

**PAC-UK**



**THE AGENCY FOR  
ADOPTION &  
PERMANENCY  
SUPPORT**

5,348 website  
hits per month  
(15% increase)



Child to  
Parent  
Violence  
Project

Introducing  
Peer Services



1,998 participants on  
71 PAC-UK training courses  
in 2016/17

PAC-UK Social  
Media continues  
to grow

PAC-UK Impact  
Review 2016/17

3,939 appointments  
with 1,086  
individuals



1,228 appointments  
attended by 113 adoptive  
and permanent placement  
families in 2016/17

3,270 advice line  
enquiries handled  
in 2016/17

1,426 teachers trained to  
understand the effects of  
trauma on children's  
behaviours in school



PAC-UK  
Training  
2016/17

annual review  
2016/2017



## Who we are

“PAC-UK is the country’s largest independent Adoption Support Agency. Our vision is that all those affected by adoption, Special Guardianship and other forms of permanent care are supported and enabled to live their lives to the full. We have built our expertise over a 30 year period, starting out as Post-Adoption Centre in 1986. In recent years we have combined with other specialist providers – After Adoption Yorkshire and Adoption UK – to produce a more robust service with a wider reach and a more comprehensive range of activities.”

- Peter Sandiford, PAC-UK CEO

### We deliver services to ALL those affected by the complexities of adoption and permanent care:

- Adoptive and permanent-placement families, and those considering adoption or special guardianship
- Adopted and permanent placement children – both in their families and in their school setting
- Young people and adults who were adopted or permanently placed as children
- Birth parents and other birth relatives
- Education staff who work with adopted and permanent-placement children
- Professionals (mainly social workers) who work with these groups

### What we do

- We teach therapeutic parenting skills to mums and dads struggling to cope
- We help adopted and permanent placement children understand their complex life histories
- We support these vulnerable families to stay together and improve bonds of attachment
- We work with teachers to improve the school life of these traumatised children
- We offer independent support to the vulnerable birth families who have ‘lost’ their children
- We give specialist advice and training to adoption social workers and other professionals

# PAC-UK Impact Review 2016/17

## Adult Services

“Whatever aspect of adoption or permanent care has affected you, our counsellors understand the journey you are on and can help you explore how to move forwards into a better place.”

- Pavlina Georgiades, Head of Adult Services London

### Advice Line

Callers to our Advice Line find a welcoming ‘front door’ into a whole range of resources and support.

Our counsellors will gladly refer them onwards for further services, either within PAC-UK or elsewhere.

Our Advice Lines, staffed by experienced and qualified PAC-UK counsellors, can be contacted by anyone affected in any way by adoption or permanent care. The numbers are:



#### PAC-UK Leeds Advice Line

0113 230 2100  
Mon to Fri

#### PAC-UK London Advice Line

020 7284 5879  
Mon to Fri

#### PAC-UK Education Advice Line

020 7284 5879  
Weds & Thurs

#### First Family Action Line

07975 846249  
07946 295322

#### Adoption UK Helpline

07904 793974  
07539 733079

“The service was invaluable to me when I discovered sensitive new information about our family and needed professional guidance as to how to best deal with this.”

“Very clear, supportive advice.”

“I received an excellent service both from the advice line and from my adoption support worker and you are doing a great job.”

“It was so easy, everyone was so helpful.”

“Every time I have made a referral via the advice line, the service has been brilliant.”

“It’s not easy to make the call to an advice line as an adopted adult. The sensitivity, understanding, warmth and insight I received was invaluable.”

# PAC-UK Impact Review 2016/17

## Adult Counselling

Specialist advice and counselling for adopted adults, parents and carers:

- 3,937 appointments held with 1,086 individuals
- 85% registered a high level of satisfaction with the sensitivity with which their issue was handled
- 80% registered a high level of satisfaction with the service



“I would like to thank PAC-UK for all the support that I was offered whilst searching for and regaining contact with my birth mother.”

“I have been having some sessions with a counsellor and I feel much better and more positive about the future.”

## Free advice and support for birth mothers, fathers and relatives

“Our First Family Service works independently of Local Authorities. We welcome callers to our free ‘Family Action Line’ and our free Support Groups in Leeds and London.”

