

Market Engagement Events – FAQs

- 1. Q - What happens if a service user who has been using a particular home for respite stays still wants to use that home after the go live date?**

A – The continuity of the care provider will be considered and brokerage would probably contact that care home directly to provide the respite stay if that care provider was enrolled to the system.

- 2. Q – Will the new system (Sproc.Net) cut out the interaction with the Social Worker?**

A – The Social Worker is responsible for the care plan and will be involved in the assessment of service user with a potential new care home; that part will remain. The brokerage team will be responsible for the commissioning process and ongoing contract management.

- 3. Q – Once payments are set up and agreed will they happen correctly?**

A – Once the offer is confirmed and a Service Agreement is created, payments will take place in line with the values in the Service Agreement. If things change like the service user is transferred into hospital, then the brokerage team needs to be advised through the messaging system on Sproc.Net and they can make any necessary changes to the rates on the Service Agreement to keep them correct.

- 4. Q – Will service users be given a choice of local care homes?**

A – The system has the facility to do a postcode and radius search from a nominated postcode if that is requested by the user, family or carers.

- 5. Q – I'm already enrolled to provide services to Haringey for a different category, do I have to complete a new Accreditation and Enrolment?**

A – Yes, Care Homes is a new category, with different entry criteria. However, if a previous category has the same Accreditation and Enrolment questions, your answers will automatically pull through. If this is the case, please run through and check they are correct before submitting your application.

- 6. Q – I have multiple Care Homes; do I have to register them all?**

A – You need to complete one Accreditation for the company and then complete an Enrolment for each Care Home. However, if each Care Homes has different bank details they each need to be set up under a different account, with their own Accreditation and Enrolment.

- 7. Q – What happens if we submit a price, complete a Service User assessment and find that the original price quoted is significantly low?**

A – If this happens, you'll need to Withdraw your Offer. Brokerage will then contact the next Supplier on the shortlist. If the same thing happens, there is clearly a gap in the information given on the Care Plan. In these cases, Haringey will work with the Social Worker to ensure the Care Plan is accurate and then send out a new Requirement and you can make a new Offer.

- 8. Q - What happened if the Service User is placed into a Care Home and their needs significantly change once they are placed?**

A – You will discuss this with the Brokerage team. Once a Service User is placed in a home, it is unlikely they will be moved unless that home cannot support the newly identified needs.

9. Q - We are currently paid on an automatic cycle, will this continue?

A – Yes, you will continue to be paid automatically. However, all contracts, existing and new, will be loaded onto SProc.Net and adam will become your payment agent

10. Q - Will we still be paid every 4 weeks and towards the end of a 4 week cycle?

A – Yes it is our intention to carry on paying you in the same way as before and under the same terms.

11. Q - Do we need to use the system for current residents?

A – Packages for your current residents will be loaded onto the system. All management and billing of these packages will commence from Monday 31st July.

12. Q - Will we be able to see client contributions? Is it always the providers' responsibility to collect Client Contributions?

A – When the amount becomes available, the Brokerage team will add this onto the Service Agreement on SProc.Net and the Placement Agreement that will be sent through to you. You are still responsible for collecting this amount from the Client.

13. Q - Is there any cap on price competition? What is to stop providers offering low prices without having the capability to supply at high quality?

A – The quality of the suppliers providing services will be judged at Enrolment stage, and subsequently through monitoring of existing packages. The Council has reserved the right to reject offers that are not commercially viable.

SProc.Net System FAQs

1. Q - How many users can one company have?

A – There is no limit to the number of users a supplier can have.

2. Q - Can we amend bank details on the system?

A – A user assigned with the role 'Administrator' can add new bank details and the date they are effective from the Admin page by pressing on the Green Actions button.

3. Q - Will we be able to see a breakdown of the payments with back-dated adjustments?

A – Yes, once your automatic Service Receipt run has been approved and adam has sent the consolidated invoice to London Borough of Haringey, you will be able to download a Self-Bill which outlines what you will be getting paid, for which weeks and when.