



Client Schedule Guidance

For SPOCC.net

Housing
Executive

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Introduction

Within our SPOCC system we request details of clients that are scheduled (or have been scheduled) in the service. Long-term accommodation (block subsidy) and floating support services are required to submit client schedules.

Providers of block subsidy (long term accommodation) services must ensure to include all clients in the client schedules, including those who self-fund their support. In general, accommodation and floating support services (Domestic violence services may use initials) are required to submit:

- Full First name and Surname
- Full address
- D.O.B
- National Insurance Number (NINO)
- Start date
- HB Ref (*if one is available - not required for floating support. Choose "not HB Passported" in SPOCC*)
- Advise if client is awaiting HB or if they are Self-funder.

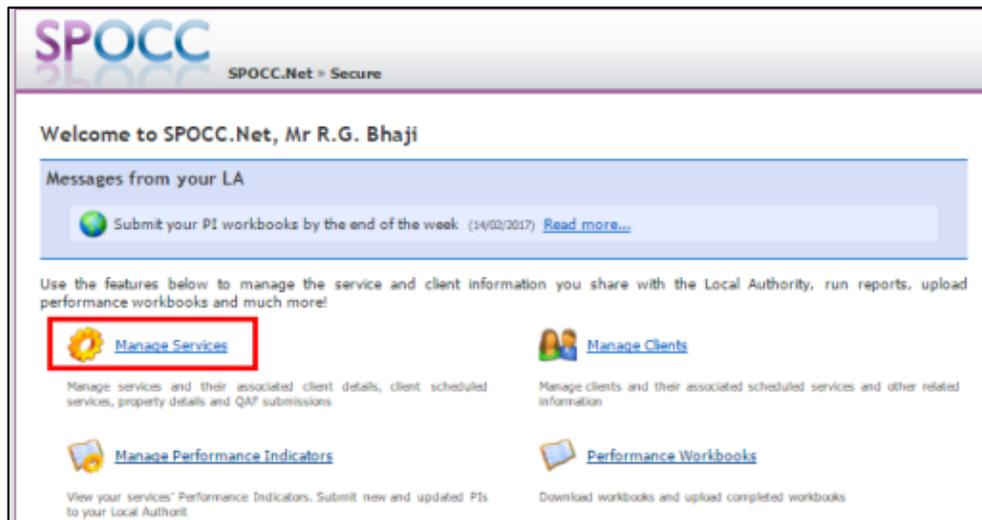
Having this information helps prevent duplicates and unnecessary emails to providers. If you are waiting on a HB reference for a client please note this in the comments box.

Client schedules should be updated when a client departs the service with the correct "End reason". This end reason lets SP know why the client is no longer being supported. Through the use of client schedules SP should be able to gauge the number of occupied vs unoccupied units over the course of the quarter.

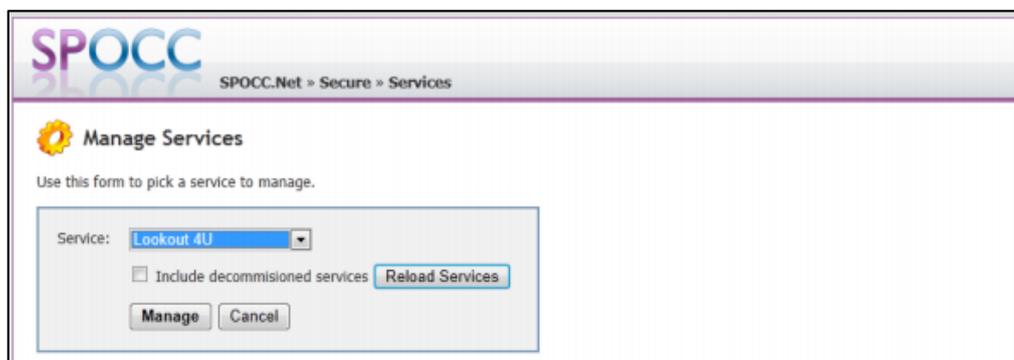
It is important that all client schedules are up to date and accurate. This is essential for payment in Block Subsidy services and for monitoring the performance of the service going forward. Please refer to the following guidance on how to create and make changes to a client schedule.

