

Intermediary and Tracing Services for adults affected by adoption  
Ofsted Registered Adoption Support Agency



OFSTED  
Registered  
URN: SC067674



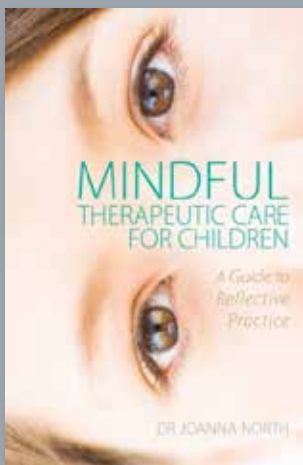
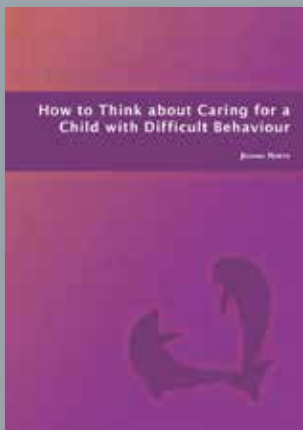
## Statement of Purpose

**We are a tracing and intermediary support agency for adults affected by adoption. To include birth parents, adults who were adopted at birth, relatives and siblings of adopted people and Adopters. The Directors are Dr. Joanna North (Adoption Psychological and Intermediary Services), David Oates (Tracing Services Director) and Ryan Shaw (Managing Director).**

### **We aim to provide support and achieve objectives in the following areas:**

- We aim to respond to your enquiries within 48 hours during normal working hours.
- To provide information, assistance, support and specialised services as appropriate to adopted adults, birth relatives and descendants of adopted adults, and adoptive parents whose sons and daughters are now adults, in response to needs arising as a consequence of adoption or separation.
- To make available specialist services that may alleviate distress that can result from the reunion of an adopted adult with members of his/her birth family,
- To increase the understanding of professionals who may encounter the service users in the course of their work, and provide information about the needs and concerns of people affected by adoption to the general public, including those involved in the media.
- Intermediary services to adults wishing to contact birth relatives (including counselling and professional support and advice).
- Tracing of Birth relatives. We have a proven track record in this field.
- To respond to requests for assistance from adopted people and their adult relatives to either provide the appropriate adoption support service needed, or signpost the enquirer to another more appropriate provider.
- To provide information, practical guidance and a range of services that enable applicants to safely locate people related to them and from whom they were separated by adoption.

Books by  
Dr Joanna North



- To ensure that the services offered by JNA address the lifelong implications of adoption for all concerned.
- To support the provision of the services by utilising an efficient and effective administrative system and keeping personal data safe in accordance with Data Protection Legislation.
- Keeping and maintaining a fit and safe premises for the provision of the service.

**In 2018 our service was rated as 'outstanding' with the registration body Ofsted.**

### ORGANISATIONAL STRUCTURE AND EMPLOYEES

We are a team of six working closely together and we are managed by Joanna North who works with Ryan Shaw Managing Director as follows:

David Oates – Research Director

Ryan Shaw – Managing Director and Finance.

Joanna North – Service registered Manager and Safeguarding.

Alison Schofield – Administrator.

Heather Storey Aung – Accredited Counsellor

Jake Birchall – Front desk calls.

### OUR QUALIFICATIONS

Dr Joanna North, the Registered Manager, is a chartered psychologist and a senior accredited member of BACP with eighteen years of experience in working with children, adults and families. She has a Masters Degree from University of Bath Spa and a Doctorate in Psychotherapy from Middlesex university.

A full Curriculum vitae can be downloaded from [www.joannanorth.co.uk](http://www.joannanorth.co.uk)

David Oates our Research Director has ten years of experience in tracing families and he specialises in searches for Adoption and Intermediary Work. Dave is trained in counselling Skills by University of Derby.

Alison Schofield has worked for twenty years in the field of Training and Customer Service and is trained in Counselling Skills by University of Derby.

Heather Storey Aung has a Masters Degree in Counselling and is a member of the British Association of Counselling and Psychotherapy.

Ryan Shaw has been Director of his tracing company for the last fifteen years.

Jake Birchall has a degree in Graphic Design and is trained in counselling skills.

### ASSESSING YOUR NEEDS

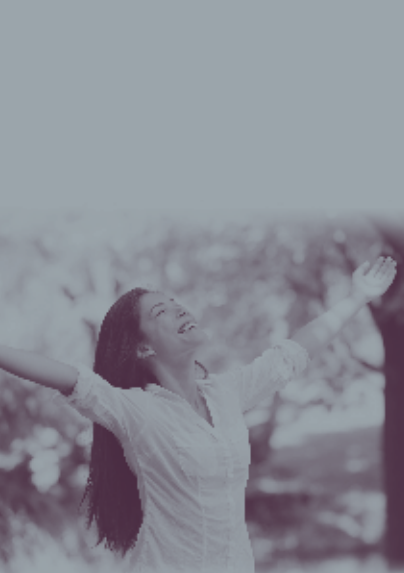
Through our initial Consultation process we will take details of your life and the search you wish to make.

We will be especially mindful of:

- Checking your identity.
- Checking vulnerabilities
- Checking for your diversity needs
- Assessing your expectations so that these can be managed.
- Explaining the Adoption Tracing journey with you.

