

About After Adoption

www.afteradoption.org.uk

0800 0 568 578

Who We Are

After Adoption is a voluntary adoption agency and leading adoption support charity. Through Families that Last we find loving lasting families for a diverse range of children. We offer quality, independent support to adopted children and their families, adopted adults and birth relatives who have lost children to adoption. This support is offered through activity groups, peer support groups, individual counselling, family work, search facilities, and a free national helpline.

Over 100,000 people have received help from After Adoption since 1990 and we work nationally across England and Wales.

As a registered charity we also rely on the support of individuals and trusts to keep our services going.

Values

- Respect
- Innovation
- Passion
- Pursuit of excellence
- Shared Learning

What We Do

After Adoption operates throughout England and Wales and offers a range of services.

We help all those affected by adoption including:

- Birth relatives whose family member is at risk of or has been adopted
- Birth parents whose child is at risk of or has been adopted
- Adopted adults who wish to access their records or trace birth relatives
- Adoptive families
- Young adopted people

More Information

To find out how we can help you contact our ActionLine on 0800 0 568 578 or email actionline@afteradoption.org.uk.

You can also visit our www.afteradoption.org.uk.

Information on Confidentiality and Access to Records

Confidentiality

Most of the information you provide is confidential to After Adoption, however in certain circumstances we may need to share some of the information you provide us with. For example:

- We are required to provide feedback to Local Authorities and funders regarding services we have provided on their behalf. Our usual method is to list service users' surnames plus a one-line summary of the service provided. Some Local Authorities request more detailed feedback. If you are uncomfortable with this, please speak to your worker or a member of staff and we will take your wishes into account.
- With your permission, we may need to liaise with another agency on your behalf, for example one which holds your adoption records or is able to offer additional support.
- In certain circumstances we may need to break confidentiality e.g if we felt someone may harm themselves or another person or if there were concerns about safeguarding a child or vulnerable adult.

Access to Records

We will work in partnership with you regarding what information we record regarding your circumstances. We have an open access policy, which means you are entitled to see records we compile about you, but to comply with the Data Protection Act 1998 we will

not share any information on your file relating to an individual 'third party'.

Access by adopted adults to their adoption records is subject to specific legislation, regulations and guidance (Adoption and Children Act 2002 and Adoption Agency Regulations 1983).

In general, we share as much information as possible with an adopted adult, whilst respecting the rights of the other parties to adoption (birth parents and adoptive parents).

Comments, Compliments, Complaints

Please see our separate leaflet which explains what to do if you have a complaint. You can also download our complaints procedure and leaflets from our website.

We aim to work in partnership with you, helping to deliver the best service to suit your needs. You may be telephoned or asked to provide written feedback during the course of our work with you and when we close your file. We welcome your comments to help us improve our service and to assist us in providing feedback to our funders.