

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

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

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.



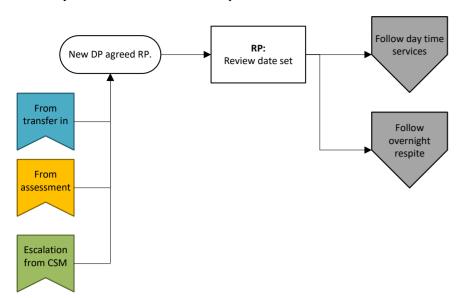
Including transfers in and out of the local authority, and to adult social care.



Strategic overview.

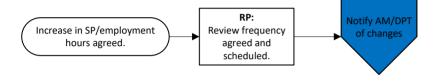


Resource panel outcomes- new request

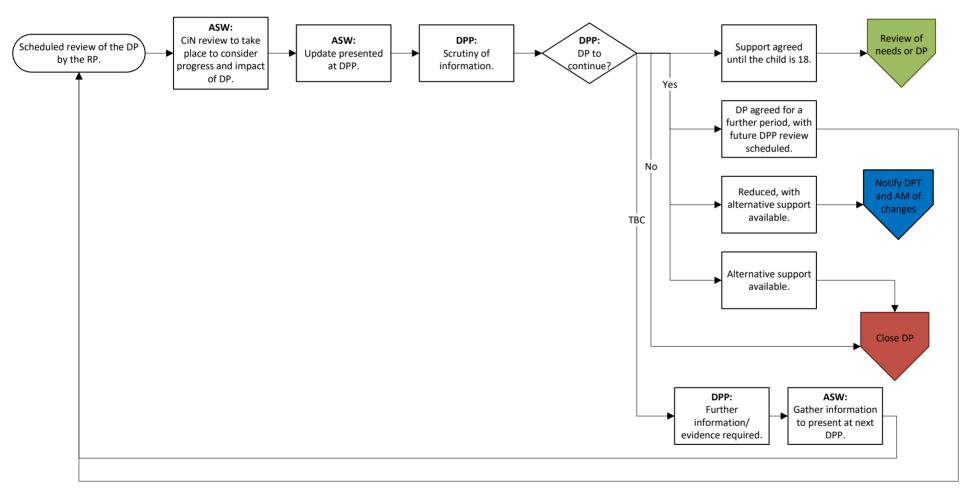




Resource panel outcomes- updated request

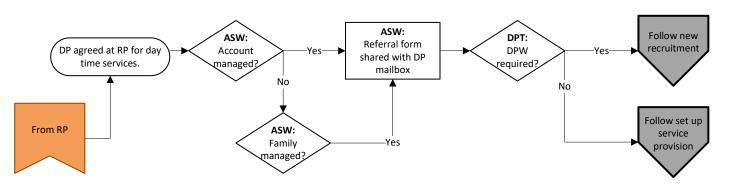


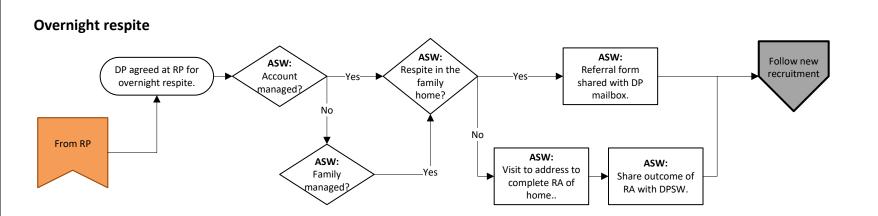
Direct payment panel outcomes- planned reviews

