Horizon Challenge Process

Wednesday, August 29, 2012

Internal Source – P&BA, security Detect

External Source of challenge – MP, Family Member etc

NBSC call from Agent

CA contact direct from Agent

Ex agent contact

Branch Support Team

This is the Horizon Challenge Log sheet which is held on EFC but which is also accessed and summarised by Team Leader of Branch Support

Contract Advisor

This is the log of all requests held by Team Leader of Branch Support

Enter onto Contact database

Enter onto SharePoint Survey

After contact by team is further action required? — No / Yes

Contract Advisor is now the lead

Stage 1 & 2 of Horizon Challenge Case Summary

Establish Branch Set up

Stage 3 of Horizon Challenge Case Summary

Establish what prompted this contact

Advise unable to progress further until willing to assist investigation

Arrange FSA visit to establish and also assess any other training or guidance requirements — No

Is agent able to commence — Yes

Does CA require this — Yes

Is agent willing to commence — No

Are two hourly cash declarations undertaken — Yes

Arrange FSA visit to establish and also assess any other training or guidance requirements — No

Is agent able to commence or not required — Yes

Does CA require this — Yes / No

Is agent willing to commence — No

Is individual balancing established — Yes

Arrange FSA visit to establish and also assess any other training or guidance requirements — No

Is agent able to provide/access — Yes

Does CA require this — Yes / No

Is agent willing to engage — No

Is an additional training requirement identified — Yes / No

Is agent satisfied with outcome — No

Capture on Stage 5 Horizon Challenge Case Summary

Advise unable to progress further until can do so — No

Can agent provide specific day and timeframe for alleged fault — Yes

Request investigation via Duty Manager

Capture on Stage 5 & 7 Horizon Challenge Case Summary

CA shares outcome and actions with agent at meeting — No

Is further action required — Yes

Is a review date in place — Yes / No

Supported by experts if required i.e. Fujitsu. Meeting to be recorded or minutes. NFSP or friend can attend

End