



ANGUS ADOPTION AGENCY AND FOSTERING PANEL

ANNUAL REPORT 2017-2018

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CONTENTS

Introduction

Part 1 Panels

- 1.1 Angus Adoption and Permanence Panel
- 1.2 Angus Fostering Panel
- 1.3 Operation of Panels
- 1.4 Management and Co-ordination of Panels
- 1.5 Consultation on Functioning of the Panels
- 1.6 Training of Panel Members
- 1.7 Appeals

Part 2 Additional Functions of the Agency

- 2.1 Administration of Section 18 Notifications
- 2.2 Inter Country Adoption
- 2.3 Adoption Allowance Scheme
- 2.4 Residence Allowance Schemes
- 2.5 Adoption Support Services
- 2.6 Adoption Contact
- 2.7 Adoption Register

Part 3 Overview of Adoption Agency Business

- 3.1 Volume and Breakdown of Panel Business
- 3.2 Meeting Children's Needs for Permanency
- 3.3 Recruitment of Prospective Carers
- 3.4 Approval of Prospective Carers
- 3.5 North East Consortium and Scottish Adoption Register
- 3.6 Private Fostering

Part 4 Conclusion

- 4.1 Key issues, Developments and Priorities
- 4.2 Review of Permanence processes for children
- 4.3 Recruitment of prospective adoptive parents and foster carers
- 4.4 Kinship Care
- 4.5 Review of Angus skills Based Fostering Scheme
- 4.6 Adopters and Permanent Foster Carers

Appendix 1 Panel Membership

Appendix 2 Summary of adoption and fostering panel feedback

INTRODUCTION

This report provides information on the operation of Angus Adoption Agency from 1 April 2017 to 31 March 2018.

Angus Council has a statutory duty to provide an adoption service and meets this duty through the Adoption Agency which has been in place since 1 April 1996. Responsibility for the functions and decisions of the Adoption Agency rest with the Chief Social Work Officer with authority delegated to the Area Manager, Criminal Justice Services acting as the Agency Decision Maker.

Angus Adoption Agency is responsible for decisions and tasks in relation to adoption and the operation of two panels; the Adoption & Permanence Panel and the Fostering Panel. The administration, management and co-ordination of all Adoption Agency functions, is the responsibility of the Team Manager of the Permanence Team but has been covered by Fostering Team Manager, Family Placement Services.

Part 1 - PANELS

1.1 ANGUS ADOPTION AND PERMANENCE PANEL

The Adoption Panel is appointed to consider and make recommendations to the Adoption Agency. The principal functions of the panel in terms of the legislation are to:

- (a) To consider whether adoption is in the best interests of a particular child and if so, whether a 'Permanence Order with authority to adopt' application should be made
- (b) To consider whether a prospective adopter is suitable or continues to be suitable to be an adoptive parent
- (c) To consider whether prospective adopters would be suitable adoptive parents for a particular child.
- (d) To make recommendations on any other matter referred to it which is relevant to the adoption agency's functions under the Act

In practice supplementary functions of other issues the panel considers include:

- (a) Consideration of permanence plans for children other than adoption (including permanence orders)
- (b) To consider applications for adoption support including adoption and residence allowances and to review the payment of these allowances
- (c) Any other matter relating to permanence.

The Adoption and Permanence Panel makes recommendations to the Agency Decision Maker.

1.2 ANGUS FOSTERING PANEL

The main functions of the Fostering Panel in terms of the legislation are to:

- (a) Make recommendations on the suitability or continued suitability of persons as foster carers.
- (b) To make recommendations as to whether a foster carer would be a suitable foster carer for:
 - a particular child or children
 - any child
 - Certain categories of child.
- (c) Make recommendations on the maximum number of children a particular foster carer may have in their care at any one time, subject to the placement limit set out in legislation.

The Fostering Panel also makes recommendations to the Agency Decision Maker.

To conform to regulations, the Fostering panel must be distinct from the Adoption and Permanence panel. Both panels meet on the same day and with the same members, but the business of the two panels is kept separate.

