



THE CENTRE FOR ADOPTION

Statement of Purpose

2020/21



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Registered Charity No. 1067313 · VAA Registration No. SC386048 · Company No. 03344762
Registered as Intercountry Adoption Centre

1. Background

[IAC](#) – The Centre for Adoption, (registered as Intercountry Adoption Centre) is a [charity](#), limited [company](#) and not for profit organisation. For the purposes of this document and operationally we remain known as 'IAC'. The organisation was established in 1997 and was formerly a project funded by the Department of Health from 1992. IAC was registered as an Adoption Support Agency in March 2006 and since 2009 has been a registered Voluntary Adoption Agency providing intercountry and domestic adoption services. Domestic adoption services fall under the UK Special Programme. We are regulated by [Ofsted](#), the inspectorate for social care, and the Department for Education, the Central Authority for [Adoption](#).

IAC is unique in the UK as we are the only adoption agency also accredited abroad by Central Adoption Authorities. These partnerships are known as IAC's Special Programmes.

- In 2011, IAC was enlisted by the Central Adoption Resource Authority (CARA), India, as an Authorised Foreign Adoption Agency.
- In 2012 IAC was accredited by the Intercountry Adoption Board (ICAB) of the Philippines.
- In 2012 IAC received accreditation from the China Center for Children's Welfare and Adoption (CCCWA), the central authority for China, to offer the China Special Needs Programme in the UK.
- In 2016 the Ministry of Education and Science accredited IAC as an adoption agency in Kazakhstan.
- In 2016 IAC also entered into a working agreement with a partner adoption agency in Bulgaria.
- In 2016 IAC also entered into a working agreement and partnership with a charitable adoption agency in Durban, South Africa.

IAC is also part of the Regional Adoption Agency [programme](#) in England as the lead agency for the Intercountry Regional Adoption Agency (ICRAA) which was launched in 2017. For this arrangement IAC works in collaboration with other voluntary adoption agencies: Adoption Matters, ARC Adoption NE and Nugent Adoption, enabling the local delivery of IAC's services.

IAC provides a full range of adoption services for anyone in the UK wishing to adopt from abroad. As experts in adoption and permanence we also provide a case work consultation service via our Outbound Permanence Advice Service for children who are leaving the UK on adoption or permanence plans.

This document sets out the Statement of Purpose of IAC, as required by the Voluntary Adoption Agencies and the Adoption Agencies (Miscellaneous Amendments) Regulations 2003 and the Voluntary Adoption Agencies (Amendment) Regulations 2005.

This document is reviewed at least annually and approved by IAC's Board of Trustees, who are responsible for the governance of the charity.

The Statement of Purpose, is posted on our website and is readily available to:

- Prospective adopters and adopters
- Birth parents and guardians
- Adoptive children and young people
- Other interested parties and the public.

The purpose of this Statement is to outline:

- The Agency's status and constitution, the arrangements for control of its operation and the terms of its registration
- The Agency's management structure and staffing
- The Agency's aims and objectives and how the services and facilities meet outcomes for children and keep them safe
- The policies and procedures for recruiting, preparing, assessing, approving, and supporting both domestic and intercountry adoptive parents
- The procedure for dealing with complaints
- The system used for monitoring and evaluating the provision of services to ensure their effectiveness and quality; and
- The name, address, and telephone number of the registration authority.

2. Status and Constitution

IAC operates within the requirements of legislation, regulations, guidance, standards, and good practice relating to adoption and will be subject to inspection by [Ofsted](#).

The Agency is a registered charity within the meaning of the Charities Act 1993 and a company limited by guarantee within the meaning of the Companies Act. We are governed by incorporated Memorandum and Articles of Association and regulated by the Charity Commission for England and Wales.

IAC is a member of the Consortium of Voluntary Adoption Agencies ([CVAA](#)) and our Chief Executive Officer is a Board member; the Consortium of Adoption Support Agencies ([CASA](#)) and a member of [EurAdopt](#), a membership organisation of accredited adoption agencies in Europe. Our former CEO is Chair of the EurAdopt Council from 2020 – 2023.

