

Sourcing Process – Overview

The purpose of this document is to provide supplementary information on the sourcing processes set out in the ‘Framework Agreement for the provision of Live at Home Services’ (the Agreement). This document should be read in conjunction with the Agreement, in particular Part 3, sections 8, 9 and 10. In the event of any inconsistency between the documents, the Agreement will take precedence.

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

Key Contacts – Service Placement Team (SPT)

General Queries	Service.PlacementTeam@essex.gov.uk
Jayne Holttum (Placement Team Manager)	Jayne.Holttum@essex.gov.uk
South Essex Adam Collier (Deputy Team Manager) Marie Saunders (Deputy Team Manager)	Adam.Collier@essex.gov.uk Marie.Saunders@essex.gov.uk
Mid and West Essex County Council Hannah Rose (Deputy Team Manager)	Hannah.Rose@essex.gov.uk
North Essex Bryn Morgan (Deputy Team Manager)	Bryn.Morgan@essex.gov.uk

Referrals

The Service Placement Team will refer Adults to the Service Provider by:

- (a) The Council’s Social Care Case Management System Mosaic; and/or
- (b) Secured email
- (c) Telephone (a telephone referral will always be followed up in writing via the Councils Social Care Case Management System Mosaic or via secured email)
- (d) Batching list – this is a spreadsheet sent via an email to Tier 1 providers only (if required)
- (e) Available packages list - this is a spreadsheet sent via an email to Tier 1, Tier 2 and spot providers if required

The Service Provider must be able to accept referrals by all the mechanisms above.

Referrals could be made seven (7) days per week, fifty-two (52) weeks per year.

The Service Placement Team (SPT) will contact providers by either telephone or secure email in the first instance to offer a package.

Referrals could be made at any time; however, Service Providers will only be required to respond to referrals during the following hours:

(a) Monday to Thursday – 09.00 – 18.30

(b) Friday – 9.00 – 18.00

(c) Saturday –10.00 – 16:00

(d) Sunday – 10.00 – 16.00

(e) Public Holidays – 10.00 – 16.00

If the service provider feels they would be able to accommodate the care package referred, they should respond to SPT within 1 hour. SPT will confirm with the provider whether the care provider can then go ahead with organising an assessment / start date. Assessments should not be booked nor packages started without prior confirmation from SPT.

Important note - if the Provider indicates their intention to accept the referral, and the adult is in the community the Service must commence within 48-hours, whereas if the adult is being discharged from hospital the Service must commence within 24-hours. If an Adult is deemed to be at immediate risk, the Service must commence on the same day as the referral from the Appointed Brokerage Team unless there are factors outside of the Provider's control.

For further information please refer to the Terms & Conditions, paragraph 8 (Sourcing Process, Issue of ISP and Purchase Orders) of Part 3 (Call off and Award Procedures & Refresh Mechanisms).

Batching list

A batching list **may be issued to Tier 1 providers** via email if there are packages still being sourced 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(s) that they have interest in.

All responses are reviewed at 10am the following day, and providers who have responded within the 10am deadline are contacted in ranked position and further information around the care package is shared. SPT will confirm with the provider whether the care provider can go ahead with organising an assessment / start date.

The Batch List will not be sent to Tier 2 providers.

Failure to source via Framework – Available Packages List

In the situation where SPT is unable to source a care package via the LAH framework, the care package will then progress to the next stage of the sourcing process. Any packages that have not been sourced will be added to the 'Available Packages' list that is emailed out on a Monday and Thursday. These packages are still available to framework providers, as well as the SPOT market, with the opportunity to discuss costings/ways in which the package could be delivered to make it viable.

Mini Competitions

A mini competition is a competitive procurement process, run between providers in a district. Either Procurement Services or the Councils Approved Brokerage Service may use this process to source care for either an individual or a small group of adults. For further information please refer to the Terms & Conditions, paragraph 9 (Mini Competition Process) of Part 3 (Call off and Award Procedures & Refresh Mechanisms).