

## Cumbria County Council FAQ Document

Question No.	Question	Answer
1	Does the data on 'Current Homecare Delivery' include all Service Users or only 65+?	The information on 'Current Homecare Delivery included in the presentation covers all Service Users 18+.
2	How will the <i>SProc.Net</i> system impact the Brokerage function?	The Brokerage Teams will operate the SProc.net system. They will arrange for information to be captured on the system, as well as placing requirements, responding to offers and liaising with Providers through the SProc.net system.
3	Is the data on 'the Homecare deficit' the latest information available?	This information is based on the 2017/18 financial year report
4	Have you used the latest information from the UKHCA to inform the Fixed Hourly rates?	The Fixed Hourly rates have been calculated using the UKHCA 'the Homecare deficit' report as a guide. The Direct Costs have been calculated to allow Providers to pay staff the 'Living Wage Foundation' rate with Overhead being calculated based on previous contract modelling
5	Will I be able to view the assessment on the requirement?	You will not see the full assessment within the 'Requirement' as this will be anonymised to protect the Service Users identity until the care package is awarded, however you will see a summary of the care plan that is required.
6	What is the length of time that a requirement will be posted on the system for before closing to offers?	The length of time that a requirement will be posted on the Sproc.net system depends on the needs of the individual and the level of urgency in sourcing care. Some requirements will require a quicker response than others, for instance, urgent requirements may only be listed for 48 hours, whereas standard/planned requirements may be listed for a longer period. The length of time can vary for each requirement.
7	How will individual requirements be scored?	Your baseline Provider quality score will be a combination of an assessment of your responses to the quality-based questions on your Enrolment, and your CQC rating. The system will then capture your responses to the quarterly e-form responses around KPI performance to contribute to this score over time. Finally, there may be offer questions on each Requirement where your response will be assessed and will contribute to your score on that individual requirement.

8	How will quality based KPIs be built into the system?	A picture of the quality of care a Provider is delivering will be captured on the system based on the responses to the self-assessment questions, quarterly e-form responses and a Provider's CQC rating.
9	If an individual requires specific healthcare needs would the details of this be included in the requirement?	This information would be outlined in the care plan on the requirement. If further clarification is needed, you will be able to ask clarification questions, via SProc.net around specific elements of care.
10	Who will we be able to raise brokerage queries to?	Questions around individual care packages or requirements will be dealt via SProc.net, by the Council's Brokerage Team.
11	Will this system not mean that Providers are able to pick and choose the care packages that they want?	The Council is aware that this may put difficult or 'hard to reach' care packages at risk but will consider using the Council's in-house domiciliary care provider if this becomes an issue.
12	If I answer 'Yes' to a feature on a requirement, does that mean I am capable of providing the care package that I am tendering for delivering?	If you respond to a requirement on the system and answer 'Yes' to a feature by ticking against it, you are confirming that you have the capacity and capability to fulfil this package.
13	What do we do if we do not want to provide services for a requirement?	You can decline the requirement. It will allow you to specify why this is the case. You will also be able to re-accept the requirement if you find your circumstances change and that you are capable of delivering services before the offer-end-date.
14	What is the rationale for developing Cumbria Care's position in the market?	We have been developing Cumbria Care's position in the market to support areas which are struggling with unfulfilled hours of care. It is our priority that care is sourced for all individuals and Cumbria Care will continue to support with this.
15	It would be helpful for Providers in the market to be able to see where the 1300 hours of unfulfilled care are distributed.	We can look towards sharing this information. The new system will also give you visibility over all requirements distributed to the market for the service categories/distribution groups you are signed up to.
16	Will Cumbria Care provide care services through the system?	The Council's in-house domiciliary care provider, Cumbria Care will be recorded on the SProc.net system as a Provider for monitoring purposes.
17	Why are there currently a number of hours tied up awaiting a review?	We have assigned Social Workers to review these care packages. Adult social care is currently undergoing a restructure and additional resources have been identified as part of the process.

