

Prospective Adopters make initial contact with OASY

Web enquiry submitted

Email, Telephone Call, In Person contact made

- Duty/Relevant worker in each authority to check website submissions daily
- Response and telephone contact to be made with enquirer within 24 hours or 2 days as a maximum

- Duty/Relevant worker in each Authority to respond to the enquiry by telephone, where possible, within 24 hours or 2 days as a maximum

- Complete an Initial Enquiry Form [if one not already completed]
- Give the enquirer the link to the One Adoption website to view the information session video and Information Pack. Also advise them to look at the First4Adoption website and consider questions they may have
- Ensure that they are made aware of Early Permanence Planning and that training on this will be provided
- Arrange an initial home visit to be held within 10 working days or at the earliest convenience of the enquirer
- If, following an enquiry being made, no home visit has been arranged the enquirer will be contacted again within 2 weeks.

Home visit – give information to prospective adopters (this is now on the website)

Discuss the adoption process with prospective adopters

Answer any questions that they may have

Highlight any issues that may impact or be challenging when applying or on the success of the application

Give prospective adopters CHARMS log in details to access Registration of Interest (ROI) form. Leave a hard copy if they have no access to Internet.

Following the visit Complete Initial Visit Form within 5 working days

If the ROI Form is not returned within two weeks then a follow up phone call should be made.

On receipt of the ROI and Initial Visit Form the Team Manager will decide within 5 working days whether or not to accept the ROI.

If accepted progress the applicant[s] to Stage 1 or, where appropriate, Fast Track to Stage 2.

Notify applicants in writing of decision.