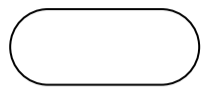




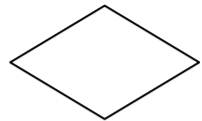
# Northumberland County Council

## Children's Social Care direct payment process maps v.1 November 2022

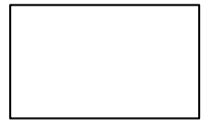
### Map key:



Start/end of a process



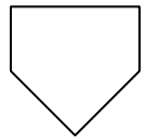
Decision



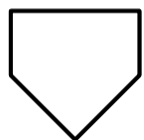
Step in process



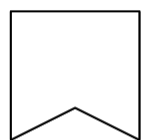
Flow of information



Outgoing link to another process  
(different theme)



Outgoing link to another process  
(same theme)



Incoming link from another process



Information required

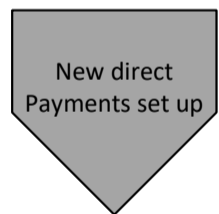
### Abbreviations:

- Admin- Children's locality admin assistant
- AM- Children's Social Care admin manager
- ASC- Adult social care
- AP- Accounts Payable
- ASW- Allocated social worker
- AW- Allocated worker in social care
- CCC- Children's continuing care
- CCG- Clinical Commissioning Group (now ICB)
- CCSM- Commissioning Team senior manager
- CSC- Children's social care
- CSM- Children's social care senior manager
- DP- Direct payment
- DPFT- Direct payment financial team
- DPSW- Direct payment team support worker
- DPT Admin- Direct payment team admin assistant
- DPTM- Direct payment team manager
- DPW- Direct payment worker
- LL- LiquidLogic
- LoA- Letter of agreement
- NFA- No further action
- OLA- Other Local Authority
- RA- Risk assessment
- RP- Resource panel
- SP- Service provision
- SST- System support team
- SWSA- Social work support assistant
- TBC- to be confirmed
- TM- Social care team manager

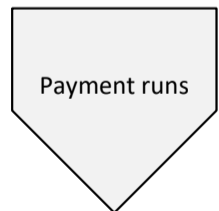
### Process maps



Including new or updated requests, and planned reviews.



Including day time services, overnight respite, recruitment set up of employees, and new service provision set up.



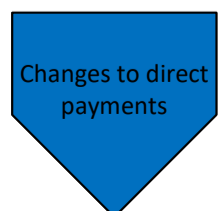
Including no payment, incorrect payment, service uplift requests, cross referencing, interim payment, backdated payment and cancellations and amendments.



Including social care needs review, and escalation to DCT CSM.



Including new/re-assessments of social care needs.



Including change requests, increase/decrease in employment hours, change from employment hours to service provision, and service provision/employment hours ending.



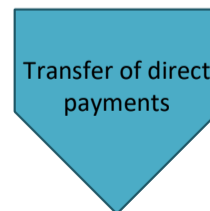
Including preparation, financial review, and quality assurance check.



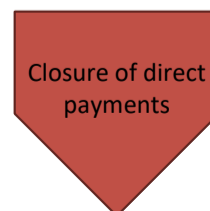
Including preparation, planned audits, and final audits.



Including reclaims, and a write off.



Including transfers in and out of the local authority, and to adult social care.

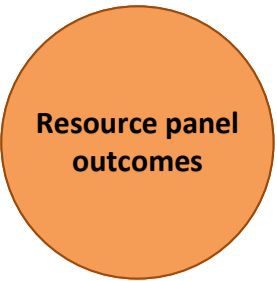


Closure of direct payments

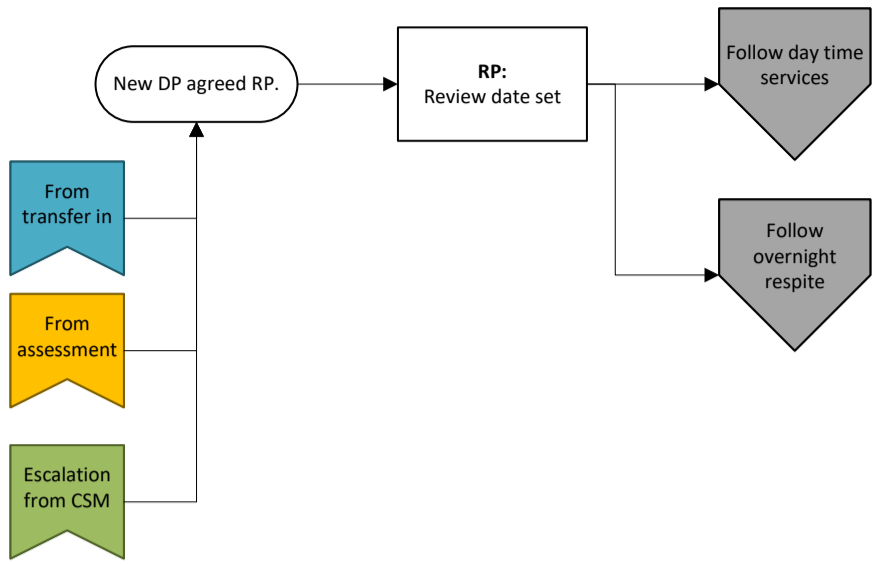


Oversight of direct payments

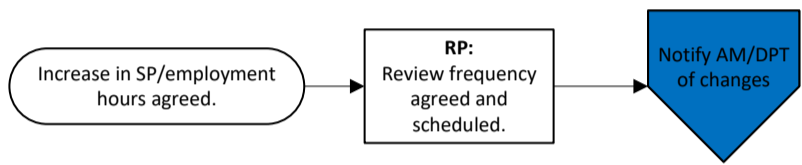
Strategic overview.



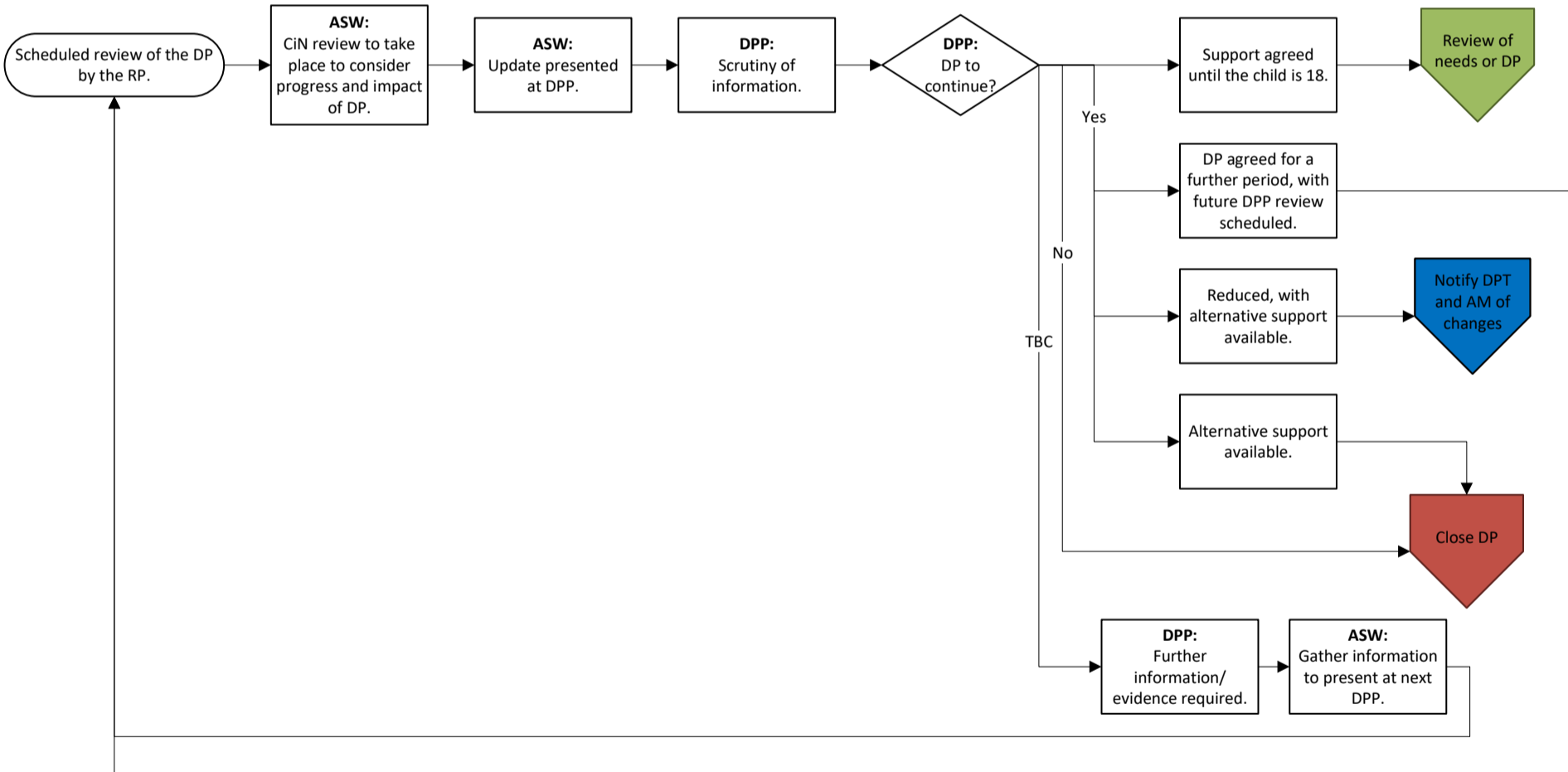
### Resource panel outcomes- new request



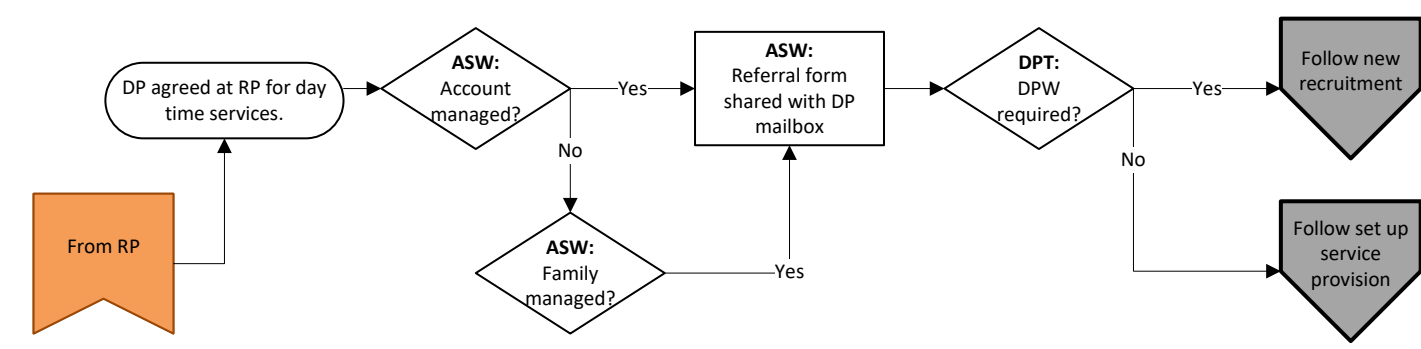
### Resource panel outcomes- updated request



