

SERVICE USER INVOLVEMENT PLAN FOR 2016

Scottish Adoption is committed to involving service users within every aspect of the work of the organisation, ensuring the planning, service delivery and decision-making is influenced by those who receive our services.

We describe our service users as all those who benefit from the services we provide. This includes children placed for adoption; children who have been adopted; all birth parents and other relatives of children being placed for adoption; prospective adopters; adoptive parents; birth children of adoptive parents; adopted adults and local authorities who commission our services.

We are committed to ensuring that a minimum of 50% of our Board of Trustees and Adoption Panel are representative of our service user groups.

We are committed to ensuring service users develop, influence and directly contribute to the work of the organisation through their involvement in our activities.

Below are the specific objectives we will aim to achieve over this year:-

OBJECTIVE	ACTION	DATE
Increase the opportunities available to service users to contribute directly to the work of the organisation.	Continue to ensure all service users are aware of the various ways they can contribute to our work, and to offer their ideas for involvement.	Ongoing
Ensure service users influence our service development.	Undertake service user consultations to steer direction of service development.	Ongoing
Continue to develop a more rigorous system of feedback and response within the organisation.	Seek formal feedback at key stages:- <ul style="list-style-type: none"> • at the end of our service delivery for all service users • during the preparation group for adopters • at the end of the home study/panel process for adopters • at carer reviews Ensuring any improvement feedback	Ongoing

	<p>(other than anonymous feedback) receives a response.</p> <p>Posting improvement suggestions on the website, alongside any actions taken by the Agency in response to these.</p>	
Undertake a consultation with Children & Young People to better understand their needs and views regarding support services.	Adoption Ambassadors to lead the consultation.	By September 2016
Extend the involvement and influence our Adoption Ambassadors have within our Agency, and the wider sector.	Undertake a review of the Adoption Ambassadors scheme and agree a work plan for them.	By August 2016
Continue to integrate the experiences of birth parents and adult adoptees in to the learning and practice of the organisation.	<p>Identify a range of ways to use birth parent and adult adoptee input in our training and support of adopters.</p> <p>Seek further funding to enable more support services to be offered to birth parents.</p>	<p>Ongoing</p> <p>Over 2016</p>
To increase the opportunities for adoptive parent peer support within the Agency.	<p>To extend the range of our peer to peer support activities, with a particular emphasis on a locality based support model.</p> <p>To extend our peer mentoring/coaching service to make it available to all prospective adopters in the early days of placement.</p>	Over 2016
Produce a fictional film (and associated training)	Work with Paul Gray (film producer/director) to script and	To screen by autumn 2016

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materials) based on the real experiences of our service users.	produce a film with an adoption story with relevance to both the general population and adoption community.	
To have "kitbags" for all children placed for adoption and a resource kit for all adoptive parents @ the point of placement.	To work with a group of adoptive parents to produce these.	Over 2016