

Guidance for providers



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So, what is eBrokerage?

eBrokerage is software that we will use to source care and that you will use to respond to our requests. The software allows a simple two-way exchange of information between your organisation and Adult Social Services for you to obtain packages of care that are suitable for you and for the recipient.

How does it work?

eBrokerage is based around a system of notifications and replies.

1. Brokerage will use the software to create a package of care based around the requests of the person's Social Worker or team.
2. The system will identify all suitable care providers.
3. These providers will then receive the details of the package in eBrokerage and via email, ensuring that new offers will not be missed.
4. Each provider then responds in eBrokerage to the request with their availability.
5. Once a decision is reached, all providers who made an offer are informed of the outcome.

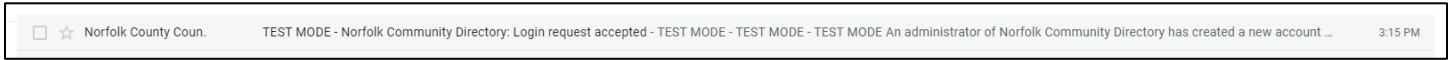
It is important to note that it is only the process that is changing, not the team responsible for the sourcing of care. The Brokerage Sourcing team will continue to source care using this new process.

General login can be found at <https://norfolk-master.occsites.co.uk>

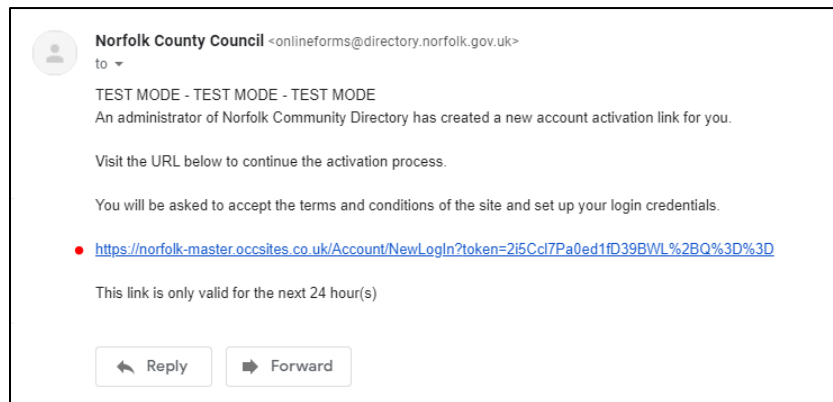
Chrome is the recommended browser although other browsers work.

How to register

Your organisation will receive an activation email notification.



When you open the email, click on the underlined hyperlink link, at the bottom of the email. This will take you to eBrokerage.



The New Login page will be displayed, inviting you to create a password. Following the rules, enter your new password into the free text box and repeat in the 'Confirm your password' box beneath it. Check the terms and conditions tick box and click on the 'Create new login' button at the bottom of the screen. You will be taken to the eBrokerage Dashboard.

New Login

User Details

User Name: DanielTraining
Email: trainingenvironmentcarecompany@gmail.com

Password

New passwords must follow all of these rules:

- Have 8 or more characters
- Have a mixture of lower case and upper case letters
- Have 1 or more numbers
- Have 1 or more symbols, e.g. # or %

New Password *

Confirm New Password *

Terms and Conditions

Terms and Conditions of Use

By registering with the Norfolk Community Directory, you agree to our terms and conditions (Terms) outlined below. Please read these as they not only outline your rights and responsibilities, but also offer support on how to create and submit your entry on to the Directory.

If we discover that you have breached the terms, we do reserve the right to suspend or terminate your account. This can be carried out immediately and without notice.

I accept the terms and conditions

[Create new login →](#)

Dashboard and email notifications

There are three ways of viewing a new offer of a package of care.

You will receive an email to the email account your organisation uses.

<input type="checkbox"/>	☆ Norfolk County Coun.	TEST MODE - Norfolk Community Directory: Brokerage Request, reference DR 999666333 14/03/22 - TEST MODE - TEST MODE - TEST MODE Response required by: 16/03/2022 12:38 W...	12:38 PM
<input type="checkbox"/>	☆ Norfolk County Coun.	TEST MODE - Norfolk Community Directory: Brokerage Request, reference DR 242424 14/03/2022 - TEST MODE - TEST MODE - TEST MODE Response required by: 15/03/2022 10:42 We ...	10:46 AM
<input type="checkbox"/>	☆ Norfolk County Coun.	TEST MODE - Norfolk Community Directory: Login request accepted - TEST MODE - TEST MODE - TEST MODE An administrator of Norfolk Community Directory has created a new account ...	Mar 11

When you open the email, the package reference details and an underlined hyperlink will be displayed, click on the link. This will take you to eBrokerage (you will be asked to sign in if you are not already), to the Brokerage Response page.