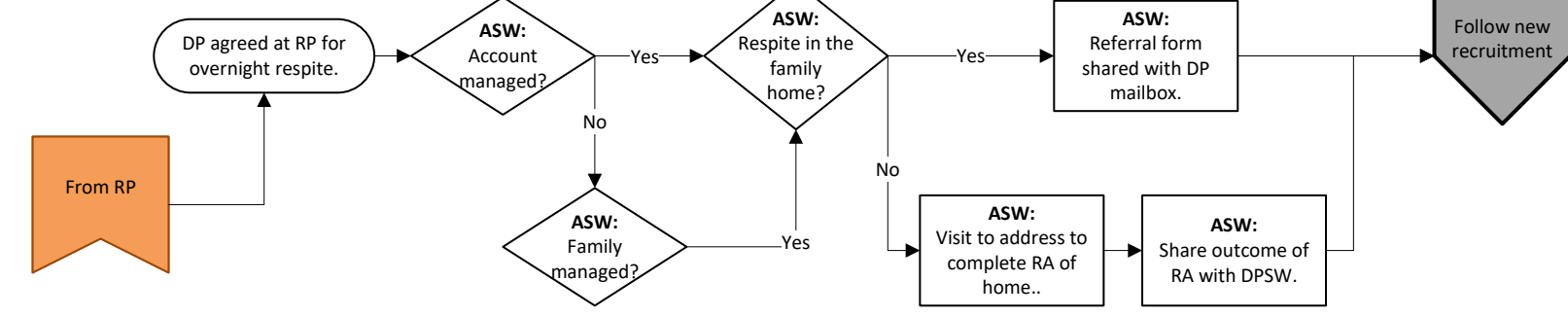
### Direct payment panel outcomes- planned reviews



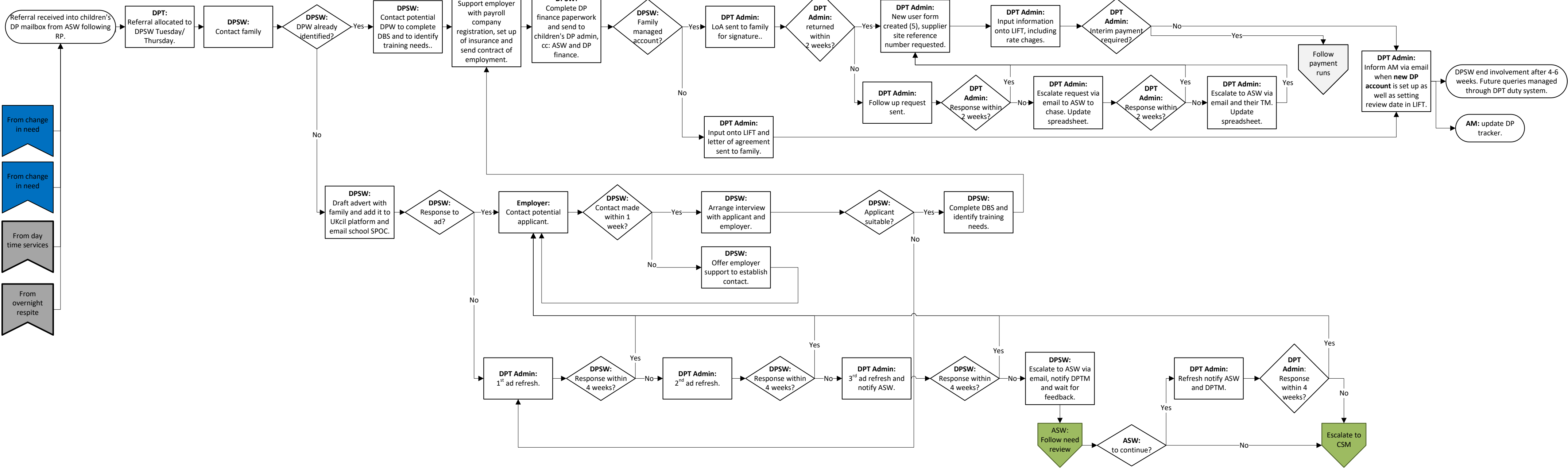
Day time services



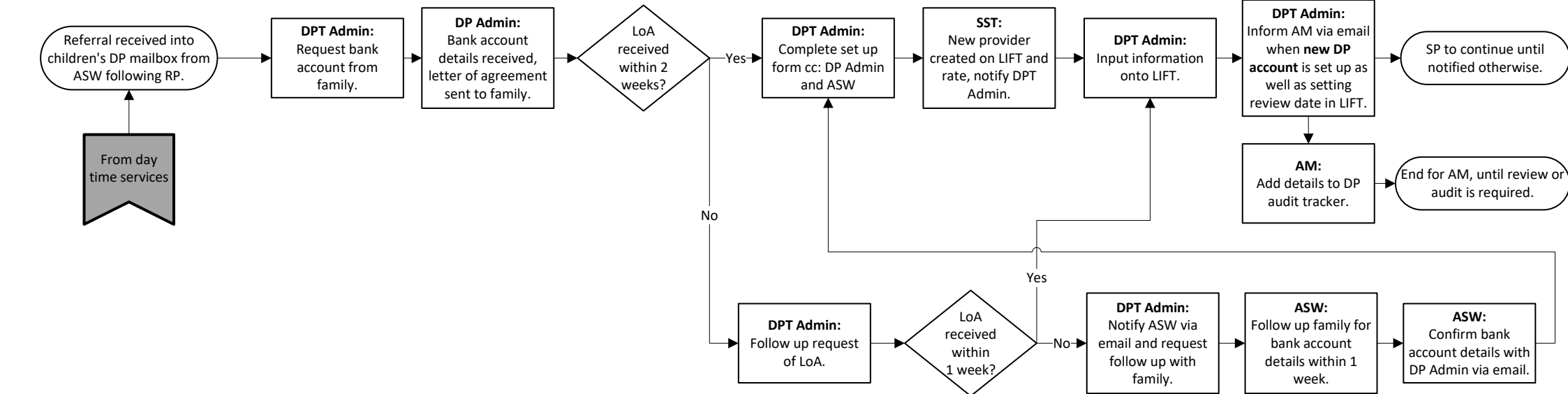
Overnight respite



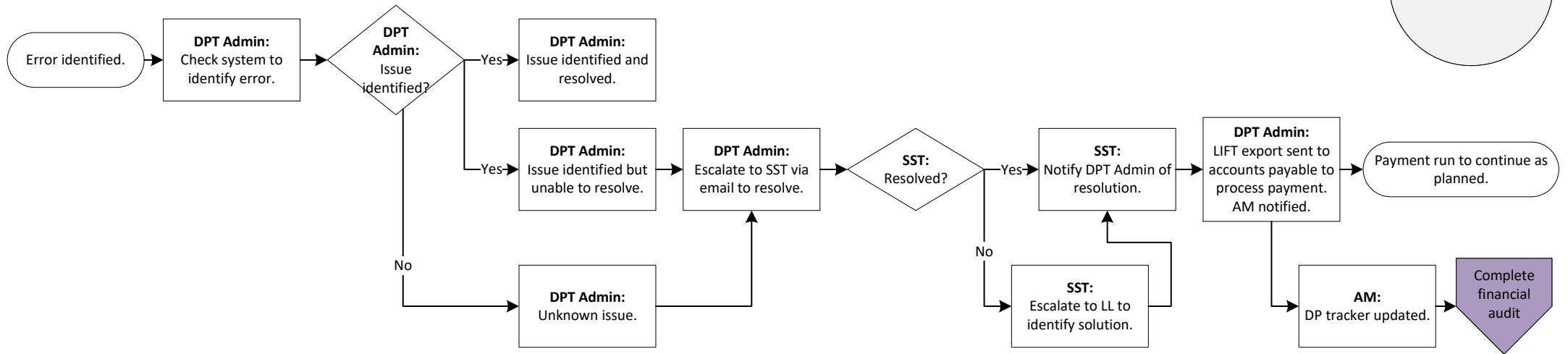
New recruitment set up of employee- DPW identified



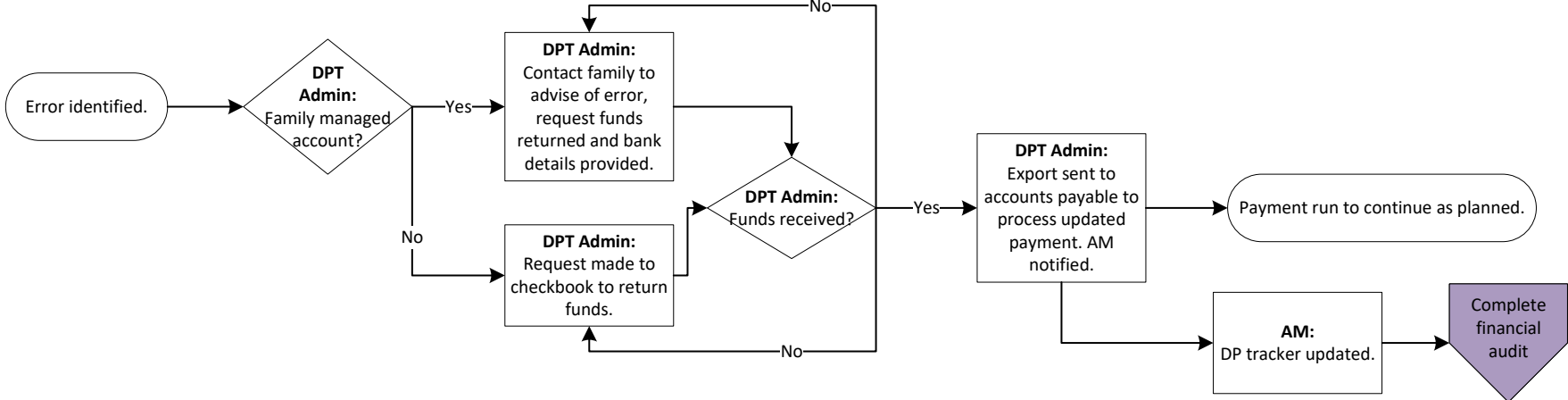
Set up new service provision



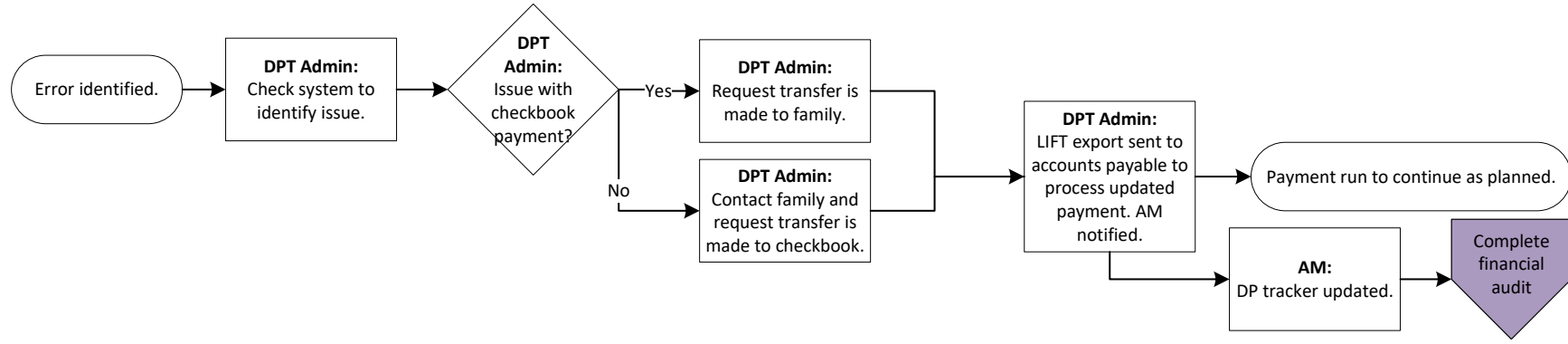
**Issue identified with a payment run- no payment received**