- Mike Hancock, Head of Adult Services Leeds

“The support was excellent. I was able to deal with my issues and move on with my life. The support is ongoing. PAC-UK has been a life-saver for me, I am very grateful.”

“With PAC-UK I have been able to change my life for the better. I am no longer in a toxic relationship, and feel prepared to care for my child again.”



# PAC-UK Impact Review 2016/17

## Child & Family Services

### Providing specialist therapeutic support for children and families

“Our team of dedicated therapists brings together a vast range of specialist knowledge and experience to help families understand and manage the great challenges in their daily life.”

- Franca Brenninkmeyer, Head of Child & Family Service London

All families feeding back about the service registered improvement in their own capacity to be consistent and in their child’s behaviours. Consistently over 88% registered improvement in these further areas:

- Capacity to manage their own emotions
- Capacity of child to manage own emotions and express their feelings
- Improved family life
- Competence as a therapeutic parent



“The support we have received from PAC-UK over the past 3 years has been absolutely invaluable because it has built us up so that we have the necessary understanding, resilience and strategies to sustain us in our efforts to parents Alice.

We have undoubtedly made progress but it is an ongoing process; each stage of Alice’s development brings new challenges. We have felt really cared for by our therapists at PAC-UK. I don’t think we would have survived as a family without them.”



“We had superb therapeutic support from a highly-skilled, empathetic and intuitive therapist. We will both miss her enormously!”

# PAC-UK Impact Review 2016/17

## Child to Parent Violence (CPV) Project

In 2016/17 we received grant funding from the DfE to provide extra support to families struggling with child-to-parent violence.

“Our aim is to provide adoptive parents with the knowledge, skills and strategies to increase their parental presence and be confident in de-escalating conflict. Group workshops are run on an ongoing basis.”

- Jo Mitchell, CPV Project Lead

71 parents attended four CPV groups – receiving 34 hours of specialist input.

73% of participants said that since attending the group, the rate of physical violence from their child towards the rest of the family has got better



88% of participants said that their ability to be loving and caring to their child had improved since attending groups

“I feel that PAC-UK have offered life-saving hope to adoptive parents in darkest despair and overwhelm via this course.”

Overall course satisfaction rating was 9.21 out of 10. In all groups, the feedback showed statistically significant positive change

“This course is making a huge difference to our family life. I'm dealing with violent incidents so much better and they've lessened markedly over the 10 weeks.”

“This was very supportive. So often I have felt guilty about the things I have felt about my child. Knowing that others have felt these things too and hearing about their experiences that were so similar to mine brought a great deal of relief.”



# PAC-UK Impact Review 2016/17

## Education Service

Working actively with adopters, carers and teachers to improve school life for vulnerable children.

We have raised awareness amongst thousands of education professionals to understand the particular difficulties faced by 'our' children in coping with everyday school life."

- Helen Hoban, Head of Service

1,426 teachers were trained to understand the effects of trauma on children's behaviours in school, and given strategies to support these children



90% said their understanding had improved; and 81% committed to using two new ideas from the training in their practice

"The training was really helpful for a current child in my class. I am now more aware of supportiveness rather than reprimand."

Education Advice Line caller: "It helped me better understand the anxiety issues my daughter is facing when at school. The advice was invaluable, and I felt supported and understood."

"Thank you for the training you provided to our school. I spoke to our teachers afterwards and they gave very positive feedback."

"I was delighted with the training. I found the content incredibly useful and interesting, and I left feeling inspired and motivated. I have given the content a lot of thought since yesterday and have started to change my way of thinking."

# PAC-UK Impact Review 2016/17

## Adopted Teens Identity (AT-iD) Project

“I joined AT-iD because I wanted to find more people who were adopted so I wouldn't feel alone or isolated.” – *Adopted Teen*

“The project aims to give a voice to adopted teenagers by providing them with a safe and secure way to discuss problems and issues with their peers or project workers. All our young people ‘make a difference’, either by supporting each other or, via our Youth Council, influencing professionals and policy-makers.”

