

Chroma Therapies Ltd

Statement of Purpose

This Statement of Purpose sets out the framework for Chroma's Adoption Support Service as required under the Adoption & Children Act 2002, the Adoption Agencies Regulations and Guidance 2013, and the Adoption National Minimum Standards (Care Standards Act 2000).

It explains our aims and objectives, values and principles, the services we provide, the way we provide them and the people within Chroma who are accountable for clinical and management oversight.

The Statement of Purpose is intended to provide information to:-

- Children, young people and their families
- Adult adoptees and their families and next of kin
- Chroma staff
- Adoption panel members
- Local authorities
- Other adoption agencies
- Ofsted Inspectors
- Members of the public

This Statement of Purpose is regularly reviewed by the Registered Manager and the Responsible Individual and updated as required at least every twelve months.

Reviewed: January 2022

Update planned for: January 2023

Signed: 

The information provided meets the requirement of National Minimum Standards for Adoption, the related regulations (Voluntary Adoption Agencies and Adoption Agencies (Misc. Amendments) Regulations 2003) and The Adoption Support Agencies (England) and Adoption Agencies (Miscellaneous Amendments) Regulations 2005

Chroma's (registered provider) address is: Overross House, Ross Park, Ross on Wye, HR9 7US

The Responsible Individual is: Daniel Thomas, Managing Director

The Registered Manager is: Jo Godsal, Clinical Director

Here is our Statement of Purpose:

Chroma wants to ensure that children who are not able to live with their birth parents grow up in safe, nurturing and healing families where they are able to develop to their full potential. We want to encourage these children to have a positive sense of themselves and a clear understanding of their history. We want children to have good self-esteem, be able to make friends and grow up in a family where fun and laughter are part of everyday life. We want them to grow into adults who are able to live fulfilling lives and who are supported to transition into adulthood. We believe that the best way to do this is to ensure that adoptive and special guardianship (SGO) families are provided with the comprehensive, high quality support they need, at the times that they need it. We believe that it is essential that we learn from what works and ensure that we keep ourselves informed of all research and good practice in the field of adoption.

We actively listen to the views of our clients (children, young adults and their families) on the services that we provide. We have created a range of age-appropriate animations and PDFs explaining what we do, and have an accessibility-friendly website through which our clients can get in touch with us about their experience of working with us. We are experienced in working with non-verbal clients and those with a range of communication, sensory and learning needs.

Our first responsibility is to ensure the safety of everyone that we work with (children, young adults and their families) as well as our staff and any volunteers. Chroma has an active safeguarding policy and procedure for children, and one for adults and vulnerable adults. Copies of these policies are available on request, and can be provided in a range of formats.

Chroma exists to help people realise their potential through creativity. Chroma is becoming more diverse in age, gender identity, race, sexual orientation, physical and mental ability, ethnicity, and perspective. Whether you are a new family or a child, a commissioner such as a social worker, one of our therapists or someone who is interested in working with us, we hope you see yourself in us.

Our Aims and Objectives

- To ensure that all adopted and SGO children and young adult adoptees grow up as part of a loving family, who can meet their needs during childhood and beyond
- To recruit, assess, train sufficient suitable HCPC registered therapists who are able to meet the varied needs of children, their parents and young adult adoptees referred to our adoption support service
- To ensure that our services promote equality and do not discriminate against anyone on the basis of their age, marital status, gender, sexual orientation, disability, ethnic origin, religion, culture or financial status
- To ensure that all our therapeutic services take into consideration current research and best practice in the field of adoption support
- To listen to our client's views, wishes and feelings and act upon them, unless this is contrary to their interests or wellbeing

- To ensure that all staff employed by Chroma, and all associate therapists are appropriately qualified, experienced, recruited, supervised and supported in carrying out their responsibilities
- To ensure we involve and consult service users in the delivery and development of services
- To ensure we maintain confidentiality and security of all adoption and therapy related information and have clear lines of responsibility and accountability
- To work with the whole family network, as we recognise the importance of the support that family and friends provide to the adoptive/SGO family and young adult adoptee
- To work with schools, colleges and other organisations as we believe sharing knowledge and adopting a joined-up approach can help children and young adults with trauma and attachment difficulties
- To ensure everyone understands what they must do if they receive an allegation or have suspicions about a person behaving criminally or inappropriately towards a child or adult
- We aim to work closely with local authority adoption and permanency teams to ensure our services remain consistent with their requirements

Our Values

- Respect for the individual
- A focus on diversity, inclusion and equality
- A focus on healing, growth and the development of independence
- An understanding of the importance of creativity through the mediums of art, music and drama
- Appreciation of the importance of listening and understanding
- Wanting to offer the very best service to every child and every adult we work with

