



Sourcing Process

Sourcing is carried out by our Service Placement Team at Essex County Council. This document details key information with regards to the sourcing process, inclusive of key contacts.

Key Contacts – SPT

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General Queries	Service.PlacementTeam@essex.gov.uk

Non-Urgent Referrals

For non-urgent referrals, the Service Placement Team (SPT) receive a referral from the key worker / social worker requesting the need for care to be sourced. These packages are then placed on the batching list which is shared with providers daily at 4pm. The batching list includes basic information such as:

- Adult Reference No.
- Package Type
- Package Size
- Location of care package
- No. of carers required (Whether single handed or double handed)

If a provider requires further information, they can express an interest by responding to the batching email stating the package that they have interest in.

To express an interest in any of the attached care package(s) on the batching report please do the following:

Complete the following columns for each package you would like to obtain further information on:

- Organisation Interested
- Organisation Name
- Date of Response
- Key Contact Name

By 10am the following day send the completed report to provider.capacity@essex.gov.uk. Please ensure your attachment is saved with your designated password.

All responses are reviewed at 10am the following day and providers are contacted in ranking position to provide further information around the care package. SPT will share the Information to Service Provider (ISP) which has full details of the adult and the care package in question. If the provider would like to commence the package, this will need to be communicated to SPT. SPT will then confirm with the provider whether the care package has been awarded to their organisation. The package will be awarded to the highest-ranking provider that responds within the batching time period.

Urgent Referrals

The key worker / social worker will access an adult and determine the urgency of referral. If the SPT receive a referral with 2 days or less this is regarded as an urgent referral.

SPT begin the 'call down' process whereby the team contact the framework providers, in order of the ranking list for the required district.

In addition, the urgent package will still be added to the 4pm batching list which is shared with all providers. At 10am the following day, responses to the batching will be reviewed in order of ranking position.

Failure to source via Framework

In the situation where ECC are unable to source a care package via the framework, this will then progress to the next stage of the sourcing process.

During times of pressure, or where there is a lack of supply in a certain area, ECC periodically implement an additional £500 per package start, for qualifying packages. This is known as £500 incentive payments scheme for domiciliary care services.

These payments apply in the following situations:

- If the scheme is currently active, which will be communicated out to providers when necessary. Please confirm if the £500 incentive applies with the SPT officer before accepting the package to determine whether the £500 incentive payment applies to the package.
- If the package is on the 'available packages' list that is emailed out on a Monday & Thursday.

In addition, ECC also have in place the **Speedy discharge incentive payment** – this is a £500 incentive payment, per care package, to be used to support with securing capacity and the rapid assessment and discharge of Adults that are in hospital or interim care services. This is available to Framework providers only, for care

packages accepted and commenced on the same day as a referral is made, or the next day where a referral is made after 2pm. This incentive payment is applicable to new care packages exiting hospital (not package restarts), those exiting interim care services (not framework in lieu of reablement services), also packages referred from the community as admission avoidance. Providers must be able to accept referrals and admissions between 8am and 8pm, 7 days a week.

If you require further information around either of the schemes, please contact us at Winter.payments@essex.gov.uk