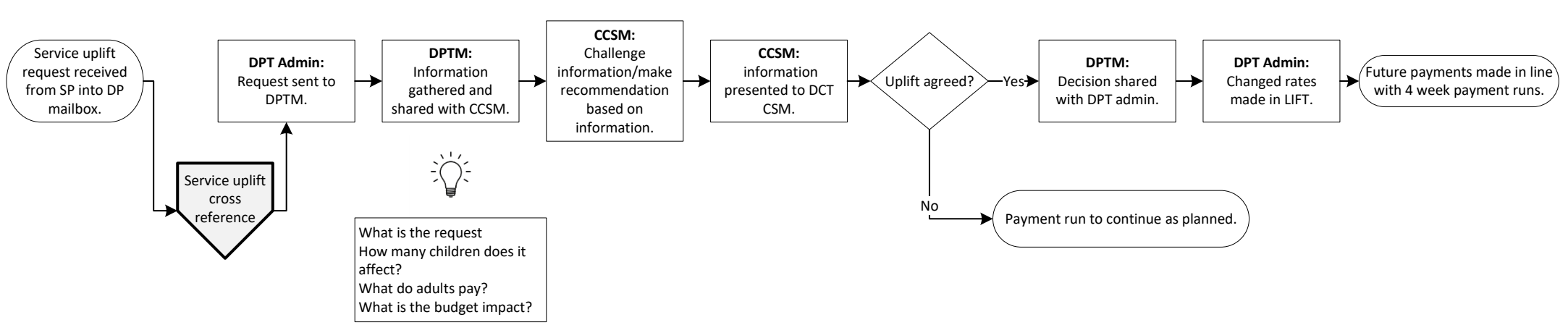
**Issue identified with a payment run- incorrect payment made**



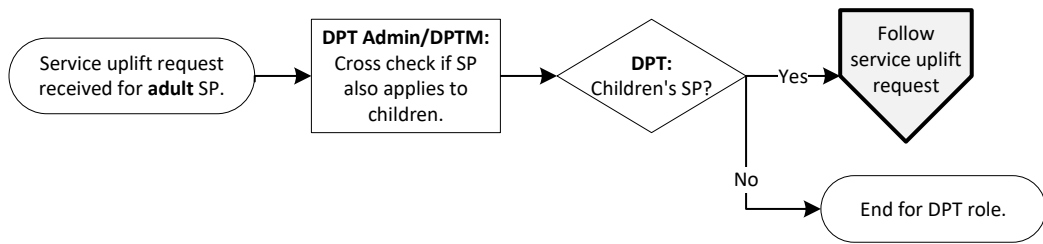
**Issue identified with a payment run- incorrect payment to either family or checkbook account when both exist**



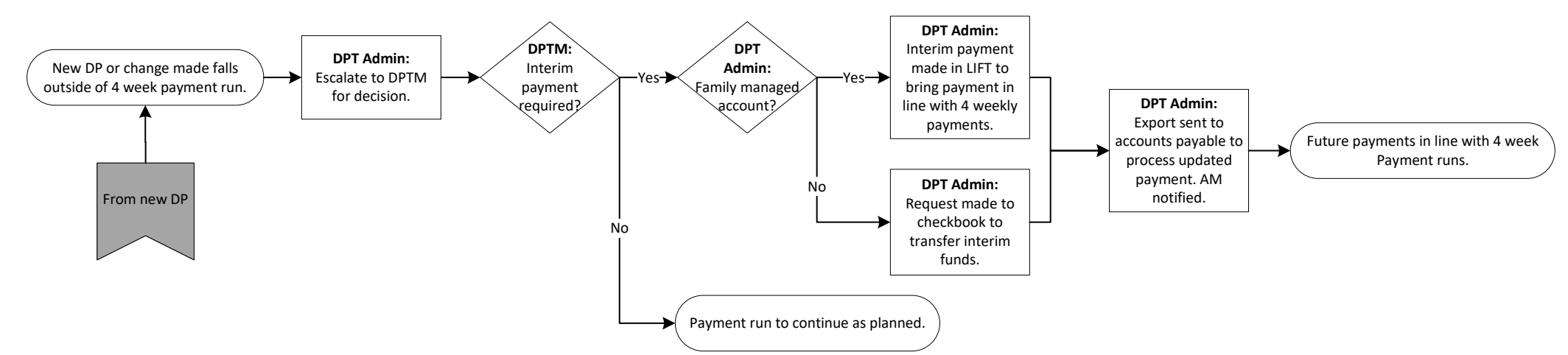
**Service uplift request**



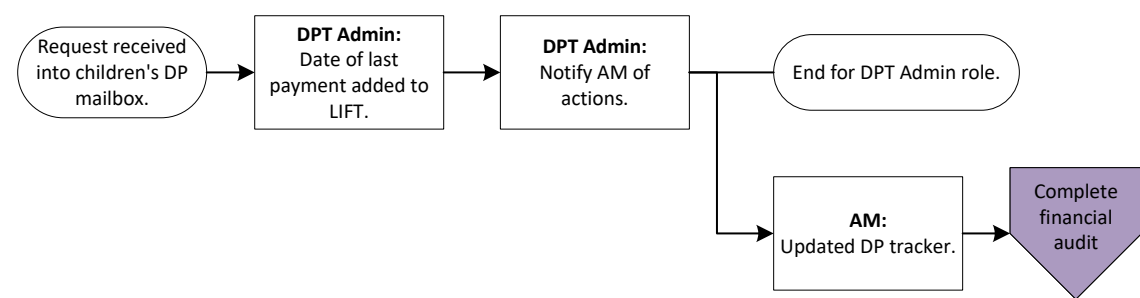
**Service uplift cross reference**



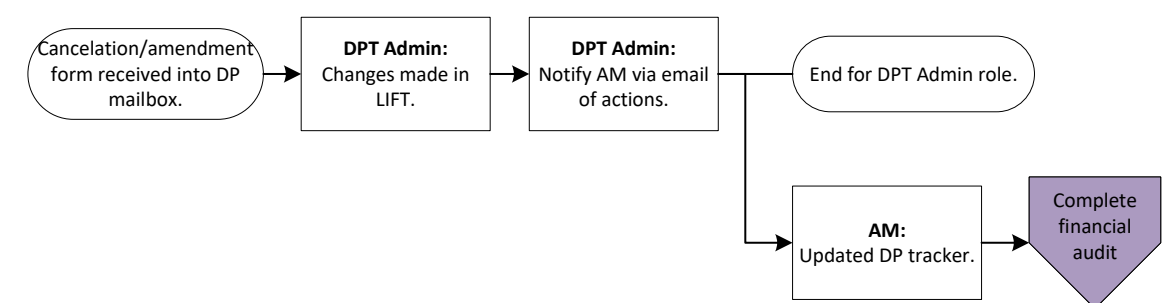
**Interim payment required**



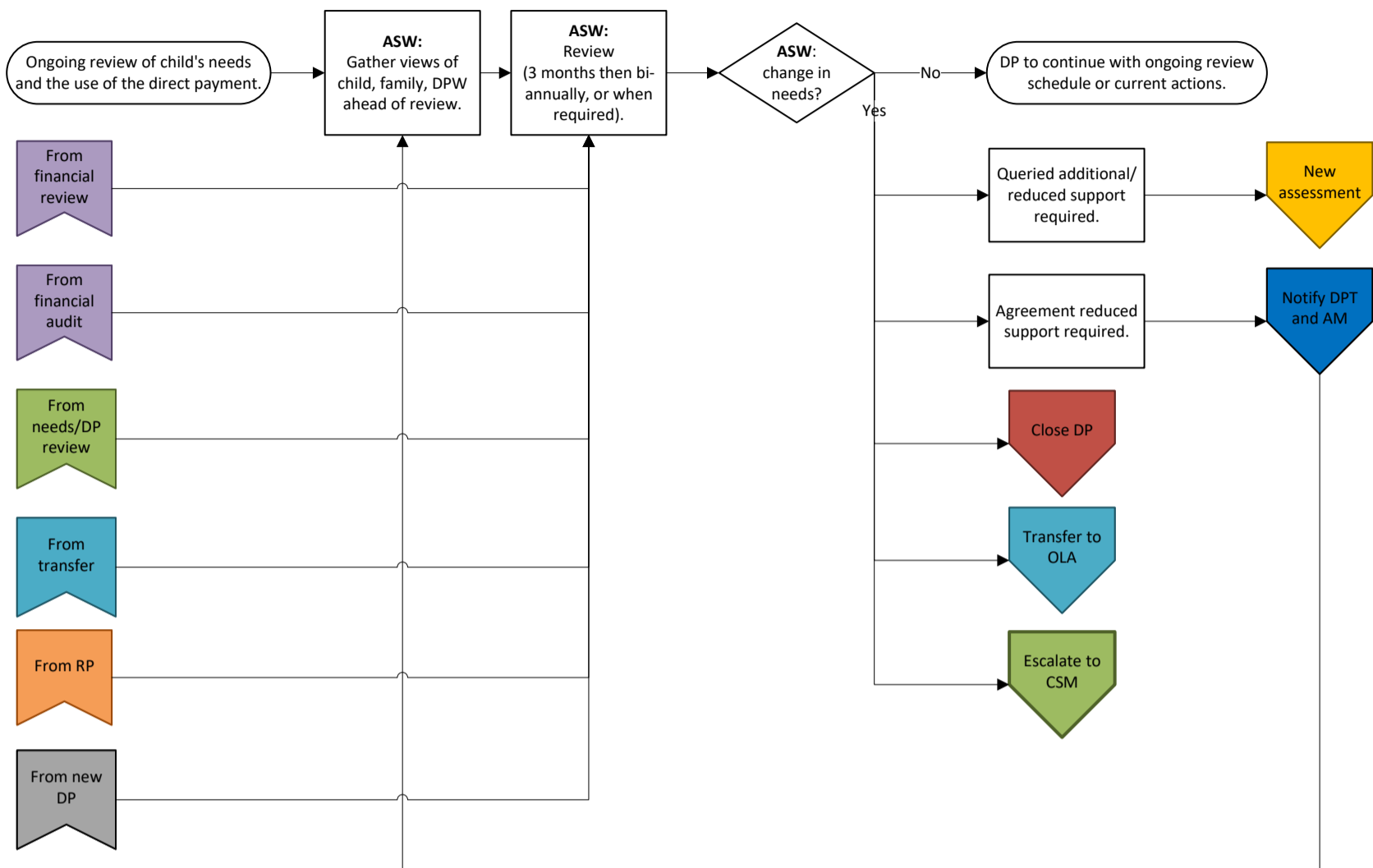
**Backdated payment required to direct payment that is ending**