Our Beliefs

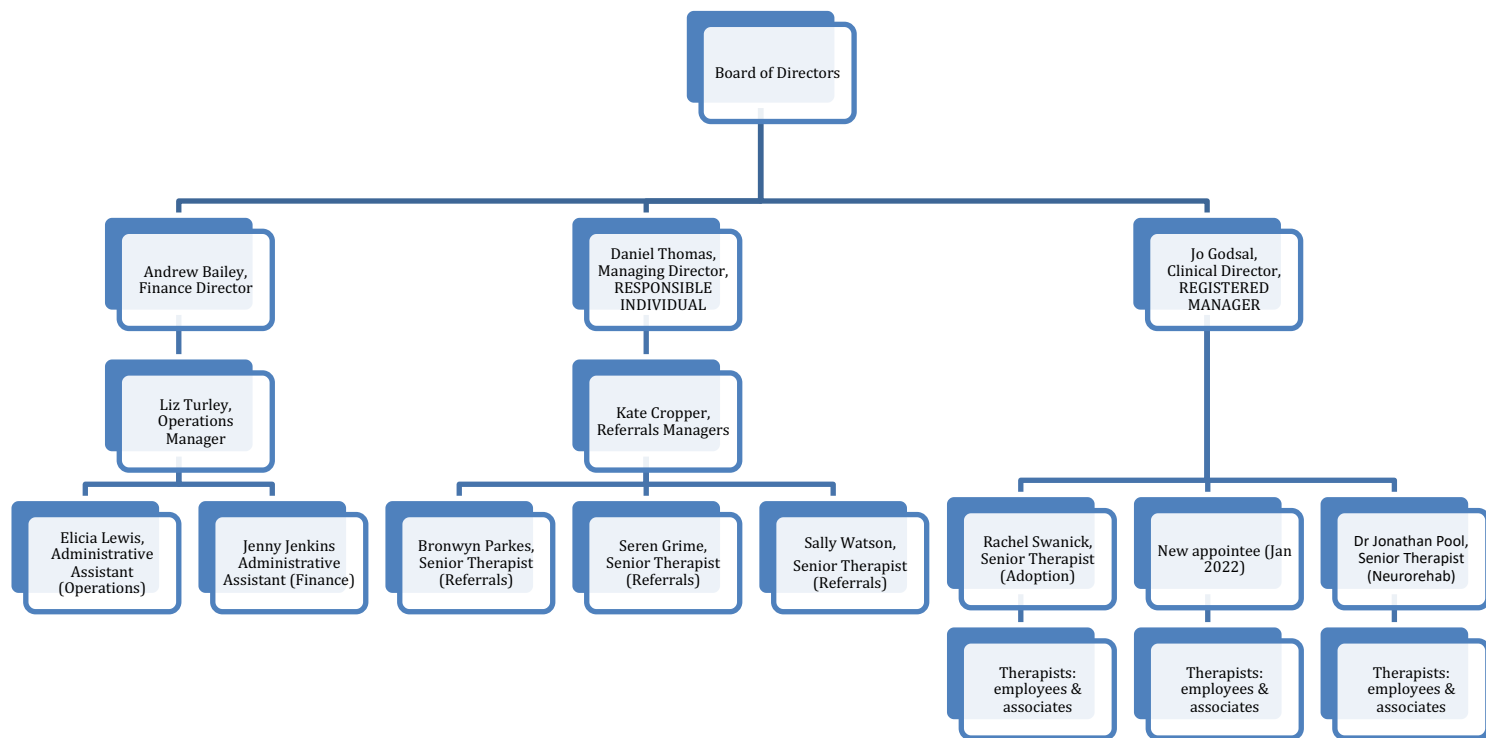
- We believe that the client's welfare, safety and needs should be at the centre of all adoption and SGO support services
- We believe that a client's wishes and feelings should be actively sought and fully taken into account at all stages of the adoption and SGO support process
- We believe that delays in providing adoption and SGO support services, such as art/drama/music therapy can have a negative impact on the health and development of children and should be avoided wherever possible
- We believe that to truly understand a client's individual needs, knowing their skills and strengths is central to providing effective support services
- We believe art, music and drama are important aspects of a healing adoptive/SGO family

Chroma provides the following services:

- Post placement therapeutic support services for adopted/SGO children and young adult adoptees
- Attachment and parent-child interaction assessments (APCI, FAGUS, Specialist Multi-Disciplinary Assessments)
- Specialist attachment therapeutic services (including art psychotherapy, music therapy and dramatherapy – via our team of Health & Care Professions Council (HCPC) registered therapists
- Specialist training for professionals
- Bespoke integrated therapy services within local authorities
- Training and advice for schools and other partners regarding attachment, and early trauma

Chroma works with around 55 local authority post adoption services and Regional Adoption Agencies.

