

## Why use an Intermediary?

- Making contact with someone you have been separated from by adoption can be very emotional
- The person sought will not have been prepared for contact so may need additional support
- Using an intermediary can help you and your relative to think through the impact of contact
- Local authority adoption services and adoption (support) agencies may offer intermediary services. The unique additional features of the AAA-NORCAP service are the weekend and evening access to your intermediary that is both reassuring for you and makes it easy for your relative to respond as s/he is not limited by office hours or the need to negotiate through a switchboard system to speak to your intermediary

## The Intermediary Services offered by AAA-NORCAP offer?

### Standard Intermediary Service

Once you have traced your relative and have the current address, this service is available to you. After comprehensive preparation the AAA-NORCAP Intermediary will make the initial approach to your relative. The Intermediary will offer support and guidance to your relative when s/he responds and will keep you fully informed about the response. Over a period of time that will be as short or as lengthy as needed, the Intermediary will help you and your relative to move on to a level of communication or contact that is acceptable to you both.

### Supported Direct Approach

An intermediary will provide you with all the preparation that is included in the standard service. Suggested wording for your letter to your relative will be offered to you and the variations you wish to make can be discussed with the intermediary. As well as inviting your relative to reply to you directly you can include the contact details of the intermediary so your relative has a choice. S/He

may respond to the intermediary if s/he wishes or feels unable to respond to you directly.

### Locate and Make Contact

This is an integrated service in which an AAA-NORCAP researcher locates your relative while you are supported and kept up to date by an Intermediary who will contact your relative in line with the standard intermediary service or support you to make a direct approach if you prefer on completion of search (for further information see full leaflet)

### Birth Relative Initiated Contact

Intermediary service is provided as the final element of the BRIC service – please see the specific leaflet about that provision.

### Recovery and Support

This is a service available to someone who has received an approach from a relative and has concerns about it or needs support. It is also available to anyone who made a direct approach to a relative, or whose relative was approached by a well intentioned friend or family member and who now recognises that additional support and assistance is needed to recover the situation.

## The Intermediary Process

The **standard** process begins when you have located your relative. The Intermediary Request Form should be completed and sent to the office with all the required supporting documentation.

The Services Lead will check your paperwork. You will be contacted if there are any queries.

As required by the Adoption and Children Act 2002, Section 98, the Services Lead will write to the Appropriate Adoption Agency asking to be advised of any view that agency has about the intermediary service you have requested.

You will receive a letter from the Services Lead telling you who will be your Intermediary and requesting that you telephone him/her to arrange a suitable time to discuss the approach to your relative.

The intermediary will ensure you are fully aware of all possible outcomes and that s/he fully understands your hopes and concerns and is able to represent you accurately. You will be sent a draft of the letter the Intermediary proposes to send and when agreed the approach will be made to your relative. When a response is received from the person contacted your Intermediary will support and discuss the process with them. Your Intermediary will liaise with both parties to agree the way forward.

The **Supported Direct Contact** operates along similar lines but your intermediary will discuss with you the letter you will write to your relative and agree timings with you to ensure s/he will be available to handle any response s/he may receive from your relative

The users of the **BRIC** and **Locate and Make Contact** services will find that the provision of intermediary service is all part of the service provided and your support worker will guide you all the way through.

Obtaining the **Recovery and Support** intermediary service is most easily achieved by calling the AAA-NORCAP office 01865 875055 between 10am – 1pm Monday - Friday. You could also send an email to [enquiries@norcap.org](mailto:enquiries@norcap.org) putting **Recovery and Support** in the subject line and a brief explanation of the situation and your contact details in the body of the email. An intermediary will be appointed quickly to address the needs of people seeking the Recovery and Support Intermediary Service

## Outcomes

If your relative responds positively – and the majority do – then the intermediary will not only share this good news with you but will also ensure your relative is offered support to manage the emotions the approach may have generated. The intermediary will help your relative to be as well

prepared for renewed contact with you as possible. Good preparation of everyone involved can avoid problems developing later.

If your relative is uncertain about his/her feelings and unsure how to react the intermediary will provide all the support and assistance needed. Having an intermediary for support can avoid your relative responding negatively because of anxiety or fear of being overwhelmed. It is in these undecided situations that the skills of an AAA-NORCAP intermediary can really make a positive difference to the outcome.

If your relative does not respond or wish for contact your Intermediary will support you and discuss with you what options can now be taken forward. Your Intermediary will support both you, your relative and possibly other family members for as long as necessary.

## AAA-NORCAP Intermediaries

AAA-NORCAP Intermediaries are all volunteers trained by the charity to enable them to develop the skills necessary to act as a contact between you and your relative and dedicated to achieving the best possible outcome for you and your relatives. All Intermediaries have regular supervision and support. They can all draw upon the collective expertise of the organisation gained over 28 years and through many thousands of pieces of intermediary work. All intermediaries undertake regular updating training.

