

Guidance for providers Sept 2022



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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 referrals 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 referral 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 referral 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.

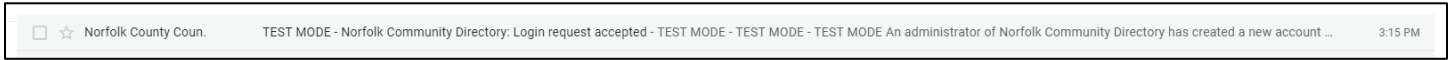
The eBrokerage system uses the term "package(s) of care". Some organisations may use the term "referral".

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

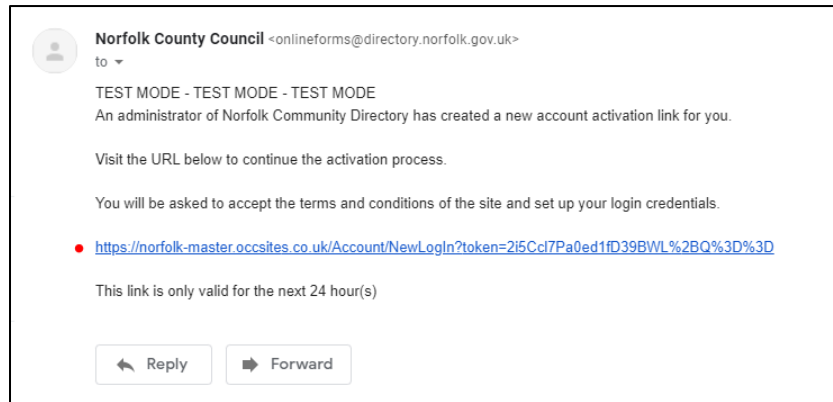
Chrome is the recommended browser although other browsers work.

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. It is important to note that the link is valid for 24 hours only. Following the rules, enter your new password into the free text box and repeat in the 'Conform 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 referrals that have been offered to your organisation.

Each row is a different referral 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 a referral 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 referral 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 referrals that are still awaiting your response to the top.

| Package Ref | Client Ref | Service Level | Service Name | Status | Brokerage Expiry | Priority? |
|--|------------|--|--|--------------------------|------------------|-----------|
| DJR 001 01/09/2022 | 13431 | Standard - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Awaiting Response | 09/09/2022 14:39 | No |
| DJR 0002 01/09/2022 | 0002 | Enhanced - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Awaiting Response | 09/09/2022 15:05 | No |
| KK 2319 test | 2319 | Enhanced - Nursing Care - Long Term - Spot | Training Environment Care Company Residential and Nursing home | Expired Without Response | 19/08/2022 11:35 | No |
| DJR 999111999 26/08/2022 | 999111999 | Enhanced - Residential Care - Long Term - Spot | Training Environment Care Company Residential and Nursing home | Expired Without Response | 27/08/2022 11:14 | No |
| DJR 13531 24/08/2022 | 13531 | Enhanced - Residential Care - Long Term - Spot | Training Environment Care Company Residential and Nursing home | Expired Without Response | 29/08/2022 09:53 | No |
| DJR 13431 09/09/2022 | 13431 | Standard - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Expired Without Response | 02/09/2022 12:33 | No |

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.

Brokerage Responses

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

Showing 1 to 2 of 2 entries (filtered from 6 total entries)

| Package Ref | Client Ref | Service Level | Service Name | Status | Brokerage Expiry | Priority? |
|-------------------------------------|------------|------------------------------------|--|-------------------|------------------|-----------|
| DJR 001 01/09/2022 | 13431 | Standard - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Awaiting Response | 09/09/2022 14:39 | No |
| DJR 0002 01/09/2022 | 0002 | Enhanced - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Awaiting Response | 09/09/2022 15:05 | No |

Show entries

Show only high priority packages

Show only responses with status

First | Previous | 1 | Next | Last

The recommended way to order referrals is to filter them using the 'Brokerage Expiry' column. This will arrange the referrals 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 referral will have the same amount of time to respond.