18	Could the visit times be increased, to create additional capacity in the market? Possibly use time-based banding to manage Social Worker / Service User expectations.	This is something we can look to explore. In the meantime, if a requirement is distributed specifying a 7am visit and you would be able to fulfil this at 7:30am, then this can be considered.
19	Are social workers being briefed on the way the system will be set up?	The Council's Social Workers and Brokers are being fully briefed on how the system will be set up and used going forward.
20	Will we be asked to deliver care until 11pm?	Yes, the timings for delivering Homecare will remain from 7am to 11pm. Where possible, the Council will look at managing the number of requirements for care until 11pm.
21	Why are we continuing with 15-minute calls?	There are currently 8500 hours' worth of 15-minute calls. We are looking at ways to reduce the number of 15-minute calls moving forwards, but an immediate transfer of these calls to 30-minute calls was not feasible.
22	How do Service Receipt approvals work?	If a service receipt is submitted for the exact number of units specified in the Service Agreement or within the agreed tolerance, then it will be automatically approved. If the Service Receipt is outside of this tolerance, the Service Receipt will need to be manually approved by the Council.
23	Will we have to pay a license fee?	No fees will be payable for the use of the system by Providers.
24	Will there be some leeway with the defaults process while the system is being developed?	Quality scoring and KPIs will develop over the life of the framework. The Council will take this into account when considering default notices
25	Will the existing portal still be used?	No.
26	Do we have to invoice weekly on the new system?	No, the system can generate invoices on a weekly basis based on your submitted service receipts, however when you submit these is up to you (weekly, monthly etc.).
27	Will this system speed up the payments process?	Due to the largely automatic nature of the system it is hoped that this will address the issues with our existing payments process and ultimately lead to your receiving payments faster. If service receipts are submitted matching the terms of the service agreement (or within the agreed tolerance) then they will be automatically approved.
28	What will happen to current service agreements?	All existing packages of care will be imported onto the new system for existing Framework and Off-Framework packages.

29	Will we have time to review our current service agreements before they are live on the new system?	We have set aside a 6-week period to transfer these packages of care onto the system. We will provide as much time as possible to review current service agreements on the new system once you are on-boarded. We will provide an export of this information before the go-live date to Providers to check for discrepancies.
30	What are the payment terms on the new system?	Standard payment terms will be 30 days, whilst for SMEs it will be 10 days wherever possible (as specified in the AQP Framework Agreement).
31	When will packages start to be commissioned through the new system?	The system is planned to go-live on 30 <sup>th</sup> August 2019. Care packages will be distributed through the system from 2 <sup>nd</sup> September 2019.
32	Is there a helpdesk for queries about the system?	Yes, there is a dedicated helpdesk for the <i>SProc.Net</i> system. They can be contacted by phone, by live chat, and by email with a 48-hour response time.
33	Can I change my selected distribution groups?	Yes, you can add distribution groups at any time. To remove a distribution group, you can raise a query to the <i>adam</i> helpdesk.
34	What information will we have on a requirement? Will we be informed of potential risks?	Any safeguarding/medical concerns and information will all be provided on a requirement level. This new system will encourage an improvement in quality both from the Council and Providers. We will be upskilling Brokers to be able to distribute requirements with more details.
35	Will the fixed rates be uplifted in line with the annual review of the living wage foundation rate?	These will be reviewed annually for Providers who evidence that they pay the Living Wage Foundation (Real Living Wage) to staff engaged in the delivery of homecare, as per the contract inflator, and will be adjusted according to changes in the Living Wage Foundation rate as well as Customer Price Index (CPI). Providers who do not evidence that they pay the Living Wage Foundation (Real Living Wage) to staff engaged in the delivery of homecare will not receive an uplifted rate.
36	I am not sure that paying a living wage is affordable for my organisation on the new rates.	As per the response to Question 4 above, the fixed hourly rates have been calculated to allow Providers to pay the Living Wage Foundation rate of pay to care staff. If you do not feel that this rate would be viable, please forward any substantiated evidence to the Council.
37	Will I receive a notification when a document on my Enrolment is expiring?	Yes, you will receive a notification 1 month before any of your enrolment documents expire. If your document expires, you may be suspended from applying for future care packages until the relevant documents have been uploaded.

