

**Service Improvements**

<b>Suggestions Made</b>	<b>Actions Taken</b>
Have a day that couples can attend together with their children.	Introduced a Theraplay Skills Day.
A private area for our families to talk to one another.	A closed private group was created on facebook and has proved very successful with SA Families who didn't want to post on the Scottish Adoption facebook page.
Have more opportunities for experienced adopters to support new adopters.	Staff are now making connections between individual adopters with shared experiences e.g. Adopters with birth children.
It was recommended by a recent adopter that we start a dads group as he was finding it difficult going to a lot of mother and toddler groups.	Dads group started in connection with East Lothian Council, St Andrew's Children's Society, AdoptionUK and Barnardos Scotland. Allowing us to reach many more dads.
Run more family and friends groups so that more people can attend one.	Increased number of groups with dates set for the next 12 months.
Have a part of our website 'by children & young people for children & young people'.	A group of our adoptive teenagers are currently working on this.
Introduce video blogging said our teenagers!	We have now done this!
More support from experienced adoptive parents.	Adoptive parent support service introduced ( <a href="#">see leaflet</a> ) and drop in sessions run by experienced adoptive parent.
More opportunities to meet other adoptive parents informally.	Adoptive Parents Only and Adoptive Parents with Children drop in sessions organised.
More advance warning of forthcoming events.	An events section on the website was introduced.
Improve quality of any printed leaflets.	Adoptive parents helped redesign printed profiles and information for exchange days.
More flexibility in relation to preparation groups.	Reduced programme to equivalent of 4 full days and now offer mix of days, including weekends and school holidays.
Make website mobile friendly	Completed.
Improvement Suggestions from Adopters who have been involved in introductions when the child is placed from a distant Local Authority.	You can view a copy of the report <a href="#">here</a>
Request that two parents (rather than one) be allowed to participate in Tadpoles Programme with their child.	Changed Tadpoles Programme and ran more groups to make this possible.

Have more opportunities for Scottish Adoption families to meet up informally.	Agreed to run 6 monthly Family Fun Events for all adoptive families connected with the Agency.
More Service User blogs	Aim to have a blog from every preparation group and to try and identify someone willing to blog about their assessment experience.
Offer evening Social media workshops to enable those who work to attend.	Now offer both daytime and evening workshops
Several 2nd time adopters have asked that we try to speed up the process.	We have reviewed the time frame for 2nd time adopters and will aim to complete assessment within 4 months.
Experience of Assessment survey identified 4 areas where we could improve things.	You can view a copy of the report <a href="#">here</a>
Several prospective adopters commented on the number of people on our Adoption & Fostering Panel, feeling it was quite a large group of people to meet.	We have limited the size of Panels to six members: <ul style="list-style-type: none"> <li>• Chair</li> <li>• Medical Advisor</li> <li>• 3 Panel Members</li> <li>• Minute Taker</li> </ul>
Adopted Children and young people told us how difficult they found it to manage conversations about adoption, and wanted help with this.	We arranged to get an Agency accreditation to run W.I.S.E. UP workshops, which specifically help and empower children with this.
Request to have a named administrative contact for the assessment process.	We now provide an admin contact when we allocate a home study.
More training and workshop events.	We are continuing to increase the number and range of workshops that we deliver and to match these to the requests made.