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

The Business Support Service in Stockport Council provides administrative support to all front-line Council services by way of nine separate ‘Hubs’.  The Hubs carry out a mixture of specialist duties, (for example, Personal Assistants to Senior Leaders, and minute-takers for legal meetings), to more general support and administrative duties.

All roles within the Business Support Service require a high degree of attention to detail, accuracy, ability to work to deadlines, excellent customer service skills and the ability to work as a team as well as independently.

All colleagues are required to work flexibly by taking responsibility for a variety of administrative tasks and working in different Hubs, as the need arises, in order to support the many services provided by the Council for the people of Stockport.

**Business Support (Operational)**

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

**Blue Badges**: An application process to issues a badge for parking for those with severe mobility issues and some hidden disabilities. This team processes applications through a case management system, including supporting those most in need of a Blue Badge, schedule walking assessments and issuing of badges.

**Early Years and Children’s Licensing:** Provide the administration, processing and monitoring of children’s records who are in receipt of Early Years funding for free early years places at a registered provider (daycare or childminder).  This 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**: Administers the Education Penalty Notice process to fine parents due to their child’s absence from school, from sending the initial letters to issuing formal warnings and fines. This team also administers school’s off-rolling process (when a child is removed from a school register).

**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.

**Equipment, Aids and Adaptations:** Processes referrals for aids and adaptations for adults with mobility needs living at home.

**Environmental Enforcement and Public Protection:** Records service requests and processes applications across a wide variety of areas including requests for an additional black bin or a dropped kerb and handling requests for pest control services. In addition, this team supports all aspects of premises and taxi licensing.

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

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# **Boroughwide**

**Autism Team:** Provides support by managing new referrals, updating the case management system, and assisting with other administrative tasks as required.

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

**Fostering:** Support fortnightly Fostering Panel meetings, booking rooms and refreshments, diary management of Panel members, arranging parking and collating relevant documentation. This team is also responsible for maintaining foster carer training records and providing support in the recruitment process of new foster carers.

**Leaving Care Team:** Assist with tracking a young person’s personal budget in conjunction with their support worker, updating case management systems and assisting the service with other administrative tasks, including call handling.

**Mosaic (Children’s Drugs and Alcohol Service):** Undertake a variety of administrative tasks, including updating case management systems with information on new referrals and case closures, handling telephone calls, collating data for key reports and managing a reception desk during doctors’ clinics.

**Schools Support:** Undertake a variety of administrative tasks including updating case management systems, arranging panels, taking notes and handling telephone calls.

**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 cleansing, sends out correspondence, monitors an Inbox and uses a case management system. They also answer queries from parents, schools, and other agencies.

**Stockport Families First (Children’s Social Care Edge of Care Support):** Carry out a variety of administrative tasks to facilitate the work within children’s homes in the Borough, including minute-taking at meetings and organising training for workers.

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

# **Workforce and Improvement**

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

**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 and induction.

**Critical Cover**: A team of flexible “roving’ Business Support colleagues deployed to support teams / colleagues within Business Support as and when required. This team will be deployed based on risk and for the most part will support posts left vacant by resignations to give managers time to recruit and/or will support until the end of a fixed term funding period.

# **Neighbourhoods and Satellites**

## **Active Recovery Community Home (ARCH):** Handles incoming telephone calls, arranging and supporting meetings, ordering supplies, dealing with safeguarding alerts, input staff timesheets, supporting meetings and manage a number of different inboxes.

## **Adult Social Care Locality Teams:** Supports Stockport’s eight front-line Neighbourhood Social Care Teams by handling telephone enquiries from service users and professionals, arranging meetings, minute taking, ordering supplies, and updating case management systems.

## **Inclusion & Education Services:** Provides administrative support to six Inclusion and Education Services by providing reception cover, handling telephone queries, arranging meetings, supporting training events, data inputting, budget monitoring, ordering and invoicing supplies, processing referrals, and updating case management systems.

## **Community Mental Health Team (CMHT):** Perform a variety of tasks to support the team, including handling telephone enquiries, arranging, and supporting meetings, minute taking, managing inboxes, ordering supplies and updating case management systems.

## **Start Well Centres:** Supports 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, training support, and producing documents, letters and publicity for various activities.

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

**Public Health**:Provides administrative support for Public Health colleagues’, including arranging training courses and supporting Stockport’s various health and wellbeing campaigns.

# **Safeguarding**

**Children’s Safeguarding:** Organises 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.

**MASSH (Multi Agency Safeguarding Support Hub):** Supports various Services 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.

**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.

1. **Management Support**

**PA Provision:** Provide comprehensive and confidential personal support and are the first point of contact for anyone wishing to see or speak to a Director / Senior Lead including councillors, internal and external senior officers and members of the public.