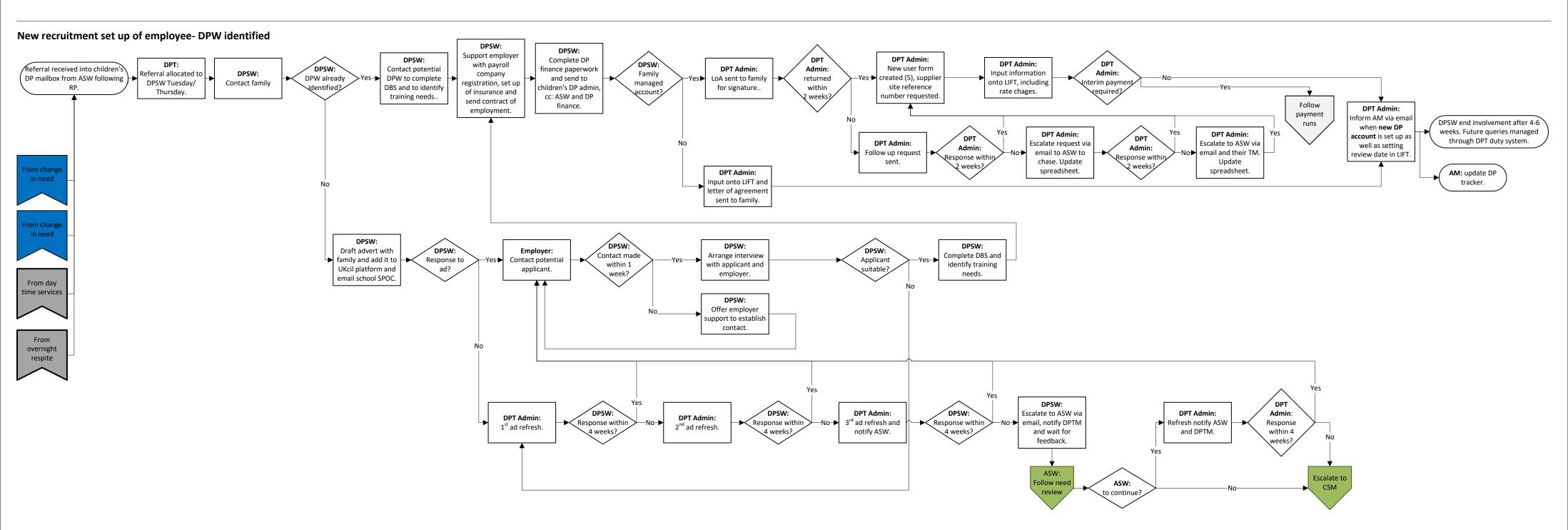


Day time services

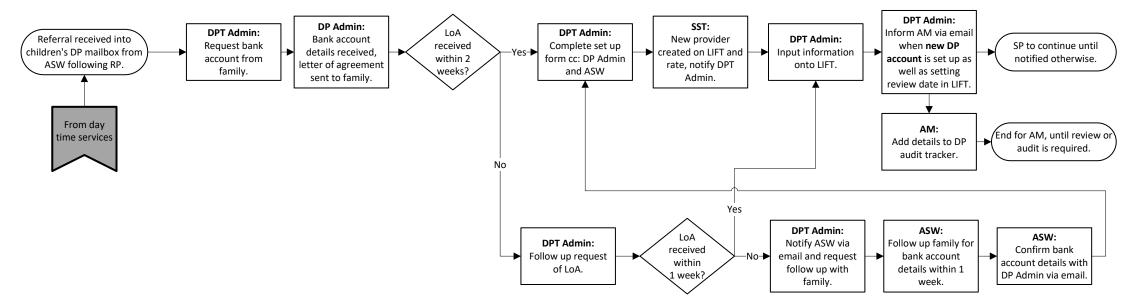


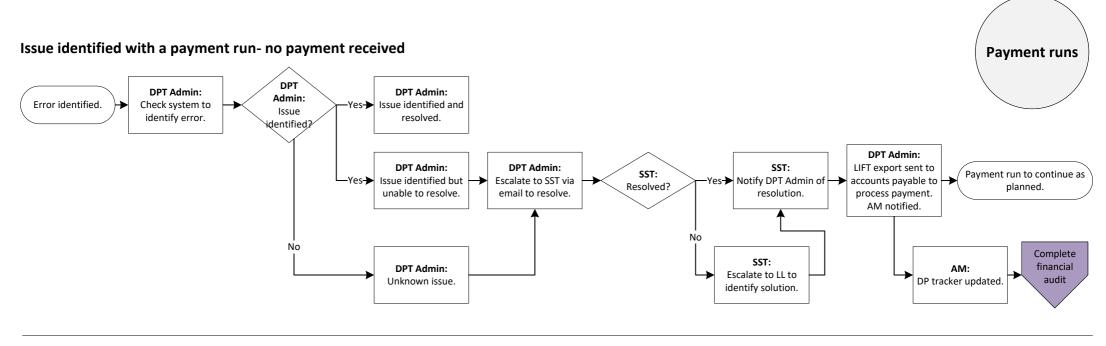




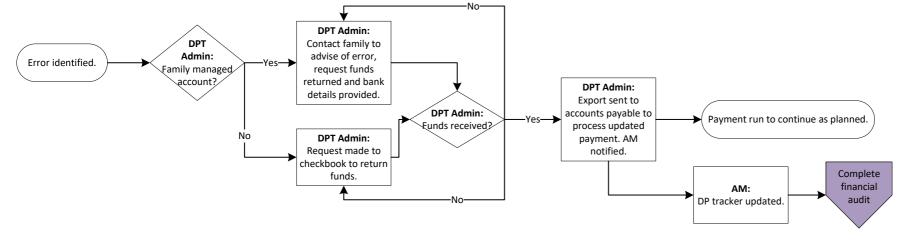




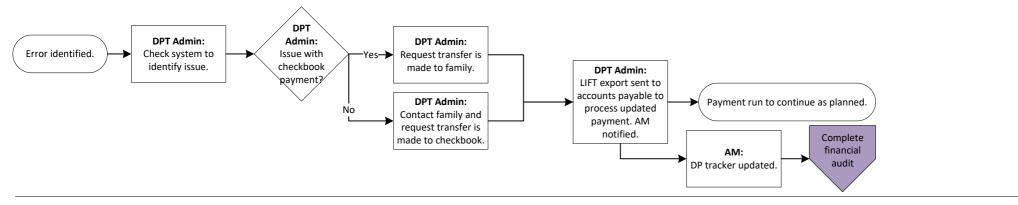




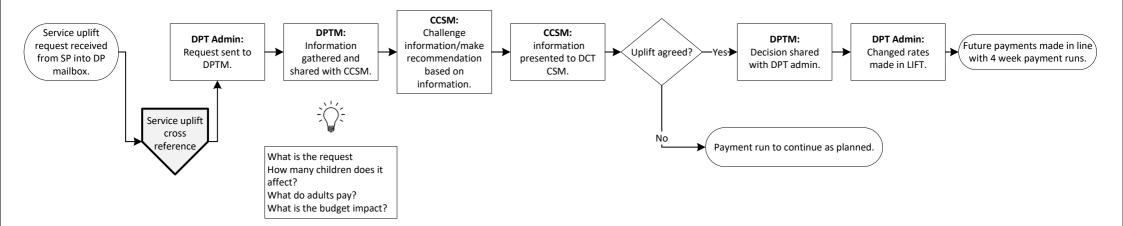
Issue identified with a payment run- incorrect payment made



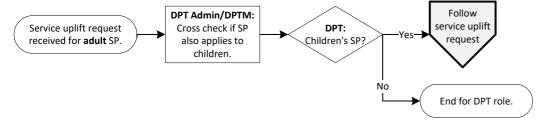
Issue identified with a payment run- incorrect payment to either family or checkbook account when both exist