1.3 OPERATION OF THE PANELS

During 2017/18, the Adoption and Permanence Panel and the Fostering Panel have had two chairpersons: Audrey Osborne, Principal Educational Psychologist and Gail Aboim, Independent Chair. There are also 11 panel members who attend alternate panels with approximately six members in attendance at each meeting. Panel members include a medical adviser, legal adviser, social work staff, independent members and a representative from schools and learning.

Each panel should have a depute chair, who will cover in the chair's absence. One panel requires to identify a new depute. For details of current panel membership, refer to Appendix 1. Panels meet twice per month.

In 2017/18, 41 panels were arranged; this included 20 Adoption and Permanence Panels, which included 1 appeal panel for kinship care assistance and 21 Fostering Panels. This is a very small increase from last year. Due to changes in legislation there has been an increase in children placed with kinship carers who have been approved through the panel resulting in 17 children being eligible for kinship allowances which is a significant increase and an area of business which is likely to expand.

1.4 MANAGEMENT AND CO-ORDINATION OF PANELS

Panels are managed and coordinated by a Team Manager within the Family Placement Service. The panel co-ordination role involves offering consultancy to workers, advising panel members on policy and procedural issues, overseeing the administration of the panel and sitting as a panel member.

The Coordinator maintains statistics for all business presented to the panels and maintains and reviews waiting lists for all children registered for permanence, approved adopters and permanent foster carers. The Coordinator is supported in the administration of the Adoption Agency and the panels, by two senior clerical officers.

1.5 CONSULTATION ON FUNCTIONING OF THE PANELS

There is a system in place for consulting with people who attend the panel. Every birth parent, foster carer, applicant, social worker and team manager who attends the Panel is given a questionnaire to complete regarding their attendance at Panel.

In an effort to make the consultation process more effective and to increase response rates, the questionnaires are given to people on the day of the Panel but response rates remain low. The response to the consultation questionnaires are summarised in Appendix 2

1.6 TRAINING OF PANEL MEMBERS

Training is important for all panel members particularly in view of the complexities of the cases they are required to consider. Panel members

attended one development day facilitated by Wendy Sutherland Senior Solicitor in relation to changes in case law which may impact on permanence decisions and Eunice McLennan, Area Manager in respect of changes to kinship care legislation. Panel Chairs have the option of attending Adoption and Fostering Alliance's Panel Chairs Meetings. The Panel Chairs, medical advisers and legal advisers meet with the Area Manager and Team Managers in Family Placement Services.

1.7 REVIEW OF DECISIONS

There was one appeal of a kinship care assistance allowance which upheld the original panel decision.

Part 2 - ADDITIONAL FUNCTIONS OF THE AGENCY

2.1 ADMINISTRATION OF SECTION 18 NOTIFICATIONS

Section 29/30 of Adoption and Children (Scotland) Act 2007 deals with adoption by a person or couples who wish to petition the court for an adoption order. The adoption agency does not arrange these placements, but Section 19 of the Adoption and Children (Scotland) Act 2007 requires the agency to become involved. Applicants in these non-agency placements must notify the local authority where they live, of their intention to apply for an Adoption Order. The Adoption Agency is then required to produce a full report for the court.

In 2017/18, the Adoption Agency received 8 notifications of intent to apply to be adoptive parents of relatives/step children; although the Adoption Agency has received three confirmations of an Adoption Order being granted, it is likely that figure is an underrepresentation as the Adoption Agency is not always informed of the outcome of these court proceedings.

Fig 1 - Section 18 Adoption

	14/15	15/16	16/17	17/18
S.29\30 Notifications	7	4	14	8
S.29\30 Adoptions Granted	1	2	1	3
S.29\30 Withdrawn	0	0	0	1

2.2 ADOPTIONS WITH A FOREIGN ELEMENT

The Adoption Agency may be approached by applicants wishing to adopt a child from overseas. Following any such approach, the Adoption Agency has a duty to assess applicants and provide information to the Scottish Government.

The relevant legislation requires a very specific service to be provided to people interested in adopting a child from abroad or wishing to take a child out of the UK for adoption. Historically there have been very few such circumstances in Angus; nevertheless the Adoption Agency is required to provide clear information both on the way we will assess prospective adopters and on the process they must negotiate with other countries.

Angus Council introduced a charging policy in relation to inter-country adoption applications in 1998. Under this policy applicants will be charged a fee to cover the costs of the assessment.

