

DELEGATED POWERS REPORT NO.

944

SUBJECT: Direct Payments Support Officer

Control sheet

All of the following actions MUST be completed at each stage of the process and the signed and dated report MUST be passed to Democratic Service for publishing

All reports		
1. Democratic Services receive draft report	Name of DSO Date:	Nick Musgrove 16/11/09
2. Democratic Services cleared draft report as being constitutionally appropriate	Name of DSO Date:	Nick Musgrove 17/11/09
3. Finance clearance obtained (<i>report author to complete</i>)	Name of Fin. officer Date:	Paul Stock 18/12/09
4. Staff and other resources issues clearance obtained (<i>report author to complete</i>)	Name of Res. officer Date:	Tony Lampert 30/10/09
5. Trade Union response received (Staffing issues only)	Name of TU rep. Date:	Paul Coles 30/10/09
6. Legal clearance obtained from (<i>report author to complete</i>)	Name of Legal officer Date:	Lanna Childs 04/01/10
7. Policy & Partnerships clearance obtained (<i>report author to complete</i>)	Name of P&P officer Date:	Andrew Nathan 17/11/09
8. Equalities & Diversity clearance obtained (<i>report author to complete</i>)	Name of officer Date:	Julie Pal 17/11/09
9. The above process has been checked and verified by Director, Head of Service or Deputy (<i>report author to complete</i>)	Name Date	Mathew Kendall 28/01/10
10. Signed & dated report, <u>scanned or hard copy</u> received by Democratic Services for publishing	Name of DSO Date	Nick Musgrove 1/2/10
11. Report published by Dem Services to website	Name of DSO Date	Nick Musgrove 4/2/10
Officer reports:		
12. Head of Service informed report is published and can be implemented.	Name of DSO Date	Nick Musgrove 4/2/10
Cabinet Member reports:		
13. Expiry of call-in period	Date	
14. Report circulated for call-in purposes to COSC members & copied to Cabinet & Head of Service	Name of DSO Date	
	Date	

ACTION TAKEN UNDER DELEGATED POWERS BY OFFICER (COUNCIL FUNCTION)

Subject Direct Payments Support Officer post. Adult Social Services

Officer taking decision Director of Adult Social Services

Date of decision 1 February 2010

Summary	To establish a Direct Payments Support Officer post for 18 hours per week.
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Officer Contributors John Richardson, Direct Payments & Brokerage Manager

Status (public or exempt) Public

Wards affected All

Enclosures None

Contact for further information:

John Richardson, Direct Payments & Brokerage Manager 020 8359 4715

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1. RELEVANT PREVIOUS DECISIONS

- 1.1 Barnet Council is committed to promoting Independence and Choice for Adult Social Services customers as set out in the Vision which was agreed by Cabinet on 15 January 2007 (Decision No. 6) and the Vision Implementation Plan which was agreed on 18 June (Decision No.11).
- 1.2 General Functions June 2007 Decision No. 7 – decision to establish Supply Management Function.
- 1.3 Direct Payments is a key method of cost effectively giving people more independence by increasing service user choice and service provision.
- 1.4 DPR 374

2. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 2.1 The vision for Adult Social Services is committed to delivering greater choice and control for people in all areas of their lives.
- 2.2 The implementation of the Vision contributes to the Council's delivery of its key priority to promote independence.
- 2.3 The restructuring of services following the decision to establish Supply Management Function resulted in the need to establish a part time Direct Payments Support Officer to undertake the duty to make payments of Direct Payments to service users.

3. RISK MANAGEMENT ISSUES

- 3.1 I have considered whether the issues involved are likely to raise significant levels of public concern or give rise to policy considerations and they do not.

4. EQUALITIES AND DIVERSITY ISSUES

- 4.1 There are direct links to promoting equality for local citizens as direct payments remain a key method for ensuring that Adult Social Services provides services which are culturally appropriate. Direct Payments enables people to procure their own services to meet their specific requirements and so implements the corporate priority to encourage choice and independence for all users of our services. The council's policies of equalities in recruitment will be followed.

5. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 5.1 The cost of the post will be met within the existing departmental budget.
- 5.2 There are no direct staffing implications on the basis that this is a newly created post. The post has been evaluated under the Council's Job Evaluation Scheme and has been graded scp 20-23.
- 5.3 There is currently a part time (18 hours) vacant post of Direct payments Advisor that is surplus to requirements and it is proposed to delete (post no 50046776)

5.4 Trade unions have been consulted over the proposals and have raised no objections.

6. LEGAL ISSUES

6.1 None save those referred to in the context of the report.

7. CONSTITUTIONAL POWERS

7.1 Constitution Part 3, paragraph 6.3 states that specific chief officers have powers to deal with staffing and other statutory matters for which the Council is responsible

7.2 Constitution Part 3, paragraph 6.2 states that chief officers may use whatever means they consider appropriate to discharge the functions allocated to them including engaging and deploying staff.

7.3 This is not a staffing issue requiring reference to the General Functions Committee

8. BACKGROUND INFORMATION

8.1 The restructuring of services following the decision to establish a Supply Management Function has resulted in the need to establish an 18 hour per week post of Direct Payments Support Officer to undertake the duty to make payments of Direct Payments to service users. This post is essential to support the Supply Management Team in the processing of the Direct Payments to service users.

8.2 There is currently a part time (18 hours) vacant post of Direct Payments Advisor in the team (50046776) that is proposed to be deleted.

9. LIST OF BACKGROUND PAPERS

9.1 None

10. OFFICER'S DECISION

I authorise the following action

10.1 To delete the vacant Direct Payments Advisor Post (50046776)

10.2 To establish a new 18 hour per week post of Direct Payments Support Officer.

Signed

Irene Findlay

Director of Adult Social Services

Date

1 February 2010

Role Profile

Job Title	Direct Payments Support Officer
Barnet Band and scale range	Sc pt 20 - 23
Reports to	Direct Payments Manager
Service area	Adult Social Services
Number of staff responsible for	None
Budget responsibility (£)	None

Purpose of Job:

- To manage the London Borough of Barnet's monthly payment of money to people who directly manage the social services they receive (direct payments).
- To ensure that service users and their families receive appropriate funding in a timely manner to manage their direct payments and prevent Care Plan breakdown.
- To work with the Direct Payments Team to support and advise service users to enable them to effectively use their direct payments.

Key accountabilities

Role Specific Responsibilities

- To manage the London Borough of Barnet's monthly payment of money to people who directly manage the social services they receive (direct payments). This involves the following administrative tasks:
 - Ensuring that the recipients of direct payments are set up on the Council's social service management and financial management systems (Swift and SAP);
 - Calculating and keeping computerised records of the monies that have, and should be paid, to each recipient of direct payments;
 - Organising the monthly payment of those monies.
- This will require compliance with Council Direct Payment Procedures.
- This will require liaison with:
 - Social works and Team managers:
 - to ensure accurate allocation of funding
 - to check appropriate authority for provision has been established
 - to ensure social workers and care coordinators have adhered to direct payments financial procedures.
 - Income and Assessment:
 - to ensure service user contributions have been calculated and recorded accurately.
 - Accounts Payable:
 - to secure vendor number and check for accuracy within SAP.
 - establish service user as provider on SWIFT.
 - The recipients of direct payments and their families to:
 - clarify payment details and ensure payments are made in a timely manner.

- to liaise on behalf of service users and families with Social Work Teams, Accounts Payable, Income and Assessment and the Direct Payments Team to ensure payments are accurate and paid on time.
 - To deal sensitively with service users and their families. This will require face to face contact, contact by telephone and email.
 - To ensure payments are paid on time as the consequences of non payment are serious and would likely result in the break down of the Care Plan and leave vulnerable service users without service provision.
 - To liaise with the Direct Payments Monitoring Officer :
 - to ensure accurate payment records are maintained for monitoring purposes.
 - to maximise retrieval of direct payments surpluses from service users.
 - To ensure funds are used appropriately.
- To work with the rest of the Direct Payments Advisory Team to ensure that the recipients of direct payments are supported effectively and efficiently. This may include:
 - Providing advice and support to service users and their families via the Direct Payments Help Line and meet with service users as and when required.
 - Providing accurate payment details and funding information to advisors to ensure effective support planning;
 - Liaising with advisors and social workers on behalf of service users to prevent breakdown in the service users Care Plan;
 - Supporting colleagues with correspondence and phone calls to service users and their families;
 - Supporting colleagues with filing, including the disposal and archiving of confidential and non confidential documents;
 - Opening, sorting, delivering and despatching post.

The consequences of not effectively liaising with service users, social workers and advisors are serious as the Care Plan would be jeopardised and a vulnerable service user left without service provision.