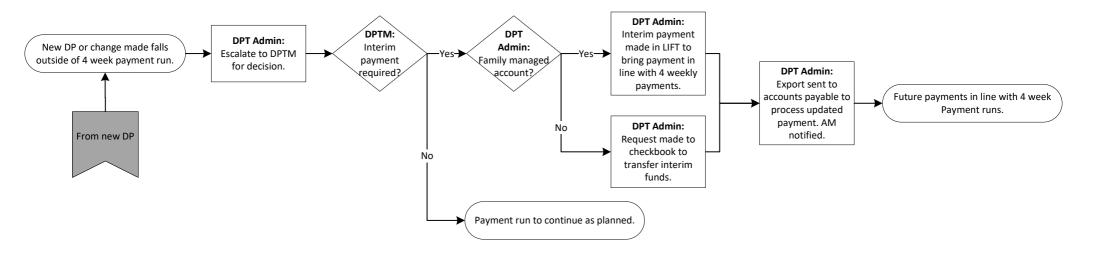
Service uplift request



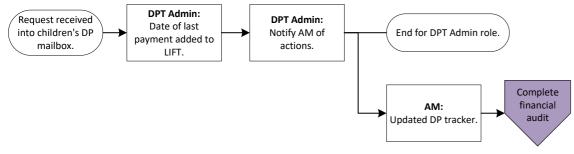
Service uplift cross reference



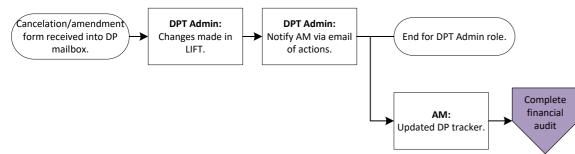
Interim payment required



Backdated payment required to direct payment that is ending

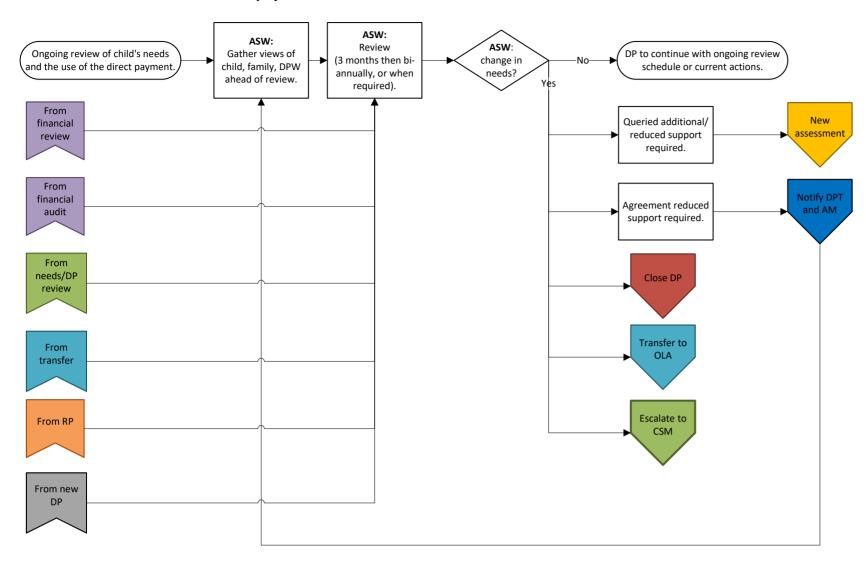


Cancellations/Amendment request

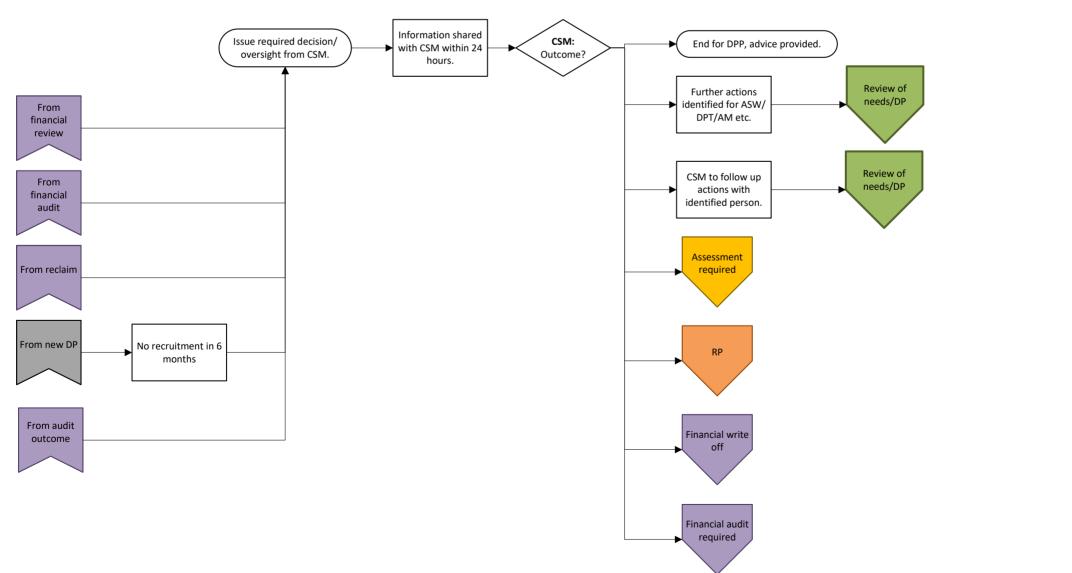




