Application Guide

Dumfries & Galloway Council

Home Care

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adam

Contents

Dumfries and Galloway Council - Application Guide

Dumfries and Galloway Council are working with *adam* HTT to commission their Home Support Services. The SProc,Net system will be used for commissioning only.

This document will cover the following:

- Registration – applicable for providers new to SProc.Net
  - o   Adding users
  - o   Adding locations
- Accreditation – information required
- Enrolment – information required
- Next steps

How to join SProc.Net

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

1. Provider registers to SProc.Net
2. Providers creates and submits an Accreditation and Enrolment
3. Adam reviews the Accreditation
4. If Accreditation passed, Adam to review the Enrolment
5. If passed, Dumfries & Galloway will review the Enrolment
6. Provider will receive new Home Care Requirements through the SProc.Net system

Please note that if either the Accreditation or the Enrolment is failed by the *adam* Team, the provider will receive feedback so amendments can be made. Equally, if the Enrolment is Rejected by the team at Dumfries and Galloway Council, the provider will receive feedback so amendments can be made. Typically, the cycle of these steps will take a maximum of 10 working days.

Registration

Register

You must register your company on the system (https://www.sproc.net). 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 forms make up the application criteria to join Dumfries and Galloway Council's provider list. The tables below show the questions that providers will have to respond to.

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: Dumfries and Galloway Council

Category: Home Care

After this has been chosen, you can then complete the questions below.

This table shows the question that will need to be answered on the Accreditation form.

Q	Company Information	Trigger/Response
1	Has your organisation been approved under the Dumfries and Galloway Care and Support Services (1318) National Flexible Framework?	N/A

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.

You will first be asked to enter your location because Enrolments are location specific. This is done by clicking into the 'Supplier Location' box and selecting your location using the green triangle to the right of the address.

This table shows the questions which will need to be answered as part of your Enrolment. If a question is not applicable to your organisation, you must insert N/A to proceed.

Q	Question	Trigger
1	Please confirm that all documents in line with the National Flexible Framework have been submitted, reviewed and approved.	
2	Please acknowledge that you have read and agreed to the terms of the National Flexible Framework prior to the submission of this enrolment.	

3. Adding service categories

The below Service Categories show the groups that are including in their new Home Support Category. You will need to select from the below items.

Service Category
All Adults - Non Complex
Learning Disability - Complex
Physical Disability - Complex
Mental Health - Complex

4. Distribution Override Groups

Requirements for care, will be sent out via Distribution Override Groups. These are based on geographical location and the services you can provide. When the portal for completing your A&E opens, you will be sent an email clarifying which group you must pick on your application.

Distribution Override Group	Only Select If..
Annandale (Adults Non Complex)	You are based in the location named
Annandale (LD Complex)	You are based in the location named
Annandale (PD Complex)	You are based in the location named
Annandale (MH Complex)	You are based in the location named
Nithsdale (Adults Non Complex)	You are based in the location named
Nithsdale (LD Complex)	You are based in the location named
Nithsdale (PD Complex)	You are based in the location named
Nithsdale (MH Complex)	You are based in the location named
Stewartry (Adults Non Complex)	You are based in the location named

Stewartry (LD Complex)	You are based in the location named
Stewartry (PD Complex)	You are based in the location named
Stewartry (MH Complex)	You are based in the location named
Wigtown (Adults Non Complex)	You are based in the location named
Wigtown (LD Complex)	You are based in the location named
Wigtown (PD Complex)	You are based in the location named
Wigtown (MH Complex)	You are based in the location named

Next steps

Following submission, the Accreditation and Enrolment will be reviewed by the *adam* team, and the Enrolment by Dumfries and Galloway Council. You will receive a system notification email to inform you of the outcome of each review stage.

For more details on how to create and submit your Accreditation and Enrolment information, please see the Accreditation and Enrolment Guide.

To register and begin your application, visit www.sproc.net

If you have any questions or concerns which specifically relate to this Accreditation and Enrolment criteria, please email the Adam Projects team on - Adam.Projects@theaccessgroup.com

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.