



# PAC-UK

Adoption and Permanency Support



## Information for children and young people about PAC-UK

### Why do families come to PAC UK?

- Most children who come to PAC-UK have become part of their family through adoption. Some joined their families through fostering or special guardianship. All children who come to PAC- UK have been separated from their birth parents, and from other important people in their lives.
- Many children have some memories, as well as worries and other feelings about what has happened to them in the past. It's usually quite hard to talk about these memories and feelings; this can lead to sad, angry and scared feelings staying bottled up inside.
- At PAC-UK we help children to make sense of what they have been through, and to talk about some of their difficult experiences. We also talk about some good things that have happened in the past.

When there are difficulties at home or at school, we try to find out why and look at how to make things less difficult.

- We always help parents and carers too. We help them to understand what might be going on for you, and how they can help you.
- In the end we hope the whole family gets on better, and has more fun together!

## What will we be doing?

- When you and your family come to see us, we'll play some games, and then draw or paint, and talk about things that could improve in your family.
- After that, we'll discuss who from your family will come to see us again, how many times and on which day.
- If you see us again, you will always come with your parents or carers. We'll then continue to play and have some fun, as well as listen and make sense of things in the past and in the present.
- We will make sure that the most difficult things get talked about very carefully.
- We will try to answer any questions you may have.

## All families are welcome

- Some children are black, some are Asian, some are white, and some are mixed race. Some children have disabilities. Some were born in England, and some were born in other countries.
- Some children who come to PAC-UK are in families with two parents or carers, and some have one parent or carer. Some children have two mums or two dads.
- Sometimes children live with grandparents, or other relatives, or with friends of their parents.

## About us

PAC-UK counsellors understand about adoption, and about fostering and special guardianship.

We also know that hurting on the inside can lead to certain behaviours on the outside (this is also true for adults).

We all believe things can get better for you and your family.

## Tell us what you think

- At the end of your time with us, we will ask you what you thought about coming to PAC-UK. Your thoughts are important to us.
- You can also write, phone or e-mail us. Ask your parent or carer another adult for help if you need to.



# PAC-UK

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## What to do if you are unhappy with us

If you are unhappy with your experience at PAC UK, you can:

- tell your parent or carer what you are unhappy about, and/or
- tell the counsellors who are working with you, or another adult at PAC-UK.

## If you are very upset and unhappy about something at PAC-UK you can make a formal complaint.

This is who you can contact to raise concerns about the service you have received from PAC-UK:



### Ofsted

Clive House, 70 Petty France, London SW1H9EX



0300 123 1231



[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

This is where you can find information on **Independent Advocates** (someone not connected to PAC-UK or to your social worker):



**Coram Children's Legal Centre**, Wellington House, 4th Floor, 90-92 Butt Road, Essex CO3 3DA



01206 714650



[info@coramclc.org.uk](mailto:info@coramclc.org.uk)

[www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

This is how you find out about Children's Rights:



### The Office of the Children's Commissioner

1 London Bridge, SE1 9BG



0207783 8330



[www.childrenscommissioner.gov.uk/about-us/contact](http://www.childrenscommissioner.gov.uk/about-us/contact)

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