



STATEMENT OF PURPOSE

Document Control Panel			
File Name		Statement of Purpose	
Owner		Chief Executive Officer	
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History			
Date	Author's Name	Changes	Approved by Name
03/10/11	FB/GW	Updated	PS
01/11/11			Board of Trustees
01/02/12	GW	Qualifications (page 8/9)	
31/01/13	GW	Reviewed and updated	PS
06/03/13		Approved	Board of Trustees
02/01/14	GW/PS	Reviewed and updated	PS
23/01/14			Board of Trustees
15/01/15	PS	Reviewed & Updated	PS
February 2015			Board of Trustees
03/08/2016	PS	Reviewed & Updated	PS
08/11/2016		Approved	Board of Trustees
22/11/2017	JS/CW	Reviewed & updated	JS/CW
23/11/2017			Board of Trustees
December 2018	JS	Reviewed and updated in light of merger	Family Action Board of Trustees
Next Review Date		12/2019	

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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 operated as an independent charity, established in 1986 until 1st December 2018 when it merged with national charity Family Action. Family Action provides some 150 community-based and national services including Early Years Services, services to support Children and Families, Adult Mental Health and Wellbeing Services, the National Schools Breakfast Programme and a UK-wide Grants programme.

PAC-UK will retain its name, core functions and primary aim which is to support those who have been affected by adoption and permanence, enabling individuals to build resilience, strengthen their understanding of the impact of trauma and improve their emotional wellbeing. PAC-UK is also committed to improving best practice through keeping up to date with current research and developments when working with those affected by adoption thereby enabling access to highly skilled and specialist support services. PAC-UK also remains committed to establishing and maintaining collaborative arrangements and working, both formally and informally, with other organisations of high quality and standards, where this benefits individuals, children and families. It will now join forces with Family Action to expand and enhance the portfolio of services provided by Family Action to people and families across the UK whilst building its own reach and impact with Family Action's support

PAC-UK Mission Statement:

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. This will be achieved by:

For Service Users

- Ensuring timely access to specialist services and assessments
- Building their knowledge of the significant impact of trauma, loss and grief on all parties affected by adoption and permanency care
- Enabling services which offer support to improve family relations, that are based on a sound understanding of the impact that impaired early development has on subsequent child development and behaviours
- Developing a stronger sense of identity through knowledge and understanding of life stories and birth families
- Developing a greater choice of support services building upon the extensive wealth of experience and knowledge of peers, children and young people and professionals
- Capturing the evidence and impact of our services and supporting service users to celebrate success along their journey
- Learning and developing through feedback and ongoing evaluation provided by service users and by high quality third party research.

With Commissioners

- Ensuring that services are accessible, flexible and delivered at times and locations which reflect the needs of service users
- Delivering services which offer high quality, evidence led practice whilst also offering Value for

Money

- Continually monitoring and reviewing of service user satisfaction to improve service delivery
- Providing services that are delivered through highly experienced, qualified and supported staff
- Continually reviewing and learning from our partner agencies across the sector to ensure best practice.
- Ensuring positive outcomes in all contracted work reflecting the principles in the Public Services (Social Value) Act 2012.

With our Workforce

- Ensuring a strong infrastructure of support, supervision, appraisal and professional development through clear leadership and management and investment in our staff across the organisation
- Providing clear lines of communication to ensure team working, sharing of organisational objectives, innovative practice and continuous learning
- Providing an outcomes based service which evidences how interventions make a positive impact and achieves positive outcomes.
- Ongoing internal evaluations and reviews to ensure that staff feel involved and listened to in shaping the organisations strategic objectives
- Providing opportunities to work in partnership with external agencies to trial new service delivery models, improve practice and develop new funding opportunities.

For Financial Donors and Private Funders

- Financially manage all donations and funds in a responsible and accountable manner to ensure the expected outcome is achieved on behalf of the funder
- Promoting and valuing the support being invested by the funder or donor
- Ensure full value for money and an ethical management structure is in place to minimise risk
- Providing evidence of impact, outcomes and change achieved through all investments, in accordance with best practice as exposed by the European Commission's "GECES" Standards.

PAC-UK's corporate objectives are to:

Objective 1: *Deliver consistently excellent services which evidence outcomes and impact*

This is achieved by:

- Listening to and acting on the voice of our service users
- Ensuring consistency between commissioners' needs and service requirements of users
- Ensuring services are fully compliant with relevant regulations and standards and deliver best practice
- Provision of robust, skilled and experienced staff
- Working within a robust performance management framework
- Building upon our strong and credible national reputation as a lead Adoption Support Agency.
- Recording feedback and evidence of outcomes, and continually developing through that framework.

Evidence of Outcome: Improved outcomes for all service users, growth in service demand, high evidence of customer satisfaction, maintain Ofsted rating.