During 2017/18, there were two inter-country adoption enquiries which did not proceed past the initial enquiry stage.

2.3 ADOPTION ALLOWANCE SCHEME

Angus Council currently operates an adoption allowance scheme. The most recent scheme was set up following the implementation of the Adoption Allowance (Scotland) Regulations 1996 and was approved by the Social Work Committee on 21 April 1998 (Report 400/98). The existing scheme is due to be reviewed.

During 2017/18, Angus Council paid Adoption Allowances for 21 children.

2.4 RESIDENCE ALLOWANCE SCHEME

The Scheme for the Payment of Residence Allowances was approved by the Social Work Committee on 7 October 1997 (Report 1008/97).

During 2017/18, Angus Council paid residence allowances for 57 children. In October 2015, changes were introduced to the level of allowances payable to Kinship Carers and eligible for kinship care assistance. Eligible kinship carers are now entitled to allowances equivalent of those paid to foster carers (minus certain child related benefits). There is a significant increase in the number of children placed in kinship placements and by 31 March 2018 34 children were in receipt of kinship allowances. This is a growing area of business.

The number of adoption and residence allowances paid is summarised below.

Fig 2 - Allowances Paid

	14/15	15/16	16/17	17/18
Adoption Allowances	24	18	22	21
Kinship/ Residence Allowances	61	52	53	57
Kinship Looked After				34

2.5 ADOPTION SUPPORT SERVICES

The Local Authority as an Adoption Agency has a duty to provide a service to a number of persons including children who have been or may be adopted, their parents or guardians and those who have adopted or may adopt a child. This includes a duty to provide counselling to adopted children and adults, adoptive families, and to others who have a problem relating to adoption such as birth parents or relatives. In Scotland, any adoptee aged 16 and over is entitled to receive information from the Agency in relation to his or her adoption. Where the adoption was granted in England, but the adopted person is now living in Angus, the adoptee may approach the Agency for the counselling that is mandatory under English legislation.

The adoption counselling service is coordinated by the Permanence Team Manager. Referrals are passed to the Permanence Team Manager and are allocated to social workers. In 2017/18 31 people were in receipt of adoption support which is an increase of 24% from last year.

In addition to the duties in terms of s(1) of the Adoption and Children(Scotland) Act 2007 in respect of adoption support the Adoption Support Services and Allowances (Scotland) Regulations 2009 made provision for Adoption Support Services including assessment of the needs of individuals affected by adoption. The same legislation makes provision in relation to adoption allowance schemes.

2.6 ADOPTION CONTACT

A post adoption contact service is provided by the Adoption Agency where an adoption includes an agreement that the adoptive parents and birth family will continue to share information. There are currently 39 children for whom a mail box agreement is in place. Fourteen families receive direct support from the permanence team in the People Directorate to facilitate contact between adopted children and their birth family. This is an area of work which is expanding.

2.7 INTERAGENCY PLACEMENTS

An arrangement exists between local authorities to allow children to be placed with adoptive parents or permanent foster carers in other areas. An interagency fee is charged by the authority, or voluntary agency, providing the assessment and support of the carers.

During 2017/18, there was 1 child placed with prospective adopters in Angus by another authority and 2 children placed by the Council out with Angus.

2.8 ADOPTION REGISTER AND RECORDS STORE

All adoption files relating to adoptions granted by Tayside Regional Council prior to 31 March 1996 are stored in the Adoption Archive in Dundee. Since 1 April 1996, all adoption files relating to adoptions arranged by Angus Council are stored locally in secure conditions. Staff

from Angus Council Adoption Agency have access to this archive for adoption counselling purposes. The Permanence Team Manager is the Keeper of the Adoption Index.

Part 3 - OVERVIEW OF ADOPTION AGENCY BUSINESS

3.1 VOLUME AND BREAKDOWN OF PANEL BUSINESS

During 2017/18, 41 panel meetings were held: 20 Fostering Panels and 21 Adoption and Permanence Panels.