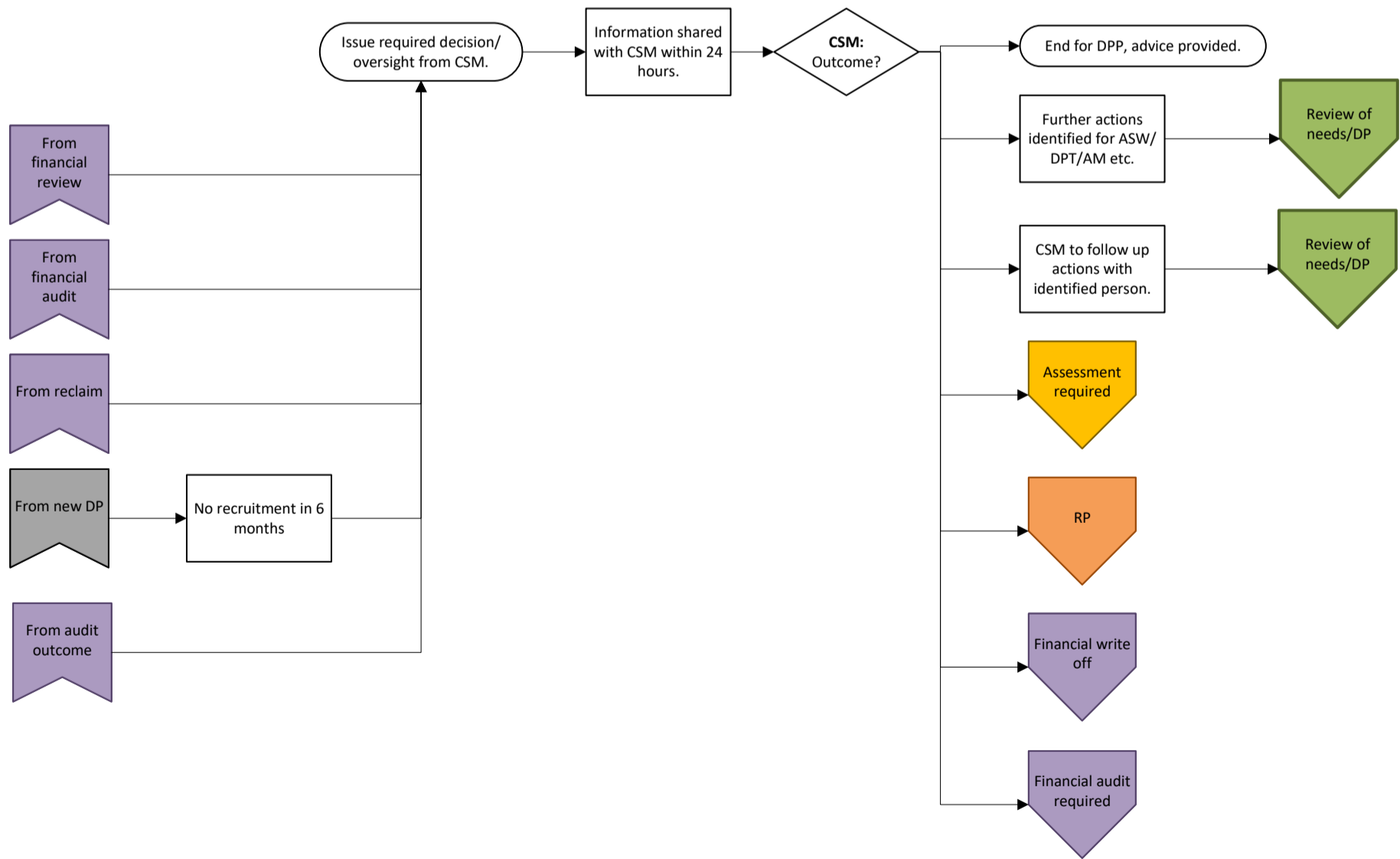
**Cancellations/Amendment request**



Social care needs review of direct payment

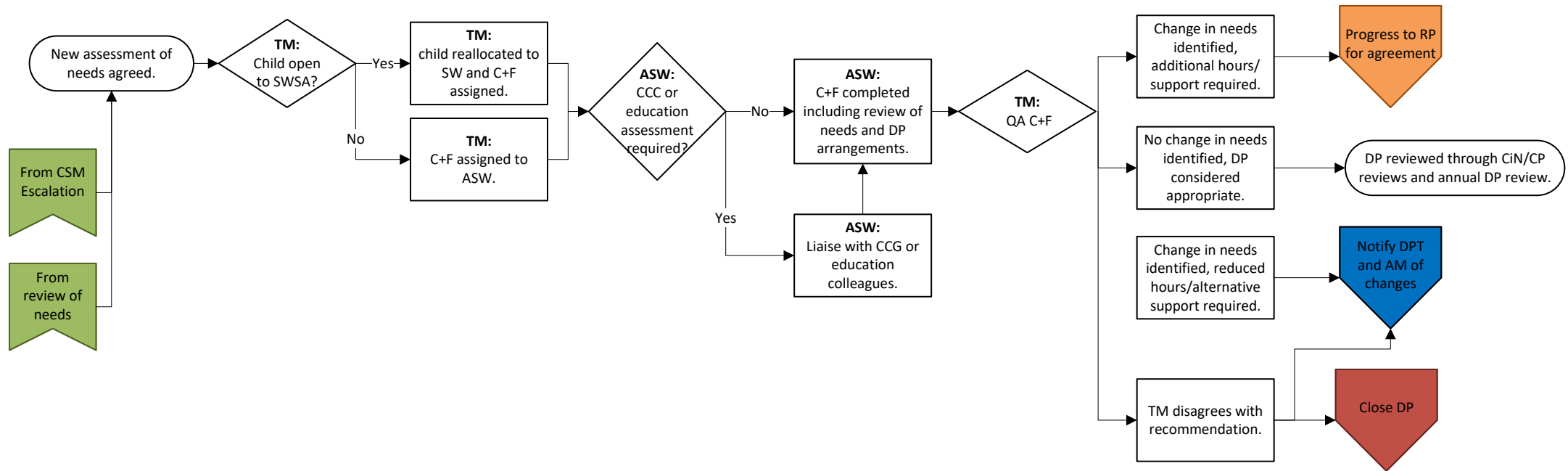


Escalation to DCT CSM for advice or a decision



# Assessment of need

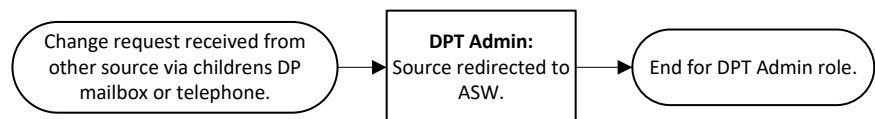
## New assessment of need



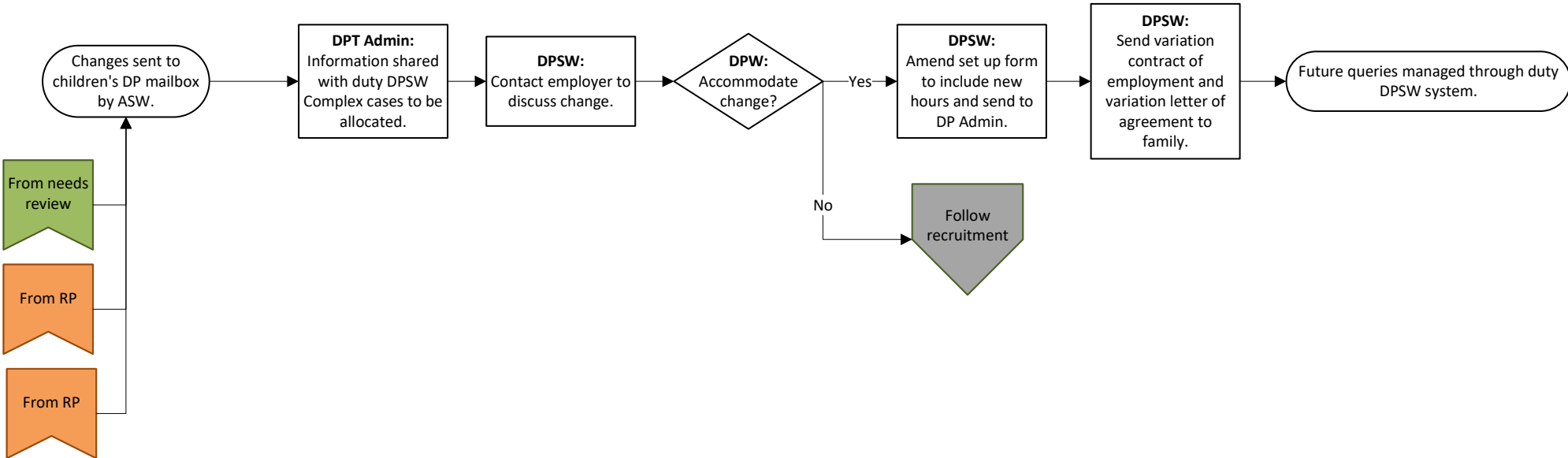
## Request to accept OLA DP transfer



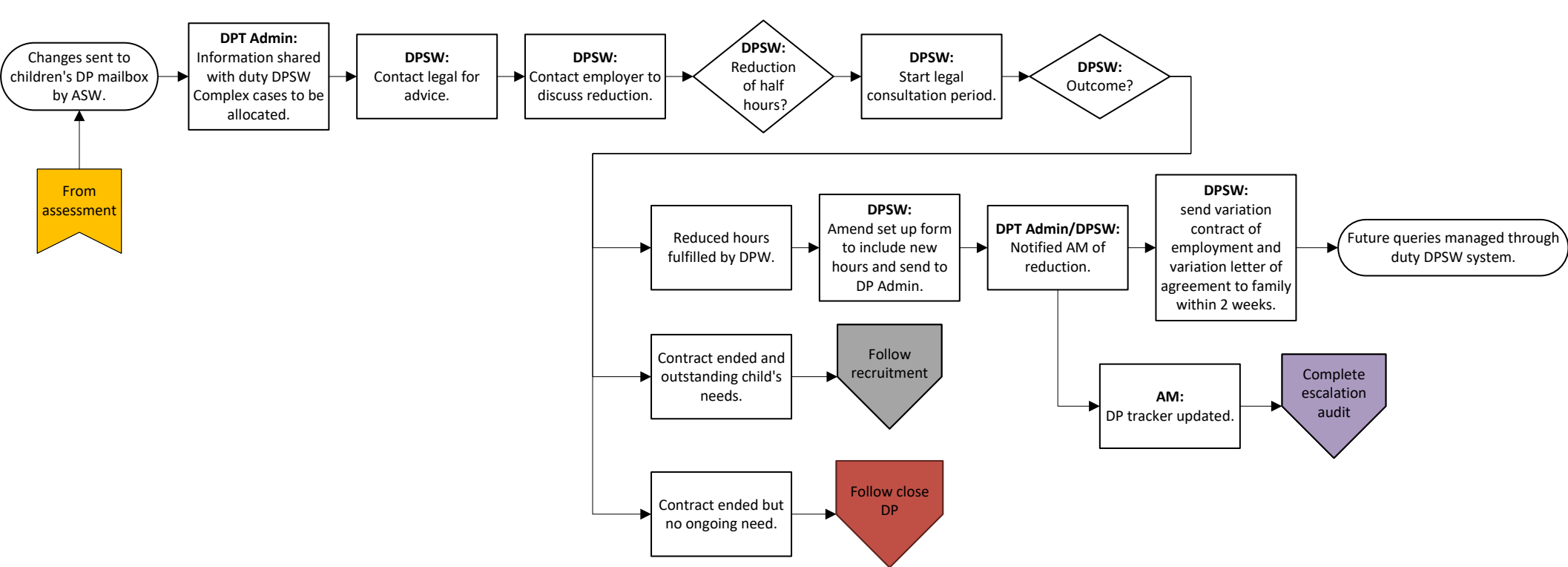
**Change request received from source other than ASW (family, DPW, DPSW etc)**