**Chief Executive Support:** Provide administrative support to the Chief Executive and, where requested, undertake organisational / co-ordinating duties as directed by the Chief Executive or members of the Corporate Leadership Team.

1. **Civil Resilience & Business Continuity**

Civil Resilience and Business Continuity are statutory Local Authority functions.

**Civil Resilience / Emergency Planning**. As a Category 1 responder, we provide a prompt response to emergency incidents across the Borough and manage an effective 24/7/365 day command and control structure. As a First Responder, alongside the ‘blue light’ services, the Council needs to be prepared for every eventuality.

**Business Continuity**. In addition to ensuring emergency planning processes are robust and in place we also manage the internal the Business Continuity Management ‘lifecycle’ for all Council Services to further embed and strengthen business continuity within the Council. This includes analysing, designing, implementing and validating (testing) business continuity plans.

**Business Support (Commissioning & Contracts)**

# **Sourcing, Provider Engagement, Negotiation and Delivery (SPEND) and Mail and Scanning Hub**

This team work closely with all services across the Council to ensure payments are made to internal and external providers.

**SPEND – Placements, SEND and Personal Budgets:** Search for external fostering, residential and short break placements for looked after children and young people. Engage and negotiate with providers, the team also maintain case management and financial systems and make weekly payments to all children social care providers.

**SPEND – Cash and Card Payments:** Responsible for making and reconciling payments made on corporate purchasing and prepayment cards for services across the Council. The team run a Finance Reception function for staff and service users in Stockport Family including issuing cash and provide financial support to satellite sites.

**SPEND – Direct Payments Audit:** Complete audits of funds spent by service users in receipt of a direct payment. The team liaise with clients for audit documentation, review and update case management and financial systems and complete an audit report twice annually for all cases. Unspent funds are recouped in line with policy and any audit concerns discussed with service leaders.

**SPEND – Contracts:** Support services to procure goods and ensure services are compliant with financial procedures. The team liaise with our partners in STAR Procurement and are responsible for identifying value for money opportunities, sourcing and price negotiation with suppliers and tendering and implementing corporate contracts with an agreed core list of products and services.

**SPEND – Goods, Services, Invoicing and Capital:** Process purchase orders, invoices and transfers and ensure that payments are compliant with the No Purchase Order, No Pay policy. The team respond to requests made to the SPEND Hub Inbox, ensure deliveries are receipted and payments released to suppliers. The team also provide technical support for recording capital expenditure.

**SPEND – Children's Commissioning:** Supports the development and management of placement sufficiency for Looked After Children and SEND and with other Children’s Services contracts. Commissioning managers are responsible for identifying gaps and engaging with the market to develop services that are responsive to the needs of Children and Families in Stockport. Staff also support and advise managers on commissioning projects, from an initial idea, through to tender co-ordination and on-going monitoring. The emphasise on these roles are relationship management, data analysis, market oversight and development, contingency planning for market failure and best practice through regional networking.

**SPEND – Integrated Commissioning:**This is a relatively new function within the directorate and supports the development of the emerging Integrated Care system, including engagement with stakeholders in relation to Stockport’s Integrated Health and Care Plan.  Alongside this, the team actively seeks and develops opportunities for innovative and sustainable ways to commission and develop integrated health and care services.

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

# **School Places, Admissions and Transport**

**Appeals and Consultation:** Manage the governance and administration of school admission arrangements; admission appeals and school organisation. This team possess a detailed knowledge of the issues schools face and how those might impact a school’s ability to maintain or improve standards. They create statements of case which protect schools from admitting additional pupils, the same insights are used to inform how the Council may support these schools in the future to accommodate further pupils and assure school place sufficiency.  The team is responsible for public engagement and consultation regarding changes to admission arrangements, and school organisation issues.

**School Admissions:** Responsible for the administration of the school admissions process and national coordinated scheme. The team possess a detailed knowledge of regulations, case law and policies regarding school admissions and must fairly and robustly apply that to every application. The team exercises discretion and judgement on cases relating to educational needs, vulnerability and exceptionality, ensuring a difficult balance is achieved between prioritising children’s needs and maintained a fair and equitable admissions system for the majority of its users.

**School Transport:** Responsible for the administration of the free school transport scheme and SEND transport scheme. The team possess a detailed knowledge of regulations, case law and policies regarding school transport and SEND and must fairly and robustly apply that to every application. The team must use its detailed knowledge of SEND to exercise discretion and judgement to determine suitable travel assistance to offer a child, considering  educational need, vulnerability and personal independence - ensuring a difficult balance is achieved between efficient spend of public funds, encouraging personal, travel independence and  meeting current needs.