Fig 3 Total submissions to the adoption and fostering panels

Panel Submissions	15/16	16/17	17/18	15/16	16/17	17/18
Children presented (Form E) Deferred	9	10	6 1	N/A	N/A	N/A
Children presented – earlier decision deferred for reconsideration of legal route	7		3	N/A	N/A	N/A
Children reviewed (inc children reviewed in need of permanence) Deferred	21	12	16 2	N/A	N/A	N/A
Children de-registered	2	-	5	N/A	N/A	N/A
Matching (no of children)	11	7	8	N/A	N/A	N/A
Carer applications	0	5	13	7	7	7
Family member applications	0	1	1	1	4	3
Family member review						1
Carer reviews (inc update reviews)		3	5	32	40	31
Carer reviews (decision deferred)	1	0	0	1	7	0
Carers de-registered	0	1	1	8	0	7
Adoption allowance applications (no of children)	0	2	3	N/A	N/A	N/A
Adoption allowance reviews (no of children)	14	0	1	N/A	N/A	N/A
Adoption allowance applications deferred (no of children)	0	0	1 -	N/A	N/A	N/A
Residence allowance applications (no of children)	3	6	4	N/A	N/A	N/A
Residence allowance applications deferred \ unsuccessful	0	0	0	N/A	N/A	N/A
Kinship Care assistance considered by panel (no of children)			20			N/A
Residence allowance reviews (no of children)	35	0	0	N/A	N/A	N/A
Kinship care assistance			1			N/A

review						
One-off payment(legal cost) applications (no of children)	1	5	1	N/A	N/A	N/A
Adoption Allowance ceased	0	0	1	N/A	N/A	N/A
Residence Allowances ceased	0	2	5	N/A	N/A	N/A
Consultancy/ advice	0	0	0	2	N/A	N/A
Out with approvals	2	0	1	47	47	34
Private fostering application	0			N/A	N/A	1
Total	105	54	97	111	105	84

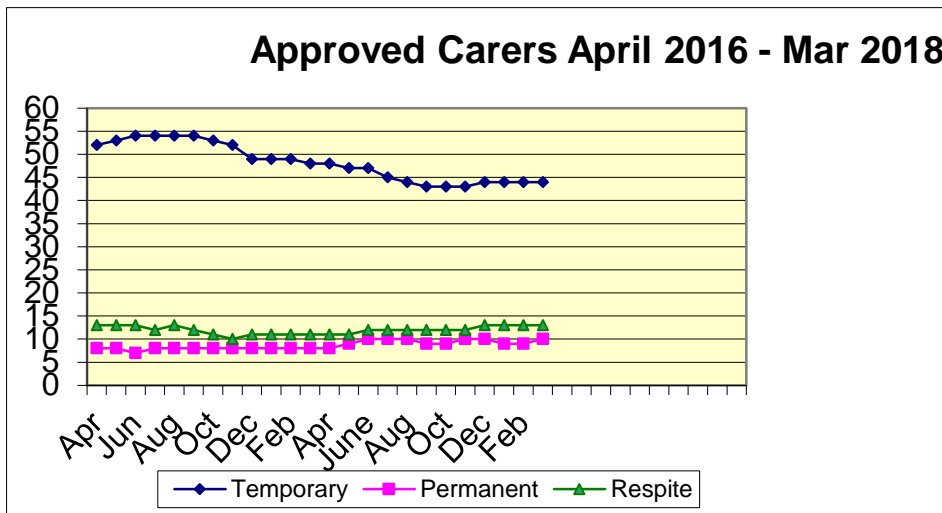
3.2 MEETING CHILDREN'S NEEDS FOR PERMANENCE

The first consideration when working with children who become looked after is the ability of the child's birth family to provide safe, permanent care for the child, and for this to be achieved within a reasonable period of time. If this is not possible, it is critical that alternative plans are made to provide the child with stability and security as they grow up. Unless members of the child's extended family are in a position to take on this role, the principal routes to long term security are adoption and permanent fostering. In the latter case, the child's position is likely to be secured legally by means of a Permanence Order under section 80 of The Adoption and Children (Scotland) Act 2007.

Achieving permanence for children is a complex and time consuming area of work. Although the children may not be exposed to immediate physical risk, there are potentially significant risks to their long term well-being and development if the security of permanent care is delayed. The Adoption Agency has an important role in enabling permanence decisions to be made and implemented without undue delay. In 2017/18 four children had permanence orders with authority to adopt granted, four permanence orders and 3 adoption orders were granted.