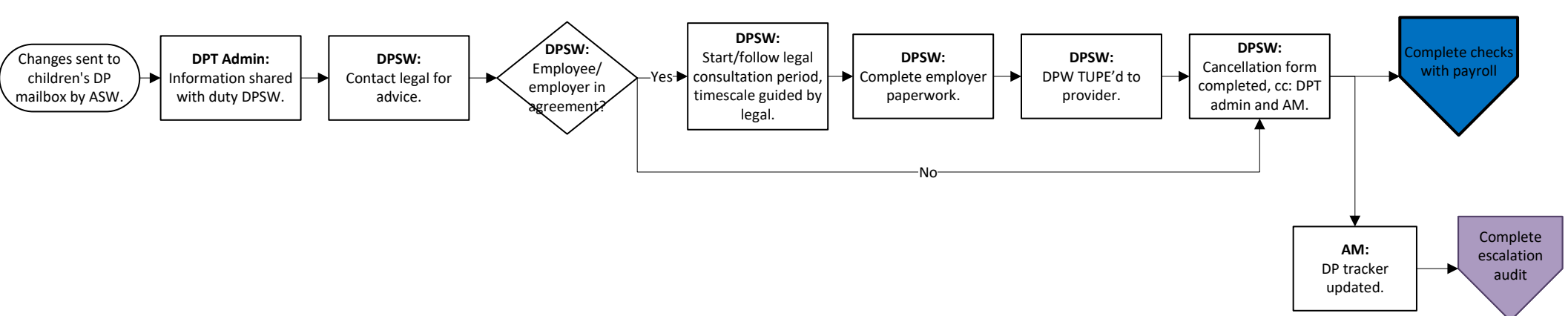
**Increase in employment hours**



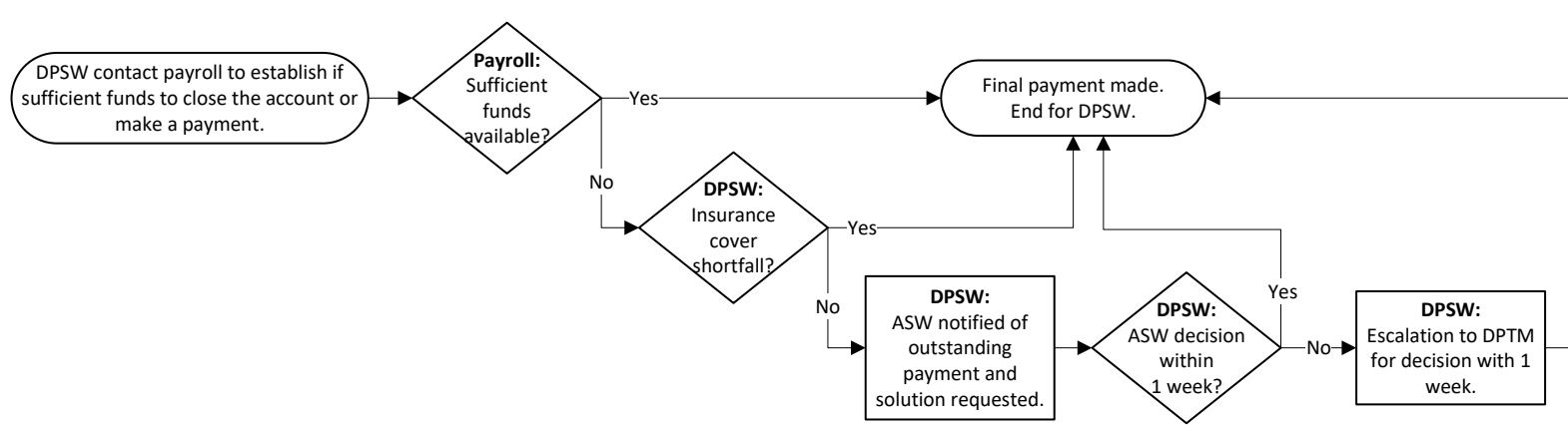
**Reduction in employment hours**



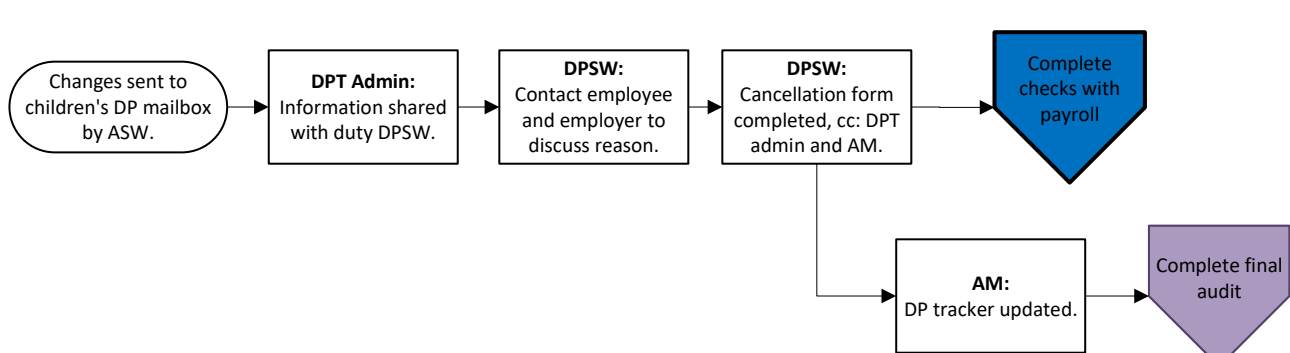
**Change from employment hours to service provision**



