PAC-UK

Providing student placements for those in their final year of counselling and social work training

Recognising the incentives for staff including reward, recognition and development opportunities

Developing a 'can do' work ethic and culture

Ensuring staff are managed and supported appropriately, fairly and consistently with sound performance management systems in place

Leading by example

Training all managers to fulfil their management and leadership roles

Meeting the expectation that all board members are appropriately trained in order for them to fulfil their responsibilities

Outcome: A team that consistently meets and exceeds PAC-UK's customers' service requirements.

Objective 4

Participation of stakeholders

This is achieved by:

Providing effective management information that meets the requirements of commissioners of services and PAC-UK's board of trustees

Providing a range of opportunities for stakeholders to be actively involved in helping steer the development of our services and organisation

Developing and maintaining loyalty amongst our financial donors and supporters through involvement and communication with PAC-UK.

Outcome: A dialogue with Stakeholders that ensures that they contribute to the service we deliver and the way we deliver it. They will play an increasing role in the development of the organisation as we become even more focused on fulfilling their needs and expectations.

Objective 5

Sound Finances

We will achieve this by:

Full cost recovery for all core services

Sound and timely financial management systems and reporting

Risk assessments carried out regularly across all areas of the business

Increasing income to enable the growth of the organisation and the development of innovative practices, for example through:

gaining additional Service Level Agreements (SLAs)

developing and expanding the adult counselling service

investigating feasibility of a paid for telephone/on-line counselling service

Building sufficient reserves

Ensuring the organisation has sufficient resources to deliver its services

Outcome: PAC-UK is financially strong with sufficient reserves to provide for contingency planning

Objective 6

Leading innovative practice

We will achieve this by:

Supporting the continual development of staff

Promoting new and creative practice

Opening our practice to research and evaluation

Developing partnerships with one or more academic institutions

Offering seminars, training, workshops and conferences with renowned speakers to disseminate our work.

Outcome: PAC-UK is perceived by the external world as the sector leader in adoption support

The Registered Provider

The registered provider of these services is:

PAC-UK

5 Torriano Mews

Torriano Avenue

London

NW5 2RZ

Tel (office): 020 7284 0555

Tel (Advice Line): 020 7284 5879

Email: advice@pac.org.uk

In order to comply with registration requirements, we are required to identify an individual who is an officer of the organisation and who is responsible for supervising the management of the agency.