Organisational Structure



Chroma's Board of Directors has 2 HCPC registered practising therapists and a Financial Director;

- Andrew Bailey – Finance Director
- Daniel Thomas – Managing Director, Music Therapist – **Responsible Individual**
- Jo Godsall – Clinical Director, Dramatherapist – **Registered Manager**

In addition, Chroma's Senior Leadership Team (SLT) has 3 HCPC registered practising therapists, a Finance Director and an Operations Manager.

- Andrew Bailey – Finance Director
- Daniel Thomas – Managing Director, Music Therapist
- Jo Godsal – Clinical Director, Dramatherapist
- Kate Cropper – Referrals Manager, Music Therapist
- Liz Turley – Operations Manager

Our full office team also includes;

- Dr Jonathan Pool – Senior Therapist Neuro-Rehab, Music Therapist
- Rachel Swanick – Senior Therapist Adoption, Music Therapist
- Bronwyn Parkes – Senior Therapist Referrals, Music Therapist
- Seren Grime - Senior Therapist Referrals, Dramatherapist
- Sally Watson – Senior Therapist Referrals, Music Therapist
- Elicia Lewis – Administrative Assistant (Operations)
- Jenny Jenkins – Administrative Assistant (Finance)

We fully understand the needs of clients, and having therapists at our senior and directorial levels, allows the interests of clients to be at the heart of our decision-making processes at all times

Relevant Qualifications and Experience

Chroma currently has a national team of 106 HCPC registered Creative Arts Therapists working across the health, education and social care sectors. For the period between January - June 2021, 90 of our Creative Arts Therapists have worked with adoptive families and children on cases funded by the Adoption Support Fund. This work has been commissioned by social workers from Regional Adoption Agencies (RAAs) and local authority (LAs) post adoption teams across England. Chroma currently has working relationships with more than 55 RAAs and LAs.

Our therapists all have the following qualifications that enable them to practice as Creative Arts Therapists;

- A Masters (MA) or Post Graduate Diploma (PGDip) in either Music, Art or Drama Therapy
- Registration with the Health and Care Professions Council – all therapists' registrations can be checked here: <https://www.hcpc-uk.org/check-the-register/>

- An online and current DBS Enhanced check to work with adults and children
- All Masters (MA) and Post Graduate Diplomas (PGDip) in either Music, Art or Drama Therapy have a foundation in attachment, early trauma, medical and disease presentation and child development processes.

In addition;

- All therapists attend adoption-relevant CPD throughout the year, by Chroma and external providers
- All therapists have experience working with clients who have attachment issues
- All therapists are supervised by experienced independent clinicians/supervisors who have 5+ years experience of working with families, children, young people and adults, aligned to HCPC supervision guidelines
- All therapists have regular (every two months) case reviews with the clinical team looking at the quality of written work (case notes and reports) outcomes and clinical provision
- All staff have an annual appraisal, including managers. The Registered Manager and the Responsible Individual report to the Senior Leadership Team monthly, and to the Board of Directors on a quarterly basis.

Chroma's Registered Manager & Responsible Individual

Chroma's Registered Manager, Jo Godsall qualified as a Dramatherapist in 2006 and has managed a range of therapeutic services for charities and other organisations since then. Jo was also the lead dramatherapist at The Mulberry Bush, a therapeutic community and school in Oxfordshire that supports children and teens with a range of severe attachment-related problems as a result of traumatic early life experiences.

Chroma's Responsible Individual, Daniel Thomas qualified as a Music Therapist in 2001. He has worked directly with children, their families and adults since that time and in a range of settings including Children's Centres, hospitals, prisons, schools, mental health settings and learning difficulties centres. Daniel has been leading arts therapies organisations since 2007 and with the establishment of Chroma in 2013 he was able to take a more strategic and policy focused role in the sectors that Chroma works in.

Reviewing the services we provide

Chroma has a variety of systems in place to monitor and review the services we provide.

These include:

- A comprehensive Case Management system – www.iinsight.biz
- A fully auditable safeguarding system www.myconcern.co.uk
- A secure accounting system www.xero.com
- Monthly SLT meetings to review processes, issues, compliance and AOB

- Quarterly Board of Directors meetings to review strategic, data protection, compliance and safeguarding issues
- Online surveys (SurveyMonkey) from
 - Our therapists
 - Parents and families (post therapy)
- Client comments and reflections in clinical reports
- Feedback from social workers and other key stakeholders, per case
- Feedback from local authority managers on a quarterly basis
- Direct feedback from independent clinical supervisors on our therapists' work
- Internal evaluations and annual therapist appraisals
- Standardised questionnaires and evaluation measures, such as SDQs
- Specific assessment tools, such as Assessment of Parent-Child Interactions (APCI)
- Local authority case reports at regular and agreed timescales per case

Complaints Procedure for adults

Complaints made about Chroma are normally resolved through a problem-solving approach within the organisation and we always welcome hearing from those affected. If concerns remain unresolved Chroma has a comprehensive Complaints Procedure. Complaints are valued as a way of improving the services which Chroma provide. If a complaint is not resolved in this way, the matter is progressed through a formal Complaints Procedure outlined as follows.