Flexibility

- The post holder may be required to vary hours of work in agreement with the Direct Payments Manager.
- The post holder will be expected to provide cover for colleagues in the Direct Payments Advisory Team. This will require support and advice to service users and their families
- From time to time the post holder may be required to provide other duties to support the requirements of Adult Social Services. The requirements will be consistent with the post and grade.

Health and Safety

- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

The Council's Commitment to Equality

- Deliver the council's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services the council delivers

PERSON SPECIFICATION

Qualifications required

Type	Level required
Professional qualifications/memberships	<ul style="list-style-type: none">• None
Education	<ul style="list-style-type: none">• A good general education to enable effective verbal and written communications

Technical / Knowledge Requirements

Type	Description
Data Management	<ul style="list-style-type: none">• Extensive experience of data inputting.• Knowledge of Swift (desirable).• Knowledge of SAP (desirable).
Office Management	<ul style="list-style-type: none">• The ability to provide efficient and effective administrative support• Ability to work with Microsoft Office applications such as Outlook, Excel, PowerPoint and Word.• The ability to maintain efficient, effective and secure filing systems.• Able to communicate effectively with colleagues and customers and all levels• Able to show flexibility and initiative

Behavioural Competencies

Competency	Level 1
Personal Effectiveness	
Communicating & Influencing	Is courteous and polite when interacting with customers and colleagues.
	Passes on information accurately and promptly.
	Listens carefully to others and asks questions for clarification.
	Presents ideas and views with confidence and clarity.
	Writes fluently and succinctly using appropriate style.
	Adopts a clear and professional telephone manner.
	Deals with confidential or sensitive issues discreetly.
	Presents a positive and professional image of self and LB Barnet when communicating.
	Is open and honest when communicating with others
Respecting Others	Respects the opinions of others and acknowledges opposing viewpoints.
	Consistently acts in a way that promotes equality and diversity
	Shows integrity and fairness when dealing with customers and colleagues.
	Acts on and achieves the promises and commitments made to customers and colleagues.
	Respects others' time by being punctual.
	Demonstrates impartiality and objectivity when taking actions and making decisions.
	Shows empathy and understanding for the feelings of, and situations faced by others.
	Is aware of own responsibilities for the health, safety and welfare of self and others
Striving for Excellence	Demonstrates a positive attitude and approach to work.
	Is self-motivated, undertaking relevant tasks and activities without always having to be asked.
	Copes effectively with work-related pressures and setbacks
	Is flexible and adaptable to changing goals and circumstances
	Acts quickly to deal with potential problems.
	Ensures own work is of a high quality, accurate and timely.
	Strives to improve on past standards of performance.
	Manages time and prioritises work to maximise productivity and effectiveness.
	Displays conscientiousness in getting the job done to the best of ability.
Leadership	
Setting Direction	Is clear about LB Barnet's strategic priorities and the goals of own service area/Directorate.
	Understands how own work contributes to the LB Barnet's goals.
	Prioritises and plans own work based on an understanding of the 'bigger picture'.

	Provides feedback on, and constructively challenges, the direction and working practices of the team, service area, or organisation.
	Seeks to understand the need for, and responds proactively to organisational change.
	Approaches change positively.
Managing Performance	Works with manager to agree performance objectives.
	Takes ownership for, and commits to achieving performance objectives.
	Monitors and evaluates own performance against objectives.
	Positively inputs to the performance appraisal and development review process.
Developing Talent	Demonstrates a commitment to own personal development and learning.
	Volunteers to take on new challenges and learn new skills.
	Actively seeks and acts on feedback on own performance.
	Helps to develop stretching but achievable objectives.
	Provides praise and constructive feedback to others.
	Gives help and coaching to less experienced colleagues.
	Learns from the skills and experience of others.
Working in Partnership	
Team Working	Shares information with colleagues to deliver objectives.
	Contributes to a positive team spirit and healthy working environment.
	Actively contributes ideas in team meetings or discussions
	Appreciates the demands on team colleagues and willingly provides them with support.
	Can agree to compromise where appropriate.
Cross-Barnet working	Understands the key functions of LB Barnet and the broad roles of service areas.
	Recognises the advantages of working with others across the council.
	Builds strong working relationships, and seeks out views of people outside of their team.
	Appreciates the political make-up and decision making processes of the council.
	Shares information and knowledge with those outside of own team.
External Partnership Working	Readily and effectively works with representatives of partner organisations.
	Has a broad understanding of the wider local government context.
	Recognises the importance to the council of active partnership.