TEST MODE - Norfolk Community Directory: Brokerage Request, reference SP 00002 17/03/2022 Inbox x

Norfolk County Council <onlineforms@directory.norfolk.gov.uk>
to ▾

TEST MODE - TEST MODE - TEST MODE
Response required by: 18/03/2022 13:51

We are making contact to inform you of the current package of care available for you to respond to.

Package Reference: SP 00002 17/03/2022

For full details and to make a response, please click on the relevant links.

~~Training Environment Care Company (Training Environment Care Company)~~
<https://norfolk-master.occsites.co.uk/Admin/Brokerage/Responses/65052>


If you are reading this in an email and no longer wish to receive such emails you can use the following link to change your preferences: <https://norfolk-master.occsites.co.uk/Admin/>

Secondly, in the MarketPlace Home screen, there is a menu board on the left-hand side with various buttons. In the center of the screen will be notifications that display the package reference details.


Logged in as DanielTraining
Manage your account | Log out
Public site | Contact Admin

Dashboard


Welcome DanielTraining, what would you like to do?




Manage Services



Manage Organisations





Manage Users



View Documents

Notifications (10 Unread)

-  **TEST MODE - Norfolk Community Directory: Brokerage Request, reference SP 00002 17/03/2022** (17/03/2022 13:51)
 TEST MODE - TEST MODE - TEST MODE Response required by: 18/03/2022 13:51 We are making contact to inform you of the current package of care avail... [Read more](#)
-  **TEST MODE - Norfolk Community Directory: Brokered Services Rejected** (15/03/2022 23:14)
 TEST MODE - TEST MODE - TEST MODE Unfortunately the following brokered services in the package with reference DR 3443 15/03/2022 have not been cho... [Read more](#)

When you click on the appropriate notification, the Notification page will open that is similar to the email. The package reference details, and an underlined hyperlink will be displayed, click on the link. This will take you to the Brokerage Response page.

Logged in as DanielTraining
Manage your account | Log out
Public site | Contact Admin


Notification

The details of the selected notification.

[Mark as unread](#)
[Mark as important](#)
[Delete](#)
[Back to list of notifications](#)

Details

Generated on	Thursday, 17 Mar 2022 13:51:21
Generated by	SilasPrice
Subject	TEST MODE - Norfolk Community Directory: Brokerage Request, reference SP 00002 17/03/2022

 Any links contained in the message below may no longer be valid.

Details

TEST MODE - TEST MODE - TEST MODE
 Response required by: 18/03/2022 13:51

We are making contact to inform you of the current package of care available for you to respond to.

Package Reference: SP 00002 17/03/2022

For full details and to make a response, please click on the relevant links.

<https://norfolk-master.occsites.co.uk/Admin/Brokerage/Responses/65052>

If you are reading this in an email and no longer wish to receive such emails you can use the following link to <https://norfolk-master.occsites.co.uk/Admin/Account/Manage>

Related links [View Brokerage Package 'SP 00002 17/03/2022'](#)

The third way of viewing offers of packages of care is in the MarketPlace Home screen, click on the Brokerage button in the left hand menu board. This will take you to the Brokerage Responses page.

Logged in as DanielTraining
Manage your account | Log out
Public site | Contact Admin

Dashboard

Organisations

Services

Documents

Users

Brokerage

Dashboard

Welcome DanielTraining, what would you like to do?



Manage Services



Manage Organisations



Manage Users



View Documents

Notifications (1 Unread)



TEST MODE - Norfolk Community Directory: Brokerage Request, reference DR 9
TEST MODE - TEST MODE - TEST MODE Response required by: 16/03/2022 12:38 We are



TEST MODE - Norfolk Community Directory: Brokerage Request, reference DR 2
TEST MODE - TEST MODE - TEST MODE Response required by: 15/03/2022 10:42 We are

Brokerage Responses page

The Brokerage Responses page is where you will find all the packages of care that have been offered to your organisation.

