

## Commissioning Supported Living Services through SProc.Net

### FAQs

#### **1) What is the difference between supported living and semi-independent living services?**

The London Borough of Haringey will be using SProc.Net to commission placements within Semi-Independent Living and Supported Living. Please be aware that these services are different and require different elements from Providers. To avoid any confusion, there are two main ways in which these services differ:

- 1) Supported Living services, the tenancy will be between the Service User and the Provider, the contract for support will be between the Council and the Provider. With Semi-Independent Living services, the tenancy and support are both included in the contract between the Provider and the Council.
- 2) Semi-Independent Living services are services for Care Leavers and only for those aged 16-25. Supported Living is for those over the age of 18 with long term needs, i.e. Learning Disabilities, Mental Health Disabilities.

### Becoming an Approved Provider

#### **2) Is there a cut-off point as to when you can sign up?**

You can sign up to the system at any time, however we recommend you sign up by the go live date so you don't miss out on any opportunities sent out by the council.

#### **3) Is it essential that we sign up to the system in order to provide to the Council still?**

Yes, in order to receive notifications of new opportunities you will need to sign up to SProc.Net and become an approved provider for the London Borough of Haringey in order to provide Supported Living Services. You will become an approved provider only once you have an approved enrolment.

#### **4) Is there a minimum standard we have to achieve in order to be able to become an approved provider?**

You will only become an approved provider to the London Borough of Haringey if you have met the Enrolment threshold of 70%. This 70% will be calculated from the evaluation of your method statements which you submit at Enrolment. You will be able to see how the Council will evaluate your method statements in the document titled 'DPS Entry & Operational Guide1' which is available on the Demand Site.

If you do not achieve the 70% threshold the first time you submit your Enrolment, you will have one more opportunity to submit. If your Enrolment is rejected for a second time, you will then have to wait a period of 6 months from the date of the second rejection to

resubmit for a third time. There is no limit to the number of times you can submit the Enrolment but you must be aware of the above if your Enrolment is rejected.

**5) If I have already registered on SProc.Net, will I need to register again to provide to the London Borough of Haringey?**

No, if you have already registered on SProc.Net you can use your existing account to complete the application to the London Borough of Haringey. As long as you have a username and password for the system you will be able to access all clients with the same log in details.

**6) If I already use the system for another borough, do I have to do another accreditation and enrolment?**

You will be required to submit a new accreditation and enrolment for the London Borough of Haringey as this will be a separate contract. You may already have responded to some elements of the entry criteria when you completed the Accreditation and Enrolment for another client; if this is the case, the responses you have entered previously will be automatically inserted as your response to London Borough of Haringey's criteria. Please be aware that there may be some questions for which you would need to change your response, so please do read the responses that pull through carefully.

**7) If we are already on the system, will our existing users be able to access the London Borough of Haringey section automatically?**

Users that are already on the system can complete the Accreditation and Enrolment for London Borough of Haringey as long as they have been set up with the relevant access. The access is set at a system level, it will not vary for each client so as long as you have access to the Accreditation and Enrolment already, those users will have access to this for Supported Living for the London Borough of Haringey. Only users who are set up as Supplier Administrators on the account will be able to complete Accreditations and Enrolments.

**8) What if we don't have all of the insurances?**

If you have the insurances but not at the level required, you will be able to self-certify to say you will get the required amount if awarded a contract. If you do not have the required levels of insurance and will not certify that you are able to obtain the required levels, you will not be able to submit your Accreditation. If you do not have the levels as required, you will be required to upload evidence of the cover you do have, you will not be able to submit without uploading a document in the allotted space.

**9) We have multiple branches from which we send support workers, will all branches need to be on SProc.Net?**

Yes, any location from which you will be offering care services to the Council for Supported Living services will need to be created on SProc.Net. You will need to then complete an enrolment for each branch, however, as above, your response will be pulled through once you have answered the question elsewhere on the system. You will therefore only need to amend the answers that are branch specific.

**10) How do I set it up so I only receive notifications about packages I can fulfil?**

As part of the Enrolment you will sign up to Service Categories. This will then define which requirements you are notified about, for example, if you only provide support for people with Learning Difficulties you will only sign up to this category and will not receive notifications when support is required for someone with Mental Health problems.

## The commissioning process

**11) Will there be block purchases?**

No, only individual packages will be sent out through the system.

**12) What if I can't/don't want to submit an offer?**

When you receive a notification from the system that there is an opportunity within your capacity/capability, you have three options:

- Accept the Requirement and go on to submit an offer
- Ignore the requirement completely and leave it sitting on the system until the open for offers period ends
- Decline the Requirement so the Council will know that you are unable to submit an offer.

You may not want to submit an offer as it may be the case that you have reached capacity or you do not think you would be able to provide the best service for the individual, in this scenario we would recommend declining the requirement so the Council are aware that you will not be submitting an offer. There are no consequences to declining a Requirement and it will not count against your organisation if you decline a number of requirements.

**13) How would it work in the event of a group placement? How would the system process this?**

If you have a property that you believe would be suitable for those who require Support Living services, you are able to approach the Council to discuss this. If an agreement was

made and a number of individuals were identified as being best placed in this property, the Council would then create the Requirements on SProc.Net but distribute them manually to you so only you will have the ability to them submit the offer as agreed. In the event that a requirement is manually distributed only the provider to whom it is sent will receive a notification of the opportunity. Although agreements can be made off the system, any that are will be retrospectively loaded on to SProc.Net to ensure complete consistency across the service.

