



Application Guide

Midlands and Lancashire Commissioning Support Unit

Supported Living (Lancashire & South Cumbria)

May 2022

Contents

MLCSU – Supported Living (Lancashire & South Cumbria) Application Guide.....	3
How to join SProc.Net.....	4
Registration	4
Register	4
Add a system user	5
Add a location.....	5
Accreditation & Enrolment.....	6
1. Accreditation	6
2. Enrolment	8
3. Adding service categories.....	16
4. Adding bank details	16
Next steps.....	16



MLCSU – Supported Living (Lancashire & South Cumbria)

Application Guide

Midlands and Lancashire Commissioning Support Unit ('MLCSU') are working with adam HTT Ltd to implement a new DPS on behalf of the Lancashire and South Cumbria Integrated Care System ('ICS'). The DPS will be for NHS funded Supported Living Service Users requiring the following areas of care:

- History of Trauma
- Forensic Risk of Offending
- Behaviour which Challenges
- Learning Disability and/or Autism and Mental Health

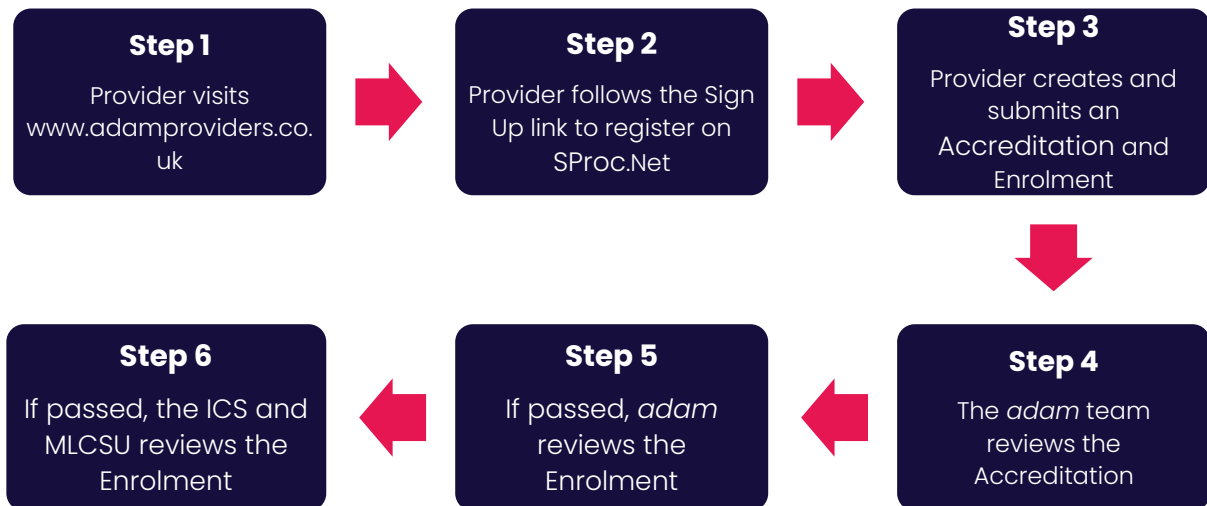
All Providers wishing to join this system will need to complete an application (called 'Accreditation and Enrolment') process to receive Supported Living care packages through www.SProc.Net.

This document will cover the following:

1. Registration – applicable for providers new to SProc.Net
 - a. Adding users
 - b. Adding locations
2. Accreditation – information required
3. Enrolment – information required
4. Next steps

How to join SProc.Net

The step-by-step process to be completed online is as follows:



If either the Accreditation or the Enrolment is failed at any of the above stages, the provider will receive feedback so amendments can be made. Typically, the time for an application to pass through these review steps will take a maximum of 10 working days.

Registration

Register

You must register your company on the system (<https://www.sproc.net>). The Get Started option will direct you to If your office/facility/business is part of a larger parent group, then the registration must be completed at Head Office level. The below shows what is required:

- Business name
- Registered trading name (if different from the above)
- Business tax/VAT number
- Charity registration number (charities only)
- Company registration number (companies only)
- SME status
- Registered business address (Address line 1, City, Postcode etc.)
- Telephone number
- Email address

Add a system user

Once the company details have been filled in, you will then need to create a System User which will require the following:

- First name
- Last name
- Job title
- Email address

Once the above fields have been completed and the first User has been created, they will receive a username and temporary password. Upon logging into SProc.Net, the User will be prompted to change their password. The User will have the ability to add other company users on the system through the 'Admin' tab.

Add a location

If your organisation has multiple locations or offices, it is possible to add these additional locations once the company has been registered.