The Responsible Individual

Peter Sandiford

Chief Executive Officer

PAC-UK

5 Torriano Mews

Torriano Avenue

London NW5 2RZ

The Registered Manager

Lyndsey Marshall

Deputy Chief Executive

PAC-UK

5 Torriano Mews

Torriano Avenue

London NW5 2RZ

Care Standards Act 2000

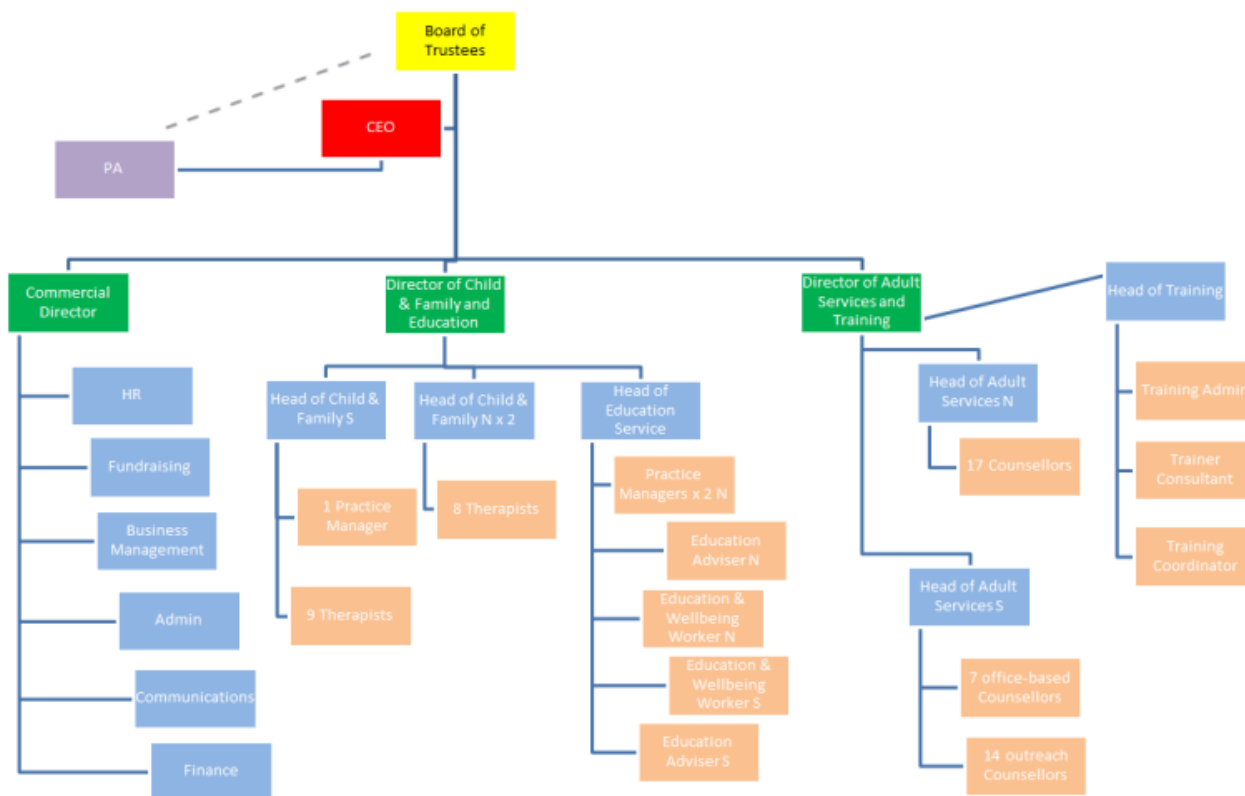
There are no conditions currently in force in relation to the registration of PAC-UK or of the Responsible Individual/Registered Manager under Part 2 of the Care Standards Act 2000.

Title	Qualifications
Peter Sandiford, Responsible Individual/CEO	CSS, CCETSW practice teacher award; Diploma in Management studies (University of Southampton in Professional Studies (Management of Voluntary Organisations); HCPC registered. Qualified as social worker in 1986; worked in children' services or training since 1973.
Lyndsey Marshall, Deputy Chief Executive/Registered Manager	HCPC registered; CQSW (1975); MA (Business Administration); BA (Public Sector Studies)
Adam Bell, Commercial Director	Relevant qualifications for the post
Head of Child & Family Service - London	BPS registered; MSc Counselling Psychology; Licentiate Pedagogical Sciences (Belgium)
Head of Child & Family Service Manager – Leeds	HCPC/BACP registered; MA/Dip Social Work; Diploma in Psychotherapy; Higher specialist Social Work Award; Foundation Systemic Family Therapy; PhD (ongoing) Therapeutic Recovery from Abuse for Children in Care/adoption
Head of Child & Family Service Manager - Leeds	BASW/HCPC registered; Diploma (Social Work); Counselling (Level 1); DDP Level 1; Post Grad in Psychotherapeutic Counselling; ISSTD; EMDR Therapist; NQSW Mentor; Practice Educators Award; Cert in Theraplay; Parent Advisor;
Head of Training Service	UKCP registered ; MA (Psychoanalytic Psychotherapy and Social Studies), Diploma Institute of Psychotherapy and Social Studies; M.Phil;
Head of Adult Services - London	BPS registered; MA (Psychoanalytic Child Observation Studies); BA Hons (Psychology)
Head of Adult Services – Leeds	BACP registered; Diploma in Therapeutic Counselling; BA in Philosophy, Politics & Economics (Oxford University); Diploma Indian Politics & Culture; Cert in Counselling Skills; Child Protection Level 1; Supporting Birth Families, Identity & Contact
Head of Education Service	BPS/HCPC registered; PhD Ed.Psy – Child & Educational Psychology (UCL); MSc Social, Genetic & Developmental Psychiatry (King College); BA Experimental Psychology (Oxford University)
Practice Manager & Education Advisor- Leeds	BA Hons (Acting); PGCE/PCET – Teaching in FE; GTP Teaching, Secondary sector;
Practice Manager & Education Advisor - Leeds	BMus Hons (Music); PGCE Secondary School Music with QTS; Child Protection Training;
Practice Manager – Child & Family Service - London	UKCP registered; HCPC registered; CQSW; MA Integrated Child Psychotherapist; Postgraduate Diploma in Dramatherapy