- Tanya Killick, Project Lead

30 young people from 15 local authorities participated in an online chat forum for adopted young people and attended 9 activity days. They produced a film about being adopted, ‘Voices’, which was given a public screening and also sent to the DfE, Virtual Schools, local authorities and VAAs, receiving professional acclaim.



“I have been meaning to write and thank you for including (my daughter) in the group and for giving her somewhere to sound off when she needs to. On the two occasions that she has joined you on days out she has come back absolutely buzzing, from what she has described you have made it fun but have been sensitive and have made her feel very comfortable; as an adoptive parent I am so grateful that she has found AT-iD.”



# PAC-UK Impact Review 2016/17

## Adopted Teens Identity (AT-iD) Project

“If you want to know how young people in care feel, it’s not through an evaluation form, not through a system of committees. Get them to write poetry.”

- Lemn Sissay, 2015

This poem was written by a member of the AT-iD group, aged 13:

I am adopted.  
I am one of millions,  
Hundreds, thousands,  
Maybe even billions.  
It can make you feel sad or happy;  
Or more complex feelings,  
Like withdrawn or snappy.  
Our stories are all different,  
They’re never set in a straight line.  
Sometimes parents just can’t care for us,  
Are hurt, or committed crime.  
When you are adopted,  
People act as if you are different.  
They talk behind your back,  
And give you different treatment.  
When you are adopted,  
Life is full of laughter.  
But then you look back and think,  
“Have I A happy ever after?”  
Sometimes we get bullied,  
And this is really hard.  
None of it’s your fault,  
But you take it to heart.  
People don’t understand,  
That that’s too close to home;  
You start to isolate yourself,  
To be safe, is to be alone.



Some people build walls,  
Big, strong, safe ones.  
Huge and thick;  
They weigh tons and tons.  
But these walls, you see,  
Aren’t to keep people out.  
They’re to see who cares,  
To knock them about.  
A few people I know,  
Have knocked my wall down.  
They are the people,  
Who will never, ever let me down.  
Do you know someone who has built a wall?  
How big is the wall?  
Is it ever so tall?  
Will you knock down the wall,  
Give your heart as a home?  
To make sure that person,  
Is never alone?  
We are not so different,  
You and me.  
I am human, I have feelings,  
Can’t you see?  
Just because I’m adopted,  
Doesn’t mean I’m different.  
I’m just like any other person,  
Please, don’t give me different treatment.

# PAC-UK Impact Review 2016/17

## Training Service

An annual programme of training days for families and professionals, delivered by experts in the field.

“Our training days are valued both for their informative content as well as for the opportunity they offer to meet families or colleagues experiencing similar problems.”

- Kate McCormack, Head of Service

Courses in 2016-17 included:

- Parenting a child displaying sexualised behaviour
- Living with an angry child
- Adding a sibling to the family
- Domestic abuse and violence

PAC-UK's  
2016/17  
Training  
Programme  
included  
71 courses



These 71  
training  
courses were  
attended by  
1,998  
delegates!

“Fantastic  
presentation!  
Energetic, dense,  
insightful and  
engaging. I am so  
glad I came!”

98% of  
delegates  
rated their  
course 4 or 5  
on a 5-point  
scale

“It’s important to  
appreciate that this is  
‘real life’ for many  
adopters. Too many  
seminars are theory  
and no practical  
stuff.”

# PAC-UK Impact Review 2016/17

## Peer Services

PAC-UK's Peer Services have been delivered in partnership with Adoption UK (AUK) since October 2016.

"We give parents the time and space to confidentially talk about the challenges they face in parenting children with complex needs, no matter what the stage of their adoption journey."

- Jennifer Ginger, Head of Service

Our peer-led services include a helpline for adoptive parents, training courses in therapeutic parenting for all adopters and specifically for those parenting adopted teens and access to specialist one to one telephone support from skilled and experienced adopters.

Call the AUK Helpline on 07904 793 974 and 07539 733 079 (Mon-Thurs 10am-2pm and Fri 10am-12.30pm).



In 2016/17  
836 people  
benefitted from  
Peer Training:  
317 parents and  
519 teachers



Peer Services  
Parent  
Consultants  
worked with  
over 75 families  
in 2016/17

"Having something booked in with someone who 'got it' was a valuable thing to have in my diary. It was a glimmer of hope in those weeks that were extremely difficult that soon I would be able to off load to someone who not only understood but didn't judge."