3. Registration

IAC is registered by [Ofsted](#) as a voluntary adoption agency under Part II of the Care Standards Act 2000 and is inspected by that registration authority. We are registered to provide intercountry and domestic adoption services including adoption support services to children and intermediary services and birth records counselling.

In relation to this registration:

The Registered Provider is Intercountry Adoption Centre.

The responsibility for the governance of IAC rests with the Board of Trustees who are also the Directors of the company. The Board meets at a minimum, four times a year, to fulfil its statutory functions.

The Responsible Individual for the Adoption Agency is:

Mr. Satwinder Sandhu, 22 Union Street, Barnet. EN5 4HZ

The Registered Manager of the Adoption Agency is:

Ms. Irene Levine, 22 Union Street, Barnet. EN5 4HZ

4. Organisational Structure

IAC is governed by our Board of Trustees Chaired by Barbara Hudson, and managed by our Leadership Team, which is led by the Chief Executive Officer, Satwinder Sandhu, and comprises of Operations Director, Irene Levine and Finance Director, Sachin Mevada.

IAC operates from a single site in Barnet, Greater London. However, work is undertaken nationally and by ICRAA partner agencies based in the North West (Adoption Matters and Nugent Adoption) and North East (ARC Adoption), who act as 'spokes' for intercountry adoption work. IAC recruits independent Social Workers, in accordance with [Safer Recruitment](#) practices and regulatory requirements, to enable local service delivery. These workers are considered an essential component of our workforce and supported to deliver high quality services through support, consultation, and access to regular training.

The Agency has a properly constituted Adoption Panel central list as required by the Adoption Agencies Regulations 2005, as amended by the Adoption Agencies and Independent Review of Determinations (Amendment) Regulations 2011, with access to a medical and legal advisor. An independent Chairperson oversees the function of the Adoption Panel along with the Agency Panel Advisor and two Vice Chairs. An independent, suitably experienced Social Worker acts as our Agency Decision Maker as does the Chief Executive Officer, who is also a Social Worker with the relevant and required experience.

The Agency also has access to an Advisory Panel, members of whom provide specialist legal, notarial, medical, human resources, research and literature, advice and support, and an Expert Working Group, which includes representation from legal professionals and the Central Authority for Adoption.

5. Workforce

IAC's professional team comprises Social Workers and Managers experienced in both domestic and intercountry adoption, Case Workers, and Business Support colleagues. Many have personal experience of adoption (domestic and intercountry) and a significant number were born and / or raised overseas and have direct experience of migration. We seek to have our workforce reflect the diversity of the children and families we work with and benefit from their lived experiences to help shape our services and delivery.

The members of the workforce staff and their respective responsibilities are as follows:

- The Chief Executive Officer is supported by an Executive Assistant and is responsible to the Chair of Trustees. He oversees the strategic management of the charity. He manages and supervises the Operations Director and Finance Director and carries shared responsibility for the administration of human resources processes and health & safety. He is also the public face of the organisation and represents IAC, intercountry adoption matters and more broadly the adoption sector in this capacity.
- The Operations Director, a qualified Social Worker, is responsible for the delivery of all social work operations and has a joint strategic and operational remit. She is directly responsible for managing and supervising Managers and senior business support team members. She also represents the organisation externally.
- The Finance Director, a qualified accountant, is responsible for all financial matters of the charity and ensuring that the organisation remains solvent. He supervises the finance team and is also responsible for IT matters, facilities and health & safety. He works closely with the Treasurer, who is also a Trustee.
- Adoption Team Managers have lead responsibility for all aspects of the adoption and permanence processes whether intercountry (inbound and outbound cases) or domestic, including enquiry & information, training, assessment, post approval, adoption support and search & reunion. Managers are responsible for the supervision of independent Social Workers. Additionally, the Adoption Team Managers supervise Senior Practitioners who oversee linking, matching, placements, and support. They also manage Case Workers and Business Support personnel in their teams, who are responsible for the delivery of services.
- Primarily, the adoption Social Workers, advisors and trainers are commissioned on a sessional basis to deliver services in the name of IAC and are supported to do so.

