**Stockport Council Business Support Service – Hub Overviews**

# **Applications, Licensing and External Customer Requests**

**Blue Badges**: Process applications through a case management system (including supporting those most in need of a Blue Badge through this application process), schedule walking assessments and issues badges.

**Early Years and Children’s Licensing:** The administration, processing and monitoring of children’s records who are in receipt of Early Years funding.  The team is also the point of contact for Early Years Childcare providers within Stockport and in addition processes licenses associated with children in entertainment or employment and children’s adult chaperones.

**Education Penalty Notice and Parent Contracts**: Administer the Education Penalty Notice process, from sending the initial letters to inform parents of their Education Welfare Officer through to issuing formal warnings and fines. This team also administers school’s off-rolling process (when a child is removed from a school register).

**Equipment, Aids and Adaptations:** Process referrals for aids and adaptations for the homes of adults with mobility needs.

**Environmental Enforcement and Public Protection:** Record service requests and processes applications in a wide variety of areas (including requests for an additional black bin or a dropped kerb) and handle requests for pest control services. Additionally, support all aspects of licensing, including premises and taxi licensing.

**Parking:** Process Penalty Charge Notices issued to vehicles parked in contravention of both ‘on’ and ‘off’ street restrictions; this includes processing payments. This team is also responsible for administering Parking Permits (Contract, Staff and Residential/Visitors Permits).

**Planning and Building Control:** Assist the Planning and Building Control services to record and answer planning and building control requests, validate applications and take payments.

# **Boroughwide Casework**

**Autism Support:** Provide support by managing new referrals, updating the case management system and assisting with other administrative tasks such as co-ordinating traning bookings for parents.

**Children’s Social Care Support:** Support a team of busy Children’s Social Workers in managing their caseload with tasks such as organising meetings, minute-taking, distributing information and updating case information. Officers also respond to general queries from families and professionals and provide other administrative support to Social Workers.

**Fostering Support:** Support Fostering Panel meetings by taking minutes, organising the panel agenda, diary management of Panel members and arranging collating relevant documentation records. The team is also responsible for maintaining records on the case management system, foster carer training records and providing support in the recruitment process of new foster carers.

**Leaving Care Support:** Assist with tracking a young person’s personal budget in conjunction with their worker, updating the case management system records and assisting the team with other administrative tasks.

**Mosaic (Drugs and Alcohol Service):** Undertake a variety of administrative tasks, including updating a case management system with information on new referrals and processing case closures.

**School Support – NQT Training and School Inclusion:** Tasks include updating case management system, arranging panels and collating information for the agendas. Supporting NQT training and other administrative tasks.

**Special Educational Needs and Disability Services (SEND):** Create and update young peoples’ Education and Health Care Plans (EHCP), collate paperwork for initial assessments and distribute draft and final meeting minutes. The team also carries out electronic filing and data cleaning, sends out correspondence, monitors an Inbox and uses a case management system.

**Education Psychology –** process referrals from schools and external organisations and update the case management system.

**Stockport Families First (Children’s Social Care Edge of Care Support):** Support the referrals panels for the service by taking minutes and updating case details. Manage an inbox and assist with arranging agendas. Support administrative tasks for the Boroughs Children Homes.

**Virtual School Team (Looked After Children):** Quality-check information held in case management systems, processes applications for laptops from young person and collates a variety of reports.

**Youth Offending Service:** Prepare documents for court, record outcomes and update records on the case management system, co-ordinate attendance at panels, minute-taking, call-management and other administrative support.

# **Improvement**

**Process Improvement:** Promote the improvement of existing Business Support processes, making them smarter and more efficient for the future, and develops alternative, more efficient ones where appropriate.

**Public Health:** Provide administrative support for Public Health colleagues’ training courses and Stockport’s various health and wellbeing campaigns.

**Recruitment:** Facilitate recruitment on behalf of the whole of the Business Support Service, managing a recruitment exercise from the decision to recruit through to appointment.

**Stopford Open Learning Centre:** Support tutors and managers in the delivery of a variety training courses, including meeting and greeting learners, updating learner records and invigilating examinations.

**Training:** Support the provision of training events on behalf of several Council Services (for both internal and external attendees) by maintaining and updating course record systems and booking venues.

**Office Online:** Manage the transmission of confidential information between schools and the Council via the office Online system.

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# **Management Support**

**Personal Assistants (PA):** Senior management PA support.

**Police and Criminal Evidence Act (PACE) Interview Audio-typing**: Transcribe recorded PACE interviews

# **Neighbourhoods and Satellites –**

**Community Hospital Social Work Team:** Support the booking of patient beds, handle incoming telephone calls, order supplies, arranging and supporting meetings, dealing with safeguarding alerts and working with out-of-area hospitals and other Local Authorities

## **Adult Social Care (Neighbourhoods):** Support Stockport’s eight front-line Neighbourhood Teams by handling telephone enquiries from service users and professionals, arranging meetings (taking minutes at some of these), ordering supplies and updating case management systems.

## **Inclusion Services:** Provide administrative support to four Inclusion Services by providing reception cover, handling telephone queries, arranging meetings, supporting training events, data inputting, budget monitoring, and ordering and invoicing supplies.

## **Community Mental Health Team:** Perform a variety of tasks to support the service including call handling and dealing with referrals, updating case management system ordering supplies, arranging and supporting meetings

## **Start Well Centres:** Support front-line colleagues within Stockport Family by carrying out tasks such as handling telephone and email enquiries, providing a reception function, managing room calendars, processing referrals, arranging meetings and other events, ordering supplies and producing documents, letters and publicity for various activities.

# **Safeguarding**

**Children’s Safeguarding:** Organise safeguarding meetings, including processing and distributing related paperwork and facilitating diary management and call handling. This team also take meeting minutes and provide administrative support to the Safeguarding Boards.

**Deprivation of Liberties Service:** Provide administrative support with the processing of applications and their recording onto a case management system, maintaining lists of applications awaiting allocation, writing correspondence, processing e-mails and handling telephone calls.

**MASSH (Multi Agency Safeguarding Support Hub):** Support various teams such as Aspire and Early Help with tasks such as call handling, data entry (sensitive information) into a case management system, organising meetings and panels, taking and preparing meeting minutes, sharing documentation and obtaining and recording information from Police systems. Call handling referrals for Early Years and SEND.

**Safeguarding Checks and Adults Social Care Support:** Carry out statutory checks in relation to an adult’s suitability to become a foster carer or provider of care for a young person or child or adopter. The team also process Certificates of Visual Impairment, bus pass applications and handles telephone calls for the Learning Disability Service.

**Stockport Safeguarding:** Organise and facilitates a variety of safeguarding meetings (including processing and distributing all paperwork and the taking and preparation of minutes).

# **Sourcing, Provider Engagement, Negotiation and Delivery (SPEND) Team and Mail Organisation**

**SPEND:** Work closely with services across the Council to ensure payments are made to internal and external providers. The roles in SPEND Hub include sourcing goods and services and ensuring best value for money. The team also arrange payments by cash and cards, provide a finance reception desk, search for suitable external placements for looked after young people and provide technical support in a number of areas including capital spend. Our roles require a high degree of attention to detail, accuracy and ability to work to deadlines.

**Mail and Scanning Hub:** Provide a number of key services for the Council and partner organisations including reception at the Town Hall, distributing incoming and outgoing mail across the Civic Complex and other sites in the borough. The team also scan incoming mail for electronic record systems and are responsible for submitting electronic legal bundles for childcare cases to courts.