

## Batching Process

### Expressing an interest in packages

- LAH Providers will receive a batch report (a Microsoft Excel spreadsheet) on a daily basis (Monday to Friday) at or around 4pm
- Batch reports outline high level information of all the care packages available in the quadrant and are issued to all providers that operate within the quadrant
- Providers are required to review the batch list which can be filtered for example by postcode or specialism, to identify packages that might be of interest
- To express an interest in a package of care and request further information, the provider will send an email response identifying the Mosaic numbers to [provider.capacity@essex.gov.uk](mailto:provider.capacity@essex.gov.uk)
- Emails are to be received by 10am the following morning (Fridays batch by 10am Monday morning).
- There is no longer a requirement to respond with a refusal reason as a nil response will indicate you have no capacity to support.

### Batching Process – Award

- All ISPs requested will be emailed to the provider(s) to enable them to review if they can meet the needs outlined in the ISP (Information to Service Provider form)
- Within 1 hour the provider will need to inform the Service Placement Team (SPT) for each ISP if they are: able to make an offer or requesting an assessment
- By 3pm SPT will respond to confirm the outcome if you have made an offer or requested an assessment
- Telephone calls (providers contacted in ranked list order) will only be made where a package is urgent (i.e. those requiring an immediate start).
- Urgent packages will appear on the batch report however the telephone process will run in parallel and providers will be contacted in ranked list order.

### Assessments and start dates

- Following the receipt of an ISP from SPT, providers have the option to complete an assessment of an adult's needs prior to confirming whether they have the capacity to meet their needs. If an assessment is to be undertaken prior to confirming acceptance of the package, this must be confirmed with SPT prior to contacting the adult/family to arrange the assessment.
- If an assessment is to be carried out, this must be completed within 24hrs of receipt of the ISP, and SPT must be informed when this is completed. For example, if an ISP is sent out at 1pm an assessment must be completed by 1pm the following day.

- The only exception to this is where the Council has stipulated that the Adult requires an urgent placement, such as an adult being discharged from hospital, in which case the assessment must be completed within 4 hours of receipt of the ISP. If the ISP is sent after 3pm the assessment must be completed by 1pm the following Calendar Day.
- Should there be a delay to completing an assessment due to the adult's family wishing to be present, this must be communicated to SPT.
- Following the completion of an assessment, providers must confirm with SPT as to whether they are taking on the package and advise the earliest date they can safely start delivering care. If a provider does not respond to SPT within the relevant timeframe, it will be deemed as the provider not accepting the package and SPT will offer the package to the next provider on the ranked list.
- When the start date of the package of care has been confirmed with SPT the relevant paperwork will be issued to the service provider, inclusive of a confirmation/commencement of care, final ISP and purchase order.

### Service Placement Team

Essex County Council's approved brokerage team that carries out sourcing of packages of care is the Service Placement Team. The relevant contacts are included below:

Adam Collier (Deputy Team Manager)	South East Essex <a href="mailto:Adam.Collier@essex.gov.uk">Adam.Collier@essex.gov.uk</a>
Marie Saunders (Deputy Team Manager)	South West Essex <a href="mailto:Marie.Saunders@essex.gov.uk">Marie.Saunders@essex.gov.uk</a>
Hannah Rose (Deputy Team Manager) Thomas Matthews (Senior Placement Officer)	Mid Essex & West Essex <a href="mailto:Hannah.Rose@essex.gov.uk">Hannah.Rose@essex.gov.uk</a> <a href="mailto:Thomas.Matthews@essex.gov.uk">Thomas.Matthews@essex.gov.uk</a>
Bryn Morgan (Deputy Team Manager)	North Essex <a href="mailto:Bryn.Morgan@essex.gov.uk">Bryn.Morgan@essex.gov.uk</a>
General Queries	<a href="mailto:Service.PlacementTeam@essex.gov.uk">Service.PlacementTeam@essex.gov.uk</a> 03330 0139974