



Older Children's and Young People's Guide to the Coram Adoption Service

**ADOPTION & PERMANENT
FAMILIES SERVICE**

July 2024



Coram is an adoption agency. We find families who want to adopt and give a child the love and security that comes from belonging to a family. At Coram we also help families to give adopted children the care and understanding they need.

Some children have sad or angry or confused feelings about the past, and feel upset about all the moves in the past. Because the social workers at Coram have worked with adopted children for many years, we understand some of the reasons why children may be upset and find it hard to manage at times. Sometimes Coram social workers can help the children's mums and dads to understand some of the children's feelings. Sometimes we can help the children to make sense of their worries so that they feel better. And sometimes we can help the mums, dads and children to find better ways to practice being a new family and to have some fun times together. We can help explain to teachers at school why a child may be finding school hard, so that the school can help. Some of the children have worries about someone from the past, and need to talk to someone who can try to help them with this worry.

If you have worries about being adopted or about something from the past, Coram's social workers will listen to you. Usually we will also meet with your mum or dad and try to find a way to help you.

Coram also likes to help adopted children to meet with other adopted children, and each year we have an Annual Picnic for all the families who have adopted children in the past so everyone can get together and enjoy a special adoption celebration. We have other events for children from time to time.

Young people over 18 years old can talk to a Coram social worker if they want to think about finding out more information about their birth family or possibly making contact with someone from their birth family. Often young people who want to do this will first talk to their mum or dad who can also help the young person to contact Coram.



Contact details

If you want to contact a Coram Social Worker please call 020 7520 0383.

Complaints

If you feel that someone at Coram has not helped you, and that you have not been able to sort it out with them, you may want to make a complaint. To do so, please contact Caroline Keane on 07983500960 or email caroline.keane@coram.org.uk

If you have tried to make a complaint, and you feel that Coram has not listened and tried to help you, you can contact Cathrine Clarke on 07849300302 or email cathrinec@coram.org.uk

If you still feel Coram has not listened and tried to help, you can contact Ofsted. Ofsted is an organisation which is responsible for seeing that adoption agencies behave in a helpful way when dealing with adopted children and young people.

Email: enquiries@ofsted.gov.uk

General enquiries: 0300 123 1231 For any concerns: 0300 123 4666

By post: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Other people you can contact:

Dame Rachel de Souza:

Children's Commissioner for England

Sanctuary Buildings

20 Great Smith Street London SW1P 3BT

Tel: 020 7783 8330

Email: info.request@childrenscommissioner.gsi.gov.uk

Visit: www.childrenscommissioner.gov.uk

Twitter: @ChildrensComm

Rachel's job is to listen to what children and young people say about things that affect them and encouraging adults making decisions to always take the view of children and young people into account.

Children's Advocates or Children's Rights Officers

These are people who understand that children sometimes feel that grown ups don't listen to them. Their job is to help children to put across their point of view about important decisions if they don't agree with people like social workers.

Organisations you can contact to find someone to help you include:

Coram Voice: 0808 800 5792 (free phone)

[Coram Children's Legal Centre](#)