We operate within the requirements of the following primary and secondary legislation and guidance:

- The Children and Families Act 2014
- The Adoption and Children Act 2002
- The Data Protection Act 1998
- General Data Protection Regulation 25 May 2018



## TRACING AND INTERMEDIARY SERVICES CONTACT DETAILS

For Tracing contact  
Dave Oates

[dave@joannanorth.co.uk](mailto:dave@joannanorth.co.uk)

For Intermediary Services  
contact Jo North

[adoption@joannanorth.co.uk](mailto:adoption@joannanorth.co.uk)

For Adoption Support  
contact Jo North

[joanna@joannanorth.co.uk](mailto:joanna@joannanorth.co.uk)



- The Human Rights Act 1998
- The Care Standards Act 2000
- The National Adoption Standards 2002
- The National Minimum Standards for Adoption Support Agencies
- The Equalities Act 2010

### TRACING BIRTH RELATIVES AND INTERMEDIARY SERVICES

Our Codirector David Oates is a professional tracer who has worked for many years in the field of locating relatives from all over the world. All our trace work is carried out to the highest ethical standards with sensitivity to all involved, protecting rights to privacy of both the tracing individual and the subject of the tracing effort.

### FEES FOR OUR SERVICE

The tracing facility is not funded by the Adoption Support Fund. For information about costs relating to the tracing facility please contact David Oates directly on [dave@joannanorth.co.uk](mailto:dave@joannanorth.co.uk)

### KEEPING YOU SAFE AND WORKING WITH VULNERABLE ADULTS

We have a clearly defined Safeguarding policy and procedure that will be reviewed regularly. Policies and procedures will be followed at all times and all safeguarding actions will be recorded.

Our Safeguarding Lead is Joanna North who has worked in the field of Child Safeguarding for twenty years. All of the team are trained in Safeguarding and Protection of Vulnerable Adults.

### AVAILABILITY OF SERVICE

There is no geographical restriction on service provision. We work with a global network.

### QUALITY ASSURANCE

Our service is monitored and evaluated by monthly professional

supervision for Joanna North to ensure that the agency is effective and the quality of the service is an appropriate standard. We also run regular meetings to discuss our ongoing learning through your feedback so that we can evaluate changes that need to be made to increase the quality of our service.

For this reason we always ask for feedback from Users and hope that you will feel able to share your thoughts about the service with us. We believe that we can be a more effective, safer learning organisation through feedback. Please see feedback on Trust Pilot [uk.trustpilot.com/review/joannanorth.co.uk](http://uk.trustpilot.com/review/joannanorth.co.uk)

### GUIDES

Our organisation has prepared an Adult Services User's guide and these will be supplied at the beginning of any course of work together. We have detailed guides for intermediary services and tracing on our website [www.joannanorth.co.uk](http://www.joannanorth.co.uk)

### MEETING YOUR NEEDS

Oral and written communications are available when necessary in a format which is appropriate to the physical, sensory and learning impairments, communication difficulties and language of the adoption support agency's users. We can make provision for translators where necessary. Please let us know your needs so we can help you.

Our aim is to ensure that our service is easily accessible to everyone who wishes to use it. This includes physical access such as disabled access (please see our specific policy). We also have a diversity policy and we aim to empower all of our clients regardless of race, gender, religion, sexual orientation, culture or disability.





Dr Joanna North



David Oates



### STATEMENT OF PURPOSE

All those working in the adoption support agency are aware of the contents of the Statement of Purpose and should be able to offer you advice and support. We update our Statement on an annual basis and rely on our users for feedback and so will be pleased if you will talk with us about our service.

This Statement of Purpose is approved by the Directors of Joanna North Associates and our team are trained in the aims of our Statement of Purpose.

### COMPLAINTS PROCEDURE

We have a complaints procedure policy written in full and all our users can see this at [www.joannanorth.co.uk](http://www.joannanorth.co.uk).

In brief summary we hope you will feel able to contact us for any of your concerns immediately before they become a complaint. We are keen to do our best for all of our users. However if there is real cause for concern we will respond to you within 24 hours of receiving your complaint. If this is not satisfactory we will pass the matter on to an independent person who is skilled at managing complaints and will take over the complaint in order to

bring the matter to a satisfactory conclusion for you.

You will also be passed information that will give you the route to complain to the Registration Authority who are Ofsted.

### ETHICS EQUALITY AND INCLUSION

You should expect our work with you to meet the highest ethical standard. This means respecting your rights as an autonomous individual, enabling and empowering you in your current situation and ensuring that our work is in your best interests. We adhere to BACP and UKCP codes of ethics and you can complain to Ofsted if you have any concerns. Ethical standards include regular reviews of critical cases, safeguarding practice as well as reviews of our values in relation to Equality and Diversity (Equality Act 2010).

### OFSTED

The Registration Authority are **OFSTED**. Who can be contacted at Piccadilly Gate, Store Street, Manchester M1 2WD. **Telephone:** 0300 123 4666. **Email:** [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

*We look forward to working with you in the future.*

### TRACING AND INTERMEDIARY SERVICES

For Tracing contact  
Dave Oates  
[dave@joannanorth.co.uk](mailto:dave@joannanorth.co.uk)

For Intermediary Services  
contact Jo North  
[adoption@joannanorth.co.uk](mailto:adoption@joannanorth.co.uk)

For Adoption Support  
contact Jo North  
[joanna@joannanorth.co.uk](mailto:joanna@joannanorth.co.uk)

*Registered Provider*

## Joanna North Associates Ltd

Dr. Joanna North M.A., D.Psych, MBACP (Senior Accredited)

Our registered office can be contacted through [adoption@joannanorth.co.uk](mailto:adoption@joannanorth.co.uk)  
Telephone: 0113 436 3610  
Email: [adoption@joannanorth.co.uk](mailto:adoption@joannanorth.co.uk)  
Website: [www.joannanorth.co.uk](http://www.joannanorth.co.uk)

*Committed to making things better*

