

Brokerage Payments Procedure

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Process Expert:	Brokerage Team	
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CHANGE HISTORY

VARIATION	DATE	DESCRIPTION	CHANGE ID
V1.0	31/10/2019		BP1

1. The Brokerage Payments Team

The Brokerage Payments Team is responsible for making accurate and timely social care payments for Adults and Children's Social Services.

The Brokerage Payment team operate a duty system to ensure there is a point of reference for all queries. Duty officer covers phones, team inbox, & posts. The Brokerage payment team email address is: Payments.Brokerage@haringey.gov.uk

2. Using this procedure

This procedure covers the following areas:

- Supporting Providers
- Supporting Social work teams
- Invoice Payments
 - Electronic Invoices
 - Manual invoices
- Scheduled Payments
- Payment Team and Vendors setup, amendments and unblocking
- Failures/Sap Maintenance

- Allpay Cards & Scheme Management
- Emergency Payments
- Overpayments
- Reconciliations
- Suspense Account
- Management of Open Credits
- Finance Surgery

3. Supporting Providers/Suppliers

The Brokerage Payment team recognises the importance of timely pays to providers are care and aims to work collaborate to ensure they are provided with appropriate support and advice.

All providers of care have allocated payment officers who are responsible for payments and clearing accounts.

The payment team will aim to resolve all queries within 28 days or in a timely manner as agreed with the provider if there are complex investigation to be undertaken.

The Senior Officer is responsible for setting up Provider Surgery and procedure around Auditing timesheet

The Brokerage Payment team work closely with social work teams to ensure timely payment to providers and carers. With this in mind the team regularly allocates time for each social care team to go through their queries and discussions based on the following:

- Missing Creditor Ref
- Failed Payments on Sap
- New services requests and services awaiting authorisation
- Any outstanding finance related issues.
- Debt
- Allpay payments
- Provider Payments

4. Electronic Invoices

These types of invoices are process via access database through our care record Mosaic system. All Providers will have an allocated payment officer.

- All E-invoices will be process within 30 days from the date of receipt
- Submitted spreadsheet will be savvied in the set format on the S Drive, then upload via the access database.
- Email Mosaic to upload.

- Once Mosaic have uploaded, the payment Officer will run a payment cycle and pick up payments for certification.
- Any queried invoices will be communicated back to provider
- Payment officer will work with Adults / Children’s Brokerage to identify issues with payments and help resolve issue.
- Brokerage Team to resolve issues with payments by the next four weekly upload.
- Payments issues to be logged and monitored by the Senior Officer and will be reported to head of service on weekly basis.

5. Manual Invoices

Payments Team receive a high volume of manual invoices from various sources and at time, it can be overwhelming. The team receive invoices via post and emails. Senior Officer manages and leads the processing of manual invoices with the Payments Officers. Haringey Brokerage Payment team has the following standards:

- All invoices to be sent to Payments.Brokerage@Haringey.gov.uk
- 30 day turn around to process manual invoices, the date receipt date
- All officers have a set day a week to work through Invoices
- Payment officers will Identify appropriate cycles to make schedule payments
- Payments issues to be logged and monitored by the Senior Officer and will be reported to head of service on weekly basis

6. Scheduled Payments

A number of payments in Haringey are automated and are managed through a schedule payments – This includes residential care, nursing care and supported living.

All payment officers have their allocated payment cycles and are responsible for ensuring payment are run on time.