Social care needs review of direct payment

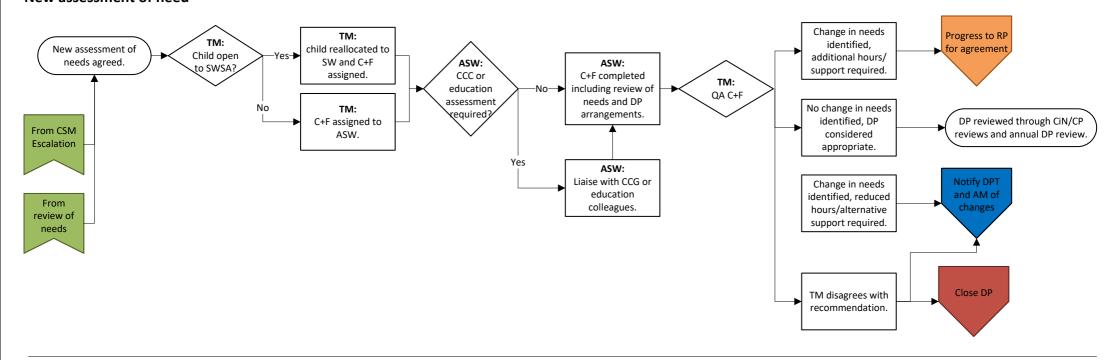


Escalation to DCT CSM for advice or a decision



Assessment of need

New assessment of need

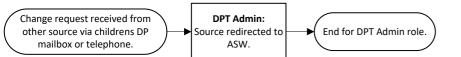


Request to accept OLA DP transfer

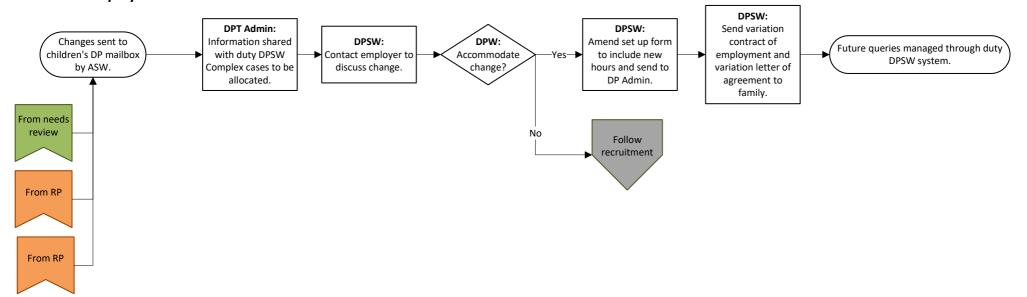




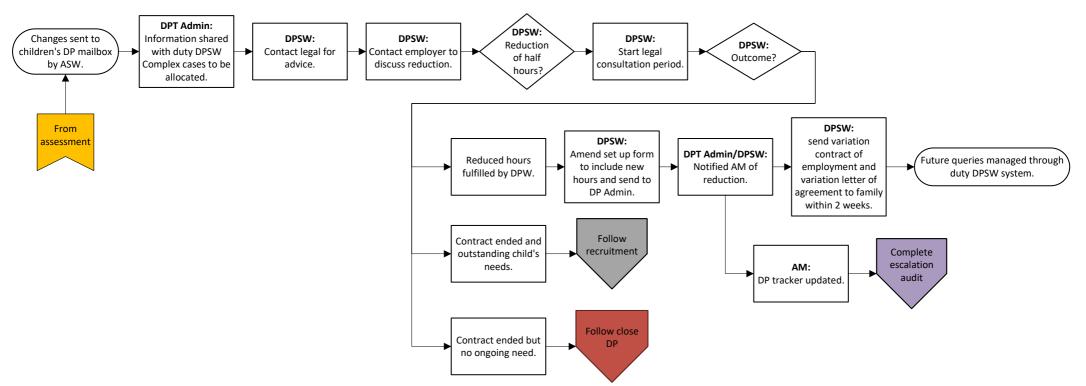
Change request received from source other than ASW (family, DPW, DPSW etc)



