

Direct Payment process map

Scope

The scope of the document includes:


- This will be a reference document to ensure that all staff are following the agreed direct payment processes and remain accountable. It is ideal for inductions and as a refresh of the agreed processes regarding direct payments.
- This can be referred to by colleagues if a challenge is considered and/or made about practice related to direct payments.

It excludes:

- This process map does not replace the agreed policies and procedures within Childrens Services; it should be used in conjunction with them.
- Pre-panel activity, this will be addressed in separate processes and procedures.
- The maps only reflect children's social care direct payments. Education direct payments are the responsibility of Education and Skills.

How to use the map



The process map key explains the different shapes that are represented in the maps and should be consulted before using the map.

The process map has been broken down into manageable sections, identified in the map as .

The sections are colour coded and detail the relevant processes related to:

- Resource panel outcomes
- New direct payments
- Payment runs
- A review of a child's needs or a child's direct payment
- The assessment of a child's needs
- An identified change in the needs of a child
- Planned financial review
- Financial audits
- The audit outcomes
- Transfers

- Closure
- Oversight

Within a map, if there are tasks that transfer to another section as part of a process they are reflected by a coloured symbol, identified in the map as  or .

The coloured symbols are interaction; by clicking they will move the user to the relevant point in the map to continue the process. This reverse function also allows the user to understand the previous tasks that were completed, especially if it was by another team.

Supporting documents

Documents that are referred to in the maps, for examples letters, forms and trackers are the responsibility of the identified teams.

Each team is responsible for the review and update of their supporting documents.

Future governance

The process map and the supporting documents should be reviewed at least annual, or if there is a significant change.

The process map should be available on Tri.x rather than a standalone document.