# **Provider Guidance**

# Provider Data Submissions via Jadu Community Supported Living Services

August 2023

### **Guidance Details**

Audience:	Providers delivering Community Supported Living services
Date Issued:	August 2023
Version	1.2



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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 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 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:

> 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 <a href="https://www.lincolnshire.gov.uk/xfp/form/502">https://www.lincolnshire.gov.uk/xfp/form/502</a>
- The Annual form can also be accessed via <a href="https://www.lincolnshire.gov.uk/xfp/form/501">https://www.lincolnshire.gov.uk/xfp/form/501</a>
- 1. Click on the link in the email to open up the data portal and enter your reference and access code provided in the email and click 'Next'.

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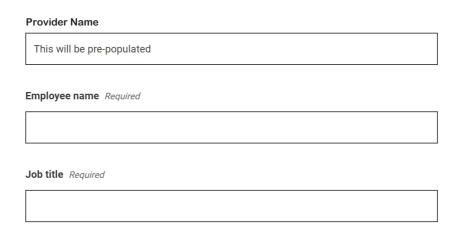
Reference Required		
Access code Required		
	Next	>

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 name will be pre-populated. Please contact the team if this is showing incorrectly.



### **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.



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.

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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:



### **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 <a href="https://www.lincolnshire.gov.uk/xfp/form/502">https://www.lincolnshire.gov.uk/xfp/form/502</a>

# Community supported living quarterly data submission

# Community supported living credentials Reference Required Log in credentials will be provided on all automated Access code Required reminder emails. This is case sensistive Next CSL provider details CSL provider name Employee name Required The provider name will be prepopulated. This is the details of the person completing the form. Job title Required Previous Next >

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### **CSL** date of submission

You are submitting data for quarter:
Oct-Dec 2020
Are you submitting data for this quarter? Required
○ Yes
O No
< 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
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
O 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 >

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

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# Service users Current number of service users supported (as at the end of the quarter) Required Number of new service users being supported during the reporting period Required Number of service users leaving the service during the reporting period Required \[ \begin{align\*} \text{ \ Previous} \text{ \ Next \ \ \} \end{align\*} Training matrix Document upload of current training matrix Required \[ \begin{align\*} \text{ \ Previous} \text{ \ Next \ \ \ \} \end{align\*}

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### **Annual Data Submission Form**

Link to the Annual form <a href="https://www.lincolnshire.gov.uk/xfp/form/501">https://www.lincolnshire.gov.uk/xfp/form/501</a>

# Community supported living annual data submission

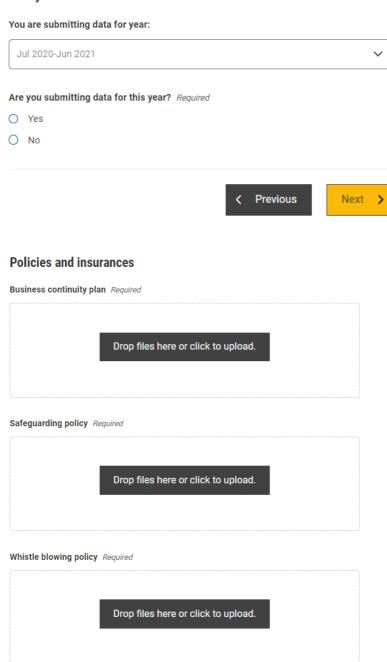
Community supported living cre	edentials			
Reference Required				
Access code Required				
This is case sensistive				
			Next	>
SL provider details				
SL provider name				
mployee name Required				
ob title Required				
	<	Previous	Next	>

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The current year will be

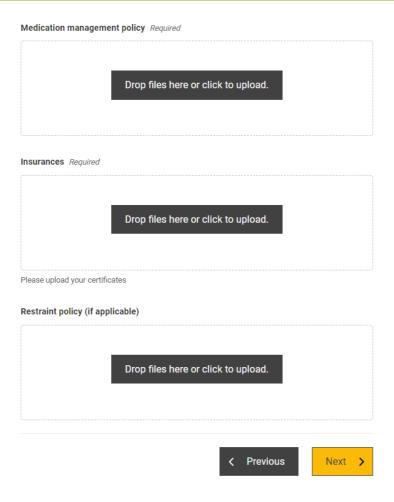
automatically listed.

### CSL year of submission



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### 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.

Compared to the properties of the proper

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# Commercial Team People Services Provider Guidance Note Community Supported Living Services August 2023

### 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

Please upload a copy of your annual quality assurance survey

Drop files here or click to upload.

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