

Business Support

Oyster Cards/Train and Taxi Booking/ Interpreting and Translation services Support

Team leader:

Forhad Mohammed Ali

Team overview:

- administering the Oyster card process for staff travel
- lead on the management and administration of the Council wide taxi and train contracts

Location:

5PS 10th floor and loading bay

Primary service links:

5PSAgileSupportTeam@camden.gov.uk .

Oyster Cards

Please follow the steps below to complete the sign-up process and enable you to use the service.

- Both forms must be completed before a [Camden Oyster Card](#) can be used.

***Declaration Form (to be completed by staff wishing to use a Camden Oyster Card):**

- A Declaration form confirming that you are happy to comply with the Terms and Conditions must be completed by yourself. The declaration form is now electronic and can be found by clicking the link right below. [Terms and Conditions](#) can be found via a link embedded into the form itself. Once you have completed for the form click 'Save', The form will automatically generate an email notification to our team inbox.

<https://lbcamden.sharepoint.com/sites/businesssupport/Lists/OysterCards/My%20Requests.aspx?viewid=ada6e5ae%2D5d2a%2D45b2%2Db374%2De50db60ca6d1>

- *Once opened, click on Add New Item*
- Nomination Form (to be completed by the Line Manager of the staff member wishing to use a Camden Oyster Card):

- A nomination form must also be completed by your line manager. The form is attached to this email for your convenience. This is a quick form which allows the manager to authorise your use of this service. Your manager can complete one form for multiple staff members provided they enter their names into the fields provided. Please make sure 'Pool Oyster card' **OR** 'Permanent Oyster card' is ticked for each individual. **The form will not be accepted if both options are selected. Your manager must send the completed form to 5PSAgileSupportTeam@camden.gov.uk .**
- Once both these forms have been received You will be able to use the Oyster Service.
- To borrow a loan Oyster Card, please visit the Agile Support Team desk on the 10th floor where some general details will be asked from you before you are issued with a temporary Oyster card. You must return this Oyster card with two days of borrowing it.
- If your manager has nominated you for a permanent Oyster card, contact via email will be made with your manager to ensure that you meet the criteria for being issued with a permanent card. Sometimes this process can take a little longer than expected so we ask that you are patient while the process takes place. You will be able to use our pool (temporary) Oyster card service while your permanent card is being processed.
- If you are visiting the desk after just having submitted the forms, please mention this to us as we may not have processed them.
- If you have questions or are unsure whether you are permitted to use the Oyster card in a certain scenario, Please check the '[Oyster card Guidance](#)' document which sets out to explain the sign-up process, use and misuse of a card and answers some frequently asked questions. If you need further advice, please contact the Agile Support team on ext. 8859.

Booking Train Tickets

The Council has a contract in place with Agiito Connect to obtain tickets for business travel purposes. The benefits of using this system are that the supplier will obtain the most cost-effective tickets on behalf of the Council. Budget holders will also be supplied with management information so that they can fully monitor expenditure.

Agiito Connect (formerly Capita travel) have recently launched their new rail booking platform called DigiTS. This is the new booking platform that all Camden staff should use for making train travel bookings. Previous users of the Capita system do not have to re-register as all data has been transferred over. Please follow the guidance below on how to make bookings from the link below.

[Rail travel ticket booking | essentials \(sharepoint.com\)](#)

Taxi Booking

Addison Lee is the Councils approved provider for staff taxi bookings. It should be used for journeys made within London for appropriate Council related business.

*CabFind is the Councils' approved booking service for taxi journeys outside of London.

Please see link to our essentials page containing all the relevant information on how to apply: [HERE](#)

Please note- the form must be completed by both yourself and your line manager before your details can be submitted to Addison Lee.

Business Support Provided by the Crowndale BS Team

Team overview:

Providing a range of business support duties required to support services working in the Crowndale Centre

Team Leader:

Stephanie Jones

Location:

Crowndale 1st floors

Primary service links:

BSS.Crowndale@camden.gov.uk

Support to all services in Crowndale

- provide temporary loan of IT equipment, locker and storage management and the provision of stationery and paper for the building
- providing 1st floor reception cover support for the safeguarding & social care teams
- support with interview meet and greet and set-up for interviews held in the Crowndale
- act as a liaison with Property Services for building related queries

Support to Fostering and Permanency Teams

- processing FP2 (application notice) suitability checks for fostering and kinship care
- process local authority suitability check renewals
- process fostering and permanency medical checks
- process medical check renewals (fostering only)
- MOSAIC updates on DBS checks
- undertake mailouts

Support to Looked After Children Teams (LAC)

- Process new looked after children's Memos
- Process looked after children Placement moves Memos
- Process out-of-borough notification letters
- Send out looked after children review invitations
- Process strength and difficulties questionnaires data
- Process request for national insurance numbers for looked after children
- Manage Junior ISA process: complete turning 18 and change of status Junior ISA letters; provide quarterly Junior ISA / CTF report; and manage the transfer of LAC savings into Junior ISA account
- Distribution of looked after children's minutes and LAC mailout
- Put together and distribute LAC packs

