



ACE ADOPTER CHARTER

Purpose

- To outline the commitment that ACE gives to prospective and approved adopters.

ACE Values and Principles

- To achieve permanence for children is the primary function of ACE, children's needs always come first and at all times ACE will place the needs of children, young people, prospective and approved adopters at the heart of service delivery.
- To provide the highest quality adoption service, drawing on best practice and led by stakeholders ensuring their involvement in service design and delivery, as well as in decision making.
- To achieve value for money - this includes making use of modern technology to be effective and efficient.
- To work jointly with other organisations and Regional Adoption Agencies where this improves services.

ACE Charter Commitments

- To respond promptly to requests for information or advice and to provide clear information about processes and procedures involved depending on the nature of the enquiry or service required.
- To provide a duty service Monday – Thursday 9.30 am - 4.30 pm, Friday 9.30 am - 4.00 pm.
- To recognise the right of every adopter to request ongoing support from ACE and to provide this without undue delay or barriers being in place.
- To offer appointments within 10 working days of the service request.
- To acknowledge correspondence within 48 hours providing a day and time when a fuller response will be provided either verbally or in writing.
- To give honest explanations for delay or deferment in decisions or actions.
- To provide quarterly contact to adoptive families for 12 months after the adoption order is granted.
- To distribute a Newsletter on a quarterly basis to subscribing adopters with updated information about events in between.
- To invite adopters to the Adopter Stakeholder Group which will be represented on the Practice and Stakeholder Panel, Communication Strategy Group, Adoption Panel and other project groups as they arise.