



Registered charity: 264713

Company limited by guarantee: 01068186

PAC-UK is registered with Ofsted under the Care Standards Act 2000 as an Adoption Support Agency (reg. no. SC066981)

PAC-UK was last inspected by Ofsted in December 2022 and was rated 'Outstanding' in all areas.



## Equal opportunities

PAC-UK is committed to providing a service based on racial equality and equal opportunities. It has an ethnically and culturally diverse staff.

If you have a concern about the ethnicity or gender of your intermediary PAC-UK will do its best to accommodate your request.

PAC-UK operates service user evaluation and complaints procedures.

### PAC-UK

Family Action Head Office  
34 Wharf Road  
London  
N1 7GR

Office 0300 1800 085

FamilyConnect 0300 1800 205

### Email

familyconnect@pac-uk.org



[www.pac-uk.org](http://www.pac-uk.org)



[twitter.com/PACUKadoption](https://twitter.com/PACUKadoption)



Find 'PAC-UK' on Facebook



**PAC-UK**  
Adoption and Permanency Support

## PAC-UK Private Intermediary Service

*Specialist advice, guidance, tracing and intermediary services to support adults affected by adoption*





## About Us

We have a team of highly skilled and experienced intermediaries and researchers who are passionate about adoption search and reunion and are proud to work within an agency rated as 'Outstanding' in all areas by Ofsted. They prepare and support you through the intermediary process, make a sensitive approach on your behalf and facilitate contact where this is wanted.

One of the key benefits of using a PAC-UK intermediary is the careful preparation that's undertaken. Making an approach in this way shows your relative that you have their welfare in mind; our intermediary will provide support not just to you, but also to the person approached who may not feel able to confide in anyone else.

In April 2020, the management of the Norcap Contact Register (NCR) transferred to Family Action, and is delivered by PAC-UK. This means we can check the NCR for links on behalf of adult adoptees and their relatives.

## Email

familyconnect  
@pac-uk.org

## Advice Line

0300 1800 205

Monday  
3.00pm - 6.00pm

Tuesday  
11.00am - 2.00pm

Thursday  
1.00pm - 7.00pm



## FamilyConnect Advice Line

In addition to our main PAC-UK Advice Line, we also have a dedicated FamilyConnect Advice Line that provides advice, guidance and support to adult adoptees, their descendants and birth relatives.

***"The knowledge and professionalism of my PAC-UK Intermediary was remarkable. She kept me informed, calm and reassured throughout. My expectations were kept at a realistic level – I was excited by the journey and never given impossible hope."***

- Adopted Person



## PAC-UK Private Intermediary Service

Our Private Intermediary Service provides specialist advice, guidance, tracing and intermediary services to support adults affected by adoption.

In the first instance, we recommend you contact us for a discussion about your particular situation and for information about the costs of the service. Concessionary rates are available if you are in receipt of benefits.

If you are an adult adoptee or a birth relative who wishes to reconnect with someone lost to adoption our Private Intermediary Service can:

- ✓ Trace who you are trying to find and make the first contact on your behalf
- ✓ Negotiate an outcome that balances your needs and those of others involved
- ✓ Where contact is wanted, support all parties through the initial stages
- ✓ Offer specialist guidance throughout (our intermediaries have a wealth of experience in this complex area)
- ✓ Provide support where contact is not wanted and discuss 'what next'

If you are a descendant or other relative of a deceased adopted adult our Private Intermediary Service can:

- ✓ Apply for information about your relative's birth history
- ✓ Search for records relating to their adoption
- ✓ Go on to search for living relatives if you wish to connect with your relative's birth family

Phone: 0300 1800 205

Web: [www.pac-uk.org/private-intermediary-service](http://www.pac-uk.org/private-intermediary-service)

Web: [www.familyconnect.org.uk](http://www.familyconnect.org.uk)

Email: [familyconnect@pac-uk.org](mailto:familyconnect@pac-uk.org)