- All Social Work personnel, at all levels of the organisation have recognised qualifications in Social Work and therapy, have many years' experience in adoption and fostering and are registered with [Social Work England](#). All other members of the workforce have qualifications and experience relevant to their respective roles, which are evidenced through application, interview, and reference processes.
- The administrative support is provided by Case Workers and Business Support teams, each of whom has direct oversight of specific agency functions and reports to the relevant Manager or Senior Practitioner.
- The Chief Executive Officer / Responsible Individual is a qualified Social Worker and has a Diploma in Social Work, BA (Hons) Applied Social Studies and is completing an MBA. He has 25 years' experience of children's social work, including safeguarding, adoption fostering and looked after children. 11 years of his work experience has been at senior and strategic managerial levels. He has Chaired Adoption & Fostering Panels and designed and delivered training. This experience has been gained in the public, independent and third sectors.
- The Operations Director / Registered Manager is a qualified Social Worker and has a CQSW and Diploma in Social Work and an NVQ Level 5 in Management. Since qualifying she has specialised in a range of subjects, including child protection training, fostering and adoption and children's rights work. As the Chair of the Children Rights and Advocates (CROA) she was in the forefront of setting up and supporting Children's Rights Services across England, ensuring the voices of looked after children were heard in the development and delivery of children's services. She has over 25 years management experience in both Local Authorities and Voluntary Agencies, at Team and Senior Management levels; as well as being a Child Care Consultant and Trainer.

6. Values which underpin the Service

IAC fully embraces the values statement below, contained in the National Minimum Standards (July 2014).

Values – children

- The child's welfare, safety and needs are at the centre of the adoption process.
- Adopted children should have an enjoyable childhood, and benefit from excellent parenting and education, enjoying a wide range of opportunities to develop their talents and skills leading to a successful adult life.
- Children are entitled to grow up as part of a loving family that can meet their developmental needs during childhood and beyond.

- Children’s wishes and feelings are important and will be actively sought and fully considered at all stages of the adoption process.
- Delays should be avoided as they can have a severe impact on the health and development of the children waiting to be adopted.
- A sense of identity is important to a child’s wellbeing. To help children develop this, their ethnic origin, cultural background, religion, language and sexuality need to be properly recognised and positively valued and promoted, as well as their birth heritage and history.
- The particular needs of disabled children and children with complex needs will be fully recognised and taken into account.
- Where a child cannot be cared for in a suitable manner in their own country, intercountry adoption may be considered as an alternative means of providing a permanent family.
- Children, birth parents/guardians and families and adoptive parents and families will be valued and respected.
- A genuine partnership between all those involved in adoption is essential for the National Minimum Standards to deliver the best outcomes for children; this includes the Government, Local Government, other Statutory Agencies, Voluntary Adoption Agencies and Adoption Support Agencies.

Values – adopted adults and birth relatives

- Adoption is an evolving life-long process for all those involved – adopted adults and birth and adoptive relatives. The fundamental issues raised by adoption may reverberate and resurface at different times and stages throughout an individual’s life.
- Adopted people should have access to information and services to enable them to address adoption relation matters throughout their life.
- Agencies have a duty to provide services that considers the welfare of all parties involved and should consider the implications of decisions and actions for everyone involved.
- Agencies should seek to work in partnership with all parties involved, taking account of their views and wishes in decision-making.
- Agencies should acknowledge differences in people’s circumstances and establish policies that provide non-discriminatory services.

- Adopted adults have their adoptive identity safeguarded and the right to decide whether to be involved in contact or communication with birth family members.

7. IAC's Mission Statement

IAC's mission is to place children from all parts of the world, both in the UK and overseas, in loving families and to work in a fair, transparent, and professional manner with individuals who seek our professional services.

