

London Borough of Camden

Finance Information

Children's Safeguarding and Social Work

2016

Business Support

SERVICES COVERED

- ❖ Invoice processing – Page 2
- ❖ Authorisation Levels – Page 2
- ❖ Cash payments – Page 3
- ❖ Purchase card payments – Page 4
- ❖ Journal transfers (internal invoices) – Page 4
- ❖ Setting up Periodic Payments (weekly bank payments) – Page 5
- ❖ Staff expenses, payroll reimbursements and oyster cards – Page 6
- ❖ Booking interpreters – Page 7
- ❖ Booking taxis – Page 8
- ❖ Booking train tickets – Page 7
- ❖ Processing charity cheques – Page 8
- ❖ Food vouchers – Page 9
- ❖ General contact details – Page 9
- ❖ Bank Details Form link – Page 3 & 8
- ❖ Frequently requested Finance Forms link – Page 4 & 6

INVOICES

- ✚ Mosaic workflow step must be created before service is requested and the invoice is received.
- ✚ Before requesting a service, ask if there's a list of approved suppliers to avoid delays in payment.
- ✚ Workflow steps must be completed for every payment made that relates to a family, eg. giving £50 subsistence/travel money, purchasing any item or paying for nursery or after school club.
- ✚ Please get current spend from Byron Athene or Arikawe Adesola before filling out Workflow step so the appropriate level of authorisation can be sought.

AUTHORISATION LEVELS

- ✚ Social workers can self-authorise for amounts up to £10 if yearly expenditure for the family is less than £50
- ✚ Senior practitioner can authorise amounts up to £50 if yearly expenditure is less than £250
- ✚ Team managers can authorise amounts up to £250 if yearly expenditure is less than £500
- ✚ Head of Service/Service Managers can authorise amounts up to £3,000 if the year expenditure is less than £3,000
- ✚ Director's authorisation is needed for anything exceeding £3,000

CASH PAYMENTS

Cash desk location: 1st floor, Crowndale

Opening hours: 10am – 1pm / 2 – 4pm

✚ **Cash will only be issued as a last resort if none of the below alternatives are not possible:**

- purchasing cards – credit card purchases to buy items online
- periodic payments – regular payments made into bank accounts
- pro-forma – one-off payments made into bank accounts
- invoices – when paying for a service from a company

If clients are due to collect money:

- ✚ please create Mosaic workflow step in good time.
- ✚ let cash desk officer know clients are coming in and the workflow step has already been created, giving the name of the person collecting the money and the name of the child/children.
- ✚ ask the person collecting money to bring ID (this can be a bank card).
- ✚ Mosaic workflow steps need to be created for all cash requests that come out of the Section 17 and No Recourses to Public Funds (NRPF) budget.
- ✚ if money is coming from Section 20 budget, fill out a large yellow financial assistance form and call the Duty number for the Resources Team (x1238) so that a budget commitment form is sent to us allowing us to use their code.
- ✚ if a large amount is needed, the client should be set-up on our system so that payment can be made directly into their bank account – [bank details form](#)
- ✚ In some situations money can be ordered (and not taken from the cash tin) but please let cash desk officer know as soon as possible that a money request is needed so alternative methods can be discussed and/or arranged.

OTHER TYPES OF PAYMENT

PURCHASING CARD

Purchasing cards are used in place of giving out cash to pay for expensive items.

- ✚ Create Mosaic workflow step and complete purchase card order form and the goods will be ordered.
- ✚ These requests will need to have authorisation by a manager or Service manager depending on the amount needed to be spent.
- ✚ Click on the below to get to the Business Support Collaboration Space to complete a purchase card request form:

<http://teams.lbcamden.net/teams/BusinessSupport/Lists/Purchase%20Card%20Request/9th%20floor%20%205PS%20%20Town%20Hall.aspx>

- ✚ Click on 'Add item' to start completing the form.
- ✚ Start typing your surname when in the appropriate field and your name will appear on a list. Click on your name to select it.
- ✚ Cost centres:
 - EP584 for Section 17
 - EP585 for No Recourse to Public Funds
- ✚ Contact Byron Athene or Adesola Arikawe for Subjective (nominal), which is the last five digits of a 10 digit budget code.
- ✚ Ensure you include detailed delivery details.
- ✚ Click 'Save' when the form is complete and it will go to an inbox and the order will be processed.

JOURNAL TRANSFERS

- ✚ When one team or section in Camden has to pay another, this payment is done by via journal transfer.
- ✚ The most common types of journal are for accommodation, nursery placement and playscheme/afterschool costs.
- ✚ For journal transfers to be carried out, two cost codes are needed: a code from the budget that is paying for a service and a cost code to pay the service that is requesting payment.
- ✚ Complete the Mosaic workflow step as normal and where possible include a contact name in the department where payment is going to be made so their cost code can be obtained.
- ✚ Contact Byron Athene or Adesola Arikawe if someone in another department is requesting a cost code so they can carry out a journal transfer.

PERIODIC PAYMENTS

- ✚ These are regular payments that are made into clients' bank accounts automatically.
- ✚ If we haven't paid them via our system before we have to get them set-up.
- ✚ This process should take between 1 – 2 weeks.
- ✚ **This type of payment is favoured over a cash payment is ongoing.**
- ✚ Mosaic workflow steps need to be created.

