

Practice Guidance for responding to enquirers

Response to an enquiry:

Immediately – information pack is sent along with invite to choice of information events the same working day an enquiry is received

Timescale for booking initial visit:

Visits are booked at the information event, as soon as is possible – if someone has fostered before/worked with looked after children, etc., then we will book a visit as soon as is convenient for the enquirer rather than insisting they come to an information event

Initial visit report and allocation of assessment:

Written and passed to assessment manager: **within 24 hours of visit**

Initial visit report signed off by assessment manager: **within 24 hours of receipt**

Assessment allocated to independent social worker: **within 24 hours of sign off**

Stage One confirmation letter/

Decline explanatory letter sent to applicant: **within 24 hours of sign off by manager**