Navigate to Managing Services

The first step to managing client schedules is to navigate to the service you wish to view.



Click on the Manage Services link on the welcome page.



Select the Service you wish to manage from the drop down list and click the Manage button. Only the services accessible by the user logged in will be available for selection.

SPOCC
SPOCC.Net » Secure » Services » RS Aids - Chatham St

RS Aids - Chatham St
(ID: 10801)

Client Schedules | Properties | Service Details | Manage another service >

Client Schedules

[Request New Schedule \(1 pending\)](#)

Use the suggest changes link next to a schedule to submit an update to it.

Search:

	▲ Client	SPOCC.ID	Reference	Service Level	Units	Start Date
Manage clients schedules	Booth, Mr Barry	10342		4 - Chatham St - Temporary	1.00	04/04/2007
Manage clients schedules	Mosmann, Mr Zero	10335		1 - Chatham St - Adapted	1.00	04/04/2007
Manage clients schedules	Sharp, Mr Issy	10302		2 - Chatham St - Non-adapted	1.00	04/04/2007

Total number of current schedules: 3

Return to [secure services](#).

Once a service has been selected a tabbed view of information will be displayed about the service allowing additions and amendments to be made:

- **Client Schedules**

The client schedules tab is the default tab displayed after selecting a service to manage. It shows details of clients that are scheduled (or have been scheduled) on this service.

- **Properties**

If your service has properties attached to the contract then they will be listed here. You may request to amend any of them here.

- **Service Details**

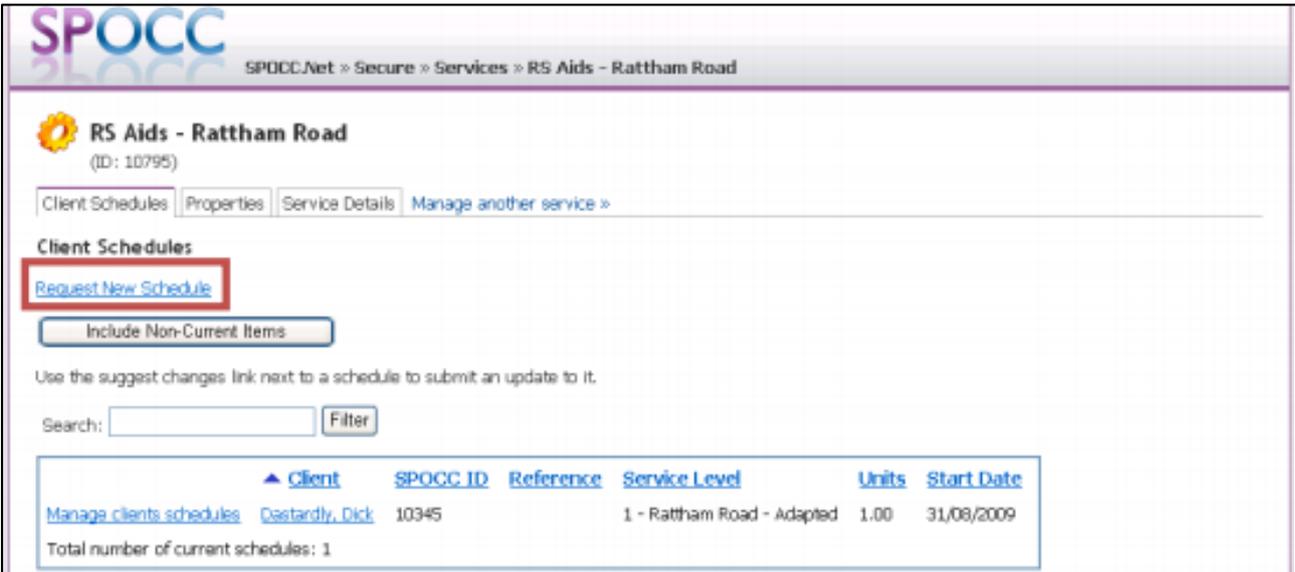
This is where you can inform us of any changes to your service. Click "Request Update" to update your service description or send us a message.

