



Business Control System Checks

The purpose of this summary is to provide an overview of the Business Control System (BCS) processes.

BCS is an essential part of the system of internal monitoring and control. It is a web based compliance and assurance system and is used to record and report all financial and business controls and validations we carry out.

There are a number of actions which present a risk to security, quality and financial control. To determine the correct controls and support are in place a number of BCS management checks need to take place.

The list of BCS checks include:

- Safety of our people
- Caseworker on line
- Voice recording
- Accompanied visits
- Identity card
- Visiting officer diary
- Access to documentum

To achieve maximum assurance, the system relies upon all staff at team leader and above, to fully comply with all checks and follow BCS procedures.

The results of the BCS checks enable us to:

- Assess trends and take corrective action
- Be assured the right amount of actions are being carried out and being performed properly and consistently
- Compare performance across the business and identify and share best practices

BCS Homepage

The Business Control System (BCS) is accessed via the BCS website. From the main Child Maintenance Group (CMG's) page select **A – Z**, then select **B** and choose **BCS** to enter the site.

The first screen displays the available functions and eight links. These links provide additional information and guidance on how to access BCS and what checks to carry out.

The links cover:

- getting started and managing access
- checking guidance
- whats new – the latest BCS news and developments
- roles and responsibilities
- adding, amending or removing checks
- performing checks and validations
- business support team

- CSA – Mandatory check types

For more information select the link [Business Control System](#)

Registration

Senior managers, specialists and check type owners will be registered by the Business Support Team (BST).

Checking officers, line managers, validators and reserve users will register via self-registration.

On first access complete the registration process (where applicable) to set up an account.

New BCS users register via the CMG A – Z intranet page. Select **B** and **Business Control System – Access System DWP**. A welcome page asks users to complete a registration form.

Once the user record is completed, checking officers and line managers select **Continue** to display the select check types screen.

The top applet displays the list of checking types that can be added. Highlight the required **Type** and select **Add** (alternatively, highlight and select remove).

The applet at the bottom of the screen shows the proposed checklist.

Senior managers can amend check type frequency and percentage and self select check types.

Check type owners and specialists can view checks, validations and run reports.

Select **Save** to complete the registration process.

For more information select the link [Managing access](#)

Checks guidance

All team leaders and validators should be aware of the checks they are required to undertake. From the CMG homepage select [checking guidance](#)

From the menu select your line of business to open a new page with the relevant checks to be performed and guidance on carrying out the checks.

Performing checks

The quotas and/or percentage on BCS are the number of cases to be checked per month. The sample must contain a selection of all decision types relevant to the check being performed.

Clerical cases need to be considered. Where a percentage is set, calculate the number of cases actioned and perform these checks.

Once a check is created and saved on the system it cannot be changed or deleted (any modification is recorded as a completion).

Validation is the examination of the way a check is performed to ensure the correct procedures have been followed.

Select the link, [performing checks and validations](#) to access more information.

What's new

Select the [whats new](#) link to identify all up-to-date changes to BCS checks including amendments, introductions and removals. This ensures the correct guidance is being followed for your area.

Roles and responsibilities

If a team leader manages people recording checks on BCS select user role as line manager, if not, register as a checking officer.

To manage the integrity of the BCS system, the BCS support team must not complete any checks.

The BCS user roles available are:

- checking officer
- line manager
- line manager (with checking/validating team members)
- validation officer

A BCS job role/title will differ depending on the area of business they work in.

The job title determines the check types automatically assigned to the user. Select the link [roles and responsibilities](#) to see the list of job titles.

Adding, amending and removing

BCS checks are subject to change to match the needs of the business. The Business Security Committee review the checks quarterly. Check type owners can request checks are amended, added or removed at any time by completing a form [CF9b](#).

Business Support team

For any questions or additional guidance or advice email the business support team at CSA BCS BST or select the [business support team charter](#) link.

Mandatory check types

Select the appropriate check type from the list via the link to open a page with details of [how to perform the check](#).

[Content Editor](#)

[Terminology Changes](#)