2. Allocated officer has 10 working days to review the FA referral (completed in date order), contact the person or designated person and arrange a telephone appointment.

1. FA referral created by adults and received in FAVW tray.

3. Appointments are generally for the following 2 weeks dependant on all parties availability. A verbal request is also made for all verification to be sent to the team, if possible, prior to the appointment.

4. Incomplete FA referrals are queried with the allocated social care worker for the required missing details.

5. If the person/designated person are unreachable a message is left for a call back. If no message facility is available an appointment is arranged, and a letter sent detailing this which prompts contact to either confirm acceptance or rearrange as necessary.

6. Prior to arranged appointment the officer will review the referral, check any verification received and access DWP via searchlight to check the person’s income details.

7. FA appointment completed, and verification verbally requested if nothing received, further verification requested, if necessary, 28 days given to provide the information. More time will be given if it is felt that is not sufficient. Verbal contribution details given on the proviso that the verification once received reflects the discussion that has taken place.

8. The officer sends a written request for all the required information along with a FA Fact sheet and DPA Fact sheet if relevant.

9. The officer then keeps the FA referral and pends for 28 days awaiting the requested verification.

11. Upon receipt of verification, it is checked and if everything is ok the work is passed to the Processing Team. If further information is required, the officer will request this and continue to keep the FA referral until satisfied and then pass to the Processing Team. If no verification is received within the designated timescales and there has been no contact from person/designated person, the FA referral is passed to the Processing Team to process as full cost.

12. FA referrals received by the Processing Team are distributed to allocated staff in date order.

The role of the processing officer is to compete the FA referral in Mosaic, send an award letter advising of contribution along with details of the income/capital used to calculate the contribution amount, raise an account so on the next invoicing run a bill is issued for care.

Current targets are to process FA within 70 days of receipt of referral from adults and 84 days (includes 70days) for the person to receive their invoice for person contribution.