Each row is a different offer of a package of care and shows the reference number, the type of service required, the status of the response and the date that the package will remain open to respond to in columns. It is important to remember that once an offer is on the system, it will remain there. This is to give your organisation complete control over the information that is kept. For example, if the needs of the person turn out to be completely different you will be able to find the offer that you agreed to as evidence to the contrary.

You can order the entries according to your preference by clicking on the triangle to the right of the heading of the column you wish to order.

For example, you can bring different types of service level to the top or bring the offers that are still awaiting your response to the top.

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 111222 14/03/2022	111222	Home Support Framework - Double assist	Training Environment Care Company	Awaiting Response	28/03/2022 16:51	No
DR 131313 14/03/2022	131313	Home Support Framework	Training Environment Care Company	Awarded	16/03/2022 17:20	No
DR 111 15/03/2022	111	Home Support Framework	Training Environment Care Company	Awarded	23/03/2022 08:49	Yes
DR 1010 15/03/2022	1010	Home Support Framework	Training Environment Care Company	Declined	18/03/2022 22:22	No
DR 242424 14/03/2022	242424	Home Support Framework	Training Environment Care Company	Expired Without Response	15/03/2022 10:42	No
DR 999666333 14/03/22	999666333	Home Support Framework	Training Environment Care Company	Expired Without Response	16/03/2022 12:38	No
SP 00002 17/03/2022	00002	Home Support Framework	Training Environment Care Company	Expired Without Response	18/03/2022 13:51	No
DR 14541 14/03/2022	14541	Home Support Night Sit	Training Environment Care Company	Expired Without Response	18/03/2022 17:00	No
DR 3443 15/03/2022	3443	Home Support Framework	Training Environment Care Company	Not Awarded	18/03/2022 22:53	Yes

You can use the Search box at the top right hand side of the page to filter what is shown on the page. For example, you can filter for packages of care that were built on a certain date, by entering the date into the search box.

Logged in as **Daniel Training**
[Manage your account](#) | [Log out](#)
[Public site](#) | [Contact Admin](#)

- [Dashboard](#)
- [Organisations](#)
- [Services](#)
- [Documents](#)
- [Users](#)
- [Brokerage](#)

Brokerage Responses

Click on a package reference to view or change your response.

Showing 1 to 5 of 5 entries (filtered from 9 total entries)

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 111222 14/03/2022	111222	Home Support Framework - Double assist	Training Environment Care Company	Awaiting Response	28/03/2022 16:51	No
DR 14541 14/03/2022	14541	Home Support Night Sit	Training Environment Care Company	Expired Without Response	18/03/2022 17:00	No
DR 131313 14/03/2022	131313	Home Support Framework	Training Environment Care Company	Awarded	16/03/2022 17:20	No
DR 999666333 14/03/22	999666333	Home Support Framework	Training Environment Care Company	Expired Without Response	16/03/2022 12:38	No
DR 242424 14/03/2022	242424	Home Support Framework	Training Environment Care Company	Expired Without Response	15/03/2022 10:42	No

The recommended way to order packages is to filter them using the 'Brokerage Expiry' column. This will arrange the packages with the soonest to expire at the top. To view the details of the package of care and to respond, click on the Package Reference in the 'Package Ref' column.

It is important to remember that all providers that receive this package of care offer will have the same amount of time to respond.

Logged in as Daniel Training
 Manage your account | Log out
 Public site | Contact Admin

Brokerage Responses

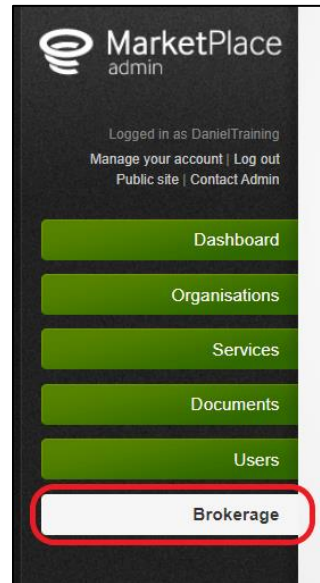
Click on a package reference to view or change your response.