Objective 2: *Enhance PAC-UK's profile and reach through the Regionalisation Agenda*

This will be achieved by:

- Celebrating our success and being proud of what we do
- Maximising representation on regional adoption boards, national adoption and permanence forums and Department of Education strategic meetings
- Continually reviewing and improving our use of social media, marketing and communications

- Strengthening partnership working and sharing good practice to improve service design, delivery and funding opportunities.

Evidence of Outcome: Greater presence on a national level, improved reach on social media, increased business opportunities.

Objective 3: *Continue to maintain a highly motivated and skilled workforce*

This is achieved by:

- Attracting and securing a diverse multi-disciplinary staff team that offers experience, knowledge, skills, competencies and values to support those affected by adoption
- Continually developing the skills and knowledge of all staff and, volunteers, enhancing knowledge, best practice and excellence
- Supporting our workforce with a fair reward and remuneration process and though prioritising regular high quality supervision, support, management and appraisal programmes
- Operating within a culture of engagement, involvement, respect and informed learning which builds organisational coherence.

Evidence of Outcome: High quality services delivered, low rate of staff turnover, high levels of staff positive feedback, minimal sickness and staff absence.

Objective 4: *Active meaningful engagement and participation of all stakeholders*

This is achieved by:

- Enabling the 'voice' of all representatives including children, young people and adults from across a broad and diverse cultural national spectrum to be heard and built into service developments
- Developing a strong presence and participating with local, regional and national commissioning agency developments including emerging Regional Adoption Agencies
- Clear communication and engagement strategies which are regularly reviewed and evaluated.

Evidence of Outcome: Evidence of engagement shaping and informing service delivery, service users feel valued and listened to, commissioners are informed of impact and outcomes.

Objective 5: *Robust, accountable financial management*

We will achieve this by:

- Ensuring strong, financial management and risk management review procedures are in place
- Maintaining regular financial reviews of service delivery costs and utilise competitive analysis
- Understanding and continually reviewing market performance and opportunities
- Providing monthly financial reports to senior management and board of trustees
- Ensuring robust financial and resource risk management procedures
- Maximising new business, growth and partnership opportunities which are financially viable
- Providing new and alternative funding opportunities to develop innovative practice
- Ensuring all processes and procedures are fully compliant with regulatory authorities
- Providing sound operational and financial management of contracts and service level agreements
- Maintaining a detailed understanding and management of organisational reserves and assets.

Evidence of Outcome: Financially sound reporting and management, strong evidence of growth, sustainability and development, full compliance with financial regulations.

PAC-UK Staff and Operational Details

The Registered Provider of these services is:

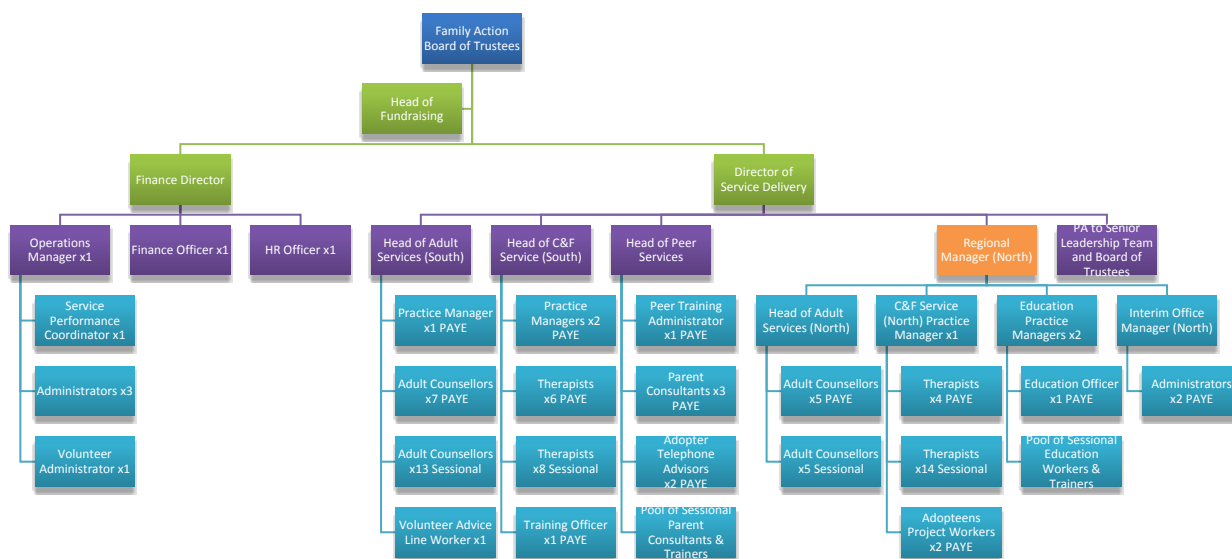
Family Action
 24 Angel Gate
 City Road
 London, EC1V 2PT

Tel: 020 7254 6251

Email: advice@pac-uk.org

PAC-UK’s Responsible Individual is Jim Clifford, Chair of PAC-UK trustees. PAC-UK’s Registered Manager is Jan Slater, Director of Service Delivery.