Adults	Period	CYPS	Period
AdultOtherSchd	Wkly	AdoptionKinship	Wkly
AdultPlace4	Monthly	BACsChn	Wkly
AdultsInvLoading	4 weekly	DirectPayCHN	4 weekly
AdultSuppHsg	Monthly	Foster Bday,Hday, Festival	4 weekly
BlkAnastasia	4 weekly	Fostering REG	Wkly
BlkAsprayRes	4 weekly	NRPFAccomCYPS	Monthly

BlkOurris(Res)	4 weekly	PlaceAgcyFost	Monthly
DirectPayCHN	4 weekly	PlaceRes	Monthly
DirectPayLDMH	4 weekly	PlaceSemiInd	4 weekly
DirectPayOP	4 weekly	SENDScheduled	4 weekly
DPmgdPayroll	4 weekly		
NursingSpot	4 weekly		
ResidenSpot1	4 weekly		
ResidenSpot2	4 weekly		
ResidenSpot3	4 weekly		
ResidenSpot4	4 weekly		
TelephoneBT	Monthly		

7. WBS Failures and SAP Maintenance

To ensure continued improvement in service delivery any failure in payment will be flagged and worked on immediately. All officers will:

- Identify failures and work to resolve them on daily basis.
- Where the issue is related to WBS - Officers to run WBS failure report and circulate to the team
- Officer are responsible to action their allocated supplier
- Notification to be sent to the Social Worker of failures e.g. blocked vendor so that vendor could be unblocked. See below

8. Vendor Setup, Vendor Amendments and Block Vendors

Non-commercial Vendors setup, amendments and unblocking is referred to the relevant responsible officers by the service area using the Business Support team for Children / DP team (for DP and adult carers).

For all Commercial Vendors, the Payments Officer will send relevant form and action as needed.

9. Allpay Scheme

This is an alternative payment for clients without bank accounts.

See ‘Allpay Request Process: Mosaic Process and Guidance’ in the [Direct Payments](#) section of the Local Resources.

In brief the new Schemes are:

1102568 [Allpay Limited \(Instant Access Cards\)](#)

1121654 [Allpay Ltd - Direct Payments Adults](#)

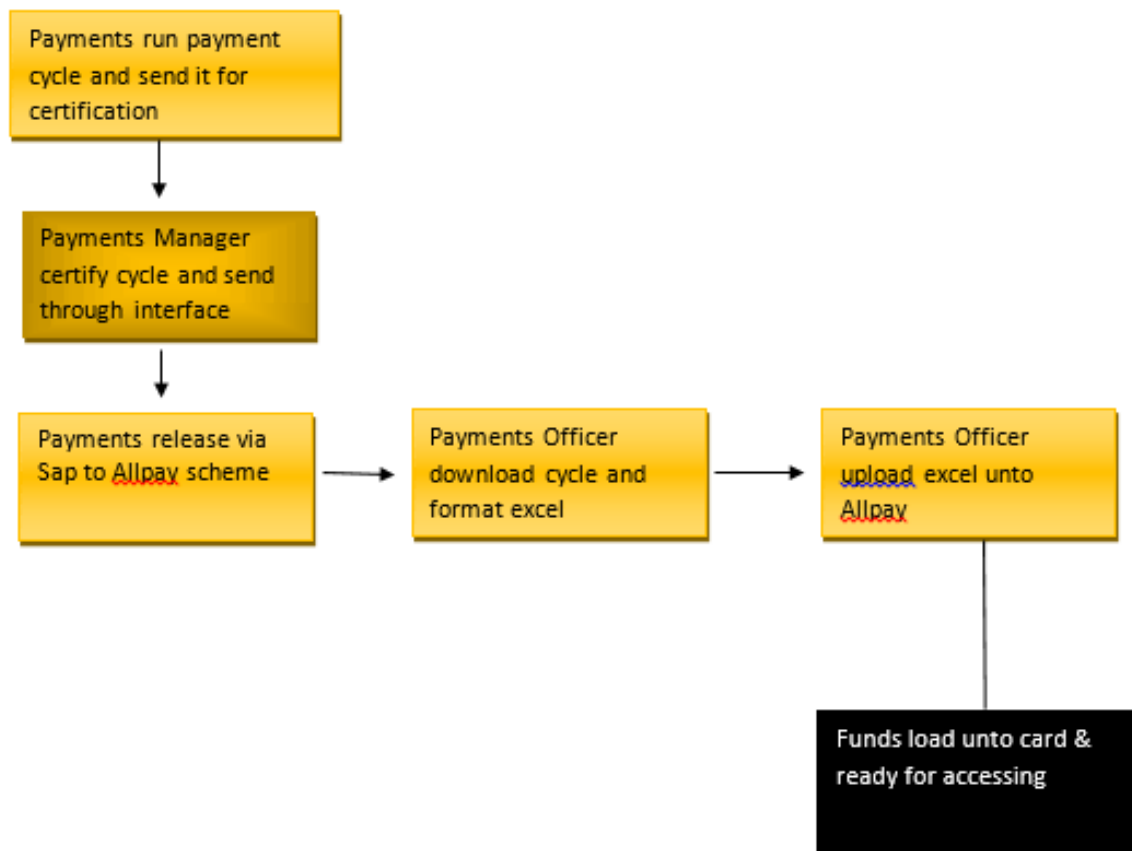
1121674 [Allpay Ltd - Direct Payments CYPS](#)