Adult Psychotherapist - London	CCETSW; Registered with HCPC; UKCP registered: Attachment based Psychoanalytic Psychotherapist; Diploma in Infant Mental Health/Parent-Infant Psychotherapy; European Cert Psychotherapy (post-qualifying).
Adult Counsellor/Birth Parent Support Worker - London	BACP registered; Advanced Diploma in Humanistic Integrative Counselling; Certificate in Group Dynamics and Facilitation;
Child & Family Service: Counsellor (1) - London	BPS registered; BA Psychology; MA Psychoanalytic Child Observational Studies; MA
Child & Family Service: Integrative Arts Psychotherapist (1) - London	UKCP registered; MA in Integrative Arts Psychotherapy: The Institute of Arts and Therapy in Education; Advanced Diploma in counselling and psychotherapy; Diploma in Therapeutic Counselling of Adolescents
Child & Family Service: Integrative Child Psychotherapist (1) - London	UKCP registered; MA in Integrative Child Psychotherapy; MA in Psychoanalytic Observational Studies; Diploma in Counselling
Child & Family Service: Integrative Arts Psychotherapist (1) - London	UKCP registered; MA Integrative Arts Psychotherapist; Diploma Child Psychotherapeutic Skills
Child & Family Service: Counsellor (1)	BACP registered; MA Child and Adolescent Mental Health; Post-Grad Cert in Family Therapy; Post-Grad Diploma in Person-Centred Counselling; PGCE
Child & Family Service: Part-time Therapist – Leeds (1)	ACP/BPC registered; MSc Social Work; MSc Child & Adolescent Psychology; DDP Level 1; BA Hons Peace Studies
Child & Family Service: Part-time Arts Therapist – Leeds (1)	BAAT registered; MA Art Psychotherapy; BA Fine Art; BAAT Training; Theraplay & Marschak Interaction Method – Level 1;
Sessional Child & Family Therapists – London (3) & Leeds (4)	BACP/UKCP/HCPC registered; MA Integrative Child Psychotherapy; MA Practice Health & social Care; CQSW Social Work; PQ1 Social Work; Cert Counselling Skills; Advanced Diploma Therapeutic Application of the Arts; Theraplay Level 1; Dyadic Developmental Psychology Levels 1-2;
Education & Wellbeing Worker - London (1)	UKCP registered; MA Integrative Child Psychotherapy (Institute for Arts & Education)Diploma therapeutic Application of the Arts; BSc Sociology
Education & Wellbeing Worker - London (1)	BACP registered; Diploma CPCAB – Level 4 – Therapeutic Counselling; Theraplay Level 1; Intor to Sandpla; PTUKPost qual cert – Filial Play Coaching & Mentoring
Sessional Education/Schools Trainers – Leeds (5) & London (3)	BACP/HCPC/National Counselling Society registered; Relevant qualifications for the posts including: MA Social Work; MQA in Therapeutic Fostering & Adoption; MA Drama & Movement Therapy; M.Ed – Counselling; M.Ed – Education, Practitioner Enquiry; BA Hons Sociology; BA Social Work; BA Hons £D Design; BA Hons European Studies; B.Ed Geog & Social Studies; CQSW Social Work; GTP/QTS; Post Grad Dip Relationship Therapy; Diploma CBT/REBT; Cert in Education;