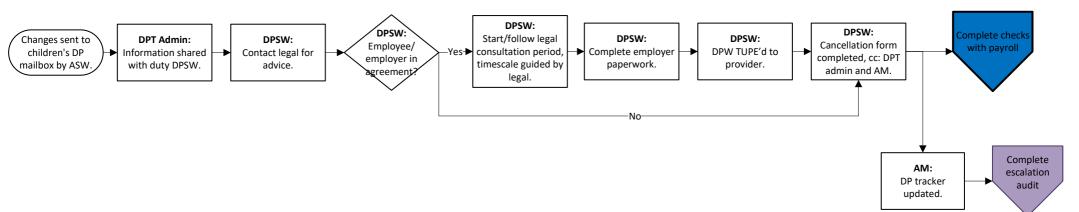
Increase in employment hours



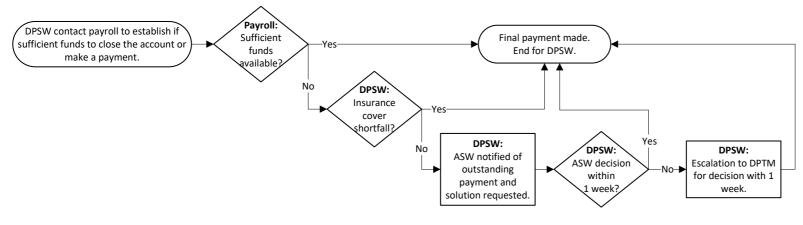
Reduction in employment hours



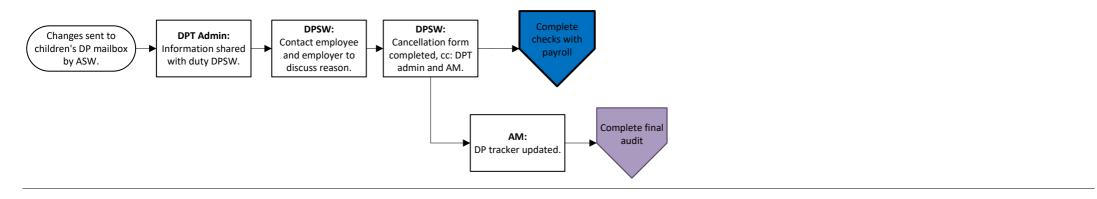
Change from employment hours to service provision



