

PRESS RELEASE

Adoption Support Agency PAC-UK achieves fourth consecutive 'Outstanding' Ofsted rating

Family Action's Adoption Support Agency, PAC-UK, has been rated 'Outstanding' by Ofsted in all areas, following its December 2022 inspection.

Adoption Support Agency PAC-UK, part of national charity Family Action, has been awarded an 'Outstanding' rating by Ofsted for the fourth time in a row.

Delivering services nationally to over 75 local authorities, from bases in London and Leeds, PAC-UK is the country's largest independent Adoption Support Agency, working with professionals, individuals and families affected by adoption, special guardianship, and other forms of permanent care, to support and enable them to live their lives to the full.

Within the report published on Friday 3rd February 2023, Ofsted inspectors said: "PAC-UK provides a highly enabling and intuitive service that is based on a shared understanding of service users' needs, which is a golden thread of exceptionally good practice."

One young person, who had not come across any adopted individuals before attending the group, described the group as a 'life saver'."

"The agency has a highly skilled staff team with considerable experience, knowledge and skills."

"The team hold a shared responsibility to keep the focus on improving the outcomes for children and adult service users."

David Holmes CBE, CEO of Family Action, said:

"We are delighted that the Ofsted report recognised PAC-UK's co-production work and that those we support feel empowered. We have an amazing team of staff and volunteers and I want to thank them all for their dedication and hard work, as without them we wouldn't be able to continue to provide the outstanding service that we do."

“We are looking forward to maintaining and developing our strong learning culture and appetite for innovation to ensure that PAC-UK continues to meet the needs of all parties affected by adoption and permanency.”

The Ofsted report stated that children, families and adult service users feel that PAC-UK has given them a voice, and that many birth parents feel that they receive exceptional support, which exceeds their expectations.

A birth parent said: “I searched high and low for support and came across this agency, who, from the start, have been a lifeline for me.”

Findings within the Ofsted report highlighted that children and young people feel supported and a sense of belonging.

An adopted young person said: “I feel like I have found my tribe.”

PAC-UK's full Ofsted report and all past inspection reports for PAC-UK can be downloaded from the [Ofsted website](#). To find out more about PAC-UK please visit www.pac-uk.org or email advice@pac-uk.org.

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Notes to Editors

About PAC-UK

PAC-UK is an Adoption Support Agency that provides specialist support to all parties affected by adoption and permanency. Our vision is that all those affected by adoption, Special Guardianship and other forms of permanent care are supported and enabled to live their lives to the full. We have built our expertise over a 36-year period, starting out as Post-Adoption Centre in 1986. In recent years we have combined with other specialist providers to produce a more robust organisation with a wider reach and a more comprehensive range of services. In December 2018, PAC-UK joined national charity, Family Action. PAC-UK was rated as ‘Outstanding’ in all areas during our most recent Ofsted inspection in December 2022.

Ofsted registration number: SC066981

www.pac-uk.org

twitter.com/PACUKadoption

www.facebook.com/PACUKAdoption

www.youtube.com/PACAdoptionSupport

About Family Action

Family Action is a national charity committed to building stronger families and brighter lives. Since the charity was founded in 1869, we have continued to help children and families overcome the challenges they face through a wide range of practical, emotional and financial support. Today we work with more than 60,000 families in over 200 community-based services, as well as supporting thousands more through our national helpline, FamilyLine, which offers free and immediate support to adult family members and national schemes like the National School Breakfast Programme.

We help families and individuals to manage their mental health and wellbeing, working with families to reduce the impact of social isolation, poverty, addiction and other significant sources of stress and pressure. We also support families affected by adoption, special guardianship, separation, special educational needs, disability, domestic violence and sexual abuse. In addition, we provide thousands of welfare and educational grants every year to people in financial crisis.

For further information, please visit our website at www.family-action.org.uk

Registered charity number: 264 713

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