8. Aims and Objectives

IAC aims to ensure that children who are unable to live with their birth families be that in another country or in the UK, grow up in a safe and nurturing family where they can develop to their full potential. The Agency seeks to do this by:

- 1) Providing high quality intercountry and domestic adoption services for prospective adopters and their families and friends, established adoptive families, adopted people and birth relatives, and nominated guardians.
- 2) Working in a way that is professional, non-judgemental, non-discriminatory and anti-racist, to ensure that all children and families that we work with, as well as colleagues, are respected, understood and valued.
- 3) Ensuring that the intake of both intercountry and domestic adopters reflects the needs of children waiting in the UK or in the States of origin for an intercountry adoption placement and complies with the eligibility criteria both domestically and in the State of origin.
- 4) Ensuring that the information service and advice lines are available and supported by a sound information database and appropriately qualified and experienced advisors and facilitators.
- 5) Offering a domestic adoption programme that seeks to find families for children in the UK who might otherwise wait the longest for a placement.
- 6) Working in partnership with regional adoption agencies, local authorities and voluntary adoption agencies, through contracts and service level agreements to provide specialist preparation and assessment for prospective intercountry adopters, those who are adopting again and kinship intercountry adopters and specialist support to those adopting from countries where this agency is accredited to offer such services.
- 7) Ensuring that the potential life-long needs of children are understood, and that the ethnic, cultural, religious, and linguistic heritage of the children is fully recognised and positively valued.

- 8) Providing support to local authorities and regional adoption agencies' adoption professionals by annual subscription through a range of dedicated services where children are entering or leaving the UK through adoption or permanence arrangements. Each subscribing local authority has access to the Advice Lines, a facility to download publications from the dedicated subscriber pages on IAC's website; a Practitioners' Network which meets to provide for discussion, debate and peer support; and training programmes for adoption professionals and adoption panel members (including legal and medical advisors). Local authorities subscribing to services where the UK is the receiving State also receive a regular bulletin.
- 9) Promoting the highest standards of adoption practice, informed by the outcomes of research, by practice wisdom, by the perspectives of all parties to the adoption circle and by training which the Agency provides for its staff. Independent Social Workers are also encouraged and supported in their ongoing learning.
- 10) Lobbying for legislative change, specifically in relation to intercountry adoption, and active involvement in the consultation process of government departments.
- 11) Ensuring that the need to keep all children safe is at the core of everything that we do. Where there are concerns reported we follow our Safeguarding and Protecting Children Policy, which is based on guidance issued in 'Working Together to Safeguard Children 2018'.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard-Children.pdf

9. Services and Facilities

IAC currently provides the following services and facilities.

- a) Information and Advice through our expert Advice Lines and publications to enquirers, prospective adopters, established adoptive families, adopted people, birth relatives resident in the geographical areas of those local authorities and Regional Adoption Agencies which either contract to, or have service level agreements with IAC. These services are also available to their professionals and covers matters pertaining to children entering or leaving the UK on adoption / permanence arrangements. We also extend our services to British Nationals living abroad.
- b) Information Sessions for people interested in intercountry adoption, or for enquirers who are unsure which "path to go down". These provide information at an early stage in the process and give prospective adopters the opportunity to consider procedures and requirements both in the UK and States of origin, and the needs of children placed in intercountry adoption, and to hear first-hand the experiences of people who have adopted from abroad or in the UK.

- c) Country specific workshops, relating to the countries where IAC is a recognised foreign partner agency, to build on the Information Sessions and provide more specific information on procedures relating to one country.
- d) Intercountry Adoption Preparation courses for prospective intercountry adopters; those adopting for a second or subsequent time, and for those who are related to the children overseas whom they wish to adopt. In addition, IAC offers preparation modules for prospective adopters seeking to adopt a child who is racially or ethnically different from themselves; for prospective adopters wanting to adopt siblings, either through the intercountry or UK adoption route, and for prospective adopters who already have birth children. Courses are also run for those wishing to adopt again.
- e) Preparation, assessment, and support for prospective intercountry adopters, liaising with them regarding proposed matches with children from States of origin and providing post placement and post adoption reports for the State of origin as required.
- f) Preparation (change of country) courses for adopters who have previously adopted through IAC, either domestically or internationally, or for prospective adopters approved as suitable to adopt via the intercountry route but who now wish to change to the UK.
- g) The provision of support for children placed domestically or internationally. Where commissioned to do so, the Agency supports and monitors the child's placement and prepares the report for the English court in cases where the child enters the UK for the purposes of adoption.
- h) A programme of workshops and courses addressing adoption issues for those who are awaiting the placement of a child or who have a child in placement.
- i) Keeping abreast of the profiles of children waiting for domestic adoption and updated on the domestic family finding needs of Regional Adoption Agencies / local authorities across the UK. Prospective adopters engaged with IAC are welcome to express an interest in domestic adoption at any stage of the process and this is routinely explored at each review of suitability.
- j) Remaining in contact with adopters and their children after adoption, including them in the Agency information mailings and events and providing them with post adoption advice, assistance, and support, on request. IAC's adoption support offer includes consultation and face to face counselling on school related issues and therapeutic Life Story Work with children and adoptive parents as well as a range of courses and workshops covering core themes in adoption open to parents with and without their children. These services are being actively fund raised for so we can continue to develop them and offer them for 'life', given what we know about the life stages adoptees may experience at any time.