STAFF EXPENSES

PAYROLL CLAIMS

- ✚ All claims for Permanent members of staff must go through payroll.
- ✚ Please contact HR Direct on x6655 for guidance/information.
- ✚ Temporary members of staff need to complete the form on Table 6 on the below link: Expenses claim form – third party agency.

<http://teams.lbcamden.net/teams/BusinessSupport/Lists/Purchase%20Card%20Request/9th%20floor%20%205PS%20%20Town%20Hall.aspx>

- ✚ You need a reference number that you can make up (i.e. your initials and a number) and a cost code.
- ✚ The travel cost code is EP581 ED140.
- ✚ The subsistence cost code is EP581 AL230.
- ✚ If client is with you during a trip you're claiming for, a Mosaic workflow step has to be created so that expense is assigned to the family and you can collect that cash from Crowndale.

OYSTER CARDS

- ✚ If staff have oyster cards already, the expectation is this would be used for visits.
- ✚ You can claim for any additional pay as you go trips that you make. If you don't have an oyster card you have to collect one from Crowndale.
- ✚ Contact Business Support Officer, Marco Reis on x2293 to arrange this.

OTHER SERVICES

INTERPRETING

The company used for interpreting is the **Big Word**.

Telephone interpreting: Call 0800 757 3026 and enter the access code **86506571**.

Face to face interpreting: New social workers need to request personal log-in details from Anna Paduchowska (anna.paduchowska@bigword.com) or ukgovinterpreting@thebigword.com stating the access code **S00115125**, your name, department and phone number.

When making a booking either over the telephone (for face-to-face interpreter) or on the online booking system, you will be asked for purchase order number/cost code, please enter the cost code EP584.

Translation: There's no need for an access code to translate documents. Just forward the original document to ukgov@thebigword.com and quote the above cost code.


A Mosaic workflow step must be completed so a quote needs to be obtained from Big Word so that the spend of the interpretation or translation is allocated to the family spend.

BOOKING TRAIN TICKETS

Instructions on how to book train tickets from **Capita** are on Essentials, our intranet:

“Camden Essentials/Finance Zone/Frequently requested finance forms/Table 6: Payment and Expenses Forms/Train tickets request to be set up on Capita Travel.” A link is below:

<http://camden-essentials.lbcamden.net/ccm/content/how-to/finance-zone/finance-training-help-and-guidance-folder/frequently-requested-forms.en>

 Please register as soon as possible in case this service is needed urgently.

 The cost centre is EP581. MASH is EP587

✚ On the system, the subjective codes are ED140 for staff and LA400 for clients.

BOOKING TAXI'S

We can order cabs from Addison Lee – 020 7407 9000

When you now have a journey within London and you need the hire of a cab/taxi you can now call them directly and quote:

- ✚ Account number 455855
- ✚ Cost centre – EP581 or EP587 (MASH)
- ✚ Passenger name
- ✚ Number of passengers and any special requirements
- ✚ Contact telephone number (used to advise of delays or when car has arrived)
- ✚ Collection and drop off point
- ✚ Time required

This taxi company should be used when staff only are travelling. There are a number of local taxi companies that can be used for clients but they usually require payment at the time of travel. A company that can invoice us is Warwick Cars – 0208 884 1213.

- ✚ *Mosaic workflow steps should be created for interpreting or for train tickets when the clients are travelling.

CHARITIES

Charities are often approached to purchase bigger items like white goods and/or furniture. A list of charities can be found on Cindex (Camden's index of services and organisations) via the below link:

<http://search3.openobjects.com/kb5/camden/cd/results.page?communitychannel=0&q=charities&term=&sorttype=relevance>

- ✚ When making charity applications, the payee is 'London Borough of Camden'.

When the cheque is received, give to Byron Athene or Adesola Arikawe, or Hilary Athene if at Crowndale. Items will be purchased with one of Camden's purchasing card or alternatively, the donation will be paid into the client's bank account.

When applying to charities, social workers should ask for a [bank details form](#) as soon as possible to avoid delays in getting their clients set-up on our payment system.

FOOD VOUCHERS

- ✚ The cash desk at the Crowndale Centre distributes food vouchers from Chalk Farm food bank, which is located at the Chalk Farm Baptist Church, Berkley Road, NW1 8YS.
- ✚ The worker should initially let the cash officer know that they would like their client/family to be given a voucher.
- ✚ The client or worker can then collect the food voucher from the cash desk on the 1st Floor, Crowndale Centre, Mon-Fri between 10am-1pm and 2pm-4pm. ID is required to collect from the cash desk, though this doesn't have to be photo ID.
- ✚ The food voucher is to be presented at the food bank in exchange for a food parcel/hamper.
- ✚ The client should be advised to bring bags or a trolley with them when collecting the food parcel/hamper.
- ✚ Collection time from the food bank is on Saturdays only, between 11am-1pm.
- ✚ Please note: Only 3 vouchers can be given to any one family in any 6 month period and are therefore for emergencies only.

GENERAL CONTACT EMAIL

If you have an urgent finance request, when you've completed the Mosaic workflow step, please email the general Business Support inbox so that a Business Support Officer can check Mosaic and fulfil the request as required.

The address is 9FBusinessSupport@camden.gov.uk

If you're emailing financial assistance paperwork across to the cash desk that email address is

workrequest9thfloor@camden.gov.uk

