

Inspection of adoption support agencies

Consultation document

This is a consultation document on Ofsted's proposals to inspect adoption support agencies. We are seeking the widest possible range of views to ensure that the revised framework takes proper account of the needs and circumstances of all those who have an interest or expertise in adoption support. We are particularly keen to hear from people who have delivered or received adoption support services, including children, young people, adults and parents and those who commission or provide adoption support services.

The closing date for the consultation is 22 January 2015.

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About Ofsted

1. The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages.

Purpose and background to the consultation

2. This consultation seeks your views on proposed aspects of the new arrangements for inspecting adoption support agencies.¹ Your contribution will help to refine and develop the framework for inspecting these services.
3. This document sets out our proposals for the judgements that inspectors will make and report on when inspecting providers and managers of adoption support agencies registered under the Care Standards Act 2000.²
4. We will evaluate the responses received from this consultation for our framework and we will publish the main findings from the consultation on our website.
5. Following this consultation, we propose to implement the changes from April 2015. We will use the information gathered from the consultation to finalise the revised arrangements for inspection.

Legal basis for inspection

6. The legal basis for the regulation of adoption support agencies is set out in the Care Standards Act 2000 and the Adoption and Children Act 2002.³ Section 9 of the Adoption and Children Act 2002 allows for regulations to be made in relation to adoption support agencies. Section 8 of the Adoption and Children Act 2002 sets out a definition of an adoption support agency. Ofsted's powers to register, inspect and, where necessary, enforce compliance with statutory requirements and relevant regulations are set out in the Care Standards Act 2000.

¹ Adoption support agencies provide assistance to adopted children and adults, such as counselling and finding out the details of their adoption. They also help adopted children and adults and their relatives if they want to know more about, or want to trace, their birth relatives. Most people who use adoption support agencies are adults. An individual person, who only provides adoption support services under a contract with a registered adoption support agency or an adoption agency, for example a local authority or a registered adoption agency, does not also need to register as an adoption support agency.

² Care Standards Act 2000, Part 2; www.legislation.gov.uk/ukpga/2000/14/contents.

³ Adoption and Children Act 2002; www.legislation.gov.uk/ukpga/2002/38/contents.

7. When inspecting adoption support agencies, Ofsted gives consideration to knowledge and understanding gained from previous inspections and to relevant legislation, including:
 - the Care Standards Act 2000
 - the Adoption and Children Act 2002
 - the relevant regulations
 - *Adoption: national minimum standards*⁴
 - Department for Education statutory guidance
 - the Equality Act 2010⁵
 - *Working together to safeguard children*⁶.

8. The Education and Inspections Act 2006 requires Ofsted to perform its function as the regulator of adoption support agencies, for the general purpose of encouraging the services it inspects and regulates to:⁷
 - improve
 - focus on the experiences of those who use the service
 - be efficient and effective in the use of resources.

How we will inspect

9. This consultation proposes no changes to the inspection tariff or methodology already in place for adoption support agencies. This is as follows:
 - Adoption support agencies are subject to an inspection at least once within each three-year inspection cycle, as determined by regulations.⁸ Inspection may take place at any point in the three year cycle. The timing of any inspection will be influenced by an assessment of:
 - the outcomes of previous inspections
 - any current complaints or enforcement action
 - notifications received from an independent fostering agency
 - other relevant information received by Ofsted.

⁴ *Adoption: national minimum standards*, Department for Education, 2001; www.gov.uk/government/publications/adoption-national-minimum-standards.

⁵ Equality Act 2010; www.legislation.gov.uk/ukpga/2010/15/contents.

⁶ *Working together to safeguard children*, Department for Education, 2013; www.gov.uk/government/publications/working-together-to-safeguard-children.

⁷ Education and Inspections Act 2006; www.legislation.gov.uk/ukpga/2006/40/contents.

⁸ Her Majesty's Chief Inspector of Education, Children's Services and Skills (Fees and Frequency of Inspections) (Children's Homes, etc.) (Amendment) Regulations S1 2007/694, as amended, www.legislation.gov.uk/uksi/2007/694/regulation/15/made.