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

Brokerage Responses

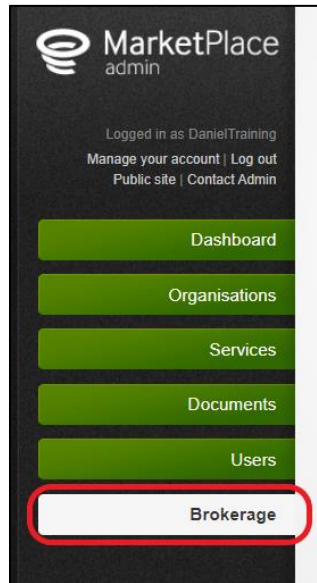
Click on a package reference to view or change your response.

Showing 1 to 6 of 6 entries Search:

| Package Ref | Client Ref | Service Level | Service Name | Status | Brokerage Expiry | Priority? |
|--|------------|--|--|--------------------------|------------------|-----------|
| DJR 0002 01/09/2022 | 0002 | Enhanced - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Awaiting Response | 09/09/2022 15:05 | No |
| DJR 001 01/09/2022 | 13431 | Standard - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Awaiting Response | 09/09/2022 14:39 | No |
| DJR 13431 09/09/2022 | 13431 | Standard - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Expired Without Response | 02/09/2022 12:33 | No |
| DJR 13531 24/08/2022 | 13531 | Enhanced - Residential Care - Long Term - Spot | Training Environment Care Company Residential and Nursing home | Expired Without Response | 29/08/2022 09:53 | No |
| DJR 999111999 26/08/2022 | 999111999 | Enhanced - Residential Care - Long Term - Spot | Training Environment Care Company Residential and Nursing home | Expired Without Response | 27/08/2022 11:14 | No |
| KK 2319 test | 2319 | Enhanced - Nursing Care - Long Term - Spot | Training Environment Care Company Residential and Nursing home | Expired Without Response | 19/08/2022 11:35 | No |

Responding to an offer of a package of care

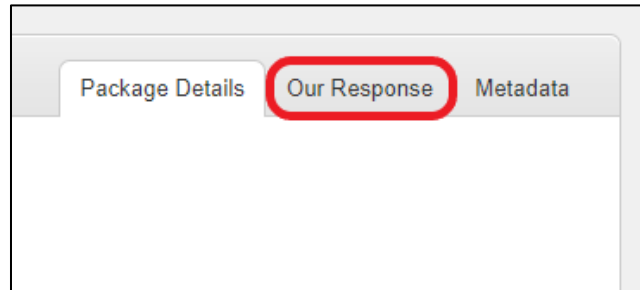
The best way to view all the offered referrals and their status, all in one place, is through the Brokerage button in the left hand menu board on the left of the MarketPlace home screen.



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, Service Level (it is clearly shown that it is a block or spot referral), start date, number of beds required, frequency and location by postcode.

| Response | |
|---------------------|------------------------------------|
| Local Authority | Norfolk County Council |
| Package Reference | DJR 0002 01/09/2022 |
| Client Reference | 0002 |
| Service Level | Enhanced - Residential Care - Spot |
| Expected Start Date | 12/09/2022 |
| Beds Required | 1.00 |
| Frequency | 4-weekly |
| Location | NR2 2EB |

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



The Response page details all the information about the referral including Requirements, Additional Information, your Placement Response, the Offer details and a section to upload documents and notes if desired.

Response Package Details Our Response Metadata

[Save your changes](#) [Save and Mark Response Complete](#)

Requirements
These are a list of requirements for the service to be delivered. If you can fulfil 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 fulfil the requirement with minor changes or if there are mitigating factors.

Dietary requirements
Liquid/Trichised
Can meet requirement?
Negotiation note

Medical requirements
Parkinsons
Can meet requirement?

Specialist equipment/facilities required
Sland aid
Can meet requirement?

Home facilities
Lift
Secure grounds
Can meet requirement?