1121634 [Allpay Ltd - NRPF \(Adults and CYPS\)](#)

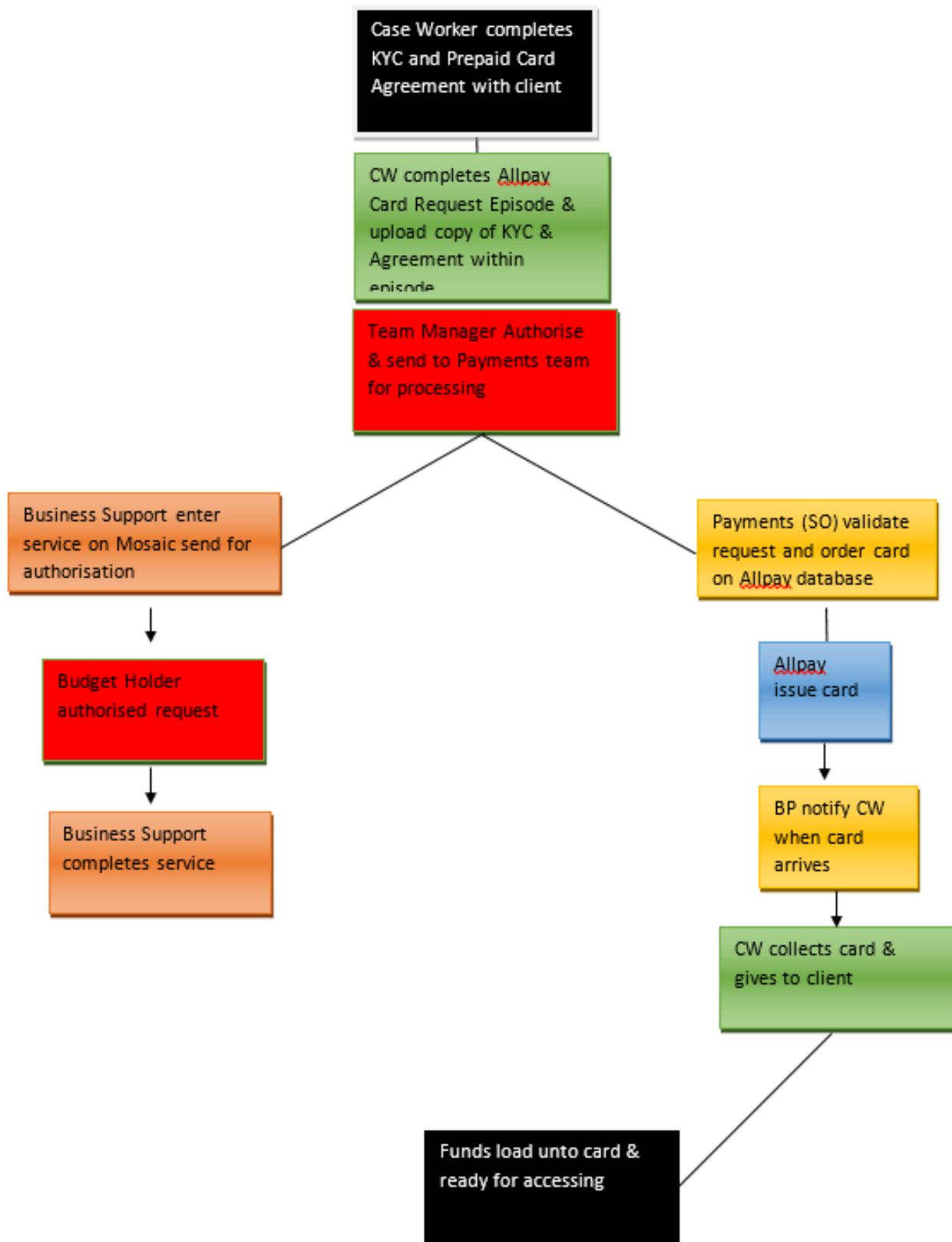
1121694 [Allpay Ltd - Young Adults Service](#)