- Agencies receive 10 working days' notice of an inspection, unless they are individuals working alone providing an adoption support service, in which case they receive 20 working days' notice. When Ofsted judges an adoption support agency to be 'inadequate' for overall effectiveness we re-inspect the agency within six to 12 months. The final report is published on the Ofsted website within 20 working days of the end of the inspection (irrespective of appeals or complaints).

Types of inspection

10. Additional inspections may occur. These are dependent on information received, concerns that have arisen and risks to people using the adoption support agency.
11. There are also other more specific inspections
 - **Monitoring inspections.** If there is an incident, complaint or concern, we conduct a monitoring visit. These take place at the same time as a statutory inspection, if there has been an incident or complaint that becomes a compliance investigation enquiry case. Monitoring visits could also be carried out:
 - to review any building work
 - to ensure that the design and layout remains suitable for the purposes of achieving the aims and objectives set out in the children's home's statement of purpose
 - or where we wish to gather information on a particular aspect of care or service provision, monitor specific issues or compliance with a notice.
 - **Survey inspections.** These gather evidence on a particular theme, issue or aspect of good practice that Ofsted is examining with the intention of publishing a report on the findings. They could be conducted as part of either a full inspection, or separately as part of Ofsted's programme of surveys.
12. We will not conduct a survey inspection at the same time as a monitoring inspection.

Changes to inspection

13. We are proposing the following changes to the inspection framework:
 - A revised evaluation criteria for 'outstanding' and 'good'.
 - Judgements of 'inadequate' in any area to limit the overall effectiveness judgement and lead to a judgement of 'inadequate' overall.
14. The following changes to the existing inspection framework will be implemented in April 2015. These are **not** subject to consultation:

- a judgement grade of 'requires improvement' that replaces the current judgement of 'adequate'
- the revised inspection judgement structure of:
 - overall effectiveness
 - the experience and progress of, and outcomes for, service users
 - quality of service provision
 - safeguarding children, young people, adults and families
 - leadership and management.

Making judgements and using the grade descriptors

15. The experiences and progress of service users are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect.
16. Inspectors will make their judgements on a four-point scale:
 - outstanding
 - good
 - requires improvement
 - inadequate.
17. Ofsted inspection frameworks operate on the basis that only 'good' is good enough for children and young people, whether that is in respect of their care, support or education. This framework sets out what a 'good' adoption support agency looks like as a benchmark. When an adoption support agency does not reach the criteria of 'good', we will judge this as either 'requires improvement' or 'inadequate'. We will also set out where it needs to improve. Those improvements will be aligned with the relevant regulations and standards.
18. Inspectors will use the descriptors of 'good' as a benchmark against which to grade and judge performance. Inspectors weigh up the evidence in a particular area to consider it against the evaluation criteria for 'good', before making a judgement at inspection. A judgement of 'good' will be made where the inspector concludes that the overall evidence sits most appropriately with the descriptors of 'good', leading to positive progress, experiences and outcomes for service users. This is what Ofsted calls a 'best fit'.
19. In addition, inspectors will identify areas of 'outstanding' practice and priorities for improvement. For all children and young people, adults and families the expectation is that practice is sensitive and responsive to age, disability, ethnicity, faith or belief, gender, gender identity, language, race and sexual orientation.

20. Adoption support agencies must comply with the relevant regulations. When they do not, inspectors will clearly identify what the agency must do in the form of 'requirements'. The Department for Education also publishes national minimum standards. When providers do not take account of the national minimum standards, it may indicate a failure to comply with the regulations and is likely to indicate poor practice. This will influence the inspection judgement and 'requirements' will be imposed if there is a failure to comply with regulations. We will always make recommendations where a provider must improve in order to get to 'good'.
21. Meeting all regulatory requirements will not necessarily result in a judgement of 'good' or 'outstanding'. However, the seriousness of any failure to meet regulations and the potential impact on children and young people will be considered carefully to determine how this should influence the judgements and the outcome of the inspection. Inspectors will use their professional judgement to assess the impact of any breach on the lives of children, young people or adults and the quality of care afforded to them.