**Required checks with payroll**

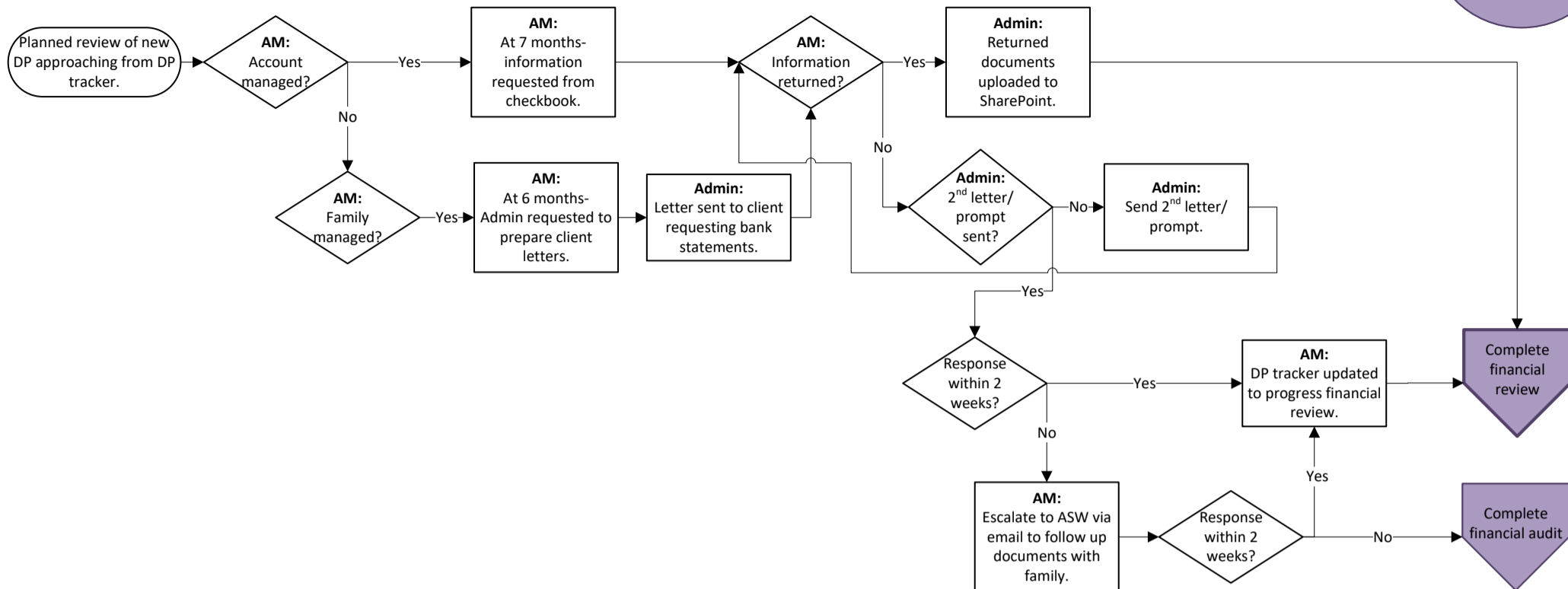


**Service provision or employment hours ended**

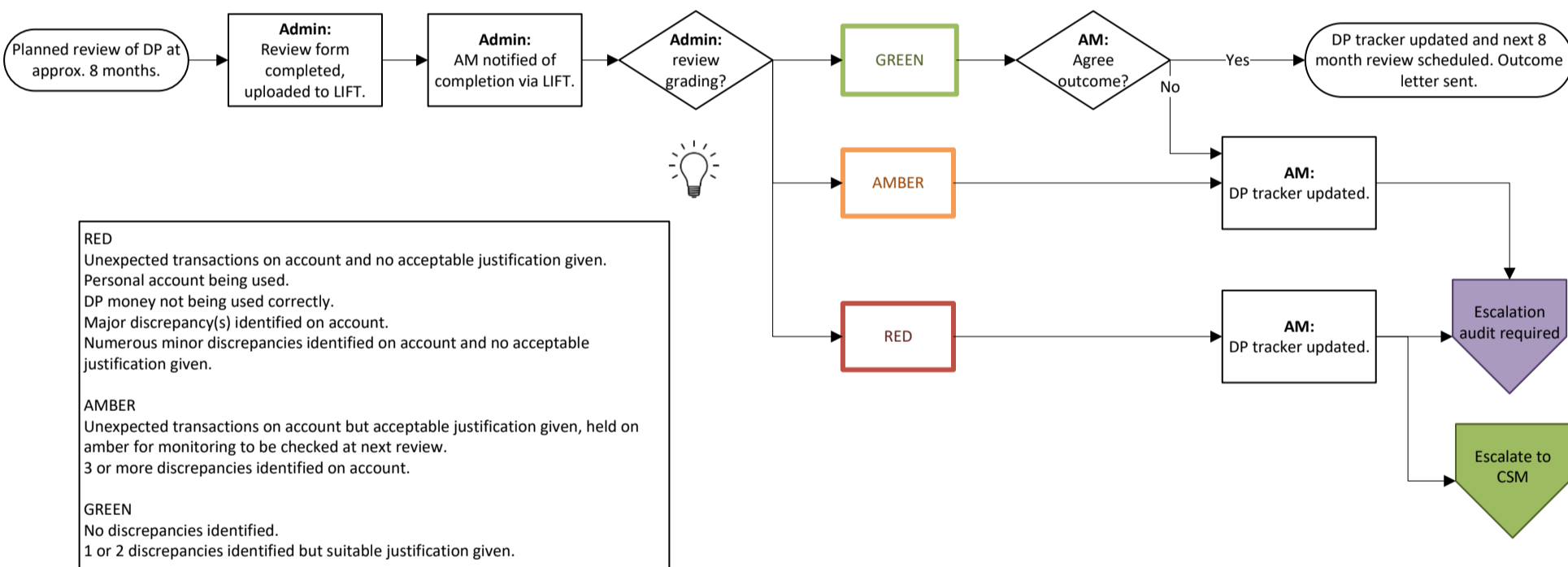


**Financial monitoring and review**

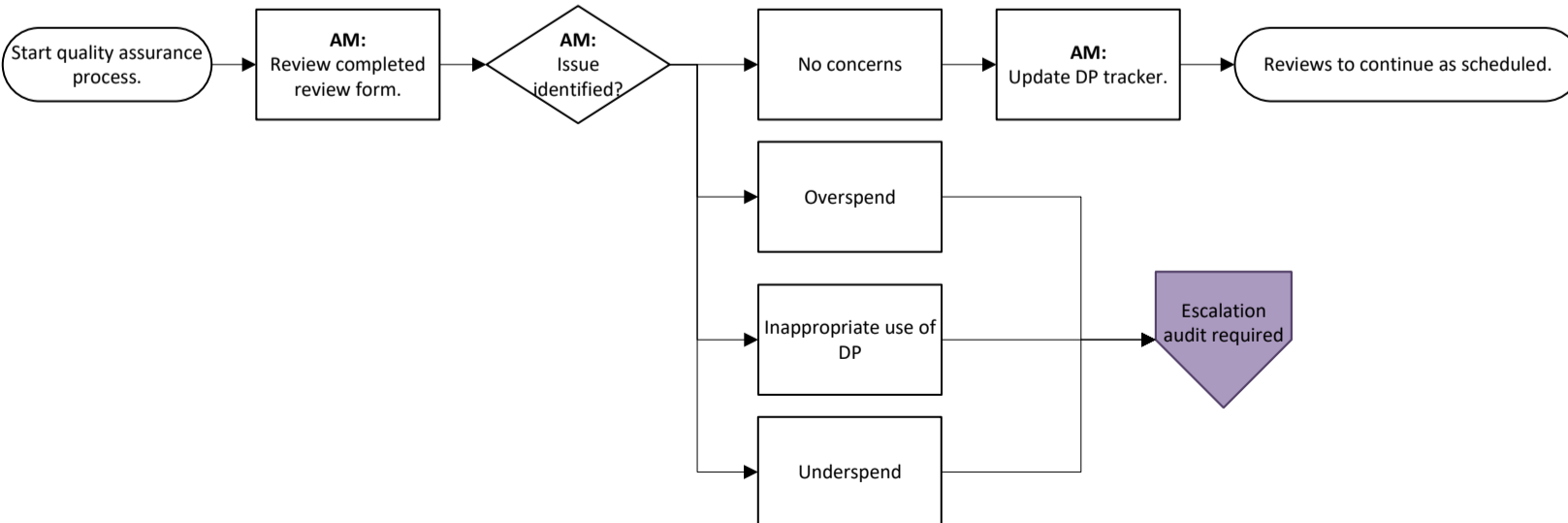
**Financial review- preparation (all direct payments)**



**Financial review- Admin assistant**

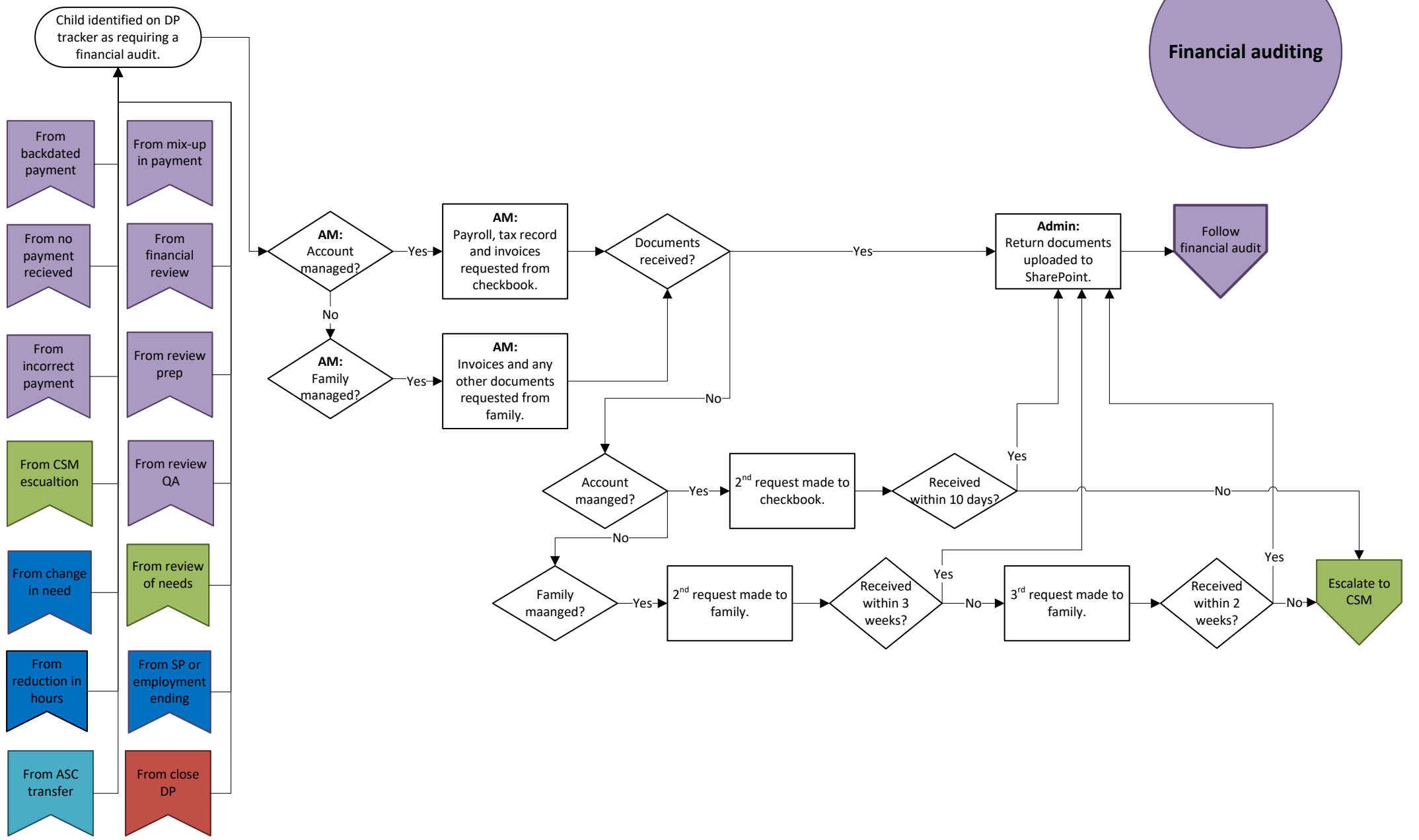


**Financial review- Quality Assurance**

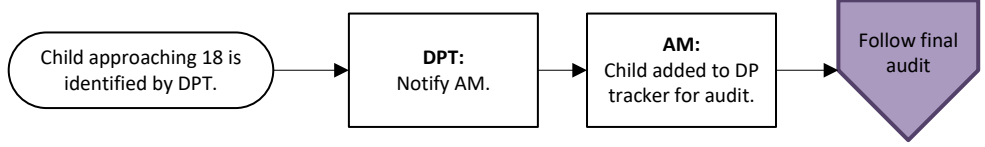




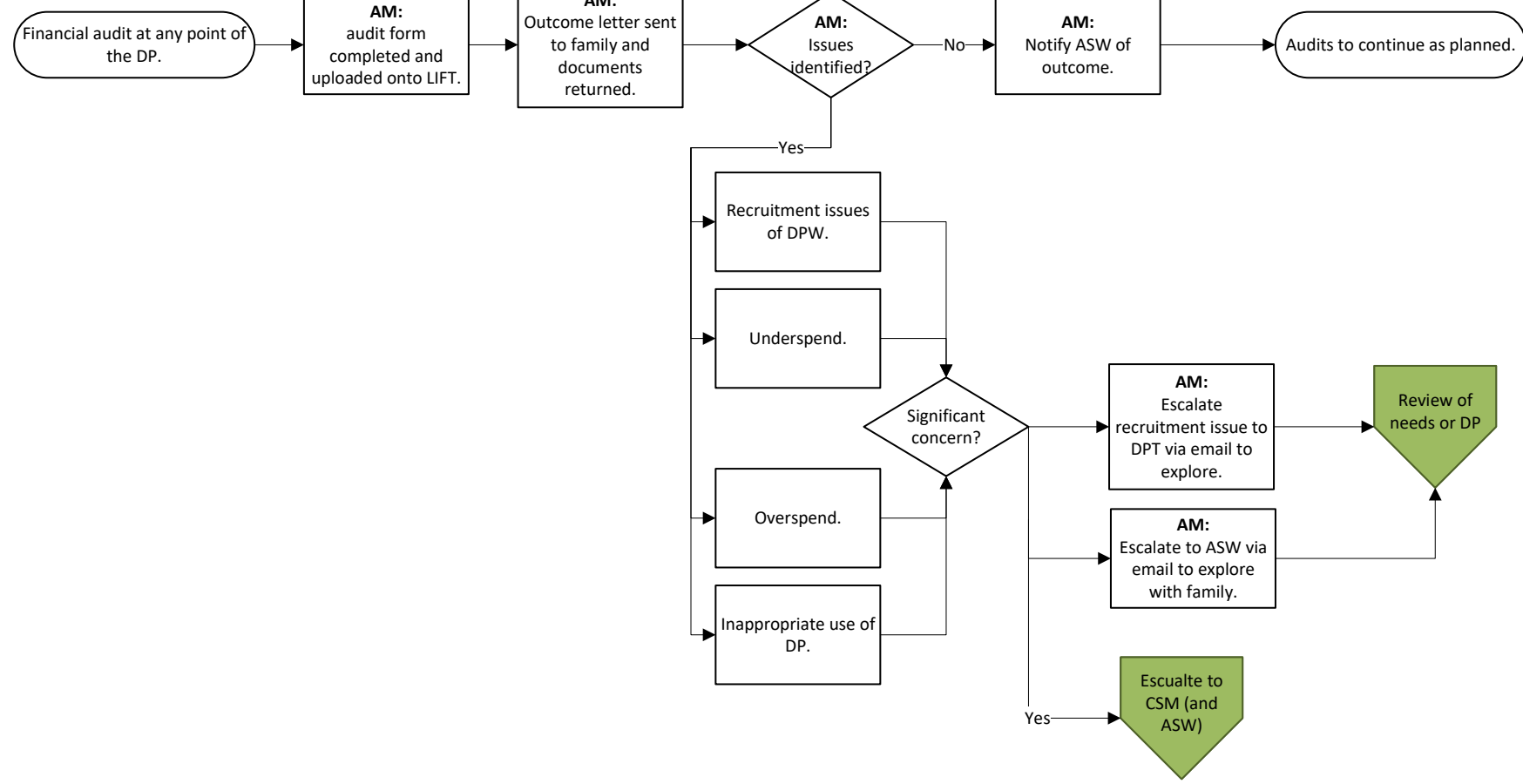
**Audit preparation (for escalation audits documents are requested within 1 week of the audit being identified)**