To add a location, go to the admin tab > My Company > Locations > New, and then follow the steps to fill in the details for the location. This will include:

- Location display name
- Address



Accreditation & Enrolment

The Accreditation and Enrolment is the application criteria to join the Supported Living DPS. The tables below show the questions that the provider will have to respond to. Some questions will only have to be answered depending on the response to a previous question.

1. Accreditation

To start a new Accreditation, you will need to first click on the 'Accreditations' tab at the top of the system page and then 'New'. The following options will then need to be selected:

Client: Midlands and Lancashire Commissioning Support Unit

Category: Supported Living (Lancashire & South Cumbria)

You will be asked to download, read, and agree to Lancashire and South Cumbria ICS's Declaration Statement and Self-Bill Agreement. Agreeing is done by returning to the Accreditation and ticking:

- I agree to the terms of the document
- I am authorised to agree

This table shows the questions that will need to be answered as part of your Accreditation. Please note that every question (bar the greyed-out ones) requires an answer. If the question is not applicable to your organisation, you must insert 'N/A' to submit your Accreditation.

Q	Company Information	Trigger/Response
1	Name of legal entity or sole-trader	
2	Registered office address (if applicable)	
3	Registered website address (if applicable)	
4	What is the legal entity type of your organisation?	
5	If Other, please specify the legal entity type of your organisation	4 (Other)
6	Date of registration in country of origin	
7	Company registration number (if applicable)	
8	Charity registration number (if applicable)	
9	Head office DUNS number (if applicable)	
10	Registered VAT number	
11	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the state where it is established?	
12	Please provide the relevant details, including the registration number(s)	11 (Yes)
13	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular	

	organisation in order to provide the services specified in this procurement?	
14	Please provide additional details of what is required and confirmation that you have complied with this	13 (Yes)
15	Trading name(s) that will be used if successful in this procurement	
16	Relevant classifications (state whether you fall within one of these, and if so which one)	
17	Are you a Small, Medium or Micro Enterprise (SME)? See EU definition of SME: https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en	
18	<p>Details of Persons of Significant Control (PSC), where appropriate:</p> <ul style="list-style-type: none"> - Name - Date of birth - Nationality - Country, state or part of the UK where the PSC usually lives - Service address - The date that they became a PSC in relation to the company (for existing companies the 6 April 2016 should be used) - Which of the following conditions for being a PSC are met <ul style="list-style-type: none"> - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more. <p>(Please enter N/A if not applicable)</p> <p>UK companies, Societas Europaea (SEs) and Limited Liability Partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register and must file the PSC information with the central public register at Companies House. See PSC guidance.</p>	
19	<p>Details of immediate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	
20	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of the ultimate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	
21	Are you bidding as the lead contact for a group of economic operators?	
22	What is the name of the group of economic operators? Please enter N/A if not applicable	21 (Yes)

23	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure	21 (Yes)
24	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	
25	Please confirm you have uploaded additional details for each sub-contractor in the downloadable template	24 (Yes)

Documents	
Self-Bill Document	<p>Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes to electronically sign this document.</p> <ul style="list-style-type: none"> - 'I agree to the terms of the document' - 'I am authorised to agree'
Declaration Statement	<p>Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes to electronically sign this document.</p> <ul style="list-style-type: none"> - 'I agree to the terms of the document' - 'I am authorised to agree'
Sub-Contractor Information template (Optional)	<p>If you have selected 'Yes' to Q24, you will need to download the Sub-Contractor information template, fill it in with details of intended sub-contractors, and then upload it in the documents field</p>

2. Enrolment

Once the Accreditation is complete, the Enrolment can be started immediately. You do not have to wait for the Accreditation to be approved, however your Enrolment can only be reviewed by *adam* after you have an Approved Accreditation.

When starting an Enrolment, you will first be asked to enter your location. This is because Enrolments are location specific. Entering your location is done by clicking into the 'Supplier Location' box and selecting your location using the green triangle to the left of the address.

This table shows the questions which will need to be answered as part of your Enrolment. Please note that every question (bar the greyed-out ones) requires an answer. If the question is not applicable to your organisation, you must insert 'N/A' to submit your Enrolment.