The proposals

22. We are seeking your views on two specific changes we propose to make:
 - A revised evaluation criteria for 'outstanding' and 'good'.
 - Judgements of 'inadequate' in any area to limit the overall effectiveness judgement and lead to a judgement of 'inadequate' overall.
23. You can read about the consultation process at paragraph 50. The consultation questions that we would like you to answer start on page 19.

Proposal 1: Revised evaluation criteria for 'good' and 'outstanding'

24. This proposal concerns the evaluation criteria for the judgement of 'good' and 'outstanding,' in each of the judgement areas. We would like your views on whether:
 - the characteristics of 'good' accurately describe what should be expected in the following judgement areas:
 - I. overall effectiveness
 - II. experience and progress of, and outcomes for, service users
 - III. quality of service provision
 - IV. safeguarding children, young people, adults and families
 - V. leadership and management

- the 'outstanding' criteria for each of the five judgement areas accurately describe the effectiveness of those adoption support agencies that are making an exceptional and enduring positive difference to the lives of children, adults and families.

25. The following provides detail of the proposed revised criteria for each of the judgement areas.

I. Overall effectiveness

26. Inspectors consider the evidence and judgements from across the evaluation schedule before arriving at the overall effectiveness judgement. They take account of the context of the adoption support agency and whether they specialise in adoption support for particular groups.

Good

27. In a 'good' adoption support agency:

- a) positive outcomes for service users are evident, including where this means helping them to cope with unavoidable disappointments
- b) the intended outcomes of individual pieces of work are clear and agreed with service users, and if possible with children and young people; the success of each piece of work is measured, recorded and understood
- c) service users' views are routinely monitored and analysed; their views inform service delivery, the development of staff, agency developments and strategic thinking
- d) the lifelong implications of adoption are clearly understood by all who work for the agency and are reflected in practice; the agency has an accurate understanding of its strengths and weaknesses and takes effective steps to improve
- e) effective and continuous learning improves professional practice and is sustained over time
- f) any breaches of regulations are infrequent, minor and immediately remedied.

Outstanding

28. In an 'outstanding' adoption support agency:

- a) adoption support is of the highest quality and is delivering a demonstratively positive impact on the lives of the people involved; for some families, the progress made significantly exceeds expectations of all those who are involved with them

- b) inspirational, confident, ambitious and influential leadership promotes and pursues a positive outcome for all service users. Leaders are visible and effective; they innovate and attract creative ideas to sustain the highest quality services for all service users
- c) leaders, managers and staff have ambition and inspire high-quality work that supports exceptional progress and protects and promotes the welfare of all service users
- d) the agency is constantly seeking new and effective ways to improve
- e) there are no breaches of regulations.

Requires improvement

29. In an adoption support agency that 'requires improvement':

- the agency is not yet delivering 'good' services; however, there are no widespread or serious failures that result in the welfare of people receiving an adoption support service not being safeguarded and promoted.

Inadequate

30. In an adoption support agency that is 'inadequate':

- there are widespread or serious failures, which result in service users not having their welfare safeguarded and promoted; this will be the case if any of the judgements are 'inadequate'.

II. Experience and progress of, and outcomes for, service users

Good

31. The experiences and progress of, and outcomes for service users is likely to be 'good' where the criteria below best describe their experiences:

- a) People, irrespective of age, disability, ethnicity, faith or belief, gender, gender identity, language, race and sexual orientation, receiving an adoption support service influence the delivery of the services that they receive. This leads to positive changes in their circumstances. They may not achieve their desired outcome but, if this is the case, they are very carefully supported to understand why. The adoption support provided overall meets their needs. It leaves people feeling positive about the service and that they have been helped and supported.
- b) The intended objectives of individual pieces of work are clear and agreed with service users, and if possible with children and young people. The success of each piece of work is measured, recorded and understood.