	PGCE; NPQH; Leadership; Critical Skills Methodology
Adult Counsellor and Advice Line Worker – London (1)	HCPC and BACP registered; Advanced Diploma Humanistic Integrative Counselling; Diploma in Social Work/CQSW
Adult Counsellor and Advice Line Worker - London (1)	HCPC and BACP registered; CQSW; BSc (Honours) Social Work; Post Graduate Diploma Counselling
Adult Counsellor and Advice Line Worker - London (1)	HCPC and UKCP registered; CSS; Psychotherapist: Centre of Attachment Based Psychoanalytic Psychotherapy; NVQ Level 4 – Management
Adult Counsellor and Advice Line Worker – London (1)	HCPC registered; CQSW; BSc Hons Psychology; Diploma Systemic Family Therapy; Post Qual Award in Social Work; Diploma Institute for Arts & Education
Adult Sessional Workers – Adult Counselling & Outreach Counsellors/Social Workers London (12) & Leeds (9)	Registered either with HCPC, BACP, CPC or UKCP- relevant qualifications for the post inc: PhD: Families’ Experiences of Adopting overseas; Advanced Counselling Diploma; Cert in Parent Child relationship skills; CCETSW; Post Grad Systemic Practice Families & Couples; MSc Integrative Psychotherapy; MSc Psychological Counselling; MSc Advanced Prof Practice in SW; Cert in Counselling; Bereavement Counselling; Post Grad in Child Care: Post Grad Diploma in Advanced Social Work: BAC Diploma in Counselling; B.Ed; MA/BA Hons Social Policy; BSc Psychology; CQSW Dip/SW; NLP; Diploma in Counselling
Adult Placement Counsellor (1) London	HCPC registered; Post Qual Social Work; MA Children & Families Social work; B.Ed Education Studies
Adult Support Worker (Social Worker/Counsellor)- Leeds (6)	HCPC/BACP registered; MSc Social Work; MA Social Policy; Advanced Diploma in Counselling: Diploma Social Work; CQSW; BSc Sociology; BSc Applied Psychology; BA Hons Applied Social Sciences; Counselling Skills/NVQ4 Advanced; Post Grad Diploma Integrative Counselling; PQA Social Work; Cert in Couples Counselling; PG Cert Personality Disorder; PGCE
Head of Fundraising	Relevant qualifications for the post
PA to CEO	Relevant qualifications for the post
HR Support	Relevant qualifications for the post
Development Manager	Relevant qualifications for the post
Team Administrators (6)	Relevant qualifications for the post
Administrative Volunteer (1)	In-house training

Organisation structure



The Services We Provide

We provide a range of services in order to meet our organisational aims:

We provide a specialised counselling service for all people touched by adoption or other permanent placements, both at our offices in Kentish Town and Leeds, and in local authority venues.

We operate a **telephone help and advice line** open to the public and professionals in the UK and overseas.

We offer a comprehensive **Child and Family Service** which includes:

- Parent consultations
- Family consultations
- Comprehensive family assessments, parent-child assessments, parent assessments, viability assessments and assessment and mediation of complex contact arrangements between adoptive/permanent placement family and birth family
- Intensive therapeutic family work (with specific expertise in working with black and multi-ethnic families)
- Intensive therapeutic work with parents
- Life story work with children and their parents
- Early intervention and home parenting
- Individual session for adolescents and parents (in the context of therapeutic family or parent work)

- Contact support and mediation work
- Disruption support work
- Professional consultations for any professionals in work with adoption/permanent placements
- Court reports with regard to assessment of placement needs and future support

We offer a comprehensive **Adult Counselling Service** including;

- Independent face-to-face counselling, support and advice for adopted adults at all stages in their journey through life, as well as Telephone/Skype counselling
- Advice and practical support to those who are searching for family members
- Intermediary services to assist birth relatives and adopted adults by facilitating and mediating reunion where both parties consent to contact, and offer support and counselling to all parties concerned
- Independent face-to-face counselling, support and advice for birth relatives when there is a plan for adoption, and for those who are suffering the long-term effects of having lost a child or children to adoption, as well as Telephone/Skype counselling
- Visit and provide counselling services to women in Holloway prison whose children have been lost to adoption or other permanent placements
- Run groups for service users in response to demand
- When commissioned by a local authority we offer counselling to those seeking to find information about their adoption as set out in Schedule 2 of the Adoption and Children Act 2002
- Advice for other professionals
- A secondment scheme offering professionals working for subscribing authorities the opportunity to gain first-hand experience of working intensively in an adoption support agency
- Counselling trainees the opportunity to gain clinical experience and knowledge of adoption, whilst working under close supervision

We offer a comprehensive **Training programme and a commissioned training service**

- We organise workshops, conferences and training days for both members of the public (parents and carers) and professionals (social workers, therapists, teachers and others) to address issues related to adoption and other permanent placements
- We offer commissioned training in response to requests from Local Authorities and other agencies.

In order to offer focused support, we employ **qualified and experienced workers** who recognise the difficulties that those affected by adoption and other permanent placements may have.

We produce **practice papers** on issues surrounding adoption practice. We have particular interest and expertise in working with clients from minority ethnic groups.