Showing 1 to 5 of 5 entries Search:

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR_242424_14/03/2022	242424	Home Support Framework	Training Environment Care Company	Awaiting Response	15/03/2022 10:42	No
DR_999666333_14/03/22	999666333	Home Support Framework	Training Environment Care Company	Awaiting Response	16/03/2022 12:38	No
DR_131313_14/03/2022	131313	Home Support Framework	Training Environment Care Company	Awaiting Response	16/03/2022 17:20	No
DR_14541_14/03/2022	14541	Home Support Night Sit	Training Environment Care Company	Awaiting Response	18/03/2022 17:00	No
DR_111222_14/03/2022	111222	Home Support Framework - Double assist	Training Environment Care Company	Awaiting Response	28/03/2022 16:51	No

Responding to an offer of a package of care

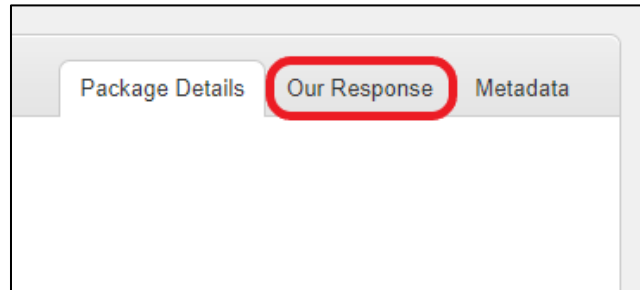
The best way to view all the offered packages of care and their status, all in one place, is through the Brokerage button in the left hand menu board on the left of the MarketPlace home screen.



After clicking on the Package Reference of the offer you want to view, the first screen will display an overview of the offer including the Package and Person reference number, type of care, start date and location by postcode.

Response	
Local Authority	Norfolk County Council
Package Reference	DR 777 30/03/2022
Client Reference	777
Service Level	Home Support Framework
Expected Start Date	04/04/2022
Hours Required	
Frequency	
Location	NR7

At the top righthand side of the page, there will be three tabs. Click on 'Our Response' tab for more details and to respond to the offer.



The Response page details all the information on the package of care including the Requirements, Additional Information, a section for you to add documents, if necessary, Notes and Placement Response.

Response
Package Details **Our Response** Met

Save your changes
Save and Mark Response Complete

Requirements

These are a list of requirements for the service to be delivered. If you can fulfill the requirement answer "Yes". If you answer "No" and the requirement is negotiable, a comment box will be shown so that you can enter a message explaining whether you could fulfill the requirement with minor changes or if there are mitigating factors.

Able to provide care from the selected start date	04/04/2022	Can Meet Requirement? <input type="button" value="v"/>
Able to provide care within the specified times	Please see Additional Information	Can Meet Requirement? <input type="button" value="v"/>

Additional Information

The following is a list of additional information provided by the local authority.

Care required	AM 30 minutes x 7 Tea 30 minutes x 7
Persons Gender	Female
Time specific care	AM call to be before 09:00
Town/Village	Norwich

Documents

These are a list of files attached to the package (that all respondents can see) or that you have added to this response (that only you and the Local Authority can see).

Add document...

Notes

These are a list of notes attached to the package (that all respondents can see) or that you or the Local Authority have added to this response (that only you and the Local Authority can see).

Add a new note

Placement Response

Your decision on whether your service can be provided to this client.

Placement Response

The Brokerage sourcing team are able to add requirements to the details of the package of care. These requirements need to be answered. Some of the requirements are negotiable, allowing you to add a note in reply.

The first requirement will always ask whether you can commence the package of care on the given date. Often this date will reflect the date that the package was built by the Brokerage sourcing team. This is the system equivalent of 'ASAP'. If you respond 'Yes' to this date and you are awarded the package of care, your contract will commence on this date. If the given date is not suitable but you can still fulfil the offer on a different date, you can answer 'No'. Doing so will open a free text box into which you can enter a start date suitable for you. If you are awarded the package of care, your contract will commence on this date.

Able to provide care from the selected start date	04/04/2022
	Can Meet Requirement? No ▾
	Negotiation Note
	We can start on 06/04/2022

Some requirements have a 'Yes' or 'No' answer and will be visible to the Brokerage sourcing team. If you answer 'No' to this, you can still respond that you are able to provide the package of care, but the Brokerage sourcing team will be able to see the answer to the requirement and compare it to the answer from other potential providers.