Outstanding

32. The experiences and progress of, and outcomes for, those using the service is likely to be judged 'outstanding' if it is evident that they are making exceptional progress, in having their needs met and they report a very positive experience of the service provided. In addition, the characteristics of a 'good' judgement must be met.

Requires improvement

33. The agency is not yet demonstrating the characteristics of a 'good' judgement. It therefore 'requires improvement' to be 'good'. However, there are no widespread or serious failures that result in the needs of the people using the service not being met. Regulatory requirements are met or, if they are not, any breaches do not have a negative impact on the welfare of people using the service.

Inadequate

34. There are widespread or serious failures that result people using the service being put at risk. There are breaches of regulations which have a negative impact on outcomes.

III. Quality of service provision

Good

35. The quality of service in an adoption support agency is likely to be judged 'good' if the following characteristics best describe the service provided:
- There is a prompt, welcoming, professional, person-centred service that is accessible to all irrespective of age, disability, ethnicity, faith or belief, gender, gender identity, language, race and sexual orientation.
 - The agency has a detailed strategy and clear plans to achieve the desired outcomes for each service user. The agency works together with the service user, and the local authority where involved, to ensure that support meets the demands of commissioners and is individually designed, enabling people using the service to progress at their own pace.
 - The manager and staff are very well trained, demonstrating an up-to-date knowledge and understanding of adoption issues relating to the services they provide. Their knowledge and training have a positive impact on relationships with service users and outcomes for them. They provide a prompt, professional and highly sensitive service, which makes a difference to people's lives and results in people using the service developing an improved understanding of issues affecting them and an ability to deal with any difficulties that may arise.

- Service users are helped to understand the possible effects of adoption on them and their family and, if appropriate, the potential outcomes of a search and/or a reunion with a member of their birth family.

Outstanding

36. The quality of service in an adoption support agency is likely to be judged 'outstanding' if, in addition to meeting the characteristics of a 'good' judgement, there is evidence that professional practice exceeds the standard of 'good' and results in sustained improvement to the lives of people receiving an adoption support service. Research informs practice, some of which will be innovative, and makes an exceptional difference to people using the service.

Requires improvement

37. The quality of service in an adoption support agency is likely to require improvement when the characteristics of 'good' are not in place. It therefore 'requires improvement' to be 'good'. However, there are no widespread or serious failures that result in the welfare of people receiving an adoption support service not being safeguarded and promoted. Regulatory requirements are met or, if they are not, any breaches do not have a negative impact on the welfare of people using the service.

Inadequate

38. The quality of service provision is likely to be 'inadequate' if there are widespread or serious failures that result in people's welfare not being safeguarded and promoted. There are breaches of regulations which have a negative impact on the welfare of people using the service.

IV. Safeguarding children, young people, adults and families

Good

39. Safeguarding is likely to be judged 'good' if the following criteria best describe the adoption support agency's practice:
- a) The agency is able to demonstrate a deep and effective knowledge about child protection, the relative roles of the agency and local authorities, and the action to take where there are concerns or actual harm to a child or adult.
 - b) Adults working with them know and understand the indicators that may suggest a child/young person is suffering or is at risk of suffering harm and they take the appropriate and necessary action in accordance with local procedures and statutory guidance.

