ADOPTEE FEEDBACK 2018/19

PACT is a learning organisation and PACT adopters are asked to feedback throughout the adoption process. In 2018/19 PACT received the following feedback:

**PREPARATION COURSE**
All PACT adopters attend a preparation course during Stage 1

- **100%** of respondents said the course had helped them gain an understanding of the backgrounds of children placed for adoption and of their emotional and behavioural needs
- **97%** of respondents considered the content was presented in an organised and effective manner
- **96%** of respondents were happy with the venue

**COMMENTS INCLUDED:**
- “Great to meet other potential adopters. Warm and friendly atmosphere that made it comfortable to ask questions. Really well led by the trainer.”
- “Excellent delivery given with kindness.”
- “Understanding that the move for to an adoptive home can be very traumatic for a child - very eye opening.”
- “Very informative, a lot to reflect on.”
- “The trainer is brilliant, He is sensitive, intelligent and super helpful.”

Following adopter feedback the course material has been reviewed and updated and now includes some of the material previously used in the Moving On Placement course.

**MOVING ONTO PLACEMENT COURSE**
All PACT adopters attend this two-day course just before or after they attend Adoption Panel

- **100%** of respondents said the course content was well presented in an interactive and informative way
- **100%** of respondents said it had helped them develop skills to meet the needs of adopted children during the early stage of a placement

**COMMENTS INCLUDED:**
- “The timing for us was perfect. The content excellent, specifically Simon’s ability to relate the material to the child’s perspective. This really helped me improve my toolkit of skills in preparation for placement.”
- “Very good, Simon is very knowledgeable.”

Following adopter feedback this two-day course has now become one day.

**ADOPTEE TRAINING**

Eleven different training courses were provided for PACT adopters and their friends and family in 2018/19. A number of these courses were run several times throughout the year

**COMMENTS INCLUDED:**
- “This course reaffirms that we are doing the right thing to grow our family.”
- “Solid information, well presented. Good mix of theory and practice.”
- “If found it helpful] meeting people who are on the same journey as us and being able to explore the many aspects of adoption through play and structured learning.”
- “Overall I thought the whole process was really de-mystified. It was really full on but so glad that I found it a very positive experience.”
- “We’d just like to reiterate our thanks to the panel members for their professionalism and empathetic approach to us.”
- “I was nervous prior to attending the panel but felt that everyone was so kind and reassuring that I found it a very positive experience.”
- “Very interesting and informative. Clearly presented. It was great to hear from [an adopter’s] personal experience.”
- “Content was presented very well and was very interesting. Lots of useful strategies and advice.”
- “Really valuable information. Practical advice with reassurance we won’t be left to cope on our own.”
- “Safe space to be open and honest.”

A training team has been formed which specifically looks at adopter feedback in order to review existing training and to plan for future courses.

**PANEL**
Social workers and adopters are asked for their feedback after attending PACT’s Adoption Panel

- **100%** of respondents were clear about the Panel’s functions and what would happen on the day
- **100%** of respondents felt the questions were relevant

**COMMENTS INCLUDED:**
- “We found the Panel to be a very pleasant experience, we felt reassured that we were in the right place on the way to becoming adoptive parents. We felt that the members of the Panel wanted us to do well and wished us well.”
- “We’d just like to reiterate our thanks to the panel members for their professionalism and empathetic approach to us.”
- “I was nervous prior to attending the panel but felt that everyone was so kind and reassuring that I found it a very positive experience.”

**ADOPTEE FEEDBACK**

- **100%** of respondents felt that Panel members treated them with courtesy and respect
- **98%** of respondents felt that attending Panel was a positive experience

**COMMENTS INCLUDED:**
- “We’d just like to reiterate our thanks to the panel members for their professionalism and empathetic approach to us.”
- “I was nervous prior to attending the panel but felt that everyone was so kind and reassuring that I found it a very positive experience.”
- “The book of photos of who was on the panel was a really good way to put the applicants at ease.”
- “Very straightforward experience of panel. Panel were very positive and encouraging of the adopters.”

Following feedback we now make it clear to applicants that the Panel time slot is a ‘guide’ rather than a ‘given’ and that the start time is not the time the adopters join the Panel for questions.

**SOCIAL WORKER FEEDBACK**

- **89%** of respondents felt the panel had a clear understanding of the case
- **88%** of respondents felt that the panel was a positive experience
- **92%** of respondents felt that questions asked were relevant

**COMMENTS INCLUDED:**
- “Panel questions were relevant and it was clear that they had recognised the couple’s strengths from the PAR. The applicants were very nervous but were made to feel at ease at Panel.”
- “The book of photos of who was on the panel was a really good way to put the applicants at ease.”
- “Very straightforward experience of panel. Panel were very positive and encouraging of the adopters.”
- “The entire experience was extremely positive and very touching.”

**POST ADOPTION**

All PACT adopters are surveyed after their experience with PACT after an adoption order has been made

- **100%** of respondents felt they had enough information about potential links/matches whilst waiting
- **100%** of respondents felt they were able to ask PACT social workers about any queries they had after approval

**COMMENTS INCLUDED:**
- “We could not praise PACT enough. We have had such a positive experience from the very start of our journey and would recommend to anyone looking to adopt to use PACT.”
- “We couldn’t talk highly enough about our experience. From our first meeting to getting our adoption order we have been amazed by all of the training and support.”
- “I have been very impressed from start to finish with regard to the service PACT has provided. I would wholeheartedly encourage any potential adopters to go through PACT as the support is exceptional at every stage of the process.”

Adopters said work by their social worker to prepare them for the first meeting with their child was “excellent”, “thorough”, “competent”, “helpful” and “supportive”.

The adoption feedback reminds us that every adopter and every family is unique and therefore our ability to be flexible in our work is key to helping our adopters and their children feel supported throughout the process.

**AFTER ADOPTION ORDER**

Evaluation from service users helped by PACT to access adoption records

- **100%** of respondents said the service addressed the important issues from their point of view

**COMMENTS INCLUDED:**
- “Really helpful and efficient service – thank you”
- “Thank you for your time and understanding”
- “The entire experience was extremely positive and very touching.”

People said they found the following things helpful:
* Accessing and viewing the file
* Very comprehensive record
* Hearing about [excepts from] letters my birth mother exchanged with the Adoption Society

PACT is very pleased we continue to offer a responsive and helpful service to adults wishing to access their records.