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	1.5

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 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 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 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 can 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
- 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

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

Log in / System Access: New Vacancy Opportunity

The link to submit your vacancy information is: https://www.lincolnshire.gov.uk/xfp/form/503
You will be presented with the same access screen you will have seen when completing your quarterly and annual returns. Enter your unique reference and access code (same as quarterly/annual details):

Reference *Required*

Access code *Required*

Next >

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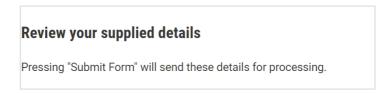
3. Complete each page in turn and click 'Next' to move onto the next page. Use the 'previous' button to return to the previous screen to amend any information.

< 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

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

Employee name *Required*

Job title *Required*

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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*

○ Single unit accommodation

○ Shared accommodation

What are the current residents genders? *Required*

○ Male

○ Female

○ Mixed

This question is only available for shared accommodation.

What can the gender of new residents be in the accommodation? *Required*

○ Male

○ Female

○ Any

What is the staffing teams genders? *Required*

○ Male

○ Female

○ Mixed

Property type *Required*

○ Detached

○ Semi detached

○ Bungalow

○ Flat

Disabled access? *Required*

○ Yes

○ No

Ground floor access? *Required*

○ Yes

○ No

Does this property offer night-time support? *Required*

○ Yes

○ No

Total number of bedrooms within the property (occupied and vacant) *Required*

[ ]

Number of vacancies within the property *Required*

[ ]

Vacancy details *Required*

[ ]

Please tell us relevant information such as bedroom and bathroom access, access to garden, 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 and, if the tenancy is within a shared house, the type of person who might be suitable and compatible to share with.

Date available from *Required*

[dd/mm/yyyy]

[< Previous] [Next >]

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*

[ ]

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

Access code *Required*

[ ]

This is case sensisive

[Next >]

CSL provider details

CSL provider name

Employee name *Required*

Job title *Required*

[< Previous] [Next >]

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

CSL date of submission

You are submitting data for quarter:

Oct-Dec 2020

Are you submitting data for this quarter? *Required*

○ Yes
○ No

[< Previous] [Next >]

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

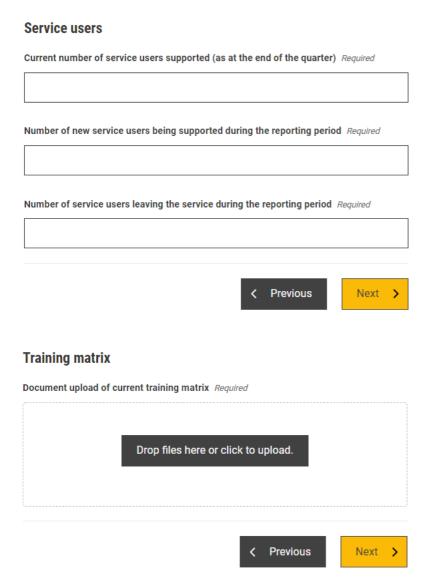## Staffing

Number of support workers currently employed *Required*

[   ]

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

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

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

○ 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*

[   ]

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

[   ]

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

[   ]

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

[< 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*

[   ]

Access code *Required*

[   ]

This is case sensistive

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CSL provider details

CSL provider name

[   ]

Employee name *Required*

[   ]

Job title *Required*

[   ]

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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

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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.

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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.

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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.
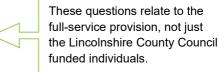
Number of service users surveyed *Required*

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

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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