

STATEMENT OF PURPOSE

Charlotte Bruce-Lloyd Intermediary Services

Independent Social Worker

INTRODUCTION

This document sets out the statement of purpose of Charlotte Bruce-Lloyd Intermediary Services (hereafter called CBIS) as required by the Adoption Support Agencies Regulations.

The Statement of Purpose will be reviewed annually, and CBIS is in the process of being registered by the Care and Social Services Inspectorate Wales (hereafter called CSSIW) and will operate within the requirements of the following primary and secondary legislation.

The Adoption and Children Act 2002

The Data Protection Act 1998

The Human Rights Act 1998

The Care Standards Act 2000

The Adoption Support Agencies (Wales) Regulations 2005

The National Minimum Standards for Adoption Support Agencies in Wales 2005

AIMS AND OBJECTIVES

AIMS

CBIS will provide information, assistance, support and specialised intermediary services as appropriate to adopted adults, birth relatives of adopted adults, and adopters whose children are now adults.

CBIS will make available specialist services that will ensure an optimal outcome as a result around the reunion of an adopted adult with members of his or her birth family, or the reunion of a member of the birth family with an adopted adult or when such reunion is sought but unattainable.

CBIS will respond to requests for assistance from adopted people and their adults relatives to either provide the appropriate adoption support service needed or signpost the enquirer to another provider.

OBJECTIVES

To provide information and practical assistance to service users on the safe and responsible opportunities to locate people related to them.

To provide a skilled and effective intermediary service to facilitate renewed contact between adults who were separated by adoption.

To enhance the sense of identity amongst adopted adults by respecting their personal histories, cultures, languages, religions and race.

All communications between CBIS and service users are conveyed in a manner comprehensible to the service user and their families. In the case of language difficulties professional translators will be employed.

To support, assist and counsel the people who are contacted by the organisation at the request of a service user.

To support the provision of the service by utilising an efficient and effective administrative system.

To monitor and evaluate the effectiveness and quality of the services provided by CBIS.

Experience and facilities:

Charlotte possesses the appropriate knowledge and experience of adoption law and practice, and the business and financial skills to run the business, and has the required experience as a Registered Social Worker and adoption intermediary.

Between 1996 and 2004, Charlotte worked within the social care setting with vulnerable adults in a variety of settings. Charlotte was involved in establishing and working within the first specialist Assertive Outreach Team in Bristol, working with individuals with severe and enduring mental health difficulties.

Between 2002 and 2004, whilst continuing to work in the Assertive Outreach Team, Charlotte undertook her Diploma in Social Work at the University of the West of England. Charlotte's final placement was in East Bristol Duty and Assessment Team (childcare) and Charlotte obtained her first job post qualification in the same team in 2004.

In December 2004, Charlotte moved to South Wales and obtained a post with Neath Port Talbot County Borough Council as a child protection Social Worker. Charlotte remained in frontline child protection services for the borough until 2011. She became Deputy Manager in 2006 and then Team Manager in 2008.

In 2011, following the birth of her first child, Charlotte obtained a post in the Local Authority's Adoption Team. She commenced in the team in January 2012 and remains there part time to date, specialising in birth records counselling, tracing and intermediary services as well as post-adoption support and assessing prospective adopters. The team has recently merged with two other Adoption Teams to form Western Bay Adoption Service.

Charlotte has a satisfactory disclosure from the Disclosure and Barring Service. Written details are available in request.

All records are securely maintained, retained, and accessible to properly constituted authorities when required and with appropriate notice. Written templates for record keeping are available on request.

The confidentiality of all records and information, and their protection in case of risk from fire, water or other disaster is of paramount importance.

The premises used by CBIS for her work are fit and suitable for providing the services specified in this Statement of Purpose.

REGISTERED PROVIDER

The registered provider of CBIS:
35 Glanmor Road
Uplands

Swansea
SA2 0PX
01792 511268
07854 774201

The Responsible Person is Ms Charlotte S Bruce-Lloyd
35 Glanmor Road
Uplands
Swansea
SA2 0PX
01792 511268
07854 774201
email: charlottebrucelloyd@hotmail.com
website: www.charlottebrucelloyd.com

CONDITIONS OF THE REGISTRATION

Adoption Support Services to adults affected by adoption
The provision of Intermediary Services

SERVICES OFFERED

Charlotte will work with a range of adults who have been separated from family members as a result of family breakdown, divorce, adoption or any other reason. Charlotte will offer consultancy and advice in the first instance.

In the event that the service user is an adopted adult, Charlotte will advise them regarding their Local Authorities duty to provide Access to Records and encourage them to initially use this route. Although Charlotte does not offer private tracing services, she has close links with Ariel Bruce, Independent Social Worker and she can arrange for tracing to be undertaken by Ariel.

Charlotte will undertake a sensitive and experienced intermediary service based on the needs of the individual and providing follow up and support to all parties for as long as it is required. Charlotte will provide counselling and support prior to making any contact with family members and has significant experience with regards to the issues that can arise from reunion.

Charlotte is also available to undertake Prospective Adopter Reports, Form Fs and Parenting Assessments for court purposes.

MONITORING AND EVALUATION

Charlotte is committed to providing a high quality service and will seek to gather feedback from all service users. Information on the evaluation reports will be available on request. The information will be used to improve the planning and delivery of excellence to all service users.

All service users will be advised of the complaints procedures.

SUMMARY OF COMPLAINTS PROCEDURES

CBIS positively encourages comments and criticism concerning its services. The complaints procedure is attached.

NAME AND ADDRESS OF THE REGISTRATION AUTHORITY

Care and Social Services Inspectorate Wales
Government Buildings
Picton Terrace
Carmarthen
SA31 3BT

0300 7900 126

AVAILABILITY OF SERVICE

CBIS services are available to all adopted adults, birth relatives of adopted adults and adoptive parents of adopted adults. There is no geographical restriction on service provision. CBIS does charge for the services provided, and some service users may be able to access similar services from their local authority directly, or through a regional post adoption service supported by their local authority. These agencies may be able to provide services free of charge or at a lower cost, and CBIS will advise people of other options and encourage potential service users to consider other services before commissioning its work.

CONFIDENTIALITY

CBIS takes great care to protect the confidentiality of personal information pertaining to the service users and their relatives. It is mindful of the principles of data protection and conforms to those requirements of data protection legislation that are applicable to it.