3.3 RECRUITMENT OF PROSPECTIVE CARERS

Based on an analysis of the number of foster carers needed, a recruitment target was set for 2017/18 to reach a total of 85 carers. This has not been achieved but we make every effort to continue to develop and expand in this area. We have an active social media recruitment campaign and our processes are reviewed regularly to ensure we engage anyone who is interested. Having an overall target provides a useful aim for recruitment initiatives, although the actual capacity of the service is determined as much by the skills and abilities of individual carers as it is by the overall number. At 31 March 2018, there are 64 foster carers (39 temporary, 11 permanent and 14 respite carers). We also have 10 support carers which prevents children having to go into formal respite when their carers go on holiday and they remain with in their fostering family.



Carers in the Angus Skills Based Fostering scheme are approved at one of three levels. We currently have 7 carers approved at level 3. These carers are required to have significant experience of fostering and be able to evidence a wide range of skills. One of the long term objectives of the service is to reduce the average number of children in placement with each foster carer, on the basis of evidence, that in general, outcomes are improved where there are fewer children in placement. During 2017/18, the average number of children in placement increased from 1.45 to 1.74. This is a reflection of the demands and pressures on the service and the increase in children being accommodated. However, only 4 carers are approved to take 3 children and currently one of these carers is on time-out. This is a significant decrease from last year when there was 8 carers who cared for 3 children which is a positive step forward.

Externally commissioned placements are only used when we are not able to identify a suitable placement within our own resources. We currently have nine children in temporary external foster placements and three children in permanent placements. Placements with external agencies are relatively expensive, but the introduction of a national commissioning framework has slightly reduced these costs and clarified expectations about the service provided. We also have a shared service approach with Dundee City Council and Perth and Kinross Council and will offer placements to each other when we cannot resource one in house. At present we have 3 children placed with Dundee City Council carers and they have one child placed with Angus Council carers. There is a small administration fee incurred for these arrangements but it is more cost effective than an external agency resource. There is a reciprocal agreement that we also charge for placements.

We continue to make efforts to recruit permanent foster carers for children unable to return to their families but where adoption is not an appropriate option. There are 11 permanent carers providing placements for 16 children which is 5 more than were approved last year.

3.4 APPROVAL OF PROSPECTIVE CARERS

Recommendations to approve prospective foster carers and adoptive carers are made by the Adoption and Fostering panels. The panels also review a carer's approval minimally every three years after the initial twelve month review and deal with any requests for variation in the category or level of approval. Although the primary responsibility for the recruitment and assessment of foster carers and adoptive parents lies with the Fostering and Permanence Teams, the panel enables the agency to maintain an overview of this work. There has been a 400% in the number of adoptive parents this year which is extremely positive for children who require to be adopted and it means there are a range of families to meet their needs.

The number of prospective foster carers and adoptive parents approved by the panel is summarised in Figure 64 (below).

Fig 4 Carers approved in 2017/18 by the adoption and fostering panels

		15/16	16/17	17/18
Permanent Carers	Adopters	7	2	10
	Perm Fost Carers	0	3	5
Temp Carers	Temp	5	6	4
	Respite	4	1	3
Support Carers		3	5	4
TOTAL		19	17	26

3.5 SCOTTISH ADOPTION REGISTER (SAR)

The search for appropriate families for children requiring permanence extends to other areas if there are no suitable families approved by Angus Council. The Scottish Adoption Register (SAR) provides a national system that helps local authorities explore potential links across Scotland and beyond. It does this by providing a national linking service, hosting matching events that allow adopters to find out more about children requiring placements directly from the people. Three children have been matched through SAR.

Fig 5 Children placed in 2017/18 previously through the North East consortium now Scottish Adoption Register/Link maker

	15/16	16/17	17/18
Angus children placed in other authorities	1	3	2
Children from other authorities placed in Angus	4	4	1

3.6 PRIVATE FOSTERING

Private fostering arrangements exist where parents make arrangements with people who are not close relatives and not approved foster carers, to care for their children for 28 days or longer. Local authorities are required to assess, approve and support such arrangements. There has been one notification in respect of private fostering arrangements in 2017/2018.