Education Services

We offer a comprehensive Education Service which includes:

1. Education advice line
2. Education consultations for parents and guardians
3. Education-focused parent and guardian support groups
4. Training for schools in attachment, trauma and loss
5. Child-focused consultations for schools
6. Intensive casework for children in schools
7. Specialist educational psychology service
8. Therapeutic work for individuals and groups of children and adults in schools
9. Commissioned training days for parents, guardians and professionals
10. Adoption-friendly schools guidance and toolkit
11. Good practice guide for schools
12. Dissemination of good practice via conferences and publications

Procedures for Assessment

We expect that service users referred directly to us by a local authority will have been assessed under the Adoption National Minimum Standards 15.2 and Regulation 13 of the Adoption Support Services Regulations 2005. In cases where this is not so and it appears to us that Regulation 3 of those regulations applies, we will support that person in accessing the appropriate assessment through the relevant local authority adoption service. Where appropriate we will inform the service user's LA of the assessment services we provide so that these can be commissioned by them should they wish to do this. Assessment Services include Parent, Family and Contact and Viability Assessments.

In cases where service users refer themselves directly to us and they do not appear to meet the criteria for assessment by the local authority, we will undertake an initial assessment of their needs with regard to the services we provide, and in consultation with them. Should a more in depth assessment be advised we will make a recommendation in this respect. PAC-UK offers Comprehensive Parent and/or Family and/or Contact Assessments and/or Viability Assessments, and Assessment for Court.

Service users will be signposted to other services should our initial assessment reveal that PAC-UK's services are not appropriate for them.

Assessments will be carried out with due respect to safeguarding and protecting the welfare of any child/vulnerable adult involved.

We review the services we provide whenever a change of a person's circumstances might affect the provision of this service, or after 12 months, whichever event is first.

Quality Audits

We are keen to ensure that our services are of appropriate quality and effectiveness. We seek to combine the comments of our service users with the professional expertise of

our management in order to achieve this. We send out service evaluation forms to all persons receiving a minimum of four face-to-face counselling sessions and to those who attended fewer sessions but whose case has been closed, in order to solicit information about service delivery. A similar service evaluation form is sent to a selection of people accessing our Advice Line. Persons having four or more sessions of face-to-face counselling also complete a distance travelled form and pre- and post-intervention questionnaires in order to establish whether their presenting issues have been effectively addressed and to validate the effectiveness of the service provided. We also ensure that our service users have access to our comments, compliments and complaints leaflet, and where necessary, our complaints procedure, and make these documents as easy to understand as possible. It is made clear to service users that we seek to provide a quality service and need to hear from them if we fail to do so.

We provide regular and committed supervision for our staff together with a training plan to keep them abreast of current issues. We review outcomes of our service in our senior management meetings. We are currently exploring the PQASSO Quality Assurance mark for our service.

Complaints

Our Policies and Procedure document includes a three stage complaints policy and procedure (informal resolution, formal resolution Stage 1 and formal resolution Stage 2) which seeks to resolve complaints within agreed time scales. All staff and volunteers, others involved with PAC-UK and service users are given full information regarding PAC-UK's complaints policy and procedure.

Registration Authority

OFSTED

Piccadilly Gate

Store Street

Manchester

M1 2WD Telephone Number: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Website: www.ofsted.gov.uk

Policy

The Statement of Purpose will clearly reflect the aims and objectives of PAC-UK. The aims and objectives are intended to guide the practice of all staff and their performance will be reviewed in the light of this document. It is the policy of PAC-UK to promote equality of access to the services we provide for any child or adult referred to us. In order to implement this policy in respect of the Statement of Purpose, a separate Children's Guide to PAC-UK ('Information for Children and Young People') is available for every child who comes into contact with us.

Procedure

The Responsible Individual/CEO will ensure the preparation and publication of a Statement of Purpose. The Statement will be reviewed annually and forwarded to Ofsted.

The Statement of Purpose will include the aims and objectives of PAC-UK and will comply with the requirements of the Adoption National Minimum Standards 2014., Standard 18 and Regulation 5 of the Adoption Support Agencies (England) Regulations and Adoption Agencies (Miscellaneous Amendments) Regulations 2005.

The Registered Manager/Director Service Delivery will authorise the content of the 'Information for Children and Young People' leaflet and ensure that it is made available to children who are in contact with PAC-UK

The content of the guide will be governed by the National Standard relating to such guides (currently 18.6).

The Registered Manager/Director Service Delivery will ensure that, should staff identify a need for the guide to be produced in a format other than written text, or in a language other than English, a suitable translation can be made within ten working days.