- k) Working in partnership with other providers of services for children and families affected by adoption to ensure they are able to access support outside of IAC as necessary, including from the governments [Adoption Support Fund](#).
- l) Actively supporting prospective intercountry adopters in their transition to domestic adoption, if that is their wish; presenting their domestic application to IAC's Panel for consideration and variation in matching advice and assisting all approved domestic adopters in the preparation and dissemination of their family profile, advising on and facilitating their access to the range of matching provision locally and nationally as appropriate including, but not limited to, exchange events, Link Maker, photo-listings and regional adoption exchange and activity days.
- m) Hosting and supporting Asha, the India Adoption Group, which was formed in 2003, for families who have adopted from India, those who are in the process of adopting and for children and adults adopted from India. We have also supported adopters with children adopted from Pakistan supporting PANUK, the parent support group and are actively supporting the newer Africa Adoption Support Group. These groups aim to provide a supportive network for those touched by adoption from India, Pakistan and Africa respectively, and to provide the basis of a life-long network for the children and adult adopted people. Many of our experienced adopters also act as volunteer mentors to those going through the process.
- n) Offering an advice and signposting service to adopted people and birth relatives whose adoption has an international element and who are seeking their records and/or who wish to re-unite. This work involves signposting service users to authorities and agencies in the overseas countries to determine policies and procedures and to locate records and recognised counsellors. The service is from time to time consulted by adoption professionals in the UK who are engaged in intermediary work of a cross border or intercountry nature. IAC hosts the International Searchers' Group along with the Transracial Transnational Adoption Group (TTAG).
- o) Providing advice, information, consultation and training services for adoption professionals, including adoption practitioners and their managers in Regional Adoption Agencies, local authorities and voluntary adoption agencies; members of agency adoption panels; legal advisors; Adoption Support Services Advisors; Children's Guardians and Officers of Children and Family Court Advice and Support Service (CAFCASS). These services, which include specialist training on intercountry adoption and permanence (inbound and outbound) and transracial placements. In addition, peer support is facilitated through IAC's Practitioners' Networks.
- p) Providing case work consultation and support to legal advisors in local authorities when care planning for children to leave the UK on permanence plans.

- q) Contributing to improving professional practice in the field of intercountry adoption through contribution to [research](#), Practice Papers and conferences and seminars (both professional and parent led, domestically and internationally).
- r) Offering assessment services to registered and accredited adoption agencies from overseas when working with non-habitually resident prospective adopters.
- s) Supporting the adoption and permanence work of local authorities and Regional Adoption Agencies as required through a range of services.
- t) Actively working in partnership with countries who are part of our Special Programmes to ensure that the high-quality care they expect for their children is informed by regulations, practice and research from those countries and Central Authorities for Adoption.

10. Policies and Procedures

IAC's work is informed by, and complies with, current statute, regulations, statutory and good practice guidance, standards and international instruments which provide the legislative framework for domestic and intercountry adoption <https://www.first4adoption.org.uk/the-adoption-process/making-an-application/> and for the delivery of adoption support services.

