

## Live at Home Framework 2025 – Frequently Asked Questions

### 1. Sourcing process

1.1 How will I receive care package referrals?

1.2 When will I receive the Batching List?

1.3 Is there a provider portal for care package referrals?

1.4 Would contacting the Adult Social Care Team Managers directly help with securing new care packages from the Council?

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

#### Tier 1 providers

As stated on page 2 of the document titled 'Sourcing process' (embedded within the document titled 'Introduction to Essex County Council – Adult Social Care', the Batching List (which is a Microsoft Excel spreadsheet of packages that need to be sourced) is sent to Tier 1 providers **only if there are care packages still being sourced at 4pm**. Tier 1 providers should respond to the Batching List by ticking the packages they are interested in and submitting the file to SPT by 10am the following day. SPT will then contact them by either telephone or secure email to discuss an offer. Please note that the Batching List is **only sent to Tier 1 providers. If there aren't any packages that need to be sourced because these have already been placed with tier 1 providers then it will not be issued.**

#### Tier 2 providers

If a care package has not been accepted by a Tier 1 provider, then the Service Placement Team will contact the Tier 2 providers in ranked list order by either telephone or secure email. Please note that Tier 2 providers **will not** be sent the Batching List.

#### All ECC market (framework and spot suppliers)

If SPT is unable to source a care package using the processes outlined above, it will be added to the 'Available Packages' list. This list is emailed to providers on Monday and Thursday. These packages will be available to all framework providers, as well as the Spot market, with the opportunity to discuss propose rates / ways in which the care package could be delivered to make it viable.

The Council may also undertake mini-competitions to source care packages, however most care packages will be sourced using the processes set out above.

Currently, SPT does not utilise a portal for care package referrals.

All care packages are sourced by the Service Placement Team (SPT) based on the ranked lists developed as part of the Live at Home 2025 tender process. Please refrain from calling ASC teams/team managers in relation to sourcing new packages. All queries in relation to this should be directed to the Live at Home Team.

## **2. Provider Portal - update for new suppliers to Essex County Council (ECC)**

### **2.1 How do I sign up to use the Provider Portal?**

The Provider Portal is the portal for the supplier payments system (please note this is not used for care package referrals). Due to the volume of **new suppliers** to Essex, a new provider will **not** be set up on the Provider Portal until it has a care package. This means that a provider will not be able to access the system or be trained on it until that time.

If you are a **new provider to ECC** and you receive your first care package, you will be set up on the Provider Portal using the bank details and Extranet Form already submitted to the Council. **Once you receive your email login to the Provider Portal, please ensure you activate it within 24 hours of receipt.** Then an officer from the Non-residential Payments Team will be in touch with you in relation to training on the system.

## **3. Providers already working the Council, delivering LAH services**

### **3.1 I'm a provider delivering care packages commissioned under the previous (LAH 2021) framework / the LAH Spot contract – what happens to these packages?**

### **3.2 Will there be a change to package prices for existing packages.**

As an existing LAH framework / spot provider, your package(s) will transition onto the new LAH framework 2025 terms and conditions with the exception of the package price(s). The price(s) for existing packages will continue at the rate that was in force prior to the commencement of the new framework. However, where there is a package change and a new purchase order has been issued – for example where there is an increase or decrease in care hours, the price will then change to the new rate selected.

**4. Do I need to submit a CSV file as part of the Key Performance Indicator requirement.**

The Live at Home framework includes a requirement for a CSV file containing Electronic Homecare Monitoring data (relating to ECC funded adults) to be submitted to ECC on a four-weekly basis. This requirement is a Key Performance Indicator, as set out in Schedule 2, Appendix 2 of the contract. We are in the process of developing and testing portals to upload the data to. Whilst this is underway, tier 1 providers and providers delivering intermediate care contracts will be required to submit the data via secure email, from January 2026 onwards. Your Procurement Manager will contact you in the new year to support you with this process. You are not required to take any action relating to submitting a CSV file until contacted by your manager.

We will notify tier 2 providers of the date that EHM data files should be submitted in due course.

We would like to remind you that it is a contractual requirement to use an EHM system to monitor care visit delivery, and to make this data available if requested to do so by ECC.

Please note that for KPI scoring purposes, providers will be deemed to have submitted a file for the first 4week period and will be scored as such.

**5. Can I change the registered office (branch) I am delivering Live at Home (LAH) services from?**

You may submit a request to change the registered office you are delivering services from, however it is at the discretion of the Council as to whether this is agreed. It is a contractual requirement for a provider to maintain a valid CQC registration for each registered office listed in their Live at Home agreement (in Schedule 14 'Branches'). If a provider, for example 'archives' a branch with the CQC, then that branch is no longer considered to have a valid CQC registration. If a provider wants to deliver the services from a branch that is not listed in the contract, the provider may request for a contract novation to take place, whereby the Council will consider whether a branch / location listed in Schedule 14 can be replaced by another branch / location. Before making any changes, please submit a request through your allocated Procurement Manager or email [Liveathome@essex.gov.uk](mailto:Liveathome@essex.gov.uk). A manager will then contact you to explain the process and advise whether a recommendation for approval will be taken forward.