

The Adolescent and Children's Trust

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: The Adolescent and Children's Trust

Provider summary

The provider was registered on:	10/10/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	All staff have a Personal Development Plan that is refreshed annually at an appraisal meeting . This feeds into the organisational L&D plan for staff, informed by consultation with our children and families so that its focus is to ensure that staff are skilled in meeting their needs. Training is delivered through a combination of classroom, virtual and coaching. Our UK head of learning regularly reviews and quality assures the L+D plan at an organisational level, aligning to strategic plan.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We follow best practice in safer recruitment. We have full employment histories of all staff and all post holders are subject to DBS and overseas checks and references before starting work. There is a full induction process and all staff undertake annual compliance training that includes safeguarding. We run wellbeing sessions and team days, provide a comprehensive staff support package and provide access to counselling services. The Wales team has experience + low staff turnover.

Regulated services delivered by this provider

Service name	Service type	Type of care
TACT (The Adolescent and Children's Trust)	Fostering Service	None

Service: TACT (The Adolescent and Children's Trust)

Service summary

Service Type	Fostering Service
Type of Care	None
Approval Date	10/10/2019
Maximum number of places	0
Service Conditions	<ul style="list-style-type: none">The Adolescent and Children's Trust is registered to provide a Fostering Service in Wales.The responsible individual for this service is Michelle Patterson
How many children were supported by the service during the last financial year?	94
How many foster families were supported by the service during the last financial year?	65

Service management

Responsible Individual(s)	Michelle Patterson
Manager(s)	Michael Anthony

Service contact details

Service Telephone Number	02921113100
Service Contact Email Address	m.patterson@tactcare.org.uk

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

<p>TACT employs a range of quantitative and qualitative consultations from primary and secondary sources, triangulating the reliable with the validating. Our Quality-of-Care Survey is provided to all children we care for. An independent survey, by 4C's, found 16 respondents registering satisfaction levels averaging 4.64 out of 5, above average for the sector. This included a higher than sector average score for a sense of belonging, quality of care, education support and social presentation. Other consultation activities include twice yearly residentials, one off events Quarterly Quality of Care Reports, Annual Reviews and feedback from our 'You Said, We Did' and 'Voice Box' forums. Other consultations include group and individual contacts by our Engagement Officers, Responsible Individual and Strategic Director.</p>
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Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.</p> <p>We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.</p>

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	13
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	16	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	16	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	12	4

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	16	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0