IAC's management and Trustees have reviewed and implemented a series of policy documents which cover all the main elements of employment legislation. The Trustees are satisfied that measures are in place to ensure that the Agency deals fairly and equitably with staff in relation to their employment and in relation to their place of work, including objective measures to deal with appeals against decisions made. Relevant legislation includes but is not limited to, employment rights, working time, parental leave, equal pay, minimum wage, pensions, sickness absence, harassment, disability, discrimination, flexible working and human rights. IAC undertakes this work through a specialist contract with another organisation providing specialist Human Resources consultancy.

11. Dealing with Complaints

IAC is committed to resolving complaints quickly and in a sensitive, thorough, and non-biased manner which enables service users to make a complaint and protects complainants from any reprisal.

Service users and others with a legitimate interest have the right at any time to [complain](#) to the Agency about any aspect of our services, if they believe IAC has acted in contravention of adoption law, regulation, guidance, standards or codes of practice, or has failed to adhere to its written policies, procedures or undertakings, and they are helped to do so if this is required.

- The Agency seeks to resolve complaints informally, but if this fails there is recourse to an investigation by a member of the Leadership Team who has had no prior involvement in the case or where this is not possible by the Chair of Trustees and to a review of the resulting adjudication by other Board members.
- A target timescale is specified for dealing with complaints, and a written record is made of any complaint, its outcome and any action taken. Records of all complaints (and allegations) are clearly recorded on the relevant files for staff, volunteers, children and service users – including details of the investigation, conclusion reached, and action taken.
- After all steps have been taken, should the complainant consider there has not been a satisfactory response, s/he is advised, that s/he can approach the registration authority. Information about complaints is provided to the registration authority on request.
- The Board of Trustees receives regular reports on any serious complaints received at to check that the complaints procedure is operating appropriately in accordance with the Agency's policies and practices and takes appropriate action in the light of the review. The Chief Executive Officer includes information about ongoing complaints in quarterly Board reports.
- A system is in place for Reflection and Learning when a complaint has been closed to look at what lessons can be learned and how these can be applied.

12. Effectiveness of Services and Quality Monitoring

IAC's Chief Executive Officer reports to the Board of Trustees, providing at each quarterly meeting a written summary of the adoption services provided by the agency and their outcomes.

- The Agency undertakes an in-house evaluation of the Advice Line twice yearly and is developing a new online survey to for those who contact the Advice Line. In respect of telephone callers, the advisor who has received the call explains, at the end of the call, the purpose of the evaluation.
- The Outbound Permanence Service Advice and Information Line make contact with all professional enquirers three to six months after the initial contact to request feedback on the service offered and also information on the outcome of the case to inform further learning.
- The Agency also undertakes an in-house evaluation of all its information sessions, preparation courses and support workshops. All participants are requested to complete an evaluation form at the end of each information session or day of a course. These evaluations are reviewed as soon as possible after the course, by the relevant

managers, and the Operations Director, where appropriate. Were there to be difficulties arising with any aspect of the Information Session or preparation course the Agency would be, thereby, in a position to address these promptly. The Agency collates and analyses participant responses on an annual basis and these inform the in-house evaluation of these services.

- The evaluation of these services also takes account of the facilitators' experience of delivering the courses and feedback from referring authorities (whether given formally or informally). The Information sessions and courses are also reviewed to ensure they are abreast of changes in legislation and procedures in the UK and in respect of the States of origin. Course content is amended, as indicated, following the evaluation. Annual evaluations are conducted by the Advice Line Manager, as appropriate, with the involvement of the Operations Director, Chief Executive Officer and facilitators.
- All Prospective Adopters for whom IAC provides the assessment service are invited to comment on the service they have received, including on the Panel experience. For those whose application is presented to Panel, there is an opportunity for the applicants to give feedback in person on the adoption process. Social Workers are also invited to comment on their experience of presenting adoption applications to the Panel.
- The Agency Panel Advisor reports regularly to the Panel and the Chief Executive Officer on the service user feedback, including feedback from commissioning local authorities, and additionally will draw to the Agency's notice any feedback which requires the Agency to review its policies, procedures, practice or performance or to take any other related action.
- When the Agency, is commissioned to provide training for professionals by local authorities, regional adoption agencies, voluntary adoption agencies or other organisations, the process for monitoring will be determined by the terms of the agreement. Wherever possible, IAC requests participants to complete its standard evaluation form at the end of the course. When this is not possible, IAC has access to the completed evaluation forms provided by the commissioning organisation.
- Feedback on the effectiveness and quality of the Agency's adoption services also comes through staff supervision, consultation with and performance review of sessional workers and from team meetings. Additional feedback arising from the investigation of complaints (if any) will be available to the Board of Trustees during the annual review process.
- As the Responsible Individual the Chief Executive Officer also carries out a random audit of files, case work and operations through reviewing reports, information, files and conducting individual or group interviews with members of the workforce. Any actions arising as a result of this are delegated to the Management Team and monitored.