Q	Question	Trigger
1	<p>Has your organisation completed the Single Procurement Document?</p> <p>(This is an electronic self-declaration document to be submitted by suppliers interested in tendering for contracts to public bodies. The SPD is intended to simplify the process of qualification for tendering by permitting businesses to self-declare that they meet the necessary regulatory criteria or commercial capability requirements of the public authority concerned, without needing to submit proof unless subsequently selected as the appointed contractor. The supplier must state that they are able, upon request and without delay, to provide the supporting documents necessary to prove compliance.)</p>	
2	<p>Regulations 57(1) and (2)</p> <p>The detailed grounds for mandatory exclusion of an organisation are set out on this web page: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf which should be referred to before completing these questions.</p> <p>Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation has been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage.</p> <ul style="list-style-type: none"> - Participation in a criminal organisation - Corruption - Fraud - Terrorist offences or offences linked to terrorist activities - Money laundering or terrorist financing - Child labour and other forms of trafficking in human beings 	
3	<p>If you have answered 'Yes' to the question above, please provide further details;</p> <ul style="list-style-type: none"> - Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction, - Identity of who has been convicted - If the relevant documentation is available electronically please provide the web address, issuing authority and precise reference of the documents. 	
4	<p>If you have answered 'Yes' to any of the questions above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleaning)</p>	
5	<p>Regulation 57(3)</p> <p>Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	

6	<p>Please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including, where applicable, any accrued interest and/or fines.</p> <p>Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.</p>	
7	<p>Regulation 57 (8)</p> <p>The detailed grounds for discretionary exclusion of an organisation are set out on this web page, which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.</p> <ul style="list-style-type: none"> - Breach of environmental obligations - Breach of social obligations - Breach of labour law obligations - Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state - Guilty of grave professional misconduct - Entered into agreements with other economic operators aimed at distorting competition - Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure - Been involved in the preparation of the procurement procedure - Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions 	
8	<p>Please provide further details.</p> <ul style="list-style-type: none"> - Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. - Identity of who has been convicted. - If the relevant documentation is available electronically please provide the web address, issuing authority and precise reference of the documents. 	
9	<p>Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleaning)</p>	
10	<p>Regulation 57 (8)</p> <p>Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.</p> <ul style="list-style-type: none"> - The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria - The organisation has withheld such information - The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015 	

	- The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award	
11	<p>Please provide further details.</p> <ul style="list-style-type: none"> - Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. - Identity of who has been convicted. - If the relevant documentation is available electronically please provide the web address, issuing authority and precise reference of the documents. 	
12	Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleaning)	
13	Are you able to provide a copy of your audited accounts for the last two years?	
14	<p>If no, can you provide one of the following, if requested to do so:</p> <p>A statement of the turnover, profit and loss account/income statement, balance sheet/statement of financial position and statement of cash flow for the most recent year of trading for this organisation.</p> <p>or</p> <p>A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.</p> <p>or</p> <p>Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).</p>	
15	Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out.	
16	Are you able to provide parent company accounts if requested to at a later stage?	
17	If yes, would the parent company be willing to provide a guarantee if necessary?	
18	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	
19	<p>Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly</p>	

	<p>formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or subcontractor(s) who will deliver the contract.</p> <p>Please confirm you will complete the template attached.</p>	
20	<p>Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s).</p> <p>Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).</p> <p>Please enter N/A if you do not sub-contract.</p>	
21	<p>If you cannot provide at least one example for questions 19, in no more than 500 words, please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.</p>	
22	<p>Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?</p>	
23	<p>If you have answered 'Yes' to question 22, are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?</p> <p>If 'Yes', please provide the relevant url to view the statement. If 'No', please provide an explanation.</p>	
24	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Employer's (Compulsory) Liability Insurance = £10m</p> <p>*It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
25	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Public Liability Insurance = £5m</p>	
26	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Professional Indemnity Insurance = £2m</p>	
27	<p>Please confirm you have uploaded your most recent Service Provider CQC certificate. If you have yet to be inspected, please upload a document to explain</p>	