Part 4 CONCLUSIONS

4.1 Key Issues, Developments and Priorities

While the workload of the Adoption and Fostering panels continues to remain busy, feedback from those who attend panels suggests they have continued to fulfill the statutory obligations in an effective and professional manner. The importance of sustaining high quality placements to meet the needs of children and continue to develop the fostering service and identify permanent carers for all children who require such placements continues to be a central issue in Angus and across Scotland. This will remain the broad priority for the service in the coming year.

The key issues noted in the report, and the identified service development priorities are:

4.2 Review of Permanence Processes for children

This has concluded with the broad aim of improving consistency for moving children into their final destination once it has been identified they require adoption or permanent fostering. A Permanence Forum has been introduced from April 2018 to provide a more streamlined and consistent approach to progressing plans for children. There have also been changes to the remit of the permanence team in that children under 5 years of age once a decision has been made to pursue permanence will be transfer to this team in order to help achieve better outcomes for these children.

4.3 Recruitment of prospective adoptive parents and foster carers

Increasing the number of approved carers remains key to achieving better outcomes for Looked After Children. We continue to invest and develop our social media campaign with the catch phrase "Change lives for the better. Adopt or foster an Angus child today". Our campaign continues to generate significant interest from the public but the requirement of identifying suitable carers is ongoing. We continue to meet regularly to explore ways of enhancing the recruitment of prospective carers and ideas and methods of working are reviewed and initiated. We also use our carers to help in the recruitment process across the family placement service and this has been well received by potential applicants.

4.4 Kinship Care

A review of the Kinship Carers Scheme has concluded and a change in legislation has seen an increase in children placed in kinship care placements and an increase in kinship carers eligible for kinship allowances and kinship care assistance. There are now 2 social workers supporting kinship carers across Angus based in the permanence team who are involved in supporting kinship carers and undertaking some assessments. There has been a reduction in young children being registered for permanence and this is likely to be as a result of changes in the kinship care legislation.

4.5 Review of Angus Skills Based Fostering Scheme

The revised skills based scheme was implemented in July 2017 following all foster carers being presented to the skills level forum and placed on the level appropriate to their skills and ability. The scheme was reviewed to better meet the needs of our looked after children. The main changes to the scheme focused on eligibility criteria, training requirements, the introduction of a skills level forum and specific additional fees and this appears to be working well.

4.6 Adopters and Permanent Foster Carers

We have seen an increase in the number of adoptive parents engaging in our adoption support service which includes good attendance at our adoption support groups and a group for children who have been adopted. This increase is likely to do with the complex issues that some children experience prior to being placed for adoption and the recognition that it is essential that we can continue to respond and support these children going forward. There is also the recognition that adoptive families require ongoing support and it is important that we continue to respond to meet their growing needs. We are also seeing an increase in the number of permanent foster carers but equivalent to demand for such placements so this will be a focus for 2018/19.

Eunice McLennan
Service Leader
23 April 2018

APPENDIX 1

ANGUS COUNCIL ADOPTION AND PERMANENCE AND FOSTERING PANEL MEMBERSHIP DURING 2017-18

	Panel 1	Panel 2
Chairperson	Gail Aboim (Independent)	Audrey Osborne (People)
Depute Chair	Kirsty Lee (Senior Planning Officer, Social Work and Health)	
Co-coordinator	Lindsey Foreman (Children's Services, Social Work and Health) Elizabeth Ross (Children's Services, Social Work and Health)	Lindsey Foreman (Children's Services, Social Work and Health) Elizabeth Ross (Children's Services, Social Work and Health)
Panel member		
Medical Adviser	Gwendolynn Fagerson (Health)	Gwendolynn Fagerson (Health)
Legal Adviser	Various (Resources Directorate)	Various (Resources Directorate)
Panel Member	Barry Howard (Educational Psychologist)	Anne Martin (Independent Member)
Panel Member		Linda Riddell independent panel member
Panel Member	Ruth Watson (Independent)	Graham Malcolm (Independent)
Panel Member	Sarah Turner (Independent)	
Minute Taker	Elaine Allan (Senior Clerical Officer)	Moira Hunter (Senior Clerical Officer)
Welfare Rights Adviser to the panel	Agnes Boath (Senior Welfare Rights Officer, Social Work and Health)	Agnes Boath (Senior Welfare Rights Officer, Social Work and Health)
Agency Decision Maker	Alan Hope (Area Manager Criminal Justice Services)	Alan Hope (Area Manager Criminal Justice Services)