Required checks with payroll

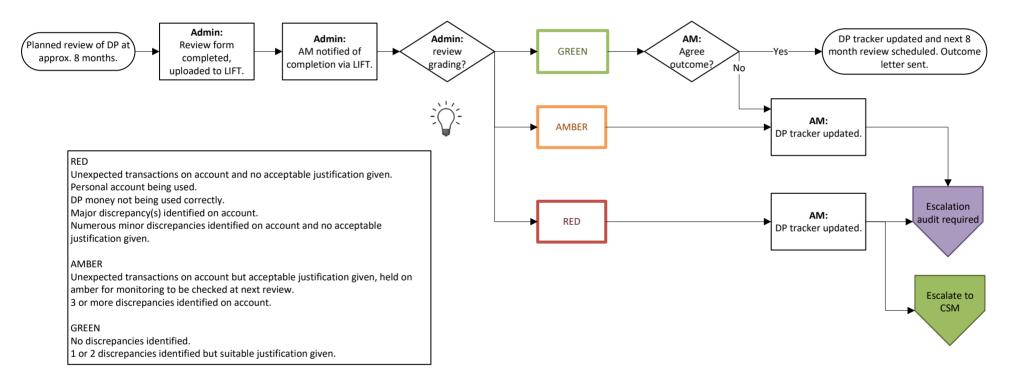


Service provision or employment hours ended

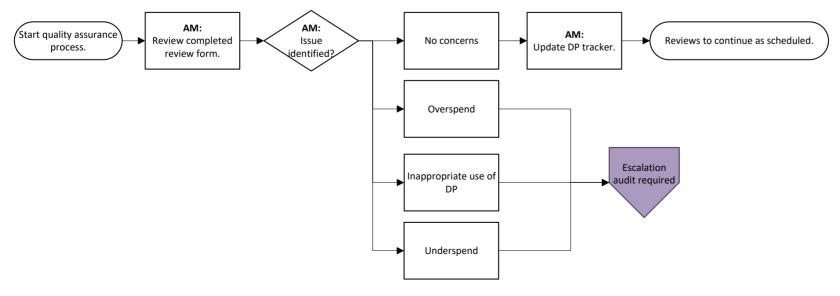


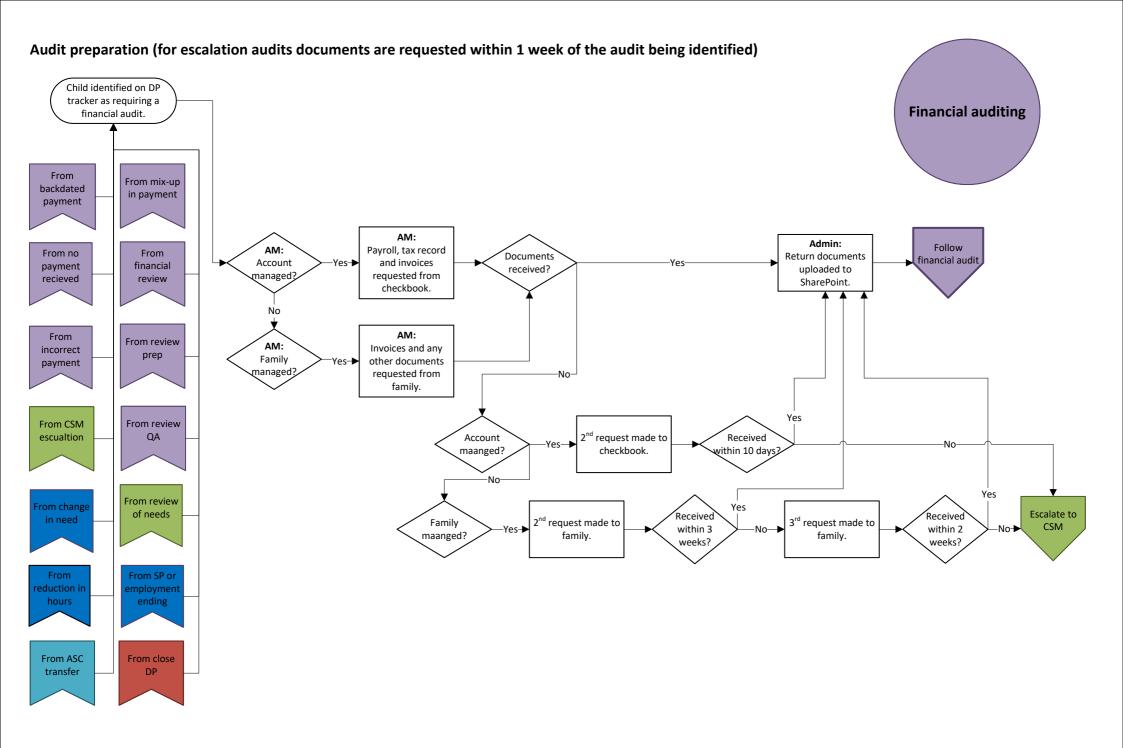
Financial monitoring and Financial review- preparation (all direct payments) review AM: Admin: Planned review of new AM: AM: At 7 months-Returned Information DP approaching from DF Account information documents requested from uploaded to tracker nanaged checkbook. SharePoint. No Admin: AM: Admin: Admin: 2nd letter/ AM: At 6 months-Send 2nd letter/ Letter sent to client Family Admin requested to prompt requesting bank prompt. nanaged? prepare client sent? statements. letters Yes-Complete AM: Response financial within 2 to progress financial weeks? review. Yes AM: Complete Escalate to ASW via Response financial audit email to follow up within 2 documents with weeks? family.