	this. Please note that you must include your CQC Provider ID and Location ID for the location being enrolled.	
28	Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.	
29	Please self-certify that your organisation has a General Data Protection Policy that complies with current legislative requirements.	
30	Please self-certify that your organisation has a Sustainability or Environmental Policy or Statement that complies with current legislative requirements.	
31	Please outline how you contribute to environmental sustainability in the course of your business.	
32	Please self-certify that your organisation has a Diversity or Equality Statement that complies with current legislative requirements.	
33	Please outline how you ensure diversity and inclusion within the workplace.	
34	Please confirm that you have uploaded a copy of your organisation's Business Continuity Plan to demonstrate how your organisation will respond to circumstances that may affect the day to day running of your business (eg. telephone lines down, bad weather, unpredictable staff sickness).	
35	Please outline any continued training and development processes and opportunities provided to ensure continued quality of care.	
36	Please demonstrate how your organisation ensures that all staff who are employed (including agency workers who are utilised) have undergone a Disclosure Barring Service check and have been assessed to be suitable to work with vulnerable adults and children. This will include as a minimum how your organisation ensures that renewals are undertaken every three years or as per current legislation.	
37	Please describe how all employees involved in direct delivery of services understand and recognise issues relating to the safeguarding of vulnerable adults and children in line with legislative and best practice requirements.	
38	Please confirm you understand that site visits may be conducted as part of a supplier appraisal process.	
39	Please confirm that you have downloaded a copy of the NHS Standard Contract, and that you agree to sign and upload this document as part of this Enrolment.	
40	Please provide evidence of knowledge, skills and experience in supporting people with learning disabilities and/or autism, with associated complex mental health or physical health presentations.	
41	Please provide evidence of workforce planning that demonstrates values-based recruitment, strategies for staff retention and enabling flexible approaches to meet changing need.	
42	Please detail the organisation's approach to effective supervision, debrief and reflective practice.	
43	Provide evidence of experience of using legal frameworks and processes.	
44	Please provide evidence of experience of delivery of dedicated professional/experienced management and leadership to enable responsive personalised care and support planning with an emphasis on avoiding deteriorating health/readmission.	
45	Please evidence a track record of working collaboratively with in-patient and community health and care teams with a view of working proactively to meet need and manage risk.	



46	<p>Please provide details of existing partnerships (SLAs held) with Registered Housing Providers. As a minimum, please include their:</p> <ul style="list-style-type: none"> - Company name - Contact name - Contact email address 	
----	---	--

This table shows the documents which will need to be uploaded as part of your Enrolment.

Documents	Instructional text
Single Procurement Document	
NHS Standard Contract	
Employers Liability Insurance	Please upload evidence of your organisation's Employer's Liability Insurance of at least £10m with the issue and expiry dates visible on the document as requested in Question 1.
Public Liability Insurance	Please upload evidence of your organisation's Public Liability Insurance of at least £10m with the issue and expiry dates visible on the document as requested in Question 2.
Professional Indemnity Insurance	Please upload evidence of your organisation's Medical Malpractice Insurance of at least £5m with the issue and expiry dates visible on the document as requested in Question 3.
Service Provider CQC Registration Certificate	Please upload a copy of your organisation's Service Provider Certificate, NOT the Registered Manager Certificate. Pages must be uploaded to show both the Provider ID and the Location ID of the location that is being enrolled as requested in Question 4. If you are not registered with CQC then please upload a document to explain why this is, e.g. 'My organisation does not provide registered care services, and therefore does not require this registration'.
Financial Documentation	
Contract Examples	
Business Continuity Plan	

Questions 40-45 will be evaluated against the below criteria:

0	<p>Unacceptable</p> <p>Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.</p>
1	<p>Poor</p> <p>Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.</p>
2	<p>Acceptable</p>

	Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.
3	Good Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirement will be fulfilled.
4	Excellent Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.

If an answer receives a score of 0 the enrolment will be rejected, and feedback will be provided. If an application is Rejected twice by the ICS or MLCSU because of the answers given to questions 40-45, providers must wait 3 months to reapply, unless outlined at their discretion.



3. Adding service categories

The Service Categories below show a breakdown of the services that Midlands and Lancashire Commissioning Support Unit include. The below Service Categories show the groups that Lancashire and South Cumbria ICS are including in the new Supported Living DPS. You can select as many categories as are relevant to your provision. The categories are listed below:

Service Category
History of Trauma
Forensic Risk of Offending
Behaviour which Challenges
Learning Disability and/or Autism and Mental Health

4. Adding bank details

You will be provided with a space to enter your Bank Details for payment purposes.

Note – if you have multiple Locations and therefore multiple Enrolments, and these Locations require different bank details, you must create separate SProc.Net accounts. If these Locations share the same Bank Details, then you can use the same SProc.Net account to Enrol all Locations.

Next steps

Following submission, the Accreditation and Enrolment will be reviewed by the *adam* team, and then by MLCSU and the ICS. You will receive a system notification email to inform you of the outcome of each review stage. If your application Fails Review, you can update your answers and documents accordingly by clicking into the green Actions button on your application.

For more details, including video guidance, on how to create and submit your Accreditation and Enrolment, please visit www.adamproviders.co.uk on Midlands and Lancashire Commissioning Support Unit's Supported Living page.

If you require further support beyond this, you can contact the below teams:

- **For questions about the entry criteria and quality requirements** – contact the ICS team via Learningdisabilityandautism.lsc@nhs.net. Please include “Supported Living Framework” in the subject.
- **For system/technical support with your application** – use the Live-Chat function whilst logged in to SProc.Net to speak to an *adam* Support Team member