Maintenance of LAC document safe

Provide support to the **LAC Virtual Schools team**. Specifically: distribute Personal Education Plans; provide some event support; and support with letter box mailout

Other support to children's services

Process suitability checks received from other local authorities

Process suitability checks received from other agencies – Ofsted, Cafcass, Adoption agencies, NSPCC and Probation Service

Logging and notification of missing children

Support with events such as Young People Take Over Day, CSF Ofsted Inspection, Toys and Voucher distribution (during Christmas period)

Process recharge to GOSH for social work salaries

Please note the Business Support Transactions Administration team (see below) provides all finance support for all teams including those based in Crowndale and Vadnie Bish House

Business Support Finance Administration Support

Team leader: Diana Small

Team overview:

- leading on finance related activities business support are responsible for (including current 5PS and Crowndale teams).
- raising and receipting purchase orders in Oracle and manage related queries via the Business Support helpdesk
- supporting the emergency use of LBC purchase cards, managing the council's pre-paid card contract and administering pre-paid cards as a replacement to cash distribution
- arrange payments associated with a young person's care provision (MOSAIC payments)

Location:

General Note

- 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 Kathy Anifowose and Geraldine O'Connor or 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

Payments

All Finance request and enquiries must be sent to finance.crowndale@camden.gov.uk

The Council have now adapted a no Cash policy and therefore all payments should be made by:

- Prepaid or Instant Issue card
- Purchase cards – credit card purchases to buy items online
- Periodic payments – regular payments made into bank accounts
- One Time Payment – One-off payments made into bank accounts
- Purchase Order – to pay Invoices for a service from a company

5PS, 7th floor

Primary service links:

Transaction Admin Team

TransactionAdminTeam@camden.gov.uk

finance.Crowndale@camden.gov.uk

Steps to note when requesting payments:

- Create Mosaic finance request 5 days before payment is due, for emergency payment please allow an hour to prepare.
- Check with the authoriser the request was authorised before coming to Finance to enquire about payments.
- 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 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 need the link](#)

TYPES OF PAYMENT

Purchase Cards

Purchase cards are to purchase online items such as from Amazon, Argos, passport payment, removals etc.

- 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/NewForm.aspx?RootFolder= \(as this on mosaic the link is not needed?\) if the SW is making a request via on mosaic](http://teams.lbcamden.net/teams/BusinessSupport/Lists/Purchase%20Card%20Request/NewForm.aspx?RootFolder= (as this on mosaic the link is not needed?) if the SW is making a request via on mosaic)

Prepaid and Instant Issue Cards

- Prepaid cards payment should only be requested if the young person does not have a bank account
- Finance request should be done by the social so that the finance team can action
- The manager should authorise and then we arrange for the pre-paid card to be loaded with the money

Bank Payments – Including Payment Run and OneTimePayment

Payment Run

Every Friday the payment run will start at 2pm. Please ensure that all young persons have been authorized and completed for payment.

If the young person payment is not completed, then the young person will not be paid the following week.

*Please ensure that all finance requests are completed before 2pm

Timetable for payment

Payment usually hits the person's bank account a week after the payment process (payment cycle) on MOSAIC started

(All packages need to be authorised and finished before the payment cycle is started)

Remittances are arrived 2-3 days after the payment cycle is completed

LAC Payments

All Care Packages requiring 2nd Authorisations must be done before Friday or before 11 am to be included in the week's payment run

The Payment Run is carried once a week on Fridays between 2pm.

*On a bank holiday week, payment run will be carried out on Thursday i.e., Good Friday, the payment run will be process on Thursday.

BACs payment is paid into clients' account within 3 to 5 working days

OneTimePayment

One-time payments take 3-5 workings days to go into the client account. If your client has not received payment, can contact the one-time payment department via email OneTimePayment@camden.gov.uk

Quote the reference number and client name and OTP will send confirmation

New suppliers

If you require payment via purchase orders, please click on the link and fill the form out and the supplier will also need to fill the form also. This all explained in the link.

<https://forms.camden.gov.uk/off/servlet/ep.app?type=84839645805&auth=201new>

*Camden will not pay invoices without a purchase order.

If you require a purchase order and the supplier is on oracle, then please fill the form out and the transaction admin help desk team will process the purchase order please click the link below

<https://lbcamden.sharepoint.com/sites/PurchaseOrderSupport/Lists/RevenueCatalogue%20Purchase%20Order%20Form1/NewForm.aspx>

FOOD BANK VOUCHERS

Email the finance team finance.Crowndale@camden.gov.uk for food vouchers from Chalk Farm food bank, which is located at the Chalk Farm Baptist Church, Berkley Road, NW1 8YS.

- 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.

