



Referrals — 189 files to the right desk

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141 confirmed as received by the partner · fictitious document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictitious document, produced for the demonstration. **A referral that is never checked is one more quiet withdrawal, and it shows up nowhere.** That is why every referral is closed by a confirmation, not by a leaflet handed over at the counter.

What each referral carries

Element	Content	Source
Scheme and the service that processes it	Named	The body's published conditions
Address, opening hours, filing channel, usual lead time	Recorded and dated	Published pages, with the date they were consulted
Documents to bring	Full list	Including those the CCAS already holds and can hand over the same day

Element	Content	Source
Pre-filled form	From what is already known, for the person to read and sign	She is the one who files: the process is hers
What is passed to the partner	Only what the person agreed to pass on	And nothing that is not needed to process the scheme concerned

The year's referrals

Destination	Volume	Confirmed as received
County — social services	58	44
Benefit agencies — social funds and benefits	47	39
Contracted charities and the social grocery	41	31
Public service access point and digital support	26	18
Social landlord and housing fund	17	9
Total	189	141

What happens to the 48 with no news

Step	Timing	Result
Written reminder and call	D+15	48 files taken back up
Came through	Within the month	39 files
Escalated to the social worker	—	The remaining 9, with what was attempted

The time this shifts

Step	Before	After	Annual volume	Time returned
Finding the right scheme and its conditions	25 min	4 min	189	66 hours

The cross-acknowledgement protocol with the four most-used partners fits on one page and asks for no more than one line of reply: **they confirm receipt, the referral is closed, and whatever has not come through by D+15 surfaces on its own in the morning report.**

For the CCAS to settle

Partners chosen for the cross-acknowledgement: _____

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