Able to provide care within the specified times	Please see Additional Information
	Can Meet Requirement? Yes ▾

The Additional Information section shows further details of the offer. 'Care required' gives the specific details (and will often refer to details shown in the Requirements). Additional Information also allows the Brokerage sourcing team to give details of time requirements. For example, that the call needs to be before 09:00 but still gives some flexibility. Some offers will be very flexible, some will be more specific according to the person's needs. Finally, a location is given.

Additional Information

The following is a list of additional information provided by the local authority.

Care required	AM 30 minutes x 7 Tea 30 minutes x 7
Persons Gender	Female
Time specific care	AM call to be before 09:00
Town/Village	Norwich

The Brokerage sourcing team and your organisation can also upload documents and add notes. It is important to remember that you will not receive any materials with sensitive information in this way before a package of care is awarded and that should you be awarded the package of care, your contract will be received via the Provider Portal in the usual way.

Documents

These are a list of files attached to the package (that all respondents can see) or that you have added to this response (that only you and the Local Authority can see).

[Add document...](#)

Notes

These are a list of notes attached to the package (that all respondents can see) or that you or the Local Authority have added to this response (that only you and the Local Authority can see).

[Add a new note](#)

Once you have reviewed the Requirements and the Additional Information and are happy with your answers (where relevant), it is time to complete the response. At the bottom of the page is the 'Place Response' section. Clicking into the box will open a drop down of Yes, or No responses for you to choose from.

Placement Response

Your decision on whether your service can be provided to this client.

Placement Response

▼

No - we are unable to provide this service

Yes - we are able to provide this service

Yes - we are able to provide this service subject to assessment

Yes - we are able to provide this service subject to negotiation

This response will be visible to the Brokerage sourcing team alongside any other responses made to the offer and they will be compared to decide which Provider is most suitable to be awarded the package of care. A response that answers "Yes" to the Time Specific Care Requirement will compare favourably to a response that answers no.

If you open the offer and start the response, the status on the Brokerage Responses page, status column, will change. If necessary, the Brokerage sourcing team can mark the offer as Priority, this will be displayed as 'Yes' in the Priority column at the right-hand side of the page.

Brokerage Responses						
Click on a package reference to view or change your response.						
Showing 1 to 6 of 6 entries						
Search: <input type="text"/>						
Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 111 15/03/2022	111	Home Support Framework	Training Environment Care Company	Response in Progress	23/03/2022 08:49	Yes

If you have responded to the offer positively, the status will change to 'Response Complete'.

Brokerage Responses						
Click on a package reference to view or change your response.						
Showing 1 to 6 of 6 entries						
Search: <input type="text"/>						
Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
✔ Response was saved and marked as complete successfully.						
DR 111 15/03/2022	111	Home Support Framework	Training Environment Care Company	Response Complete	23/03/2022 08:49	Yes

If you have responded to the offer negatively, the status will change to 'Declined' once the Brokerage sourcing team acknowledge.

Brokerage Responses						
Click on a package reference to view or change your response.						
Showing 1 to 7 of 7 entries						
Search: <input type="text"/>						
Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 242424 14/03/2022	242424	Home Support Framework	Training Environment Care Company	Expired Without Response	15/03/2022 10:42	No
DR 1010 15/03/2022	1010	Home Support Framework	Training Environment Care Company	Declined	18/03/2022 22:22	No

If all providers have responded or the deadline has passed, the status will change to 'Awaiting Decision'.

Brokerage Responses						
Click on a package reference to view or change your response.						
Showing 1 to 8 of 8 entries						
Search: <input type="text"/>						
Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 3443 15/03/2022	3443	Home Support Framework	Training Environment Care Company	Awaiting Decision	18/03/2022 22:53	Yes

If the time elapses before you have responded, the status will change to 'Expired Without Response'.

Brokerage Responses						
Click on a package reference to view or change your response.						
Showing 1 to 6 of 6 entries						
Search: <input type="text"/>						
Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
⚠ A response can no longer be started because the response deadline has passed.						
DR 242424 14/03/2022	242424	Home Support Framework	Training Environment Care Company	Expired Without Response	15/03/2022 10:42	No

Package of care awards and rejections

Once the Brokerage sourcing team have reviewed the replies from care providers to the offers sent out, they will award the package of care to the most suitable provider. You will be informed of the decision in three ways.

The awarding of a package of care to your organisation is as follows.

- 1) The status on the Brokerage Responses page will change to 'Awarded'.

