



Doncaster
Council

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Metropolitan
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Where Everyone Matters



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 the Charms enquiry area daily.
- Response and telephone contact to be made with enquirer within 24 hours.
- Adopter record created in the Charms system.

- Duty/Relevant worker in each Authority to respond to the enquiry by telephone, where possible, within 24 hours.
- Adopter record created in the Charms system.

- If after several attempts to contact the adopters is not achieved which should include **all of the following to each person (both if enquiring as a couple)**:
- Telephone calls in working hours.
- Telephone calls outside of working hours
- Email contact
- Standard Letter explaining that we will close the enquiry on a stated date if we have not heard from them.

Then you can

- Close the record in Charms.

If you have been successful in contacting the enquirer then proceed as follows.

- Complete a Welcome Call within the Charms System and allocate a worker for the welcome visit.
- Select either progress to welcome visit or not progressing to welcome visit – information only within the system.
- An email will generate to your adopter advising that someone will contact them to book a welcome visit and ask them to watch the information film [link included] and prepare any questions. A copy of the privacy protocol statement is shared.
- Ensure that they are made aware of Early Permanence Planning and that training on this will be provided if required.
- Arrange a welcome visit, to be held within 10 working days or at the earliest convenience of the enquirer.
- If, following an enquiry being made, no welcome visit has been arranged the enquirer will be contacted again within 2 weeks.



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Welcome visit

- Create the adopter[s] log in details to the Charms system and take with you to the welcome visit [must be activated within 48 hours]
- advise adopters to access the website and the You Can Adopt website for information on adoption
- Discuss the adoption process with prospective adopters.
- Answer any questions that they may have.
- If a prospective adopter voluntarily shares information at the visit which will need carefully assessing you can explain this at the visit.
- Give prospective adopters CHARMS log in details and ideally ask them to log in to enable them to access Registration of Interest (ROI) form. Leave a hard copy if they have no access to Internet.
- If the prospective adopters plans to submit a ROI give them a copy of the consent form for signature, to commence statutory checks.



Following the visit

- Complete Welcome Visit write up within 5 working days, this should include the questions raised by the adopters any details of any information shared with them.
- Ensure adopter[s] have access to the application form [ROI]
- If the ROI Form is not returned within 2 weeks, a follow up phone call should be made.
- On receipt of the ROI and Welcome Visit Form the Team Manager will accept the ROI unless the eligibility criteria are not met: (see below).
- When accepted progress the applicant[s] to Stage 1 or, where appropriate, Fast Track to Stage 2.
- Applicants receive an automated email to advise if they have progressed to one of the above or if that they did not progress and why.