ADOPTION AND FOSTERING PANEL APPLICANTS/CARERS/SOCIAL WORKER FEEDBACK FORMS

COLLATED RESPONSES RECEIVED FOR THE YEAR

APRIL 2017 -MARCH 2018

A total of 52 feedback forms were returned during this period. Below are some of the themes that emerged

Attendees were asked around the practical arrangements at Panel:

- The waiting room was comfortable and ran well.
- Good although we were told to wait in a room where other attendees were waiting.

Were you clear about what Panel members were asking you and were you given sufficient time to answer?

- All questions were clear and simple and I didn't feel rushed for an answer.
- Felt some questions asked of carers were less clear.
- Panel members were friendly, patient and appeared to listen to answers.

Did the panel listen to you and treat you with courtesy and respect?

- 100%. The panel members always gave us 100% attention when we were speaking and made us feel like our answers were valued.
- I thought that one of the questions asked by panel was quite judgmental – circumstances surrounding the issue had been dealt with in the assessment.
- Most comfortable panel yet.

What aspects of the Panel did you find most positive?

- They made you welcome.
- Panel members ask the relevant questions and give you time to answer.
- Good feedback and hearing other people's views.
- The interview. I felt that the panel knew my application, asked searching appropriate questions and listened with interest.
- The whole experience was very positive apart from being nervous we had a lovely day.
- Pre preparation from social worker and second worker. Panel members appeared to be non judgmental and listened well.
- Taken on time, no workers in room, able to speak without being intimidated.

What aspects of the Panel did you find most difficult?

- Time off work to attend panel.
- Everyone judging you and your life – we understand but still unpleasant.
- Sitting in front of so many people is daunting as a professional; it must be really difficult as a family member.
- Repeatedly asked the same question.
- I think the way questions were asked were quite challenging and unhelpful. I was very surprised by a panel member's view that they did not understand attachment. If the Social Worker's assessment was so questionable, one wonders why panel recommended approval.
- It is difficult when questions are asked that have already been addressed – not sure what more panel are looking for.
- I was surprised that panel did not explore the issue of support to the family. Report submitted clearly evidenced the effort made to support the family however panel appeared reluctant to consider this.
- Slight nerves leading up – service user was put in the wrong room which caused some confusion.
- It is still a formal process and felt it but this cannot be avoided.
- Panel ran over an hour late from previous person being presented and only advised half way through wait.
- Issues highlighted in report by assessing social worker but not discussed.
- Panel member stated that information was not in assessment however it was twice.

Any comments about the way the outcome of the Panel was communicated to you?

- No all was good.
- Very clear and very positive.
- Unanimous decision received within minutes.
- Outcome was communicated to us quickly.
- Chairperson was really nice. Clear, polite and explained it all.
- It was efficient, personable and positive.
- Clearly relayed back to ourselves and the next stage of the process was advised.
- Panel chair has excellent interpersonal skills – can put applicants/workers at ease without losing sight of purpose of the meeting.
- Focus appeared to be on what financial support has been made available to the family by Angus Council however given the child now resides in another local authority with approved adopters; I would have thought there was merit in considering all supports to the family from both agencies.

Any other comments:

- It was as good an experience as it could have been.
- I think it is very disheartening when an assessment is challenged by panel members with no rationale – he doesn't get attachment despite assessment deeply detailing how this was addressed.
- I would like to thank both panels for their support over the years. It is a "nerve wrecking" experience as our reports are scrutinized but it is an essential part of this very important assessment. Thank you.
- Positive experience of the process and run up to panel. Panel was positive experience and very friendly. Our experience with our named worker has been very positive and an enjoyable process.
- I liked the chair at the beginning told us what was going to happen – 5 questions from different members of the panel so we knew what to expect.
- This was a pleasant experience. I felt the panel were very thorough and searching which is very important, but this was done in a pleasant way. Great listening skills. I enjoyed speaking to the panel.
- If panel can ask questions in day to day language instead of social work jargon it would be clearer for people not used to this procedure.