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	1.3			



Contents

1.	. Introduction	3
2.	. Why we ask for data	3
3.	How to Submit Data	4
	Log in / System Access	4
	Log in / System Access: New Vacancy Opportunity	5
	Home Page	6
	Completing Data Submission	6
	Confirmation of Data Submission	
4.	Form Contents	8
	New Vacancy Opportunity	8
	Quarterly Data Submission Form	10
	Annual Data Submission Form	14

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 as well as providing the opportunity to easily advertise new tenancy opportunities. 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.

In addition to this, you must provide Vacancy information at the point in time in which a new tenancy opportunity becomes available:

- This will be a 'subsequent' vacancy in an existing and established dedicated accommodation setting;
- You will only have to tell us about the vacancy once, it will stay on the vacancy report until a suitable
 and compatible person is nominated, and then accepted for the tenancy and the care and support
 arrangements.
- Please Note: Although Practitioners and Finance colleagues may tell us about the end of a service, and a potential vacancy – we will require the vacancy information to be completed online by you prior to sharing this with our practitioner group.

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;

Page 3 of 17 Version 1.3

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 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
- How to access Jadu to submit and ad-hoc new vacancy opportunity
- 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

Page 4 of 17 Version 1.3

	ne link in the email to open up the data portal and enter your reference and access code n the email and click 'Next'.	
	Reference Required	
	Access code Required	
	Next >	
forgotten, wis please email	nique reference and access code for all Jadu form types is the same. If you have sh to clarify your access details, or wish to amend your registered email address the Commercial Team - People Services: eamPeopleServices@lincolnshire.gov.uk	
Log in / Sy	stem Access: New Vacancy Opportunity	
When you clic	omit your vacancy information is: https://www.lincolnshire.gov.uk/xfp/form/503 ck on this link you will be presented with the same access screen you will have seen who ur quarterly and annual returns. Enter your unique reference and access code:	er
	Reference Required	
	Access code Required	

Page 5 of 17 Version 1.3

Next >

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

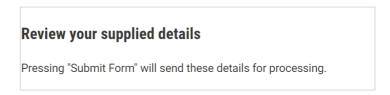
3. Complete each page in turn and click 'Next' to move onto the next page. Use the 'previous' button to return to the previous screen to amend any information.



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.

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.



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



Page 6 of 17 Version 1.3

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

Page 7 of 17 Version 1.3

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 new vacancy, quarterly and annual forms have been provided below:

New Vacancy Opportunity

Link to the Vacancy form is https://www.lincolnshire.gov.uk/xfp/form/503

New tenancy opportunities

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

Page 8 of 17 Version 1.3

Accommodation details					
Accommodation address Required					
Postcode					
Lookup					
The address location with the new tenancy opportunity and not the provider's main address					
Accommodation type Required					
O Single unit accommodation					
Shared accommodation					
Property type Required					
O Detached					
O Semi detached					
O Bungalow					
O Flat					
Disabled access? Required					
O Yes					
○ No					

Page 9 of 17 Version 1.3

Provider Guidance Note Community Supported Living Services August 2023

Ground floor access? Required

Yes			
O No			
Total number of bedrooms within the property (occupied and vacant) Require	<i>∌d</i>		
Number of vacancies within the property Required			
Vacancy details Required			
Please tell us relevant information such as bedroom and bathroom access, access to ga	ırden,		
washrooms, nearby amenities and any other relevant information about the area or the accommodation. If relevant, please provide the gender and age range of current tenants			
enancy is within a shared house, the type of person who might be suitable and compatil vith.	ole to share		
Date available from Required			
dd/mm/yyyy			
< Previous	Next >		
_			
Quarterly Data Submission Form			
•			
ink to the Quarterly form https://www.lincolnsh	oire gov uk/yfp/	form/502	
·			
Community supported living	g guarter	'ly data sı	ubmission
, , , ,		•	
Community supported living credentials			
Reference Required			
		_	Log in credentials will
Access code Required			provided on all automi reminder emails.
Todas and Telephred			reminuer emans.
This is case sensistive			

Page 10 of 17 Version 1.3

Community Supported Living Services August 2023

CSL provider details CSL provider name The provider name will be pre-Employee name Required populated. This is the details of the person completing the form. Job title Required Previous Next CSL date of submission You are submitting data for quarter: Oct-Dec 2020 Are you submitting data for this quarter? Required The current quarter will be automatically listed. By O Yes selecting no, you can select O No which quarter you would like to submit data for. Previous Next >

Page 11 of 17 Version 1.3

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

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

Page 12 of 17 Version 1.3

Next

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 Previous Next > **Training matrix**

Document upload of current training matrix Required Drop files here or click to upload.



Page 13 of 17 Version 1.3

Annual Data Submission Form

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

Community supported living annual data submission

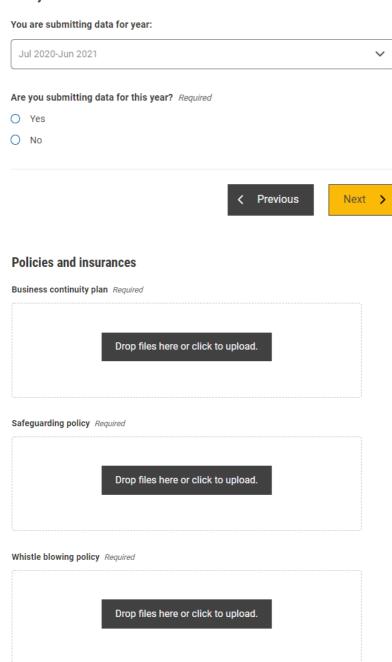
i i	,
	1
	I
xt >	
	xt >

Page 14 of 17 Version 1.3

The current year will be

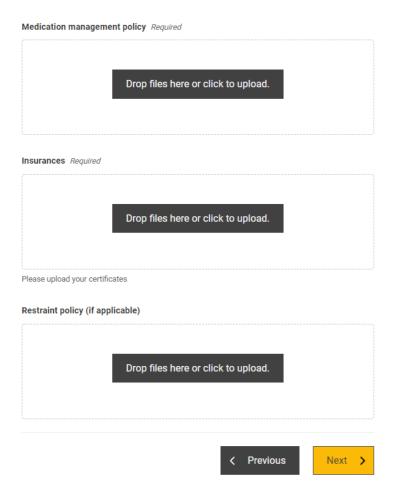
automatically listed.

CSL year of submission



Page 15 of 17 Version 1.3

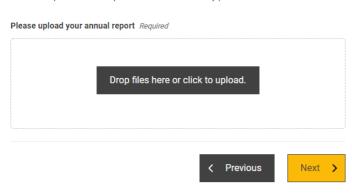
Provider Guidance Note Community Supported Living Services August 2023



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.



Page 16 of 17 Version 1.3

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.
Previous

Page 17 of 17 Version 1.3