- c) Staff receive regular supervision and support if they are working directly and regularly with children and young people where there are concerns about their safety and welfare.
- d) There is evidence of high-quality training for staff and adopters in respect of child protection procedures and the minimisation of risk to children. This includes action to take where children are missing or at risk of sexual exploitation.
- e) Staff display high levels of expertise in, and awareness of, child protection. They demonstrate an understanding of the implications of historic abuse and neglect. They are supported by an open culture where leaders and managers constantly strive to improve safeguarding practice. Before work commences, service users are told of the agency approach to child protection and historic abuse. Where relevant, adopters are helped to understand the impact of children's past experiences and this has a positive effect on their child's behaviour and/or on their parenting.
- f) Children, young people and adult service users know who they can talk to if they have concerns or complaints and have confidence that they are taken seriously. The agency learns from complaints and feedback from children and adults and there is evidence that improvements are made in response.
- g) Children and young people are supported, protected and informed appropriately about the action the adult is taking to share their concerns. Parents are made aware of concerns and their consent sought in accordance with local procedures, unless doing so would increase the risk of or actual harm to a child.
- h) Any child protection and/or safeguarding concerns are immediately shared with the local authority in the area where the concerned professional is working and a record of that referral is retained. There is evidence that the referral has been followed up quickly and that action has been taken to protect the child or young person from further harm.
- i) Written records are made and held securely where adults working with children are concerned about their safety or welfare. Those records are shared appropriately where necessary and with the necessary consent.
- j) Current or historic allegations or suspicions of harm are handled sensitively and in accordance with procedures, including, where appropriate, vulnerable adult procedures. All relevant agencies are involved, staff understand their roles and know what to do, and children and young people and/or adult service users know what to expect.
- k) The agency maintains contact with local authority child protection teams, adult safeguarding services, the Local Safeguarding Children Board (LSCB) and the Local Authority Designated Officer (LADO), as

appropriate. This leads to easily accessible and effective liaison on any concerns about children and promotes a safe service. The agency's safeguarding policy is submitted to the LSCB and the LADO located in the area of the registered agency.

- l) Staff working with children and young people are carefully selected and vetted on a regular and on-going basis, and there is monitoring to prevent unsuitable people from being recruited and having the opportunity to harm children and young people or place them at risk.

Outstanding

40. Safeguarding is likely to be judged 'outstanding' if, in addition to meeting the characteristics of a 'good' judgement, there is evidence that the agency puts safeguarding at the centre of all it does and ensures that all those receiving a service and their families are safe and benefit from effective safeguarding and child protection procedures. Research-informed practice, some of which may be innovative, results in those who receive adoption support benefiting from highly effective safeguarding practice. Adopters demonstrate a comprehensive understanding of safeguarding issues and of the possible impact of abuse on children, young people and adults. Adults receiving support from the agency are helped to develop an understanding of how abuse may have affected them in their past and are being very effectively helped to cope with the impact. Evidence of up-to-date knowledge in the handling of disclosures of historic abuse leads to timely and effective practice.

Requires improvement

41. Safeguarding is likely to require improvement when the characteristics of 'good' are not in place. It therefore 'requires improvement' to be 'good'. However, there are no widespread or serious failures that result in the welfare of people receiving an adoption support service not being safeguarded. Regulatory requirements are met or, if they are not, any breaches do not have a negative impact on the welfare of people receiving an adoption support service.

Inadequate

42. Safeguarding is likely to be 'inadequate' if there are widespread or serious failures that result in people's welfare being at risk. There are breaches of regulations which have a negative impact on the welfare of people using the adoption support service.

V. Leadership and management

Good

43. Leadership and management is likely to be judged 'good' if the following characteristics best describe agency practice:

- a) Senior managers, leaders and trustees show a strong commitment to adoption support and deliver an ambitious service to children and young people, adults affected by adoption, adopters and birth families. They develop, or are working to develop, highly effective working relationships with commissioners, partner organisations and with other adoption agencies. This improves the experience and progress of children, young people and adults who are receiving adoption support. Prompt and effective action is taken if children or young people are unhappy or unsafe. With the agreement of people using their service, they update the commissioners about their progress.
- b) Leaders and managers monitor service delivery and conduct a thorough and insightful review of the agency at the frequency set out in the national minimum standards. The views of children and young people, birth parents, adopters and other stakeholders inform this review, as do complaints, which are welcomed as an opportunity to learn and develop. Leaders and managers use the results of the review to drive continuous improvement in the services that are provided. The agency manages its resources effectively to meet the needs of the children, young people, adoptive families and adults affected by adoption. Their work promotes family stability and supports people to understand the effect of adoption on their lives.
- c) The statement of purpose and children's guide where appropriate, if required, are clear, accessible and comprehensive. This enables service users and staff to be clear about the aims and objectives of the agency and the services available.
- d) Staff and managers are appropriately qualified and experienced. They have regular supervision and receive up-to-date, relevant training to enable them to work effectively with service users. Staff appraisals are held on time and take into account the views of service users, as appropriate. Appraisals clearly link to improved staff performance.
- e) Records are clear, up to date and are stored securely. The agency has appropriate insurance cover and effective administrative systems are in place.
- f) Regulatory notifications are made as required by regulations and the agency can demonstrate that appropriate follow-up action has been taken.
- g) There is evidence that effective action has been taken in relation to any requirements and recommendations made at the previous inspection.
- h) The agency has an accurate understanding of its strengths and weaknesses and takes effective steps to improve.
- i) Effective and continuous learning improves professional practice and is sustained over time.
- j) Leaders and managers monitor the financial stability of the business and take positive steps to address any anticipated shortfalls in income

