

Appendix 19

Appointee Review Process

To comply with legal requirements appointees for adults and people who have been appointed to act on behalf of children must have their appointments reviewed. This is to ensure that appointed persons are fulfilling their responsibilities. Reviews will also determine if adult customers still have the continuing need to have a person to act on their behalf.

Reviews take place:

- every eight years for appointees who represent working age customers; or
- when the Local Services (LS), Team Leader (TL) or the decision maker (DM) indicates an earlier review is appropriate.

Case types which are excluded from the review process are:

- fraud cases;
- Special Rules;
- deceased customers;
- Appeals;
- Corporate Appointees;
- Power of Attorneys; and
- Deputies.

Case Controls (CC)

When CCs are set for subsequent reviews they must be set, taking into account the 8 year duration of the appointment or if the LS, the TL or the DM have recommended that an earlier review is appropriate.

Action to take to review the appointed person

To review an appointed person:

Step	Action
1	check if the customer is deceased or a review has not been performed in the last 8 years
2	issue form BF57A enclosing a 2 nd class reply envelope
3	set a CC in the appropriate dialogue for 14 days
4	note appropriate dialogue (Notepad) with 'form BF57A issued'.

Form BF57A returned before Case Control (CC) expires

If form BF57A is returned before the CC expires:

Step	Action
1	delete the CC
2	check if the appointee has fully completed form BF57A
3	check if there are any issues with the appointee's response such as the appointee has stated they are not meeting their responsibilities. If this is the issue you should telephone the appointee immediately to get more details. If you have not been able to speak to him after three attempts, suspend payment of benefit. You should send the letter at Appendix 20
4	telephone the appointee if there are any other issues that need further investigation. If you cannot get a reply after three attempts write to the appointee. Set a CC for 7 days
5	if there are no issues with the appointee's response set a CC in appropriate dialogue 'Appointee review due' for the next review date
6	note appropriate dialogue (Notepad) with 'Appointee review completed – no issues'.

Form BF57A not returned before Case Control (CC) expires

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Step	Action
1	if possible contact the appointee by telephone
2	explain form BF57A must be signed confirming the appointment has been reviewed and the appointee has received a list of their responsibilities
3	ask the appointee to return form BF57A
4	if the appointee states they did not receive/mislaidd form BF57A or you cannot contact the appointee by telephone issue a duplicate BF57A marked '2 nd request' and include a 2 nd class reply envelope
5	reset a CC for 14 days
6	note appropriate dialogue (Notepad) with 'Duplicate form BF57A issued'
7	if form BF57A is not returned consider whether case should be referred to Local Services.

Form BF57A returned but not fully completed

If form BF57A/BF57B is returned but it is not fully completed:

Step	Action
1	return form BF57A to the appointee explaining what the appointee needs to complete and enclose a 2 nd class reply envelope
2	reset a CC for 14 days
3	note appropriate dialogue (Notepad) with 'form BF57A returned to appointee for completion'
4	if form BF57A is not returned before the CC expires, take action as above.

Appointee states customer can manage their own affairs

If the appointee states the customer can manage their own affairs on completion of form BF57A or by telephone:

Step	Action
1	record details of the telephone call
2	delete the CC
3	take business as usual action to remove the appointee
4	note appropriate dialogue (Notepad) with 'Appointee review complete. Appointee no longer required'.

Appointee states customer cannot manage their own affairs and appointee wishes to relinquish the appointment

When you receive form BF57A or speak to an appointee on the telephone and they state that the customer cannot manage their own affairs and they wish to relinquish their appointment:

Step	Action
1	record the details of the telephone call
2	take business as usual action to appoint a new appointee
3	note appropriate dialogue (Notepad) with 'Appointee review completed – change of appointee.'

Appointee has ticked the box to state they wish to discuss

appointment

If the appointee has ticked the box to state they wish to discuss the appointment:

Step	Action
1	delete the CC set for return of form BF57
2	telephone the appointee to discuss the appointment (make three attempts)
3	if the appointee thinks that the appointment is still appropriate record the details
4	note appropriate dialogue (Notepad) with 'Appointee review completed – no issues'.

Appointee has ticked the box to state they wish to discuss their appointment and after three attempts you cannot contact them by telephone

If the appointee has ticked the box to state they wish to discuss their appointment and after three attempts you cannot contact them by telephone:

Step	Action
1	write to appointee requesting that they telephone to discuss their appointment
2	set a CC for 14 days
3	note appropriate dialogue (Notepad) with 'No response to 3 telephone contacts to discuss appointment. Appointment contacted in writing.'

Appointee contacts the Department before the Case Control (CC) expires and the appointment is still appropriate

If the appointee contacts the Department before the CC expires and the appointment is still appropriate:

Step	Action
1	delete the CC
2	record the details
3	note appropriate dialogue (Notepad) with 'Appointee review completed – no issues'.

Appointee contacts the Department before the Case Control expires and the appointment is no longer appropriate

If the appointee contacts the Department before the CC expires and the appointment is no longer appropriate because the customer can manage their own affairs, a new appointee is required because they do not want the appointment to continue or they are not meeting their responsibilities:

Step	Action
1	delete the CC
2	record the details
3	take business as usual action to remove the appointee
4	note appropriate dialogue (Notepad) with ' Appointee review complete. Appointee no longer required '.

Appointee has not contacted the Department before the Case Control expires

If the appointee has not contacted the Department before the CC expires:

Step	Action
1	You should discuss with your team leader. The fact that the appointee has not replied must give cause for concern. It may be appropriate to suspend payment of benefit whilst further investigation is carried out. If you do suspend then you should refer the case to LS for an urgent visit. If suspension is not thought appropriate then you should write to the appointee again as above.
2	reset the CC for 7 days
3	note appropriate dialogue (Notepad) with ' Appointee wishes wishes to discuss appointment. Duplicate letter issued '.
4	if the appointee does not reply, consider suspension as above and referral to Local Services for a home visit.