## How Much Does It Cost?

The charge for using AAA-NORCAP Intermediary Services is kept as low as possible and is reviewed annually; it is included within the overall cost of the Locate and Make Contact Service. The payments received contribute to overheads including checking your papers, contacting the appropriate adoption agency and to the costs involved in recruiting, training and supporting our Intermediaries. The 'added value' of the voluntary input provided by our volunteer intermediaries averages over £300 per piece of work undertaken so those using the service receive service worth over £500 for less than a third of this sum.

**PART 1 MEMBER SUPPLIED INFORMATION**

*Please complete pages i, ii, iii and iv.*

**1.1 Summary**

**Your details:**

Registraton no: \_\_\_\_\_  
Name: \_\_\_\_\_  
Your date of birth: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Tel no (daytime): \_\_\_\_\_  
Tel no (evening): \_\_\_\_\_  
Mobile no (optional): \_\_\_\_\_  
Fax no: \_\_\_\_\_  
Email: \_\_\_\_\_

**Details of the person that you wish the Intermediary to contact:**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Relationship to you: \_\_\_\_\_

If requesting an approach via another relative to locate a birth parent has an NHS check been made?

Yes / No
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If yes please enclose a copy of the letter received.

Has any previous attempt been made to contact the person named above or any other family member?

Yes / No
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If yes, please give details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please attach an explanation of enquiries made and means by which this person was located.

## Contact checklist

Registered with Government Contact Register

Yes / No

### 1.2 Dates to Avoid

Birth relatives' birthdays (if known):

Name	Relationship	Birthday

Anniversary of relinquishment (if known):	
Anniversary of making of adoption order (from adoption certificate):	

Anniversary of birth relatives' marriage(s):

Name	Relationship	Date

Significant anniversaries of known deaths in birth family:

Name	Relationship	Anniversary

**Additionally please note that AAA-NORCAP Intermediaries do not send initial letters during December or in the week leading up to Mothering Sunday. If you are aware of other religious festivals that should be avoided in your own family or that of the person found please give details below.**

Event	Date

### 1.3 Pre-Intermediary Documentation Checklist

Name of the agency / local authority that arranged the adoption:

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Have you received information from the file held by your adoption agency

Yes / No

If Yes, which local authority/organisation shared your file with you?

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If you have not done so do you wish to obtain this?

Yes / No

**If yes:**

I wish an AAA-NORCAP social worker to obtain my adoption file and share the information with me. I will meet the cost involved in doing so £250

Yes / No

**Or**

I will apply directly to the adoption agency or my local authority

NB: the local authority has a duty to provide access to adoption records to adopted adults. There may be a waiting list for this service

Yes / No

**You will need to send AAA-NORCAP clear copies of the relevant documents listed below. Those listed in the first box are essential items if applicable to your circumstances unless it has been agreed by the Services Lead that exceptional circumstances apply. Please place your registration number on the reverse of all documents.**

Please tick the boxes to indicate which items are enclosed.

Your original full birth certificate	
Your adoption certificate or court papers	
Proof of your change of name by marriage or deed poll	
Marriage certificate of your birth parent(s) if either has married	

**Also essential are documents that demonstrate any change of name and/or address from the details on the documents in the box above.**

Please tick the boxes to indicate the documents enclosed.

Birth certificate of your birth parent(s)	
Birth certificate(s) of other children born to your birth parent(s)	
Marriage certificate(s) of other children of your birth parent(s)	
Death certificate(s) obtained during searching process	
Records from Adoption Agency/Social Services Department	
Print out of electoral roll check if obtained on the internet	



**1.4 Agreement**

I wish to use the AAA-NORCAP Intermediary Service and enclose the required contribution of £150 towards the cost of the service. I confirm that the details provided by me are correct and complete to the best of my knowledge.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Please print name: \_\_\_\_\_

**1.5 Payment**

I enclose a cheque/postal order/money order payable to AAA-NORCAP in pounds sterling

I wish to pay by credit or debit card  Please complete the details below:

Please debit my VISA / MASTERCARD / DELTA / MAESTRO Card No: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Start Date: ..... Expiry Date: ..... Issue No: .....

Name of Cardholder: .....

Signature of Cardholder: .....

*PLEASE NOTE: Since the implementation of the Adoption and Children Act 2002 on 30<sup>th</sup> December 2005 AAA-NORCAP is required to contact the Appropriate Adoption Agency involved in the adoption to seek their views on providing an Intermediary Service. The Agency is given 14 days to respond.*

**FINAL CHECKLIST**

- All documents in the top box on page iii included Yes / No
- Fee towards cost of providing Intermediary Service Yes / No
- Agreement signed Yes / No

**FOR OFFICE USE ONLY**

Date checked: \_\_\_\_\_

Signed: \_\_\_\_\_  
(Services Lead)

**Authorisation for Intermediary to approach relative other than birth parent(s) named on birth certificate in first instance (if appropriate).**

Person to be approached: \_\_\_\_\_

Relationship to member: \_\_\_\_\_

Approval for contact: \_\_\_\_\_ SL/CL

Reason: \_\_\_\_\_

\_\_\_\_\_