and there are financial accounts audited by an accountant confirming the agency's financial viability. The agency has appropriate insurance cover and efficient and robust administrative systems in place.

Outstanding

44. Leadership and management are likely to be judged 'outstanding' if, in addition to meeting the characteristics of a 'good' judgement, there is evidence that leaders and managers are inspirational, confident, ambitious, innovative and influential in improving the lives of people who receive an adoption support service. Professional relationships between the agency, the local authority and other partner organisations are highly effective. The agency can demonstrate that it makes an exceptional difference to the lives and experiences of people using the service.
45. Leaders innovate and attract creative ideas to sustain the highest quality services for all service users. Leaders, managers and staff have ambition and inspire high-quality work that supports exceptional progress and protects and promotes the welfare of all service users. They know their strengths and weaknesses well and can provide evidence of significant improvement over a sustained period. Leaders and managers share good and effective practice about adoption support to enable improvement beyond the individual agency.

Requires improvement

46. Leadership and management are likely to require improvement when the characteristics of 'good' are not in place. It therefore 'requires improvement' to be 'good'. However, there are no widespread or serious failures that result in the welfare of people receiving an adoption support service not being safeguarded and promoted. Regulatory requirements are met or, if they are not, any breaches do not have a negative impact on people using the service.

Inadequate

47. Leadership and management are likely to be 'inadequate' if there are widespread or serious failures that result in the welfare of people receiving an adoption support service not being safeguarded and promoted. There are breaches of regulations which have a negative impact on the welfare of people using the service.

Proposal 2: Judgements of 'inadequate' in any judgement area will always limit the overall effectiveness judgement to 'inadequate'

48. We think it is clear that where inspectors judge any judgement area to be inadequate then the overall effectiveness judgement would always be 'inadequate'.

49. We welcome your views on this proposal.

The consultation process

50. We welcome your responses to this consultation paper. The consultation opens on 9 December 2014 and closes on 22 January 2015. The information you provide us with will inform our consideration of changes to the inspection framework for the inspection of adoption support agencies. We will publish a response to the consultation at the same time that we intend to implement inspections from 1 April 2015.

Sending back your response

There are three ways of completing and submitting your response.

Online electronic questionnaire

Complete the online questionnaire:

www.surveymonkey.com/s/adoptionssupportagencies

Download and email

Visit the Government website for Ofsted to download a Word version of this document and complete the response form on your computer:

www.gov.uk/government/consultations/inspection-of-adoption-support-agencies

When you have completed the questionnaire, please email it to socialcare@ofsted.gov.uk with the subject line: 'Adoption support agencies consultation'.

Print and post

Visit the Government website for Ofsted to print a Word or PDF version of this document that can be filled in by hand:

www.gov.uk/government/consultations/inspection-of-adoption-support-agencies

When you have completed it please post it to:

Social Care Policy team
8th floor
Ofsted
Aviation House
125 Kingsway
London
WC2B 6SE

Questionnaire for the inspection of adoption support agencies

Confidentiality

The information you provide will be held by us. It will only be used for the purposes of consultation and research to help us to become more effective, influence policies and inform inspection and regulatory practice.

We will treat your identity in confidence, if you disclose it to us.