Financial review- Admin assistant

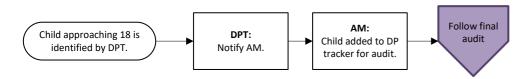


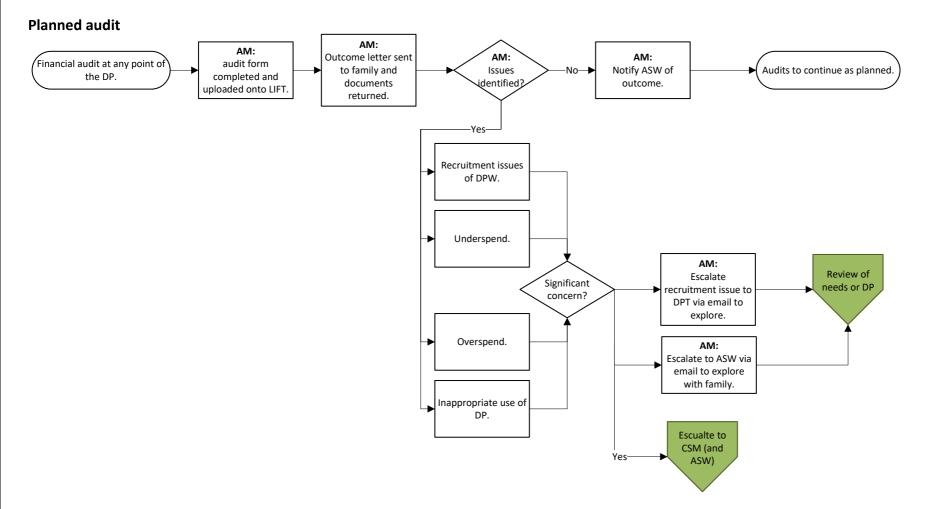
Financial review- Quality Assurance

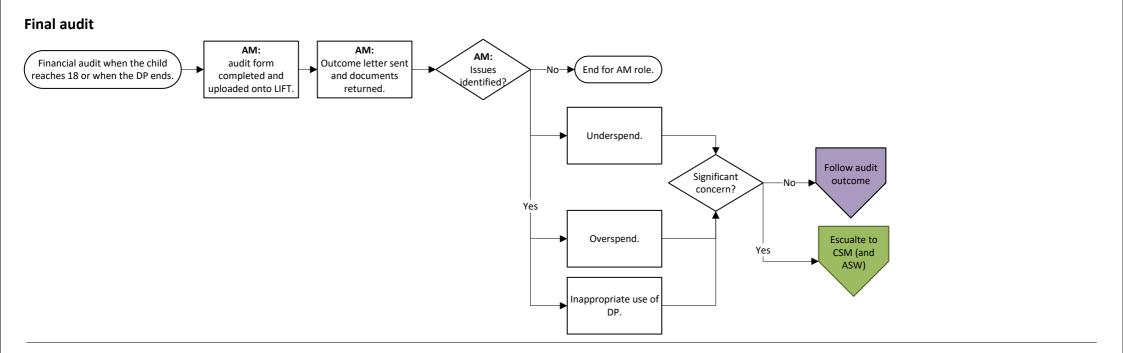


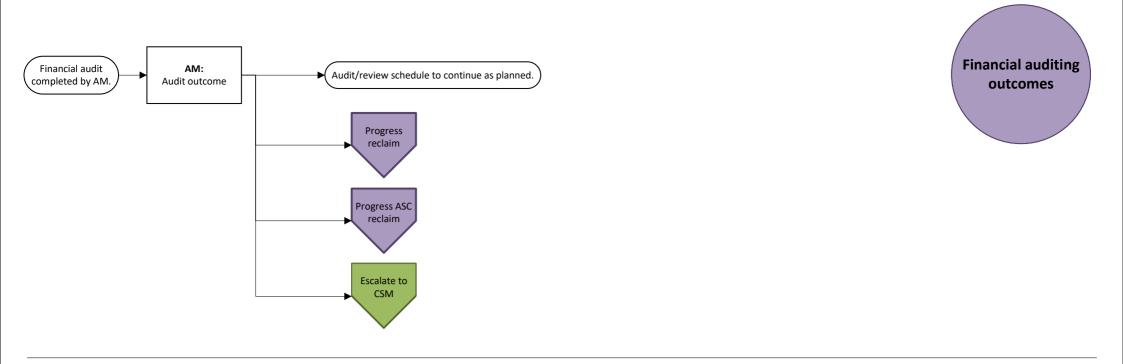


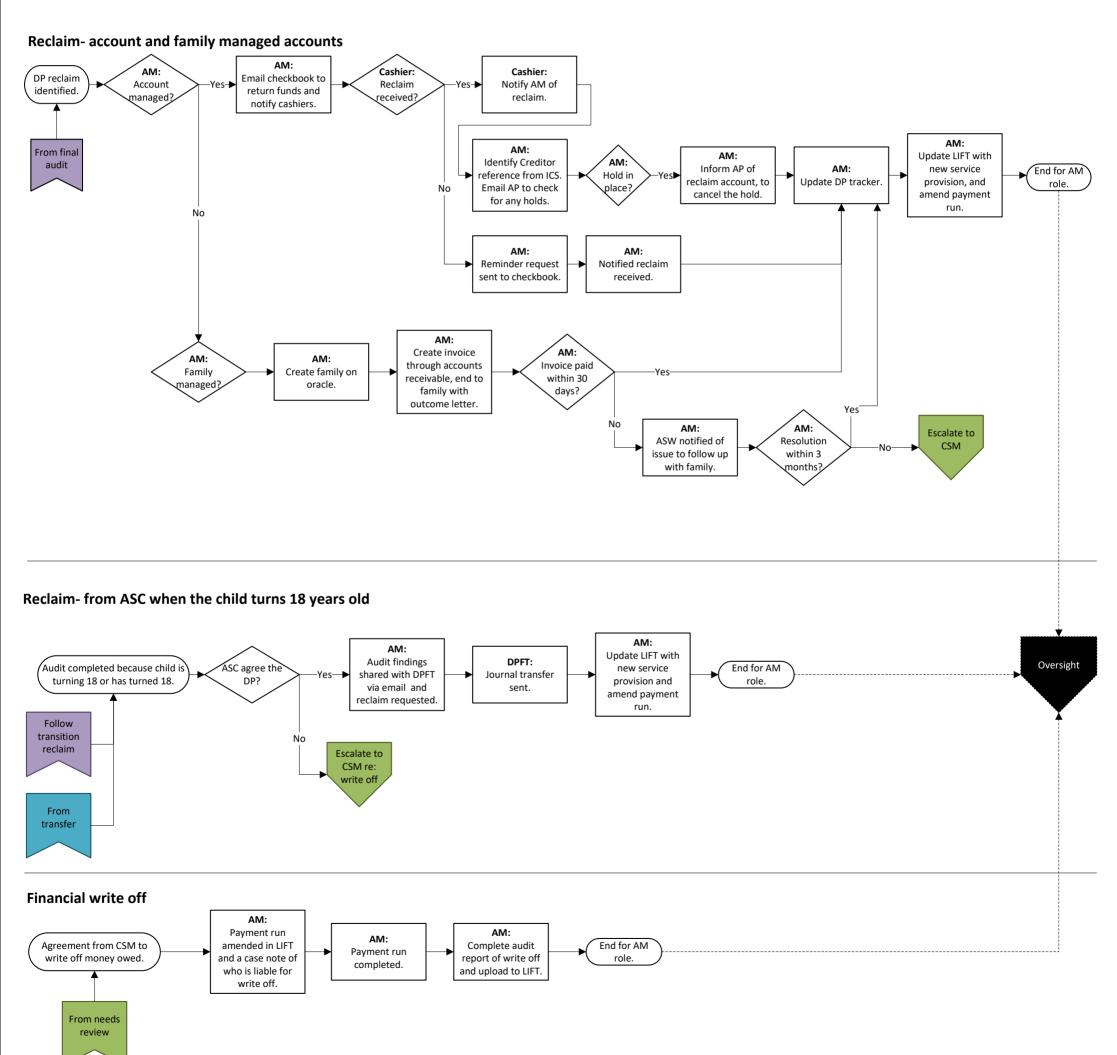
Transition to adult audit







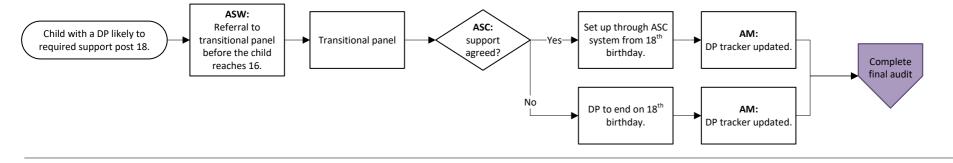




Child with a direct payment transferring **OUT** of the local authority ASW: ASW: ASW/OLA: Notification sent to **Transfer of direct** Close DP ASW notified a child with a DP is Transfer request Liaise to agree the DPT to stop service moving out of the LA. made to OLA within funding/service payments and funding within 72 hours. cross over period. 