

Provider Guidance

Provider Data Submissions via Jadu Day Care Services

August 2023

Guidance Details

Audience:	Providers delivering Day Care services
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1. Introduction

In order to securely collect data and management information from our providers, Lincolnshire County Council utilises an online form and case management system called 'Jadu'.

What to expect:

- In contracting with Lincolnshire County Council, you will be registered onto the Jadu system to enable you to submit your quarterly and annual data returns. Log in details will be provided;
- You will receive automated system emails in advance of your quarterly and annual returns – **These emails will contain everything you need to access and submit your data, including a direct link to the Jadu system and your access information.** Only one email address can be recorded against each account which will be issued email reminders at the end of each reporting period i.e. you will receive an email on 1st April requesting data for Quarter 4 (January to March);
- Once information has been completed within the online form, you will have the opportunity to review your submission before pressing the 'Submit' button;
- Once your data return has been submitted, you will receive an automated email confirmation containing all of the information you have submitted for your records; as well as instructions on what to do if you notice an error.

2. Why we ask for data

As provided for under Schedule 4, the contract states that you must provide contract monitoring information on a quarterly and annual basis. There are a number of reasons why we ask this from you:

- **To inform future commissioning decisions**
We use the data you provide to undertake analysis and reporting at a strategic level. This information also helps to provide a picture of the market. This market intelligence and analysis helps to inform future commissioning decisions.
- **To inform the risk assessment**
Some of the data you provide is used to inform the assessment of risk associated to the contract and the service you provide;
- **To support contract management**
Providing the data on a quarterly and annual basis is a contractual requirement. Failure to provide this information within the given timescales could lead to a Performance Default.

Reviewing the data you provide helps to inform discussions at Contract Management Visits/Calls; for example, a significant increase in incidents may prompt a discussion about risk assessments and prevention.

- **To analyse service utilisation and effectiveness**
Each quarter you provide us with details of the number of service users currently using, joining or leaving the service. This gives us a view of service utilisation, which, alongside information gained through contract management engagement and the service user and carer satisfaction survey results you provide to us on an annual basis, allows us to understand the effectiveness of the service you provide and the impact it is having on service users and carers alike.

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The information we ask for has been developed based upon the requirements of the contract to ensure that we have the ability to analyse and make sure that the services we have commissioned are meeting the outcomes targeted, and positively influencing the lives of the people of Lincolnshire for whom this service is targeted. Ensuring that this information is provided promptly and accurately is absolutely paramount in ensuring the effective use of the information.

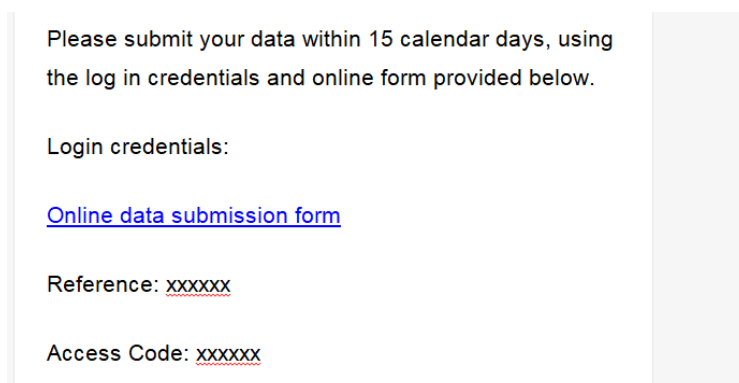
3. How to Submit Data

This section provides guidance to all providers required to submit data and management information via the Jadu System. This guidance will cover:

- How to access Jadu following automated email request
- Home Page
- How to add your Management Information data

Log in / System Access

All providers have been set up on the system and, at the intervals specified within your contract, will receive an automated email to your registered email address asking you to submit your data. The email will contain a link to the Jadu system, your unique reference number and access code:



- The Quarterly form can also be accessed via <https://www.lincolnshire.gov.uk/xfp/form/379>
- The Annual form can also be accessed via <https://www.lincolnshire.gov.uk/xfp/form/380>

1. Click on the link in the email to open the data portal and enter your reference and access code provided in the email and click 'Next'.

Reference *Required*

Access code *Required*

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Note: your unique reference and access code for all Jadu form types is the same. If you have forgotten, wish to clarify your access details, or wish to amend your registered email address please email the Commercial Team - People Services:

CommercialTeamPeopleServices@lincolnshire.gov.uk

Home Page

- At the home page, enter details of the employee who is submitting the data and click 'Next'. The provider name will be pre-populated. Please contact the team if this is showing incorrectly.

Provider Name

This will be pre-populated

Employee name *Required*

Job title *Required*

Completing Data Submission

- Complete each page in turn and click 'Next' to move onto the next page. Use the 'previous' button to return to the previous screen to amend any information.

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For additional guidance on questions, please refer to the help text below each question or your contract documentation.

Please note: the system will time out after 20 minutes of inactivity.

- The final page of your form is a summary page, listing your responses to all questions, to allow you to review your data before submitting. Use the previous button to return to any pages where you wish to amend the data, and continue clicking next to return to the final summary screen.

Review your supplied details

Pressing "Submit Form" will send these details for processing.

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5. To submit the data, click on the '**Submit Form**' button:



Confirmation of Data Submission

After submitting your data, the page confirms the submission with an unique reference number. This page can then be closed.

Thanks for completing this form.

Your submission reference is 4893

A copy of your submitted data will also be emailed to your registered email. In the event that you do not receive the submission reference and confirmation email, please contact us quoting your reference and access code numbers.

Thank you for submitting your data.

Please see the completed data submission below.