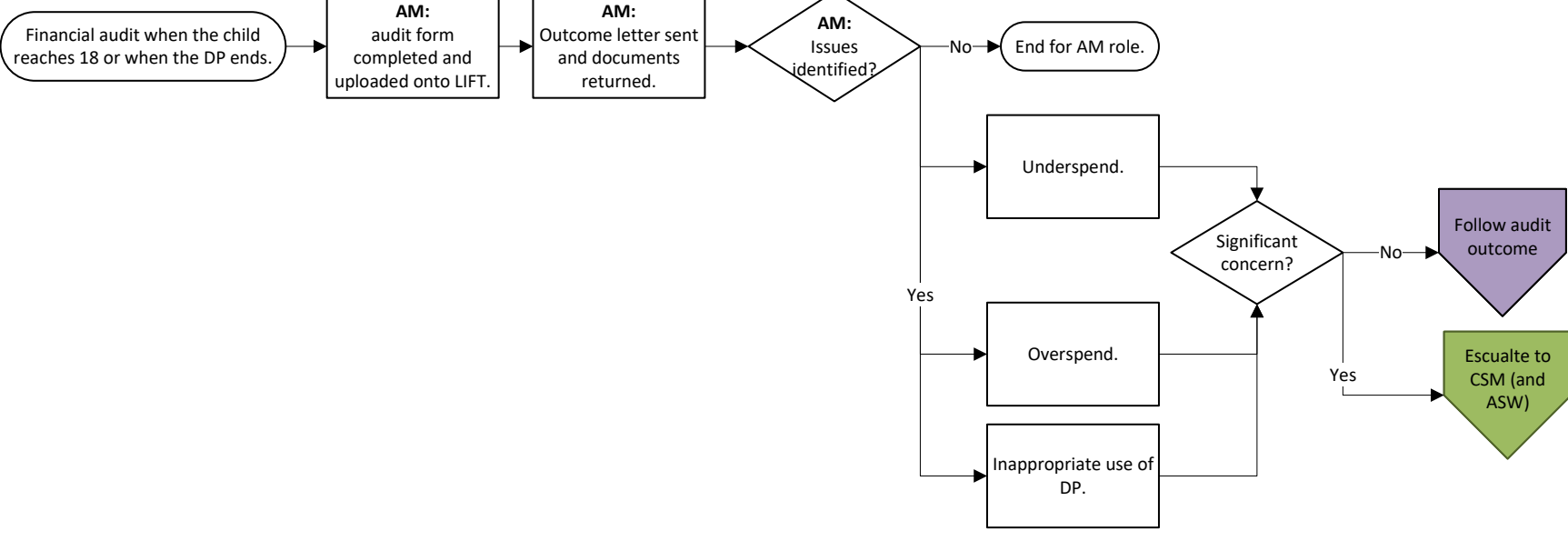
**Transition to adult audit**



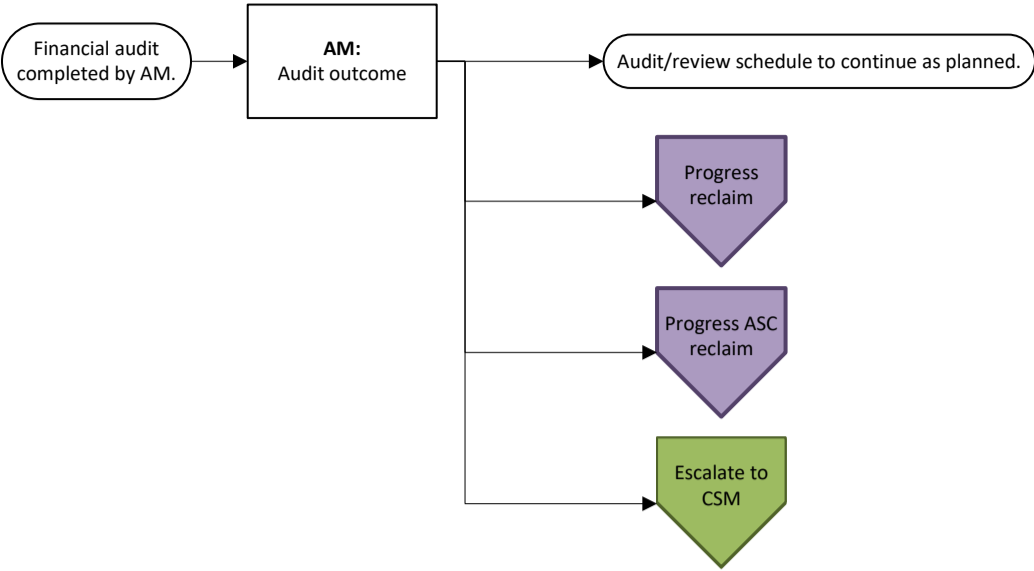
**Planned audit**



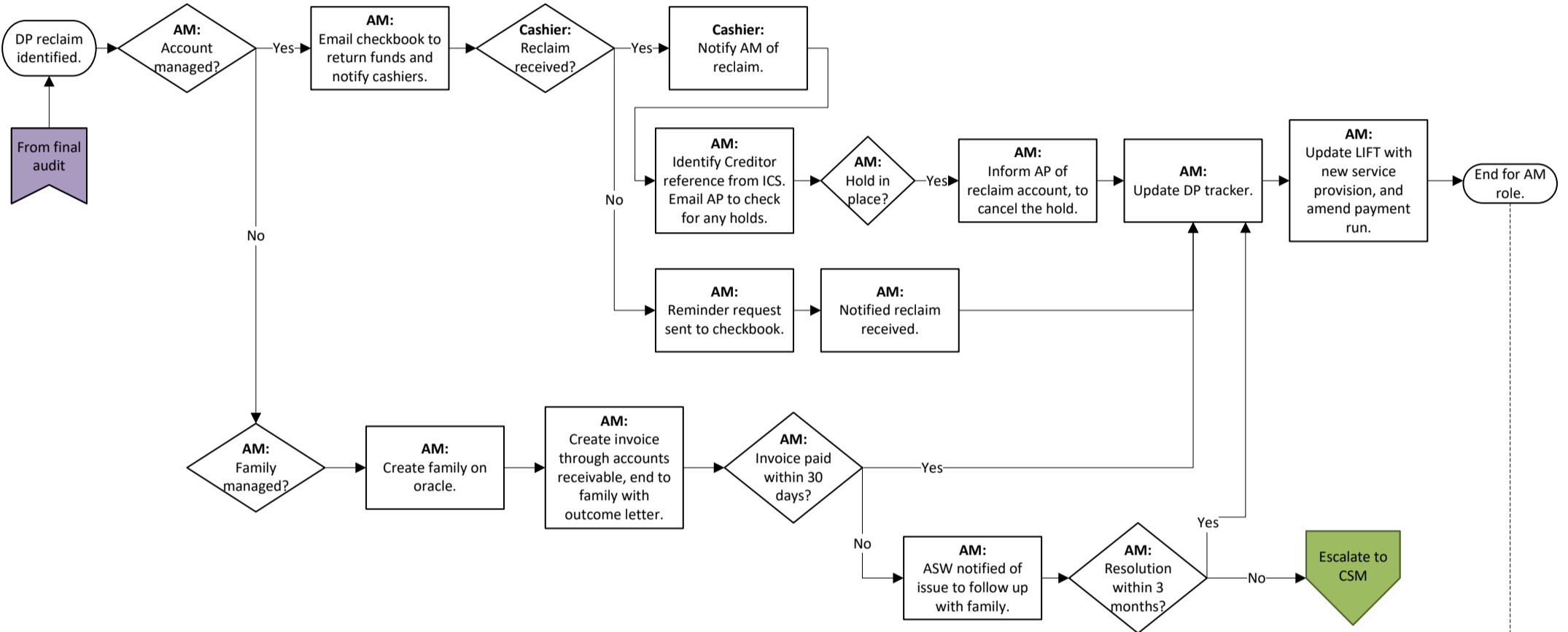
**Final audit**



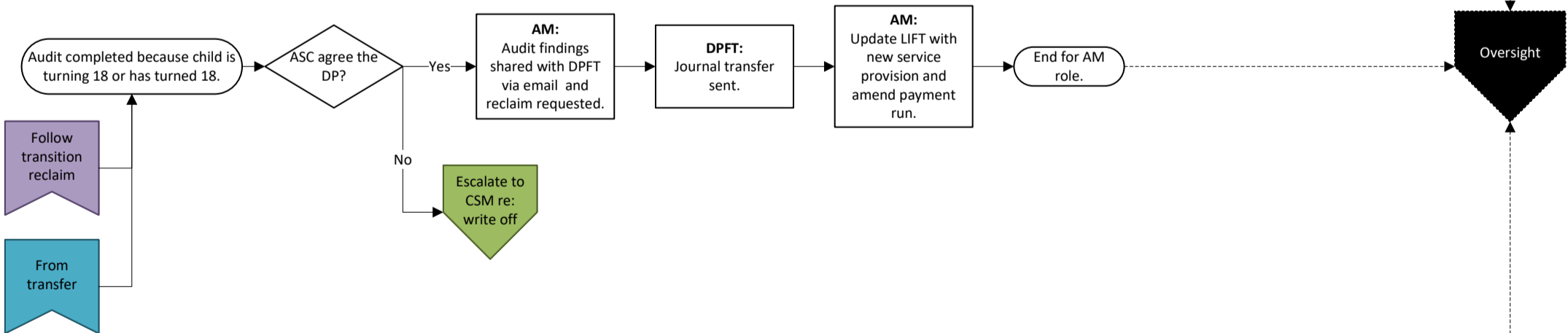
# Financial auditing outcomes



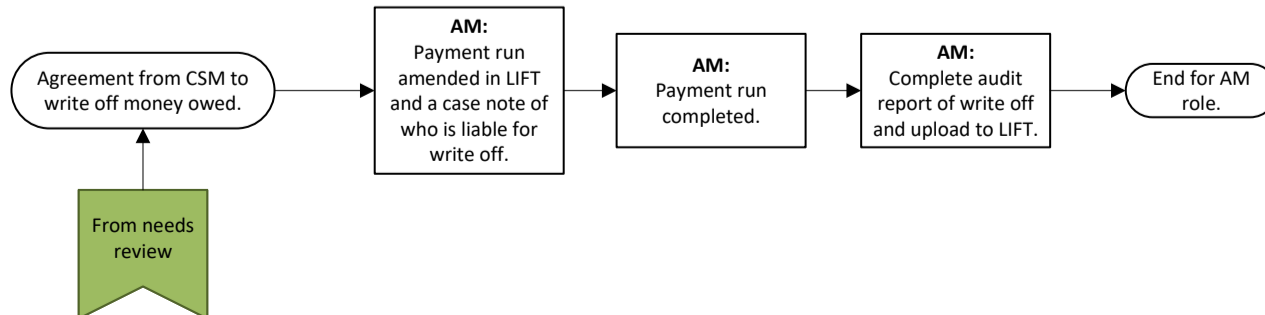
## Reclaim- account and family managed accounts



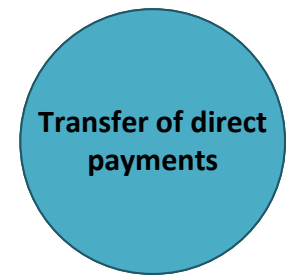
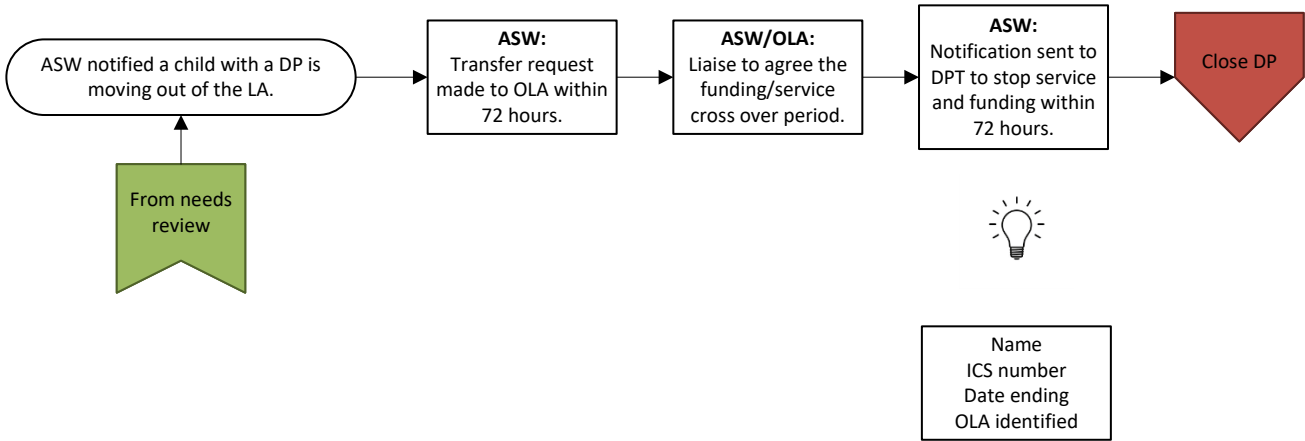
## Reclaim- from ASC when the child turns 18 years old



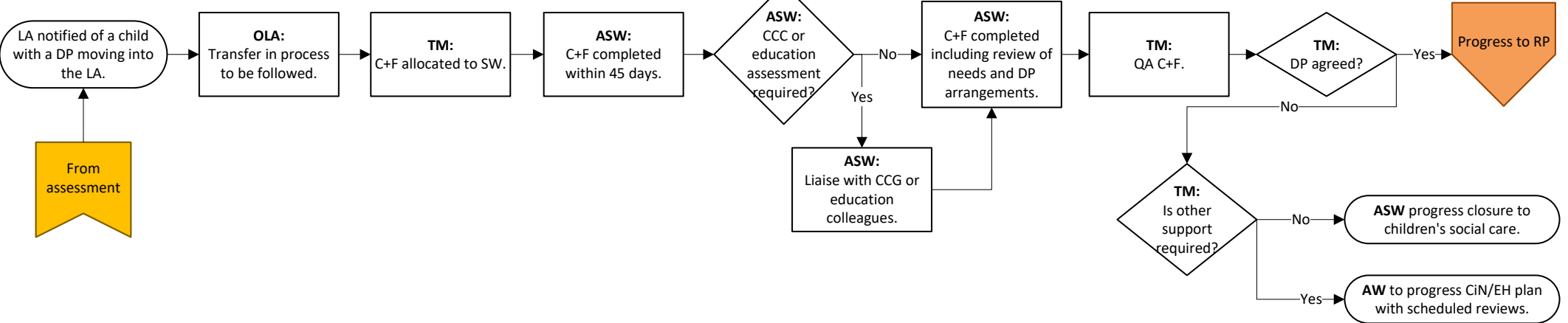