13. Approval, Availability and Review of Statement of Purpose

This Statement of Purpose was reviewed by the Chief Executive Officer / Responsible Individual in July 2020, with managers, and by the Board of Trustees at a Board Meeting in August 2020 before being finalised. It meets the requirements of Adoption Agencies Regulations and National Minimum Standards.

The Chief Executive Officer ensures:

- that the Agency is conducted in a manner consistent with the Statement of Purpose
- that the statement is accurately reflected in the Agency's policies, procedures, and guidance to the workforce
- that it is given to all persons working for the purposes of the Agency, provided to Ofsted and a copy is readily available or can be downloaded from IAC's website
- that it is made available on request to any person receiving adoption agency and adoption support services, or making enquiries about receiving adoption agency or adoption support services, from the Agency, namely to:
 - people wishing to adopt from overseas and their friends and relatives and to members of established intercountry adoptive families
 - people who wish to adopt within the UK
 - people who are adopted from abroad
 - birth relatives or former guardians of people whose adoption has an international element
 - any Regional Adoption Agency, Local Authority, Voluntary Adoption Agency, Adoption Support Agency or other relevant organisation
- that it is provided on request, so far as is practicable, in formats appropriate to the sensory and learning impairments, communications difficulties and language of service users and staff, including having it read, translated or explained to them.

14. Details of the Registration Authority

The registration authority is:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231

E-mail: enquiries@ofsted.gov.uk

Web: <https://www.gov.uk/government/organisations/ofsted>

IAC has been judged to be outstanding by Ofsted since 2014.

Covid-19 Amendments

The Covid-19 pandemic was a matter for discussion for IAC from February 2020 when it was first emerging in Europe. Following internal discussions, we issued our first public statement and guidance to those possibly exposed to the virus on 2nd March 2020. At that point the Leadership and Management Teams began devising plans for 'what if' scenarios, which included operating remotely. Following the government's announcements on 16th March, all IAC services and our workforce were moved from our office in Barnet and the team essentially became home based as of 18th March 2020.

Since that time, we have followed government advice and guidance, particularly during the lockdown period from 23rd March 2020. From that date we have also successfully managed full-service delivery of all services via digital technology, namely Microsoft Teams and Zoom.

Services have been subject to weekly review by the Leadership and Management Teams who meet weekly. Our Board of Trustees have convened emergency and scheduled meetings with the Leadership Team to ensure proper governance and oversight remains in place. Additional support has been in place from CVAA, Department for Education and HMRC.

IAC has made use of some of the temporary variations to Adoption Regulations to enable the delivery of our services and to minimise delay to applications.

During this time the [Black Lives Matter](#) movement has also been a focus of our work as IAC serves Black children and as an organisation, we are committed to delivering anti-racist services. Therefore, work and reflection are being undertaken across our workforce and service to ensure we can fully honour this commitment.

Plans are in place for the possible continued remote delivery of services until the end of 2020. Since lockdown had eased a full risk assessment has been devised to allow face-to-face meetings with prospective adopters and adoptive families with children to resume, where necessary and where they can be conducted safely.

Additional measures are in place to continue to support our workforce as we work remotely to ensure everyone has the tools, technology, and support to manage their work and balance this with their own personal health and family needs.

We have remained in touch with our regulator, partners, and customers during this complex period and as a charity serving children and families, IAC remains committed to the delivery of outstanding services.

August 2020