



STATEMENT OF PURPOSE

Document Control Panel			
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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 operated as an independent charity, established in 1986 until 1 December 2018 when it merged with national charity Family Action. Family Action transforms lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation across the country. Family Action have been building stronger families since 1869, and today work with over 60,000 families through their 200 community-based services. Thousands more are supported with financial assistance through education and welfare grants programmes.

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 and permanence, 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.

PAC-UK has now joined 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 behaviour
- Ensuring that children and young people are safeguarded, and that all safeguarding concerns and risks are appropriately identified and acted on by all staff in accordance with Family Actions Safeguarding Children Policy
- Ensuring that adult service users are safeguarded, and that all safeguarding concerns and risks are appropriately identified and acted on by all staff in accordance with Family Actions Safeguarding Adults Policy
- Our quality assurance of services and practice includes undertaking internal service quality audits – we introduced a new auditing and practice framework in 2021
- Developing a stronger sense of identity through knowledge and understanding of life stories and birth families
- Continually seeking to ensure that our services are designed, delivered and evaluated with a

focus on meeting the needs of all of our service users, regardless of their gender, age, disability, ethnic or racial background, sexual orientation, religious affiliation or beliefs, marital status, socio-economic group, income or any other characteristic – we will also ensure that our services are made accessible to those who communicate non-verbally or require any other reasonable adjustment in order to be able to fully engage with our services

- 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 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 and permanence
- Continually developing the skills and knowledge of all staff and, volunteers, enhancing knowledge, best practice and excellence through providing access to learning and development opportunities and regular supervision
- Supporting our workforce with a fair reward and remuneration process and through 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 positive staff 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 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
- 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 will undertake all of the above within a framework of embracing and exemplifying Family Action's core values of;

- Being people focused
- Reflecting a 'can do' approach
- Striving for excellence in everything we do
- Having mutual respect for everyone we work with, work for and support through our services

PAC-UK Staff and Operational Details

The Registered Provider of these services is:

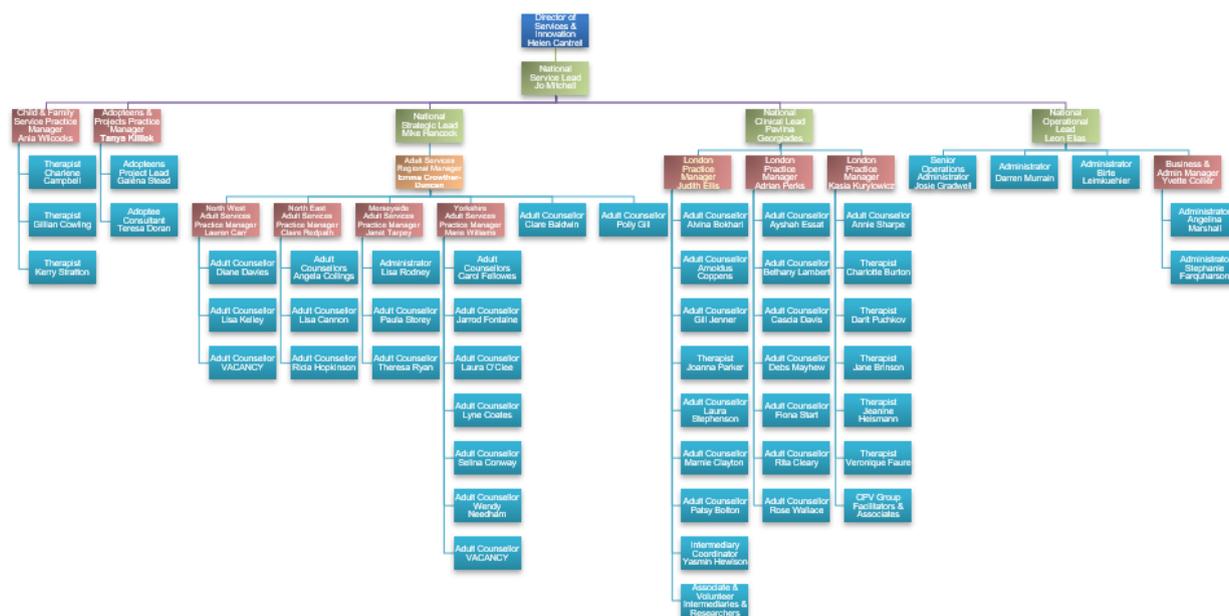
Family Action
34 Wharf Road
London, N1 7GR