PAC-UK Organisational Structure



Senior Management Qualifications

Title	Qualifications
Jan Slater, Director of Services/Registered Manager	HCPC registered; CQSW and DipSW1981; PGCert Leadership and Management in the Public Sector.
Franca Brenninkmeyer Head of Child & Family Service - London	BPS registered; MSc Counselling Psychology; Licentiate Pedagogical Sciences (Belgium).
Jo Mitchel Regional Manager and 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.

Pavlina Georgiades Head of Adult Services - London	BPS registered; MA (Psychoanalytic Child Observation Studies); BA Hons (Psychology).
Mike Hancock Head of Adult Services – Leeds	BACP registered; Diploma in Therapeutic Counselling; BA in Philosophy, Politics & Economics; Diploma Indian Politics & Culture; Cert in Counselling Skills.
Jennifer Ginger Head of Peer Services	MBA University of Warwick Business school, MSc Poverty Reduction: Policy and Practice, BSc Hons Geography.

Across our teams we have a number of other staff employed to provide adoption and permanence support. PAC-UK currently employs 11 therapists who are fully qualified and registered with their appropriate registration body; 12 adult service counsellors who are qualified social worker and/or counsellors and are registered with their appropriate registration body; 3 education staff who hold qualification in teaching, psychology and drama therapy; 4 peer consultants and 2 Peer helpline advisers who hold a variety of qualifications within social care. In addition PAC-UK has more than 50 associate therapists, counselors and trainers.

PAC-UK Service Provision

We provide a range of specialist counselling and therapeutic services for all people affected by adoption or other permanence, both at our offices in Kentish Town and Leeds, and in local authority venues. We operate a national telephone help and advice line open to the public and professionals.

Within our children and families services we provide:

- Parent and/or family consultations and intensive therapeutic family and/or parent work
- 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
- Life story work with children and their parents
- Individual sessions for adolescents and parents (in the context of therapeutic family or parent work)
- Contact support and mediation work
- Disruption support work
- Court reports with regard to assessment of placement needs and future support.

Within our adult services we provide;

- Independent counselling, support and advice for adopted adults at all stages in their journey through life
- Advice and practical support to those who are searching for family members
- Intermediary services to assist birth relatives and adopted adults offering contact support, counselling to all parties concerned
- Independent 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
- Services under schedule 2 of the Adoption and Children Act 2002
- Advocacy and professional advice for local authorities and adoption agencies.

PAC-UK also offers a national training programme, workshops, conferences and CPD 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 also provide

bespoke, commissioned training to Local Authorities and other agencies.

We offer an Education Service which provides a holistic programme of educational support for children, teachers and childcare providers to include:

- Education consultations for parents and guardians
- Education-focused parent and guardian support groups
- Training for schools in attachment, trauma and loss
- Child-focused consultations for schools
- Intensive casework for children in schools
- Therapeutic work for individuals and groups of children and adults in schools
- Adoption-friendly schools guidance and toolkit
- Dissemination of good practice via conferences and publications.

We offer a comprehensive Peer Support Service in partnership with Adoption UK delivered to adopters by skilled, trained and experienced adoptive parents which include

- A peer delivered national helpline mainly for adopters and prospective adopters
- A range of peer delivered training both to adopters and professionals, mainly focused on enhancing therapeutic parenting
- A specialist telephone support service to adoptive parents facing a range of challenges.

Referral and Access for Services

PAC-UK accepts referrals from individuals and local authorities for anyone seeking a service from ourselves. We operate a national advice line which is open five days per week and parents/professionals may use this to refer those in need. PAC-UK has commissioning arrangements with a large number of local authorities and we also provide a range of privately funded services. We work in close partnerships with adoptive families and local authorities who are accessing therapeutic services under the Adoption Support Fund.

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 Assurance

We are keen to ensure that our services are of a high quality and are effective. 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 training opportunities to keep them abreast of current issues. We review outcomes of our service in our senior management meetings and with trustees. We undertake internal service quality audits from time to time.

Complaints, Commendations and Comments

PAC-UK operates within a clear complaints, commendation and comments policy which enables all service users to provide feedback on our performance and the quality of the service provided. All service users are presented with written details of this process when they join our service. Our policy details are also available upon our website.

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

Children's Guide and Statement of Purpose Review Procedures

PAC-UK provides two versions of guides for children and young people who may be using our services, one for children under the age of 8, and another for those from 8 years. All children are presented with a written copy of our guide when being introduced to our services. The guides are also available on our websites. Our guides are reviewed on an annual basis and updated where and when necessary.

Our Statement of Purpose reflects the purpose, vision and ethics that PAC-UK operates within. This Statement is a requirement of the Adoption National Minimum Standards, it is reviewed and approved by Trustees annually. The Statement of Purpose is available on our website and written copies are held within our buildings. If this Statement is required in another format or language other than English, a suitable translation can be made within ten working days.