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

Care required
FBIH: Haemangomas or Lymphangomas, Sleep Apnoea, Acute Coronary Syndrome, Angina, Prostatic disorder, Chrono Obstructive lung disease, Isochaemic heart disease, Nuclear cataract, Bladder calculus, Parkinson's disease, Pre-diabetes, Catulitis of leg, Delirium, Dementia, Assistance with: Personal care, dressing, toileting – double assist, Night needs – Continence, reposition, requires CPAP overnight, needs assistance with this.
TRANSFERABILITY: Transfers with raise return and assistance of 2.
SKINCARE: Preventative measures as required to minimise risk of skin breakdown.
REQUIREMENTS: Lift/lift lift, secure grounds.
Mobile equipment – Fross return, wheelchair.
CAPACITY: No.
DIETARY/NUTRITION: Mixed and moist diet, fluids with 2 scoops thickener – independent with eating and drinking.
75 year old female requires enhanced residential care placement.

Persons Gender
Female

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

Offer
Details of the service you are offering to meet the client's needs as described. These fields may be pre-populated with values from the package details, however you can change them if appropriate.

Beds Required

Frequency

Price

Expiry Date

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](#)

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

Some requirements have a 'Yes' or 'No' answer and will be visible to the Brokerage sourcing team. If you answer 'No' you can still respond that you are able to provide the 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. You can add further details in the Confirmation note box if you wish.

| | |
|-----------------------------|---|
| Dietary requirements | Liquid/thickened |
| | Can meet requirement? Yes ▾ |
| | Confirmation note <input type="text"/> |

| | |
|------------------------|--|
| Home facilities | Lift Secure grounds |
| | Can meet requirement? No ▾ |
| | Negotiation note <input type="text"/> |

If the referral is for Replacement Care (previously known as Respite Care) this will be made clear with its own requirement. Answer yes or no.

| | |
|---|--|
| Additional requirement | Planned replacement care from 19/09/2022 to 23/09/2022 |
| | Can meet requirement? ▾ |
| Type of short term care required | Respite Up to 1 week |
| | Can meet requirement? ▾ |

The Additional Information section shows further details of the referral. 'Care required' gives the specific details (and will often refer to details shown in the Requirements). All the information you need to make a decision will be included in the Requirements and Additional Information sections, including flexibility of the given start date.

| Additional Information | |
|--|--|
| The following is a list of additional information provided by the local authority. | |
| Care required | <p>PMH: Haemangioma or Lymphangioma, Sleep Apnoea, Acute Coronary Syndrome, Angina, Prostatic disorders, Chronic Obstructive lung disease, Ischaemic heart disease, Nuclear cataract, Bladder calculus, Parkinson's disease, Pre-diabetes, Cellulitis of leg, Delirium, Dementia. Assistance with: Personal care, dressing, toileting – double assist. Night needs – Contenance, reposition, requires CPAP overnight, needs assistance with this.</p> <p>TRANSFER/MOBILITY: Transfers with ross return and assistance of 2.</p> <p>SKINCARE: Preventative measures as required to minimise risk of skin breakdown.</p> <p>REQUIREMENTS: Lift/stair lift, secure grounds.</p> <p>Mobility equipment – Ross return, wheelchair.</p> <p>CAPACITY: No.</p> <p>DIETARY/NUTRITION: Minced and moist diet, fluids with 2 scoops thickener – independent with eating and drinking.</p> <p>75 year old female requires enhanced residential care placement.</p> |
| Persons Gender | Female |

The Placement Response section is where you tell Brokerage of your decision.

| Placement Response | |
|---|---|
| Your decision on whether your service can be provided to this client. | |
| Placement Response | Yes - we are able to provide this service |
| PROVIDER TERMS AND CONDITIONS | |
| Please read and confirm your acceptance of the following Terms and Conditions established by Norfolk County Council E-Brokerage forms part of the T&C's between NCC and the provider and providers will utilise E-Brokerage in line with schedule 14 of the contract. | |
| Accept Provider Brokerage Package T&C? | <input checked="" type="checkbox"/> |

If you answer no, you will be prompted to provide a reason. You can add further details in the Rejection Note box if you wish.

| Placement Response | |
|---|--|
| Your decision on whether your service can be provided to this client. | |
| Placement Response | No - we are unable to provide this service |
| Rejection Reason | (2) We cannot accept the placement due to its complexity |
| Rejection Note | <input type="text"/> |

You are highly encouraged to use this feature even if you reject the referral as the system can then report on the answers, possibly uncovering anomalies and traits. For example it could be that you are frequently rejecting referrals because they are not suitable for you. Your details on the system can then be changed to reflect that, resulting in more appropriate referrals. The rejection reason is especially important for block providers.

