

# **Manchester Adoption Service Customer Care Standards**

**Manchester Adoption Service subscribes to the Customer Care Standards set out by First4Adoption.**

**Our aims:**

- To ensure that there is a positive welcome for all who may be able to care for children in the care system.
- To increase the number of prospective adopters able to meet the needs of children in care.
- To speed up the process of adoption whilst ensuring that it is effective and supportive for children and adults
- To embed best practice in customer service across the sector.

**Commitments:**

- To respect and value you at all times.
- To provide accurate and useful information.
- To manage all information in line with the Data Protection Act.
- To treat you with sensitivity and empathy.
- To listen to you and take your feedback on board
- To be polite, courteous and professional
- To respond to your enquiries in a timely manner.
- To provide responses to your enquiries which are clear, accurate and easy to understand.
- To ensure all services are accessible and easy to use.
- To apologise when we get things wrong and work with you to put them right.
- To offer the opportunity for you to explore/share experiences with those who have successfully adopted.

**The Adoption and Fostering Recruitment and Assessment team will;**

- Answer all telephone calls within four rings
- If it is not possible to answer a call, use voicemail and return calls within 1 working day .
- Respond to emails within 1 working day of receiving them.
- Send you information about adoption within 5 working days of your initial expression of interest.
- Use any comments to improve the information provided and to inform national planning and service provision.

- Ensure the accuracy of information provided by updating and using verified sources and training staff and adopter volunteers.
- If you are not satisfied, we will process your complaint in line with local procedures.

**The Adoption Team will**

- Within 5 days of receiving your registration of interest form, we will contact you to arrange for you to speak to a social worker.
- We will complete the Stage one assessment process within 2 months of you submitting the registration of interest and should this not be possible, will keep you informed of any reasons for delay.
- We will complete the Stage Two assessment process within 4 months of you submitting an application for the assessment (after Stage One) and should this not be possible keep you informed.
- Be sensitive to time and approach that suits you.
- Every local authority has a duty to inform you of the post adoption support provided locally. You are also entitled to an assessment of adoption support needs at any time.
- Once approved, if you have not been matched with a child/ren within 3 months, we will refer you to the [National Adoption Register].
- If the agency is unable to assist you, we will refer you on to First4Adoption for more information (0300 222 0022 [www.first4adoption.org.uk](http://www.first4adoption.org.uk) )
- If you are not satisfied we will process your complaint in line with local procedures and, if unsuccessful after the Stage 2 agreement, provide the details of the [Independent Review Mechanism].