**14) What information will we receive on a requirement?**

A requirement will include no less than you receive at the moment, for example, where you would have received a risk assessment and/or criminal history record before, you will still receive this information. The Requirement will also include outcome statements which will outline the goals of the service user and the outcomes they wish to achieve. If there is any important information missing you can request more information, i.e. the age of the service user, on the requirement and all providers who have received the opportunity will be able to see your question and the Council's response. All communication through requirements will be anonymous. The onus is on the Council to ensure that all information is provided to enable you as a provider to make an informed decision on whether you are suitable to submit an offer and to enable you to submit the correct offer.

**15) If the requirement requires accommodation and we have only uploaded our support locations, how do we state which property we think is best for the service user?**

You will state which property/unit you think is best suited to the service user as part of your offer. There will be a feature on the Requirement that will state whether the package is for accommodation and support or support only, in the event that accommodation is required you will have a space to insert the property details on your offer.

**16) How will we inform the Council about the existing tenants?**

As part of your offer, if the request is for shared accommodation, you will be asked to provide details of current residents in order to ensure care matching is incorporated as much on the system as it would be without a system.

**17) Can we see where we rank once we have submitted our offer?**

Throughout the period during which you can submit your offers, you will be able to see where your offer ranks against other organisations who have submitted an offer. You will not be able to see what they have offered or who has submitted, likewise they cannot see any information about you, but you will see where your offer ranks. If you decide you wish

to amend your offer to attempt to improve your ranking, you have the option to amend your offer, although you can only amend the price.

**18) How will it be decided who has submitted the best offer?**

All offers submitted during the open for offers period will be reviewed. Offers will be evaluated under the 40:60, quality: price weightings. Quality on each individual offer will consist of your responses to outcome statements and capabilities. Capabilities refer to elements that the individual service user would like to have but are not absolutely necessary, outcome statements are an explanation of how you will help the individual meet their goals and outcomes. Capabilities will equate to 5% of the quality evaluation, outcome statements will form the remaining 35% of the quality score.

Whilst quality on each individual offer is scored lower than price, only providers who have met the 70% quality threshold at Enrolment will be receiving notifications of the opportunity so the quality of a provider has already been established.

**19) Does the council have to go with the top ranked offer?**

The award of the package is not done by SProc.Net, the system just facilitates the awarding of the contract; all offers are evaluated by the Council and they will have ultimate decision on which provider is the best fit for the individual. If a provider is identified as being the best value provider, in terms of quality and price, the Council can, in exceptional circumstances, override the score and instead offer the Service Agreement to the provider who submitted the second best offer. In this scenario, there would need to be a very good justification for doing this.

**20) How quickly will the contracts be awarded?**

The length of time between the close of the open for offers period and the award of a Service Agreement will vary depending on the urgency of the package.

**21) Is there a maximum number of packages a provider can win?**

No, there is no limit to the number of packages a provider can win.

**22) What happens if someone continuously submits offers that are significantly lower than everyone else, will there be a maximum and minimum rate?**

The council are not looking for the cheapest property; they are looking for the best value for money and therefore there will be a minimum and maximum rate at which you can charge. The offers will be evaluated by officers within the Council who know the market and they will be able to identify whether or not an offer is sustainable based on their

knowledge and experience. Submission of a low cost will not automatically guarantee that you will be awarded the Service Agreement as quality will influence the ranking so although your price might rank you at number 1, the quality element can then alter this. Providers are asked to submit a fair price for their services.

**23) Will we be able to conduct assessments?**

As before, you will be able to conduct assessments of the Service User. The process has simply swapped, so where you previously assessed the service user and then submitted your offer, now you will conduct an assessment once you have been identified as the best fit provider from your offer.

**24) What if my assessment does not match the information I was given previously?**

In the event that your assessment does not match the information you have received on the requirement you will not be bound by the Service Agreement that was created when you were established as the best fit provider. Depending on the difference in what you were told and what you have assessed, it may be that you can still cater for the needs and a change would be requested to the contract. If the needs are very different to what was on the initial Requirement, a new Requirement will be created and this will go back out to all approved providers to allow everyone equal opportunity to win the corrected contract.

## Payments

**25) What is a Service Receipt?**

A Service Receipt will replace the invoice you send to the Council. Rather than sending invoices, you will need to log on to SProc.Net and submit a service receipt against each contract that is on the system. The service receipt is a receipt to say that you have delivered the accommodation and the hours of support (where applicable) as agreed in the contract. The rate of charge has already been established at the offer period so you will not submit a rate each time, just the number of units.

## Contract Management

**26) What will happen to the current contracts that we have with the council?**

All the current contracts you have with the council will be put on to the system in order to process payment for all contracts through the same route.

**27) What will happen if the service user no longer needs the number of hours that are set out in the contract, can this change on the system?**

In the event that it is agreed between the Council and the Provider that there should be a change to a contract, this will then be reflected on SProc.Net. Changes will be agreed off

the system between the Provider and the Council and, once the terms are agreed, the Council will contact *adam* to amend the Service Agreement on the system.

## Help

### **28) How can we get in touch with adam for assistance?**

There are three different ways you can get in touch with *adam*;

- 1) Email us at [supplier.engagement@useadam.co.uk](mailto:supplier.engagement@useadam.co.uk)
- 2) Query function
- 3) Live chat function

To find the Query and Live chat function, log on to your account on SProc.Net, click on the 'Help' tab at the top of the page and you will find both functions here.

For additional help, you can find user guides and informative documents on the demand site (<http://demand.sproc.net>). To access these guides select 'Clients' from the top right hand corner and then select Supported Living next to the 'London borough of Haringey' section.