The offer section is where you will provide further details of your response. Quote your weekly price (or leave blank if the price is to be negotiated) and provide an expiry date for your response. The expiry date does not affect your ability to accept the person, should the time taken to place them exceed the date you have entered.

Offer

Details of the service you are offering to meet the client's needs as described. These fields may be pre-populated with values from the package details, however you can change them if appropriate.

| | |
|---------------|--|
| Beds Required | <input style="width: 80%;" type="text" value="1.00"/> |
| Frequency | <input style="border-bottom: 1px solid #ccc;" type="text" value="4-weekly"/> |
| Price | <input style="width: 80%;" type="text" value="1000"/> |
| Expiry Date | <input style="width: 80%;" type="text" value="10/09/2022"/> |

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 referral is awarded and that should you be awarded the referral, your Norfolk County Council contract and any other documentation (Care and Support Plans, personal details etc) will be received via the Provider Portal in the usual way, usually within a week, depending on time and work pressures within Social Work and Brokerage Contracting Teams.

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...](#)

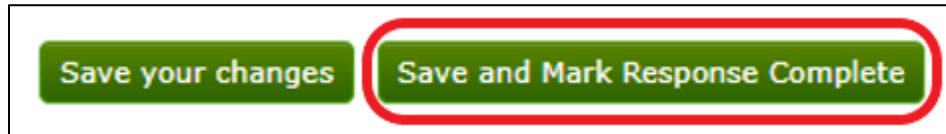
Notes

These are a list of notes attached to 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](#)

Remember to save your changes.

When you are ready to complete your response, click “Save and Mark Response Complete”.



It is important to note if you save your changes but do not click Save and Mark Response Complete, your reply will not be sent within eBrokerage to the Brokerage Sourcing Team and the status of the offer will remain at Response in Progress. Whilst at this status the Brokerage Sourcing Team are unable to award the offer.

If you open the offer and start the response, the status on the Brokerage Responses page status column will change to “Response in Progress”.

| Package Ref | Client Ref | Service Level | Service Name | Status | Brokerage Expiry | Priority? |
|-------------------------------------|------------|------------------------------------|--|----------------------|------------------|-----------|
| DJR_0002_01/09/2022 | 0002 | Enhanced - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Response in Progress | 9/09/2022 15:05 | No |

If you have responded to the offer positively, the status will change to ‘Awaiting Decision’.

| Package Ref | Client Ref | Service Level | Service Name | Status | Brokerage Expiry | Priority? |
|-------------------------------------|------------|------------------------------------|--|-------------------|------------------|-----------|
| DJR_0002_01/09/2022 | 0002 | Enhanced - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Awaiting Decision | 9/09/2022 15:05 | No |

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

| Package Ref | Client Ref | Service Level | Service Name | Status | Brokerage Expiry | Priority? |
|-------------------------------------|------------|------------------------------------|--|----------|------------------|-----------|
| DJR_0002_01/09/2022 | 0002 | Enhanced - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Awarded | 09/09/2022 15:05 | No |
| DJR_001_01/09/2022 | 13431 | Standard - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Declined | 09/09/2022 14:39 | No |

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 8 of 8 entries Search:

| Package Ref | Client Ref | Service Level | Service Name | Status | Brokerage Expiry | Priority? |
|------------------------------|------------|--|--|--------------------------|------------------|-----------|
| KK 2319 test | 2319 | Enhanced - Nursing Care - Long Term - Spot | Training Environment Care Company Residential and Nursing home | Expired Without Response | 19/08/2022 11:35 | No |

If necessary, the Brokerage sourcing team can mark the offer as Priority. This will be displayed as 'Yes' in the Priority column on the right-hand side of the page and the offer line will display in a yellow colour.

| Package Ref | Client Ref | Service Level | Service Name | Status | Brokerage Expiry | Priority? |
|-------------------------------------|------------|------------------------------------|--|-------------------|------------------|-----------|
| DJR 0015 26/09/2022 | 0015 | Enhanced - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Awaiting Response | 27/09/2022 12:28 | Yes |