90% of Peer  
Training  
participants  
said they gained  
all they hoped  
for and more!

"We were going through a very difficult time and it was such a relief to speak with someone who not only had personal experience in this area but was knowledgeable about what research is currently available to support issues of adoption. I felt completely understood and I experienced a high level of compassion for what I was going through at the time."

# Conferences, celebrations, and awards!

## Brain-Based Parenting Conference a Resounding Success

The PAC-UK and Adoption UK Brain Based Parenting conference, which took place in Leeds in April 2016, was a huge success. The conference was the first exciting collaboration between PAC-UK and Adoption UK and led by celebrated Clinical Psychologist Dan Hughes Ph.D. and Jon Baylin Ph.D.

The event, which was attended by over 300 delegates, provided adoptive parents and professionals with an opportunity to hear presentations and get hands-on training on a brain based approach to help children who have experienced neglect and trauma.



## PAC-UK Reflects on Adoption: Living Life to the Full Conference and the Future of Post-Adoption Support



In November 2016, PAC-UK and The Big Lottery Grant came together to host the Adoption: Living Life to the Full conference, an event designed to give adoptive families, carers and other professionals a platform to share their experiences and hopes for the future of post-adoption support.

The conference, which attracted over 100 attendees, included presentations from leading industry experts on research and developments in practical support, and provided an opportunity for adoptive parents to discuss their personal journeys, and how they would like to see support services develop nationwide.

## PAC-UK, an award winning service!

PAC-UK, beat more than 400 organisations from all over the UK to be one of the 10 winners of the 2017 GSK IMPACT Awards, a national award in association with The King's Fund that recognises excellence in charities improving health and wellbeing in their communities.



The charity will receive £30,000 in funding and expert support and development provided by The King's Fund.

We were hugely impressed by PAC-UK's strong leadership, clear sense of direction, and commitment to those it supports. This is a charity doing important and innovative work, making it a worthy winner of a GSK IMPACT Award.

– Katie Pinnock, Director of UK & Ireland Charitable Partnerships at GSK

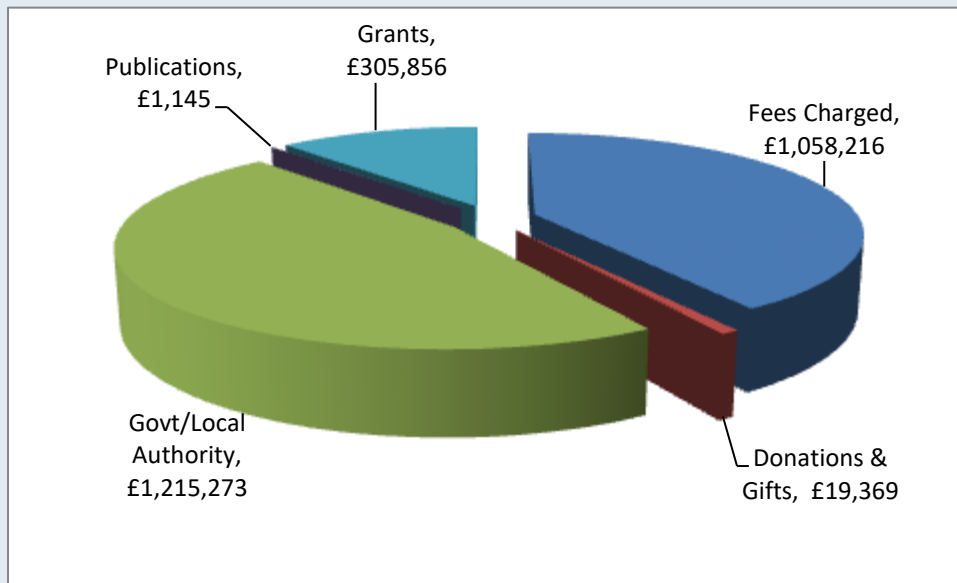
# 2016/17

Our government and local authority income is up to **£1,215,273** (from **£1,148,467** in 2015/16) while fees have increased to **£1,058,216** (from **£686,563**)

