

Adopt Coast to Coast Adoption Charter 2024

Adopt Coast to Coast aim:

- To ensure that there is a positive welcome for all who may be able to care for children who have plans of adoption
- To increase the number of prospective adopters able to meet the needs of children across Durham and Sunderland
- To speed up the process of adoption whilst ensuring that it is effective and supportive for children and adults.
- To embed best practice in customer service across the sector.

Adopt Coast to Coast commits

- To respect and value you at all times.
- To provide accurate and useful information
- To manage your information in line with the Data Protection Act 2018
- To treat you with sensitivity and empathy
- To listen to you and take your feedback on board
- To be polite, courteous and professional
- To respond to your enquiries by the next working day
- To provide responses to your enquiries which are clear, accurate and easy to understand
- To ensure all services are accessible and easy to use
- To apologise when we get things wrong and work with you to put them right
- To offer the opportunity for you to explore/share experiences with those who have successfully adopted

Adopt Coast to Coast will:

- Answer all telephone calls promptly.
- If it is not possible to answer a call, use voicemail and return calls by the next working day.
- Respond to emails within 1 working day of receiving them.
- Send you information about adoption within 2 working days of your initial expression of interest if you are not able to access the information pack on our website.
- Our preference to share information with you is via an initial interview and we would agree a date for this at the time of your first call, if this is what you want.
- The initial interview (or other means of sharing information e.g. through your attendance at an information session, pre-planned telephone call or similar arrangement agreed with you) will be undertaken within 10 working days of our first conversation, unless this is not convenient to you.
- Once you have decided to proceed with your application you return your completed Registration of Information. Within 5 days of receiving your Registration of Interest form, we will write to you to advise of the Team Manager's decision as to your suitability to commence stage one.

- We will complete the Stage One assessment process within 2 months of you submitting the registration of interest and should this not be possible, will keep you informed of any reasons for delay.
- The Team Managers approval is required for you to proceed to stage 2, if this is not agreed then you will receive the reasons in writing within 5 working days of the decision being made.
- If you are suitable to proceed, we will complete the Stage Two assessment process within 4 months of you submitting your signed stage 2 agreement. Should this not be possible, we will keep you informed.
- Use any comments to improve the information provided and to inform national planning and service provision.
- If you are not satisfied, we will process your complaint in line with our procedures.
- Before any link/match with any children is confirmed we will discuss the adoption support plan with you.
- We will inform you of the adoption support provided locally including your entitlement to an assessment of adoption support needs at any time.
- In stage 2, you will be considered for children across Adopt Coast to Coast via our portal on Link Maker. Once approved, if you have not been matched with a child/ren within 3 months, you will be able to consider children across England. Where your matching considerations are such that we will not have a link, your adoption social worker will support you to consider children across England immediately following your approval as a prospective adopter.
- If you are not satisfied, we will process your complaint in line with local procedures and, if unsuccessful after the Stage two assessment, provide the details of the Independent Review Mechanism.
- You will have the offer of support from a new Social Worker if at any time you are unhappy with the service you have received.