Referral awards and rejections

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

If the offer has been awarded to you;


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

| Package Ref | Client Ref | Service Level | Service Name | Status | Brokerage Expiry | Priority |
|--------------------------------------|------------|------------------------------------|--|-------------------|------------------|----------|
| DJR_0001_01/09/2022 | 001 | Standard - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Awaiting Response | 09/09/2022 10:00 | No |
| KK_Test_07/09 | 07/09 | Standard - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Awaiting Response | 08/09/2022 10:07 | No |
| DJR_0003_07/09/2022- | 0002 | Enhanced - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Awaiting Response | 14/09/2022 15:54 | No |
| DJR_0002_01/09/2022 | 0002 | Enhanced - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Awarded | 09/09/2022 15:05 | No |
| DJR_001_01/09/2022 | 13431 | Standard - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Declined | 09/09/2022 14:39 | No |


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

Dashboard


Welcome DanielTraining, what would you like to do?




Manage Services



Manage Organisations






Manage Users



View Documents

Notifications (123 Unread)

- 
TEST MODE - Norfolk Community Directory: Brokerage Request, reference DJR 0003 07/09/2022- (07/09/2022 15:55)
 TEST MODE - TEST MODE - TEST MODE Response required by: 14/09/2022 15:54 We are making contact to inform you of the current package of care avail... [Read more](#)
- 
TEST MODE - Norfolk Community Directory: Brokered Service 'Training Environment Care Company Residential and Nursing home' Accepted (07/09/2022 15:16)
 TEST MODE - TEST MODE - TEST MODE We are pleased to advise your service 'Training Environment Care Company Residential and Nursing home' brokered ... [Read more](#)
- 
TEST MODE - Norfolk Community Directory: Brokerage Request, reference KK Test 07/09 (07/09/2022 10:07)
 TEST MODE - TEST MODE - TEST MODE Response required by: 08/09/2022 10:07 We are making contact to inform you of the current package of care avail... [Read more](#)

[View all notifications](#)

- 3) You will receive an email. Towards 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 Residential and Nursing home' Accepted - TEST MODE - TEST MODE - TEST M...

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 Residential and Nursing home' brokered with for package reference DJR 0002 01/09/2022 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/65779>
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 referral, the Brokerage Contracting team will draw up your contract and make it available to access via the Provider Portal (plus any other relevant information).

If the offer has been awarded to someone else;

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

Brokerage Responses

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

Showing 1 to 8 of 8 entries (filtered from 10 total entries) Search: DJR

| Package Ref | Client Ref | Service Level | Service Name | Status | Brokerage Expiry | Priority? |
|-------------------------------------|------------|------------------------------------|--|-------------|------------------|-----------|
| DJR_0004_07/09/2022 | 0004 | Enhanced - Residential Care - Spot | Training Environment Care Company Residential and Nursing home | Not Awarded | 08/09/2022 09:00 | No |

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

Dashboard

Welcome DanielTraining, what would you like to do?

Manage Services Manage Organisations Manage Users View Documents

Notifications (126 Unread)

✉ **TEST MODE - Norfolk Community Directory: Brokered Services Rejected** (08/09/2022 11:02)
TEST MODE - TEST MODE - TEST MODE Unfortunately, you have not been chosen for the following brokered services in the package with reference DJR 00... [Read more](#)

- 3) You will receive an email. Toward the top 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 Services Rejected - TEST MODE - TEST MODE - TEST MODE Unfortunately, you have not been chosen for the following brokered ...

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

to ▼

TEST MODE - TEST MODE - TEST MODE

Unfortunately, you have not been chosen for the following brokered services in the package with reference DJR 0004 07/09/2022-.

Use the link next to services to view your response.

Training Environment Care Company Residential and Nursing home (Training Environment Care Company)

<https://norfolk-master.occsites.co.uk/Admin/Brokerage/Responses/65817>

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 person.