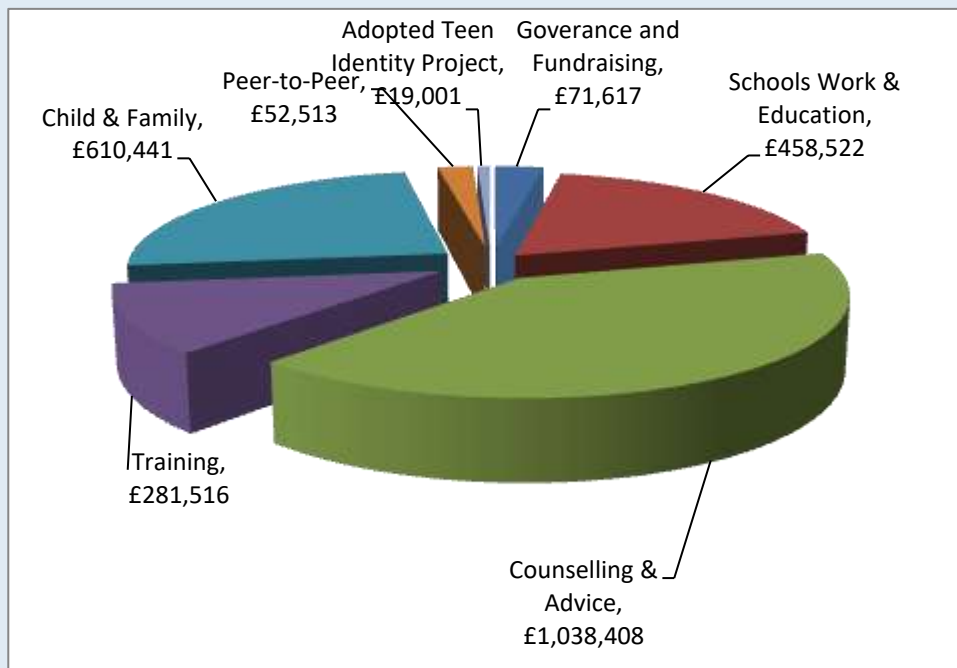
Income from grants and foundations increased by 3% to **£305,856** and we received **£19,369** in donations and gifts.

Our income was spent across our core services in a similar pattern to previous years including the continued rapid growth in the education service at **£458,522** compared to **£284,889** last year.

## Income 2016/17



## Expenditure 2016/17



**CEO:**

Mr Peter Sandiford

**Board of Trustees:**

Mr Jim Clifford OBE (Chair)  
Ms Paula Newson-Smith (Vice Chair)  
Mr Barry Morris (Treasurer)  
Ms Anna Boyle  
Mr Ian Spafford  
Professor Gordon Harold

**Founders:**

Ms Phillida Sawbridge MBE  
Ms Sue Wates MBE

**Patrons:**

The Duke of Richmond  
Baroness Young of Hornsey OBE  
Baroness Hamwee  
Matthew Fort  
Jackie Kay  
Dr Alastair Niven OBE  
Martin Rowson  
Baroness Butler-Sloss GBE

**A big thank you to our many donors during 2016/17 and to the following charitable trusts which have supported us during the year:**

The Big Lottery  
Clara E Burgess Charity  
The City Bridge Trust  
John Ellerman Foundation  
Sobell Foundation  
Mrs Smith and Mount Trust  
Spanoghe Grants Programme  
Sir George Martin Trust  
Bergne Coupland Foundation  
The Rayne Foundation  
Inoculand Ltd  
29th May 1961 Trust  
Burton Safes  
Leeds Building Society  
CHK Charities

**We would also like to thank anyone who has given personally, or has taken part in our various fundraising events for PAC-UK.**

5 Torriano Mews, Torriano Avenue, London, NW5 2RZ  
tel: 020 7284 0555 fax: 020 7482 2367 advice: 020 7284 5879  
email: [advice@pac-uk.org](mailto:advice@pac-uk.org) web: [www.pac-uk.org](http://www.pac-uk.org)



@PACUKadoption