72 hours. From needs review Name ICS number Date ending **OLA** identified Child with a direct payment transferring **INTO** the local authority ASW: ASW: LA notified of a child OLA: ASW: CCC or C+F completed Progress to RP TM: TM: TM: with a DP moving into Transfer in process C+F completed including review of education Yes→ C+F allocated to SW. QA C+F. DP agreed? to be followed. within 45 days. needs and DP the LA. assessment equired? arrangements. Yes ASW: From Liaise with CCG or assessment TM: education **ASW** progress closure to Is other colleagues. support children's social care. cequired? AW to progress CiN/EH plan

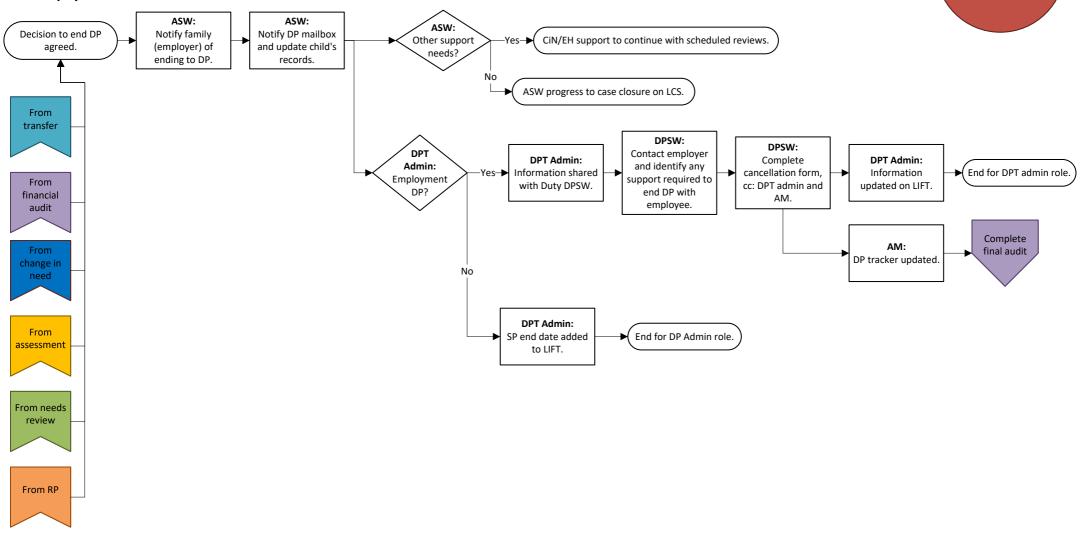
with scheduled reviews.

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