The following 2 flowcharts outline the process.

Brokerage Payments



Process Map: Families, Young Adults Service & NRPF Families



10. Emergency Payments

The responsibility for requesting emergency payments sits with the care teams and the request will go to Cashiers corporate finance. The payment team will run the cycle (*PaycardInstant*) weekly on Tuesdays.

Careful management of this is important because the payment team is responsible for replenishing the Instant Allpay Account, which is managed by Cashiers.¹

11. Overpayments

The Brokerage Payment team has two dedicated officers to investigate and action Adults and Children Social Services overpayments. Debt Management have set out Overpayments Procedure that Payments team are following. In brief:

- To investigate each overpayment, provide a remittance of the Overpayment, together with evidence of the payments made.
- This information is to be sent to carer/suppliers giving 2 weeks to contact Brokerage Payments.
- After this time, an Invoice will be raised on SAP and passed over to debt management.
- Officer to update log sheet with activity
- Weekly report is provided to head of service as this is a priority area and progress report is submitted to Children's Improvement Board on monthly basis.

12. Provider Account Reconciliation

To ensure we have updated records and provide efficient service each payment officer will ensure providers of care invoice accurately and notify the authority of any change.

Payment Officers will regularly send reconciliation template to supplier. Supplier to complete the template including missing periods

Officer to check B13 report from Mosaic care records for costed service and compare with template

Any discrepancy will be reported to the brokerage service to ensure our care records are accurate – where there is a request for historical payment - Officer to check payments made against periods and identify whether the period in question was paid.

¹ **NRPF:** Business support to action all finance request relating to NRPF client group.

Young Adults: The service Area is responsible to process all Finance request.

Fostering/Adoption: Service request for clothing and equipment are completed and undertaken by either Business Support within the Service Area. SGO officer processes all adoption and SGO payments.

Argos: There are two Argos accounts for Children Service, one for YAS & the other for the remaining services. YAS (Account no. XXXX7181) credit limit is £20k the other (Account no. XXXX6794) credit limit is £10k. Argos invoices are priority due to the credit limits and the implications caused once blocked. (Please note Argos has multiple invoices for the same PO)

If the period was not paid, officer to request signed timesheet from supplier and work with Adults / Children Brokerage to make payment for missing period.

13. Suspense Account

Senior Officer to reconcile all payments using information provided.

Where officer can identify payments, they will provide Cost Code and GL Code to allocate funds and instruct banking team.

14. Open Credits

Open Credits are credits identified on Mosaic Payment run as an overpayment.

All officers have their allocated payment cycles and are responsible for taking the necessary action with regards Credits.

Where the supplier has ongoing services, the credit will be sent via the interface and onto supplier SAP account.

Accounts Payable will send a report for all Open Credits. Payments Manager will investigate each credit.

Where the supplier has no ongoing service, instruction will be given to Finance Officer to contact supplier and inform them of the Credit, reasons and evidence of payment.

Finance Officer will then raise an Invoice and pass over to Debt Management.