38	How will Service Users choice be taken into consideration?	If there are multiple offers on a requirement, the Service User's choice of the Providers may be considered when awarding the Service Agreement.
39	What will happen to our current active packages?	These will be loaded onto the new system and assigned to the Provider who currently provides these services.
40	Am I able to submit a different number of hours on my service receipt if less/more care is required?	Yes, you can submit a different number of hours/units on your Service Receipt, however, if this is outside of agreed tolerances this will need to be authorised by the Council before it is approved for payment. Providers are advised to get in touch with a member of the brokerage team, before making any amendments to Service Receipts. For long term changes to a care plan, you will be able to discuss a change order to a Service Agreement with the brokerage team.
41	Will existing commissioning methods be used for Cumbria Homecare?	No, from the go-live date of the new system, Homecare will only be commissioned by the Council on SProc.Net.
42	How will the Council monitor quality on the new system?	Each Provider on the system will be assigned a Provider quality score. This will be formed of a small number of self-assessment questions asked at Enrolment. The baseline Provider quality score will also encompass a Provider's CQC rating. After go-live, e-forms will be submitted through the system on a quarterly basis which will monitor the Providers quality against a number of Key Performance Indicators (KPIs). The Providers responses to these KPIs will contribute to a Provider's quality score.
43	Will Providers have access to information concerning their KPI performance?	A summary of the scores given against performance-based questions on each e-form will be available upon completing an e-form.
44	Is the <i>adam</i> system compatible with other finance systems?	SProc.Net will manage the end-to-end payments process. You can export a level of information from the system concerning your active packages, payments raised against them and your summarised invoices.
45	How will current service agreements be handled for high cost Off-Framework Providers who do not join the system?	If a Provider chooses not to join the AQP Framework, they will not be able to submit any offers for future Home Care packages commissioned by the Council. The Council will prioritise reviewing care packages with Providers who decline to join the AQP Framework and will seek to transfer these onto the Framework. Service Users will be offered the choice of taking a Direct Payment, at the agreed hourly rate, to

		remain with the Provider, but they would need to pay a 'top-up' if the Providers rate was in excess to the agreed AQP Framework rate.
46	Does the hourly rate include travel time?	Yes. The Fixed Hourly rates have been calculated to allow Providers to pay travel time at the Living Wage Foundation rate, currently £9 per hour.
47	Do we need to pay mileage as a part of our commitment to pay Living Wage Foundation rates to employees?	The hourly rate includes an amount for mileage based on the UKHCA recommended figure of 35p per mile
48	What happens if Service Users want to remain in Reablement?	Service Users can only utilise Reablement for 6 weeks, after which they should transfer to a Homecare Provider. Due to previous capacity issues within the Home Care market, some care packages have remained 'stuck' in Reablement. The SProc.net system will be used to support the transfer of these care packages from Reablement into Home Care.
49	When can Providers complete their Accreditation and Enrolment?	Providers will be able to submit their Accreditation and Enrolment from the Establishment date of the AQP (planned for 28 <sup>th</sup> June).
50	What are the expectations on the Provider in terms of information governance and security?	Providers will be required as a part of the Accreditation process to have a GDPR policy in place that meets current legislative requirements. You will also be required to review and accept a declaration statement from <i>adam</i> that certifies that you will use the system appropriately.
51	If I am already registered with a different client on the system, will I have to register again? Will I also need to re-complete my documentation?	You will not need to re-register onto the system. You will need to complete a new Accreditation and Enrolment selecting Cumbria County Council as the client.
52	Does the <i>adam</i> system work on different platforms?	The <i>adam</i> system is optimised for use on a number of devices and operating systems (e.g. Windows, MacOS, tablet, phone etc.).
53	Does the quality metric for living wage consider any payments over the Living Wage Foundation rate?	Any payments higher than the Living Wage Foundation rate will not be considered in the quality calculation.
54	Will it be a long process to place an offer on a requirement?	No. A large amount of the information needed is now front-loaded onto the Accreditation and Enrolment stage, thereby simplifying the actual process of responding to the specific elements of an individual requirement.

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How will distribution groups be split?

The distribution groups will be based on the District and Service Level of the individual care package. See the table below, outlining the Distribution Groups

Carlisle - Urban
Carlisle - Rural
Carlisle - Extra-Rural
Eden - Urban
Eden - Rural
Eden - Extra-Rural
Allerdale - Urban
Allerdale - Rural
Allerdale - Extra Rural
Copeland - Urban
Copeland - Rural
Copeland - Extra-Rural
S. Lakeland - Urban
S. Lakeland - Rural
S. Lakeland - Extra-Rural
Furness - Urban
Furness - Rural
Furness - Extra-Rural