Are you responding on behalf of an organisation?

- Yes please complete Section 1 and the following questions
 No please complete Section 2 and the following questions

Section 1

If you would like us to consider publishing the views of your organisation, please indicate this below.

Organisation: _____

Section 2

Which of the below best describes you? Please tick one option.

I am:

a child or young person who is or was adopted	<input type="checkbox"/>	a representative member of a national or regional adoption organisation	<input type="checkbox"/>
a parent of a child or young person who is going to be or has been adopted	<input type="checkbox"/>	a voluntary adoption agency	<input type="checkbox"/>
a relative of a child or young person who is going to be or was adopted	<input type="checkbox"/>	a local authority	<input type="checkbox"/>
an adoptive or prospective adoptive parent	<input type="checkbox"/>	an employee of an adoption agency	<input type="checkbox"/>
a member of an adoptive or prospective adoptive family	<input type="checkbox"/>	a social worker or manager working with children and young people who are or should be adopted	<input type="checkbox"/>
an adult receiving adoption support	<input type="checkbox"/>	a member of an adoption panel	<input type="checkbox"/>
an adoption support agency	<input type="checkbox"/>	an employee of an adoption support agency	<input type="checkbox"/>
prefer not to say	<input type="checkbox"/>		

Proposal 1: Revised evaluation criteria for 'good' and 'outstanding'

We welcome your views on our proposals to revise the evaluation criteria for 'good' and 'outstanding' in the following judgement areas:

- I. Overall effectiveness
- II. Experience and progress of, and outcomes for, service users
- III. Quality of service provision
- IV. Safeguarding children, young people, adults and families
- V. Leadership and management.

I. Overall effectiveness

Q1a. Do the criteria on overall effectiveness accurately describe a 'good' adoption support agency? (see paragraph 27).

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
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Q1b. Comments - if you think we should amend any specific criteria please indicate which criteria you are referring to.

Q1c. Is there anything you think is missing and should be included in the criteria for 'good'?

Q2a. Do the criteria on overall effectiveness accurately describe an 'outstanding' adoption support agency? (see paragraph 28).

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2b. Comments - if you think we should amend specific criteria please indicate which criteria you are referring to.

Q2c. Is there anything you think is missing and should be included in the criteria for 'outstanding'?

II. Experience and progress of, and outcomes for, service users

Q3a. Do the criteria on experience and progress of, and outcomes for, service users accurately describe a 'good' adoption support agency?
(see paragraph 31).

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3b. Comments - if you think we should amend specific criteria please indicate which criteria you are referring to.

Q3c. Is there anything you think is missing and should be included in the criteria for 'good'?

Q4a. Do the criteria on experience and progress of, and outcomes for, service users accurately describe an 'outstanding' adoption support agency? (see paragraph 32).

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4b. Comments - if you think we should amend specific criteria please indicate which criteria you are referring to.

Q4c. Is there anything you think is missing and should be included in the criteria for 'outstanding'?

III. Quality of service provision

Q5a. Do the criteria on quality of provision accurately describe a 'good' adoption support agency? (see paragraph 35).

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5b. Comments - if you think we should amend specific criteria please indicate which criteria you are referring to.

Q5c. Is there anything you think is missing and should be included in the criteria for 'good'?

Q6a. Do the criteria on quality of provision accurately describe an 'outstanding' adoption support agency? (see paragraph 36).

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6b. Comments - if you think we should amend specific criteria please indicate which criteria you are referring to.

Q6c. Is there anything you think is missing and should be included in the criteria for 'outstanding'?

IV. Safeguarding children, young people, adults and families

Q7a. Do the criteria on safeguarding children, young people, adults and families accurately describe a 'good' adoption support agency? (see paragraph 39).

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7b. Comments - if you think we should amend specific criteria please indicate which criteria you are referring to.

Q7c. Is there anything you think is missing and should be included in the criteria for 'good'?

Q8a. Do the criteria on safeguarding children, young people, adults and families accurately describe an 'outstanding' adoption support agency? (see paragraph 40).