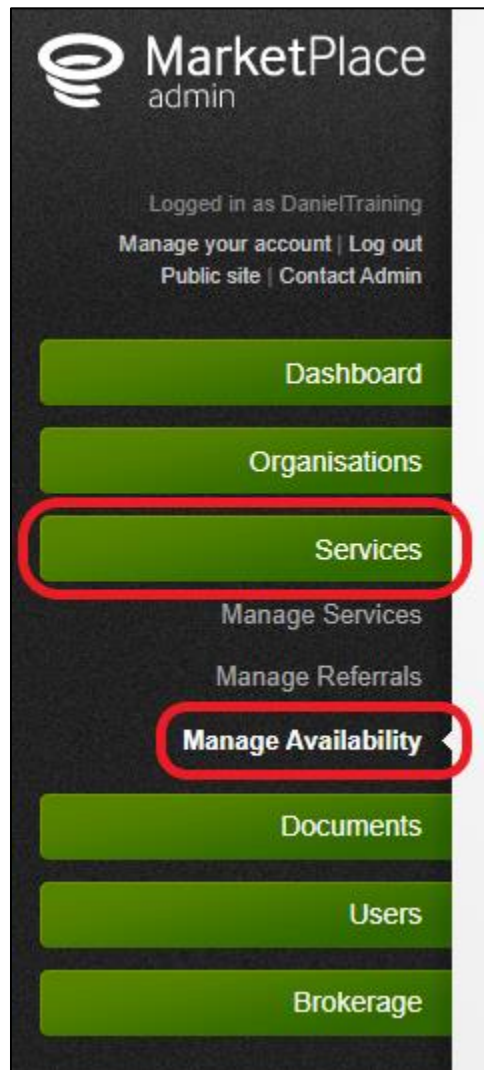
If you are reading this in an email and no longer wish to receive such emails you can use the following link to change your preferences: <https://norfolk-master.occsites.co.uk/Admin/Account/Manage>

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

This is now the end of the eBrokerage process.

Manage Availability

eBrokerage has an inbuilt availability “tracker” which is to be used to inform Brokerage of your bed availability. Navigate to the Services button in the left hand menu board and click “Manage Availability” in the options shown.



Fill in your capacity and the availability. The capacity is how many beds your organisation has in total and the availability is how many beds are available for a new placement.

Training Environment Care Company Residential and Nursing home

Stated Capacity:

Stated Availability:

Below this are listed all the types of care you provide. These are referred to as service levels on the system. Fill in the availability to the right of each service level. It is important to remember that one bed might be available across several or all of your service levels. In the example below it is stated that two beds are available and that those two beds are suitable for all the service levels listed.

Training Environment Care Company Residential and Nursing home

Stated Capacity:

Stated Availability:

Service Level

Total Availability

Enhanced - Nursing Care - Block

Enhanced - Nursing Care - Spot

Enhanced - Residential Care - Block

Enhanced - Residential Care - Spot

Standard - Residential Care - Block

Standard - Nursing Care - Spot

Standard - Nursing Care - Block

Standard - Residential Care - Spot

In the example below it is stated that there are two beds available, but they are only suitable for Residential services, not Nursing services.

| Training Environment Care Company Residential and Nursing home | |
|--|------------------------------------|
| Stated Capacity: | <input type="text" value="20.00"/> |
| Stated Availability: | <input type="text" value="2.00"/> |
| Service Level | Total Availability |
| Enhanced - Nursing Care - Block | <input type="text" value="0"/> |
| Enhanced - Nursing Care - Spot | <input type="text" value="0"/> |
| Enhanced - Residential Care - Block | <input type="text" value="2.00"/> |
| Enhanced - Residential Care - Spot | <input type="text" value="2.00"/> |
| Standard - Residential Care - Block | <input type="text" value="2.00"/> |
| Standard - Nursing Care - Spot | <input type="text" value="0"/> |
| Standard - Nursing Care - Block | <input type="text" value="0"/> |
| Standard - Residential Care - Spot | <input type="text" value="2.00"/> |

It is crucial to the sourcing process that this tracker be updated regularly. Any service level that has a zero against it will not be sourced to and any organisation that has a stated availability of zero will not be sourced to.

It is highly recommended that you update the tracker daily as it directly affects how Brokerage will source care and whether your organisation receive referrals or not.