Tel: 020 7254 6251

Email: info@family-action.org.uk

PAC-UK's Responsible Individual is David Holmes, CEO of Family Action. PAC-UK's Registered Manager is Jo Mitchell, PAC-UK National Service Lead & Acting Registered Manager.

PAC-UK Organisational Structure (as at 1 April 2022)



Senior Management Qualifications

Title	Qualifications
Jo Mitchell, Service Lead & Acting Registered Manager	BASW/HPCPC registered; DIPSW(Social Work); PG in Clinical Child Assessment and Psychotherapeutic Counselling; Counselling Certificate, EMDR Practitioner, Systemic Family Therapy, Practice Educator.
Mike Hancock, National Strategic Lead	BACP registered; Diploma in Therapeutic Counselling; BA in Philosophy, Politics & Economics; Diploma Indian Politics & Culture; Cert in Counselling Skills.
Pavlina Georgiades, National Clinical Lead	BPS registered; MA (Psychoanalytic Child Observation Studies); BA Hons (Psychology).
Leon Elias, National Operational Lead	BA Hons (Business Administration).

Across our teams we have staff employed to provide specialist adoption and permanence support. As at 1 April 2022, PAC-UK currently employs 1 Regional Manager, 9 Practice Managers; 9 Child & Family Therapists who are fully qualified and registered with their appropriate registration body; 28 Adult Services Counsellors who are qualified social workers and/or counsellors and are registered with their appropriate registration body; 1 Adoptees Project Worker. In addition, PAC-UK has more than 50 associate therapists, counsellors, parent consultants, education workers, intermediaries and trainers. PAC-UK services are supported by our Senior Leadership Team (as listed above) our Business & Admin Manager; Team Coordinators & Administrators and Volunteers.

PAC-UK Service Provision

PAC-UK provides a range of specialist counselling and therapeutic services for all people affected by adoption or other permanence, face to face in both at our offices in Leeds, Liverpool and London through virtual therapy and counselling sessions when needed and agreed with service users, in local authority venues as well as externally sourced therapy venues which are in close proximity to service users. We operate national advice lines which are open to the public and professionals.

Within our **Child & Family Service** 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)
- Therapeutic group work e.g. for those experiencing child to parent violence
- Contact support and mediation work
- Disruption support work
- Court reports with regard to assessment of placement needs and future support
- A broad range of specialist Child to Parent Violence services for parents, carers and professionals
- Specialist peer support delivered by experienced and qualified Parent Consultants
- In London and the South East, an Education Advice Line Service which provides educational support for children, teachers and childcare providers affected by adoption and permanence

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.

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, permanency carers, children and young people 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 and for Special Guardians assessed under the Special Guardianship Support Regulations 2015, Regulation 11. In cases where this is not so and it appears to us that Regulation 13

for adoption, or Regulation 11 for Special Guardians applies, we will support that person in accessing the appropriate assessment through the relevant Regional Adoption Agency (RAA) or local authority Special Guardianship/permanency service. Where appropriate we will inform the service user's authority of the assessment services, we provide so that these can be commissioned if they 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 RAA or 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 face-to-face or telephone counselling sessions, in order to solicit information about service delivery. A similar service evaluation form is sent to those who have accessed 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 and impact 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 provide bi-annual reports to the Family Action Board of Trustees. Our quality assurance of services and practice includes, undertaking internal service quality audits and we introduced a new auditing and practice framework in 2021.

Comments, Compliments and Complaints

PAC-UK operates within a clear Comments, Compliments and Complaints (CCC) 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 CCC 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 complaints policies and procedures.

Registration Authority

Ofsted

Clive House
70 Petty France
London SW1H 9EX

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 annually. Our 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.