Provider Guidance

Provider Data Submissions via Jadu Community Supported Living Services

January 2025

Guidance Details

Audience:	Providers delivering Community Supported Living services
Date Issued:	January 2025
Version	1.4

Lincolnshire
COUNTY COUNCIL
Working for a better future

Contents

1. Introduction

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, and this will be issued email reminders at the end of each reporting period i.e. you will receive an email on 1st October requesting data for Quarter 1 (July to September).

- 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 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 several 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.

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 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:

Please submit your data within 15 calendar days, using the log in credentials and online form provided below.

Login credentials:

Online data submission form

Reference: xxxxxx

Access Code: xxxxxx

- The Quarterly form can also be accessed via https://www.lincolnshire.gov.uk/xfp/form/502
- The Annual form can also be accessed via https://www.lincolnshire.gov.uk/xfp/form/501

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*

Next >

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

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

Provider Name

This will be pre-populated

Employee name *Required*

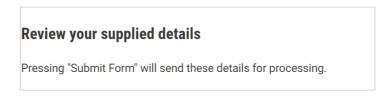**Job title** *Required*

Completing Data Submission

3. 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.

‹ Previous   Next ›

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.

4. 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.

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

[< Previous]   [Submit Form >]

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. If 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

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/502

The quarterly submission requirement is in relation to the full service provision, not just the individuals supported by Lincolnshire County Council. The requirement is for the submission to be completed irrespective of if any Lincolnshire County Council funded individuals are placed.

Community supported living quarterly data submission

Community supported living credentials

Reference *Required*

Access code *Required*

This is case sensistive

Next >

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

CSL provider details

CSL provider name

Employee name *Required*

Job title *Required*

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

< Previous   Next >

CSL date of submission

You are submitting data for quarter:

Oct-Dec 2020	⌄

Are you submitting data for this quarter? *Required*

○ Yes

○ No

◁ The current quarter will be automatically listed. By selecting no, you can select which quarter you would like to submit data for.

[< Previous] [Next >]

Staffing

Number of support workers currently employed *Required*

Individual posts should be counted and not Full Time Equivalent (FTE)

Number of new support workers commencing employment in the reporting period (including agency) *Required*

◁ These questions relate to the full-service provision, not just the support to Lincolnshire County Council funded individuals.

Number of support workers leaving employment during the reporting period (including agency) *Required*

Of the support workers leaving, provide the average length of employment (in months) *Required*

Total number of hours delivered in the reporting period *Required*

Total number of hours delivered by agency staff in the reporting period *Required*

Are there any key operational changes to report? *Required*

○ Yes

○ No

This may include key changes to staff. For example, change in registered manager, operational concerns, staffing and training concerns, or any developments that may impact the service.

[< Previous] [Next >]

Service users

Current number of service users supported (as at the end of the quarter) *Required*

[ ]

These questions relate to the full-service provision, not just the Lincolnshire County Council funded individuals.

Number of new service users being supported during the reporting period *Required*

[ ]

Number of service users leaving the service during the reporting period *Required*

[ ]

< Previous   Next >

Training matrix

Document upload of current training matrix *Required*

Drop files here or click to upload.

< Previous   Next >

Annual Data Submission Form

Link to the Annual form https://www.lincolnshire.gov.uk/xfp/form/501

The annual submission requirement is in relation to the full service provision, not just the individuals supported by Lincolnshire County Council. The requirement is for the submission to be completed irrespective of if any Lincolnshire County Council funded individuals are placed.

Community supported living annual data submission

Community supported living credentials

Reference *Required*

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Access code *Required*

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This is case sensistive

Next >

CSL provider details

CSL provider name

```

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Employee name *Required*

```

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Job title *Required*

```

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< **Previous**   **Next** >

CSL year of submission

You are submitting data for year:

```
Jul 2020-Jun 2021                              ⌄
```

The current year will be automatically listed.

Are you submitting data for this year? *Required*

○ Yes
○ No

< **Previous**   **Next** >

Policies and insurances

Business continuity plan *Required*

Drop files here or click to upload.

Safeguarding policy *Required*

Drop files here or click to upload.

Whistle blowing policy *Required*

Drop files here or click to upload.

Medication management policy *Required*

Drop files here or click to upload.

Insurances *Required*

Drop files here or click to upload.

Please upload your certificates

Restraint policy (if applicable)
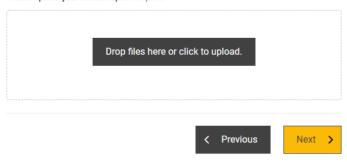
Drop files here or click to upload.

< Previous   Next >

Quality assurance: annual report

Section 2.20 of the contract specifies the requirement to submit an annual report that demonstrates how service outcomes are being met. This report should be structured using the statements detailed in the service specification, section 2.4.1 – 2.4.5, which broadly reflect what is important to those supported by this service.

Information may come from a variety of sources, including but not limited to survey returns, case studies, individual outcome measurements and any other quality assurance processes and procedures undertaken by providers.

Please upload your annual report *Required*

Drop files here or click to upload.

< Previous   Next >

Quality assurance: annual quality assurance survey

As part of quality assurance processes adopted by the Provider, it is also a requirement that, as a minimum, an annual survey is carried out to gather data and allow the assessment of satisfaction from the perspective of services users who access the service and informal carers, friends, family members and/or advocates.

Number of service users surveyed *Required*

Number of service users that indicated they were satisfied or very satisfied with the care and support received *Required*

Number of family members, carers or advocates surveyed *Required*

Number of family members, carers or advocates that indicated that they were satisfied or very satisfied with the care and support being delivered *Required*

These questions relate to the full-service provision, not just the Lincolnshire County Council funded individuals.

Please upload a copy of your annual quality assurance survey

Drop files here or click to upload.

< Previous   Next >