## Financial write off



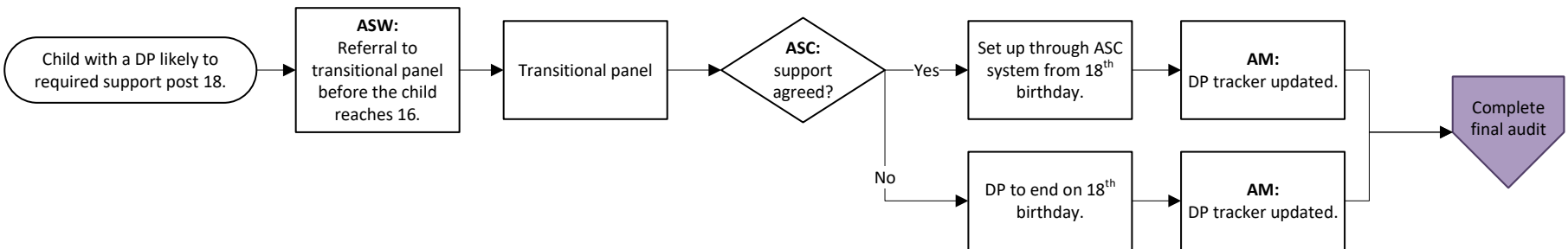
### Child with a direct payment transferring OUT of the local authority



### Child with a direct payment transferring INTO the local authority

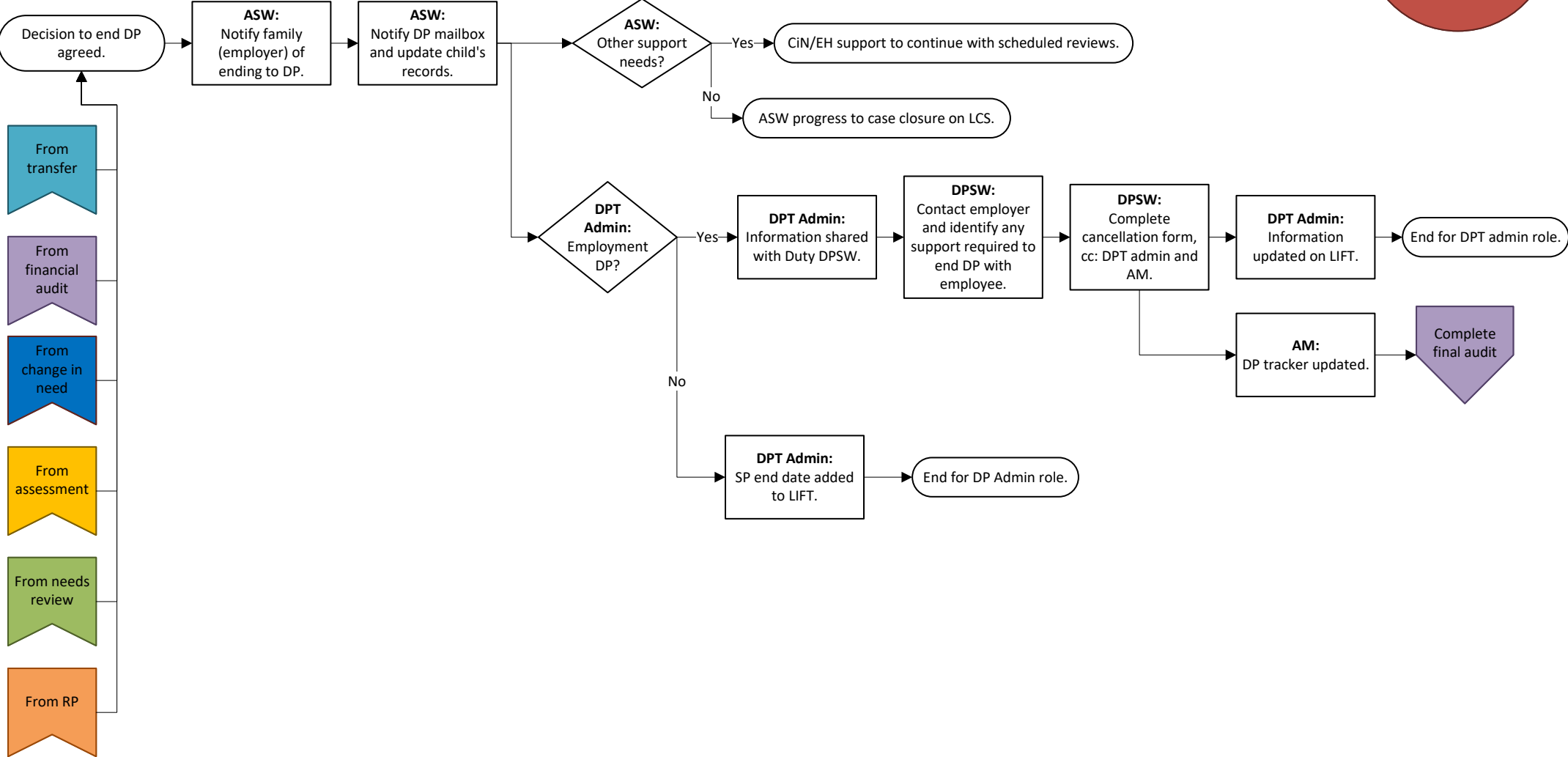


### Child with direct payment approaching 18 years old and potentially transitioning to ASC



# Closure of direct payments

## Direct payment closure





### Senior management oversight of direct payments