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR_111222_14/03/2022	111222	Home Support Framework - Double assist	Training Environment Care Company	Awaiting Response	28/03/2022 16:51	No
DR_111_15/03/2022	111	Home Support Framework	Training Environment Care Company	Awarded	23/03/2022 08:49	Yes

- 2) There will be a new notification on the MarketPlace dashboard.

Logged in as DanielTraining
[Manage your account](#) | [Log out](#)
[Public site](#) | [Contact Admin](#)

Dashboard

Welcome DanielTraining, what would you like to do?

[Manage Services](#)
[Manage Organisations](#)
[Manage Users](#)
[View Documents](#)

Notifications (7 Unread)

TEST MODE - Norfolk Community Directory: Brokered Service 'Training Environment Care Company' Accepted (15/03/2022 21:46)
 TEST MODE - TEST MODE - TEST MODE We are pleased to advise your service 'Training Environment Care Company' brokered with for package reference DR... [Read more](#)

- 3) You will receive an email. Toward the bottom of the email, there will be an underlined hyperlink. You can click on the link and this will open the 'Brokerage Response' page where you will be able to review the details of the package of care.

Norfolk County Coun. TEST MODE - Norfolk Community Directory: Brokered Service 'Training Environment Care Company' Accepted - TEST MODE - TEST MODE - TEST MODE We are pleased to advise your ser...

Norfolk County Council <onlineforms@directory.norfolk.gov.uk>
 to

TEST MODE - TEST MODE - TEST MODE

We are pleased to advise your service 'Training Environment Care Company' brokered with for package reference DR 111 15/03/2022 has been chosen for the person.

Details of the decision are as follows:
 Source of decision - Social Worker/Assistant Practitioner/Practice Consultant
 Primary acceptance reason - Most suitable provider for person's needs
 Additional acceptance reason(s) -

You will shortly receive your contract and any other relevant information via the provider portal.

Use the following link to view the details of your response: <https://norfolk-master.occsites.co.uk/Admin/Brokerage/Responses/65039>
 If you are reading this in an email and no longer wish to receive such emails you can use the following link to change your preferences: <https://norfolk-master.occsites.co.uk/Admin/Account/Manage>

Once you have been awarded the package of care, the Brokerage Contracting team will draw up your contract and make it available to access via the Provider Portal (plus any other relevant information).

This is now the end of the eBrokerage process.

The rejection of a package of care is as follows.

- 1) The status on the Brokerage Responses page will change to 'Not Awarded'.

Package Ref	Client Ref	Service Level	Service Name	Status	Brokerage Expiry	Priority?
DR 3443 15/03/2022	3443	Home Support Framework	Training Environment Care Company	Not Awarded	18/03/2022 22:53	Yes

- 2) There will be a new notification on the Marketplace dashboard.

Logged in as DanielTraining
Manage your account | Log out
Public site | Contact Admin

Dashboard


Welcome DanielTraining, what would you like to do?

Manage Services | Manage Organisations | Manage Users | View Documents

Notifications (10 Unread)

✉ **TEST MODE - Norfolk Community Directory: Brokered Services Rejected** (15/03/2022 23:14)
TEST MODE - TEST MODE - TEST MODE Unfortunately the following brokered services in the package with reference DR 3443 15/03/2022 have not been cho... [Read more](#)

You will receive an email. Toward the bottom of the email, there will be an underlined hyperlink. You can click on the link and this will open the 'Brokerage Response' page where you will be able to review the details of the package of care.

 Norfolk County Council <onlineforms@directory.norfolk.gov.uk> Mar 15, 2022, 11:14 PM (3 days ago)

to

TEST MODE - TEST MODE - TEST MODE
Unfortunately the following brokered services in the package with reference DR 3443 15/03/2022 have not been chosen. Use the link next to services to view your response.

Training Environment Care Company (Training Environment Care Company)
<https://norfolk-master.occsites.co.uk/Admin/Brokerage/Responses/65047>

Details of the decision are as follows:
Source of decision - Social Worker/Assistant Practitioner/Practice Consultant
Primary rejection reason - A more suitable provider for the person's needs was chosen
Additional rejection reason(s) -

You may be successful in future cycles of the brokerage process with a different client.

If you are reading this in an email and no longer wish to receive such emails you can use the following link to change your preferences: <https://norfolk-master.occsites.co.uk/Admin/Account/Manage>

If you decline an offer, there is no further communication from the Brokerage sourcing team.

This is now the end of the eBrokerage process.