If you find any information you have submitted to be incorrect, please contact the commercial team - people services via the details below and we will be happy to amend it for you:

Telephone: 01522 555043

Email: commercialteampeopleservices@lincolnshire.gov.uk

Kind regards,

Commercial Team – People Services

Lincolnshire County Council

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4. Form Contents

Please be aware that the online forms time out after 20 minutes of inactivity. To help you to prepare your data in advance of completing the form, the questions contained within the quarterly and annual forms have been provided below.

Quarterly Data Submission Form

Link to the Quarterly form <https://www.lincolnshire.gov.uk/xfp/form/379>

Day care provider quarterly data submission

Day care provider credentials

Reference *Required*

Access code *Required*

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Log in credentials will be provided on all automated reminder emails.

Day care provider details

Day care provider *Required*

Employee name *Required*

Job title *Required*

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The provider name will be pre-populated. This is the details of the person completing the form.

Date of submission

You are submitting data for quarter:

Are you submitting data for this quarter? *Required*

Yes

No

What is the quarter you are submitting data for? *Required*

What is the year you are submitting data for? *Required*

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The current quarter will be automatically listed.

If you are submitting from a previous quarter, by selecting no, this provides options for other quarters.

Number of service users

The number of service users currently accessing Day Care services (e.g. the number of service users currently open to the service) by the following funding types (please include 0 if applicable):

Funded by Lincolnshire County Council *Required*

Funded by direct payment *Required*

Self-funded *Required*

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Number of referrals

The total number of referrals received in the quarter by the following referral sources (include 0 if applicable):

Lincolnshire County Council *Required*

Service user - direct payment *Required*

Service user - self funded *Required*

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Number of declined referrals

Number of referrals received in the quarter that were declined by the following reasons (include 0 if applicable):

Unable to meet individuals needs *Required*

Lack of staffing *Required*

Service at full capacity *Required*

Number of referrals declined for other reason(s) *Required*

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Number of new service users

The total number of new service users commencing service/open to the service in the quarter, by funding type (include 0 is applicable):

Funded by Lincolnshire County Council *Required*

Funded through direct payment *Required*

Self-funded *Required*

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Number leaving the service

The total number of service users leaving the service in the quarter, by funding type (include 0 if applicable):

Funded by Lincolnshire County Council *Required*

Funded through Direct Payment *Required*

Self-Funded *Required*

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Reasons for leaving the service

The number of people leaving the service in the quarter for the following reasons.
Please enter the main reason where more than one applies (include 0 if applicable):

Choice (including relationship breakdown with the Provider) *Required*

Moving to other services (e.g. residential care etc.) *Required*

Service unable to continue to meet the individual's needs *Required*

Financial reasons *Required*

Death *Required*

Number leaving the service for other reason(s) *Required*

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Staffing

Number of staff: individual posts *Required*

The total number of workers currently employed to deliver day care services/involved in the delivery of day care services. Employments/posts should be counted not 'full time equivalent' (FTE). This number should include agency staff and exclude roles that do not directly deliver day care, for example, managerial and administrative

Number of staff: calculated full time equivalent *Required*

The total number of Full Time Equivalent (FTE) staff currently employed to deliver day care services/involved in the delivery of day care services. This number should include agency staff and exclude roles that do not directly deliver day care, for example, managerial and administrative. FTE is should be calculated based on a 37 hour week, by dividing an employee's scheduled hours by 37

Number of new starters *Required*

The total number of new staff members starting employment during the quarter (employments/posts should be counted not 'full time equivalent' (FTE))

Number of leavers *Required*

The total number of staff members leaving employment during the quarter (employments/posts should be counted not 'full time equivalent' (FTE))

Number of agency/ temporary staff *Required*

The total number of agency or temporary staff employed during the quarter (employments/posts should be counted not 'full time equivalent' (FTE))

Number of vacant posts *Required*

The total number of Day Care Worker vacancies (posts, not 'full time equivalent' (FTE)). This will be captured as a snapshot in time and should be reported as the position at the end of the quarter.

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Formal compliments and complaints

Number of compliments *Required*

The number of compliments received within the quarter

Number of complaints *Required*

The number of complaints received within the quarter

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Number of notifiable incidents

The number of incidents occurring at the Day Care Service within the quarter, by incident type:

Slips, trips or falls *Required*

Other minor accident/ injury *Required*

Major accident/ injury *Required*

Behaviours of concern/ violence *Required*

Deaths *Required*

Number of other notifiable incident(s) *Required*

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Annual Data Submission Form

Link to the Annual form <https://www.lincolnshire.gov.uk/xfp/form/380>

Day care provider annual data submission

Day care provider credentials

Reference *Required*

Access code *Required*

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Log in credentials will be provided on all automated reminder emails.

Day care provider details

Day care provider *Required*

Employee name *Required*

Job title *Required*

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The provider name will be pre-populated. This is the details of the person completing the form.

Year of submission

You are submitting data for year:

Are you submitting data for this year? *Required*

- Yes
- No

What is the year you are submitting data for? *Required*

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← The current year will be automatically listed.

← If you are submitting from a previous year, by selecting no, this provides options for other years.

Survey upload

Upload the excel spreadsheet of your annual survey results *Required*

Drop files here or click to upload.

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Service user satisfaction survey

Total number of service users surveyed *Required*

Total collective score received from all service users in response to question 1 *Required*

Service user satisfaction survey question 1: How happy are you with the Day Centre overall?

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Carer satisfaction survey

Total number of carers surveyed *Required*

Total collective score received from all carers in response to question 1 *Required*

Carer satisfaction survey question 1: How satisfied are you with the Day Centre service overall?

Total collective score received from all carers in response to question 3 *Required*

Carer satisfaction survey question 3: How often have you been asked to contribute to creating and reviewing support plans?

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