



Parents And Children Together

# 2021/22 ADOPTER FEEDBACK

PACT is a learning organisation and PACT adopters are asked to feedback throughout the adoption process. In 2021/22 PACT received the following feedback:

## PREPARATION COURSE

All PACT adopters attend a preparation course during Stage 1.

### COMMENTS INCLUDED:

"Content was great. Also enjoyed the opportunity to discuss and reflect. Having an adoptive parent to ask questions to was invaluable."

"We found information about contact with birth parents and family particularly helpful. This has allowed us to be more open to this possibility. Meeting a real life adopter brought everything to life for us."

"The variety of materials/techniques used, presentations, videos and breakout groups, pre reading, case studies and exercises made the course very engaging and helped make takeaways more tangible/memorable. Thank you!"

Following adopter feedback, more screen breaks have been incorporated into the training.

## ADOPTER TRAINING

A variety of training courses were provided for adopters and their friends and family last year. All courses were held online.

### COMMENTS INCLUDED:

#### FAMILY AND FRIENDS COURSE

"It was a very clear and interactive course and good to meet other people who are going to be supporting families with adoption."

"I feel the course has given me a greater understanding of the needs that must be met of adopted children and additional information on how to support adopters even more."

"Great course and expertly delivered. We feel so much more empowered to support our family members."

#### ONLINE ADOPTER SUPPORT GROUPS

"It was really good to hear from adopters first-hand what it's like for a single person, I found it very useful."

"It is also wonderful that PACT offer so much support which is so much more than the Local Authorities do!"

"We did find it surprisingly useful to discuss issues with other grandparents and hear their experiences."

"Very useful and accessible as no travel nor childcare required."

#### TALKING TO CHILDREN ABOUT ADOPTION COURSE

"Jemma and Catherine were excellent in the delivery of this training session and provided us with some helpful tools to broach the subject of adoption."

"Some great tips shared, and I have come out feeling much more confident about taking the next steps in discussing this with my son and taking it to the next level of detail. Thank you."

#### ATTACHMENT-FOCUSED PARENTING COURSE

"The course was very comprehensive and the trainer very knowledgeable and supportive."

"It was helpful listening to problems adopters have and then giving advice. No improvement needed."

#### BECOMING A BLENDED FAMILY COURSE

"The breakout rooms were very helpful, lovely to meet others, very practical tips. I will be setting up a worry box."

"Great blend of group chat, professional insight, resource and recommendations."

The Becoming a Blended Family course is a new course developed as a result of feedback from prospective adopters and social workers that there was a need for training for families who already had children in their family. We are also exploring whether some of the Attachment-Focused Parenting course sessions can take place in person next year in response to feedback.

## AFTER ADOPTION ORDER

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

### COMMENTS INCLUDED:

"PACT have provided an outstanding service. The first Information Evening we went to was welcoming and informative, our training was in depth and prepared us, our Social Worker Rachel gave us all the support we needed and our Family Finder gave great advice and support too. We feel really blessed and would highly recommend PACT to any prospective adopters. Thank you."

"I can't fault our social worker, she has been brilliant throughout the entire process. Extremely professional, sensitive, efficient, caring, thorough and generally lovely."

We are glad to hear that adopters felt well supported by their social workers and would recommend PACT to others considering adoption.

## MOVING ONTO PLACEMENT COURSE

All PACT adopters attend this course just before or after they attend the PACT Adoption Panel.

### COMMENTS INCLUDED:

"The information on the post placement timeline was very informative. It was very nice to meet other adopters at the same time as myself. I enjoyed the group activities."

"Really informative and helped me reflect on the next stage of our journey. Thanks for everything."

"We found the training extremely helpful especially for identifying trauma when settling the child."

As a result of feedback, the course has been adapted to avoid repetition of material already covered in the preparation course. In particular, information about attachment theory has been adapted to make it more practical in focus.

## PANEL

Adopters are asked for their feedback after attending PACT's Adoption Panel.

### COMMENTS INCLUDED:

"The experience was really positive. Panel making reference to our PAR through the discussion was really reassuring that they had read our information."

"We thought it was really well done, especially the quick intro we had with the panel chair before we met with the rest of the panel, it put us very much at ease."

"We would like to thank the panel members and the chair for making us feel at ease. We really liked the comment by one or two panel members along the lines of 'It's been really nice reading your PAR and getting to know you'. It can feel a bit strange facing ten people all of whom know a lot more about you than you do them, but we really enjoyed the experience and we came away feeling very affirmed and proud of the work we'd put in."

As a result of feedback we reintroduced a virtual pre meeting for the adopters with the chair and panel advisor with their social worker before meeting the full panel. They were able to have a quick introduction and run down of the questions which helped put them at ease.

"A positive experience and really nice to meet the panel. Thank you!"

"Panel did their best to help us feel as relaxed as possible, we could not ask for more."

"We found the panel process professional, friendly and warm. We are grateful that Margaret had set our expectations clearly on what was relevant to bring up at panel and the warmth of the panel members."

## AFTER PLACEMENT

Feedback from adopters after they have been through the family finding process with our Placements team and their children have been placed with them.

### COMMENTS INCLUDED:

"Thank you so much for your help on this journey, and your unwavering patience with us along the way. As you know, there were a few ups and downs but you remained positive and proactive throughout which meant the world to us."

"The matching stage is certainly challenging and you've been a real support to us to help us remain resilient and keep focused on finding the right child. We think the PACT service to date is fantastic and we're really glad everything has worked out."

As a result of feedback, information sharing meetings have not returned to face-to-face meetings after the pandemic as prospective adopters found the online format more convenient.

"Thank you for making our family finding process as seamless as it possibly could be whilst feeling constantly supported throughout."

"We are also so grateful for your tireless efforts on our behalf throughout these many months of family finding - it has not been easy for anyone; but your constant positivity, encouragement and understanding of us as a couple have really helped to lessen the burden."

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## ACCESS TO ADOPTION RECORDS

Evaluation from people helped by PACT to access their adoption records.

### COMMENTS INCLUDED:

"It was helpful to have a Zoom chat and the support of a Team Manager. The service is fantastic and extremely important."

"Lara was absolutely super as was Allison, both completely understanding and amazing at their jobs."

There were no suggestions given on how the service could be improved. All feedback was very positive.

"It was extremely helpful having the service online via a Zoom call: private, could take reading and digesting the record at specific pace, as required; not necessarily delve into all documents/material and allow for some dialogue/empathy at other points."