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8b. Comments - if you think we should amend specific criteria please indicate which criteria you are referring to.

Q8c. Is there anything you think is missing and should be included in the criteria for 'outstanding'?

V. Leadership and management

Q9a. Do the criteria on leadership and management accurately describe a 'good' adoption support agency? (see paragraph 43).

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9b. Comments - if you think we should amend specific criteria please indicate which criteria you are referring to.

Q9c. Is there anything you think is missing and should be included in the criteria for 'good'?

Q10a. Do the criteria on leadership and management accurately describe an 'outstanding' adoption support agency? (see paragraph 44).

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10b. Comments - if you think we should amend specific criteria please indicate which criteria you are referring to.

Q10c. Is there anything you think is missing and should be included in the criteria for 'outstanding'?

Proposal 2: Judgements of 'inadequate' in any judgement area will always limit the overall effectiveness judgement to 'inadequate'

Q11a. Do you agree that 'inadequate' in any judgement area should always limit the overall effectiveness judgement to 'inadequate'?
(see paragraph 48).

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11b. Do you have any comments?

Q11c. Is there anything else that should be included on Proposal 2?

Q12. Do you have any further comments on this consultation?

What did you think of this consultation?

One of the commitments in Ofsted's strategic plan is to monitor whether our consultations are accessible to those wishing to take part.

Please tell us what you thought of this consultation by answering the questions below.

	Agree	Neither agree nor disagree	Disagree	Don't know
I found the consultation information clear and easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I found the consultation easy to find on the Government website for Ofsted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had enough information about the consultation topic.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would take part in a future Ofsted consultation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How did you hear about this consultation?

- Ofsted website/Government website for Ofsted
- @ofstednews (twitter)
- Ofsted News
- Ofsted conference
- Another organisation (please specify, if known)
- Other (please specify)

Is there anything you would like us to improve on or do differently for future consultations? If so, please tell us below.

Additional questions about you

Your answers to the following questions will help us to evaluate how successfully we are communicating messages from inspection to all sections of society. We would like to assure you that completion of this section is optional, you do not have to answer any of the questions, and all responses are confidential.

Please tick the appropriate box.

1. Gender

Female <input type="checkbox"/>	Male <input type="checkbox"/>
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2. Age

Under 14 <input type="checkbox"/>	14–18 <input type="checkbox"/>	19–24 <input type="checkbox"/>	25–34 <input type="checkbox"/>	35–44 <input type="checkbox"/>	45–54 <input type="checkbox"/>	55–64 <input type="checkbox"/>	65+ <input type="checkbox"/>
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3. Ethnic origin

(a) How would you describe your national group?

- British or mixed British
- English
- Irish
- Northern Irish
- Scottish
- Welsh
- Other (specify if you wish)

(b) How would you describe your ethnic group?

Asian		Mixed ethnic origin	
Bangladeshi	<input type="checkbox"/>	Asian and White	<input type="checkbox"/>
Indian	<input type="checkbox"/>	Black African and White	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Black Caribbean and White	<input type="checkbox"/>
Any other Asian background (specify if you wish)	<input type="checkbox"/>	Any other mixed ethnic background (specify if you wish)	<input type="checkbox"/>
Black		White	
African	<input type="checkbox"/>	Any White background (specify if you wish)	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>	Any other ethnic background	
Any other Black background (specify if you wish)	<input type="checkbox"/>	Any other background (specify if you wish)	<input type="checkbox"/>
Chinese			
Any Chinese background (specify if you wish)	<input type="checkbox"/>		

4. Sexual orientation

Heterosexual <input type="checkbox"/>	Lesbian <input type="checkbox"/>	Gay <input type="checkbox"/>	Bisexual <input type="checkbox"/>
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5. Religion/belief

Buddhist	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
Christian	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Any other, please state:	<input type="checkbox"/>
Jewish	<input type="checkbox"/>	None	<input type="checkbox"/>

6. Disability

Do you consider yourself to have a disability?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Thank you for taking part in our consultation.