If you have a specific complaint about our Registered Manager, please contact Chroma on the details below and ask for Chroma's Managing Director with details of your complaint. They will investigate the issues and try to resolve them. You will receive both a verbal and written reply from the Managing Director. They aim to resolve your complaint within 10 working days, and by 20 working days at the latest. If you are still not happy, you may be entitled to an investigation or take your complaint to the Local Government Ombudsman, whose details are towards the end of this document.

Step 1

Contact us with details of your complaint:

- Write to Chroma, Overcross House, Ross Park, Ross on Wye, HR9 7US
- Call 0330 440 1838
- Text us 01989 218020
- Website: <https://wearechroma.com/contact/>
- Email complaints@wearechroma.com
- We can help you put your complaint in writing or give you advice.

Responses

We will then look into the issues and try to help, and you will receive both a verbal and written reply from a senior manager. We aim to resolve your complaint within 10 working days, and by 20 working days at the latest. If your complaint will take longer we will keep you informed of the progress.

Step 2

If you are not satisfied with the first response to your complaint you have the right to take it further.

Investigation

You may be entitled to an investigation or take your complaint to the Local Government Ombudsman.

If we investigate your complaint:

- An investigating officer who is new to your case will look into the issues raised

- An independent person from The Young Lives Foundation, the children's charity, will also be appointed to consider your complaint
- The investigating officer and the independent person will contact you to make sure they fully understand the complaint.

Responses

When the investigation is complete, we will send you a full response. We aim to do this within 25 working days of the investigation starting, but it can take longer. We will keep you informed of progress. Where it is not possible to complete the investigation within 25 working days, it may be extended to a maximum of 65 working days.

Other organisations that can help:

Local Government Ombudsman

If you remain unhappy with the response to your complaint you have the right to take your complaint to the Local Government Ombudsman who is independent of Chroma. You may contact them at any time but they would normally expect you to complete our Complaints Procedure first.

To contact them please visit: <https://www.lgo.org.uk/>

A copy of Chroma's complaints procedure is available by emailing: sayhello@wearechroma.com or by calling 0330 440 1838

Complaints Procedure for children and teenagers

Sometimes things don't go to plan, or a mistake is made; it could be that for whatever reason you're just not happy with someone at Chroma. This could be one of our therapists, someone in our main office, our Registered Manager or maybe you didn't like going to therapy with us.

If you're unhappy for whatever reason, please let us know so we can do something about it.

You can contact us however you want – via text, via a DM on twitter, by email, via our website, by phone or even write us a letter! Here are our contact details;

- Phone: 0330 440 1838
- Email: complaints@wearechroma.com
- Twitter: @wearechroma (send us a DM)
- Website: <https://wearechroma.com/contact/>
- Postal: Complaints, Chroma, Overross House, Ross Park, Ross on Wye, HR9 7US
- Text: 01989 218020

As soon as we get your message we will;

1. Get in touch with you within 48 hours to talk with you about why you're unhappy with us
2. Try to sort out the reason why you're unhappy with us within 8 days
3. Get back in touch with you to let you know what we've done to fix the problem
4. If you're unhappy with our Registered Manager, you will be contacted by our Managing Director and they will try to resolve the issues

If you're still unhappy with things, you can also tell

The Young Lives Foundation:

- Call 01622 683815
- Email advocacy@ylf.org.uk
- The Young Lives Foundation website: www.ylf.org.uk

Registration Authority

The name and address of the Registration Authority is:

OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

Email: enquiries@ofsted.gov.uk

Tel: 0300 123 1231

Web: www.ofsted.gov.uk

The Statement of Purpose can be supplied in different formats appropriate to the physical, sensory and learning impairment, communication difficulties and language of all those who may need to read it.

Translations can be provided, MP3 recordings can be made available.

The Statement of Purpose has been approved by the Directors of Chroma and is subject to review annually, or more frequently if required.

Ofsted do not play a formal role in our Complaints procedure, but if your concern is in relation to an aspect of our regulated activities, you can raise this directly with them as a concern at any stage of the process.

B39 Persons who are part of the Registered Provider

They are:

Title	Forename	Middle name(s)	Surname	Date of birth	Position	Disqualified
Mr	Daniel	Madoc	Thomas	17.01.1972	Managing Director	no
Mr	Jonathan	Hugh	Godsal	02.05.1981	Clinical Director	no