Client Schedules Tab

Aside from showing details of each schedule there are a number of other useful links and pieces of information.

1. A link showing the number of pending requests for new schedules. Clicking the link will take you to the requests page showing you the details of all the new schedule requests for the service you are viewing.
2. Include/Exclude Non-Current Items filter button. Clicking the button will switch between including client schedules that have ended or excluding them. The label on the button indicates what action will occur when you next click it. When non-current items are included the date and reason the schedule ended will be displayed in the list.
3. A link to Manage Clients area where a change to schedule can be requested.
4. A link to provide quick access to the Manage Clients area for the client the schedule is for.

Request New Schedule Link



SPOCC
SPOCC.Net » Secure » Services » RS Aids - Rattham Road

RS Aids - Rattham Road
(ID: 10795)

Client Schedules | Properties | Service Details | [Manage another service »](#)

Client Schedules

[Request New Schedule](#)

[Include Non-Current Items](#)

Use the suggest changes link next to a schedule to submit an update to it.

Search: [Filter](#)

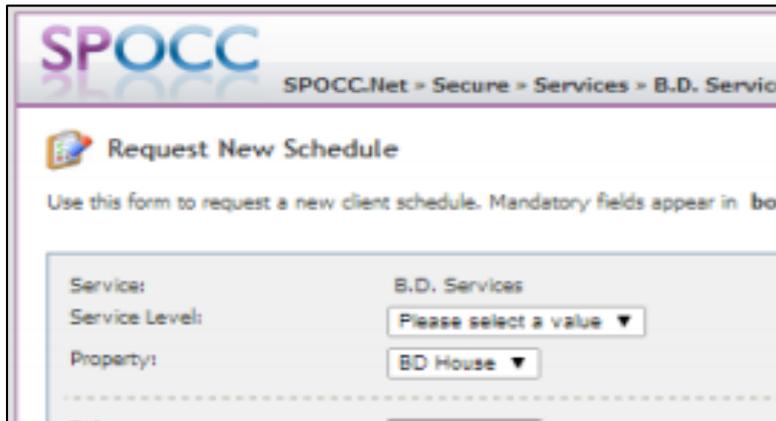
Manage clients schedules	Client	SPOCC ID	Reference	Service Level	Units	Start Date
Manage clients schedules	Castardly, Dick	10345		1 - Rattham Road - Adapted	1.00	31/08/2009

Total number of current schedules: 1

To schedule the Service to a new client or a client that has used one of your services before click on the 'Request New Schedule' link.

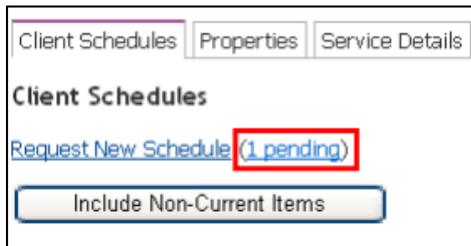
Request New Schedule Form

The form that is displayed allows you to enter details of the client and their service requirements. Fields that have a **bold** label are mandatory. E



Clicking the 'Add Client Schedule' button will send the request to Supporting People for approval. This new request will be reflected on the client schedules tab.

The Pending Item appears



When following the "(1 pending)" link that appears beside the Request New Schedule link the details of your new request will be shown. You'll be able to view the request via this link whilst it remains pending.

	Client	SPOCC ID	Reference	Service Level	Units	Start Date
Manage clients schedules	Dastardly, Dick	10345		1 - Rattinam Road - Adapted	1.00	31/08/2009
Manage clients schedules	Elliot, Mr Zachary	10359		1 - Rattinam Road - Adapted	1.00	02/12/2011

Total number of current schedules: 2

If the new schedule is accepted it will appear on the list. If Supporting People rejects the new schedule the '1 pending' figure beside the Request New Schedule text will disappear but the new Client's schedule will not appear in the list. There will be a message displayed as to why it was rejected.

How to Search for a Client



SPOCC
SPOCC.Net > Secure

Welcome to SPOCC.Net, Mr R.G. Bhaji

Messages from your LA

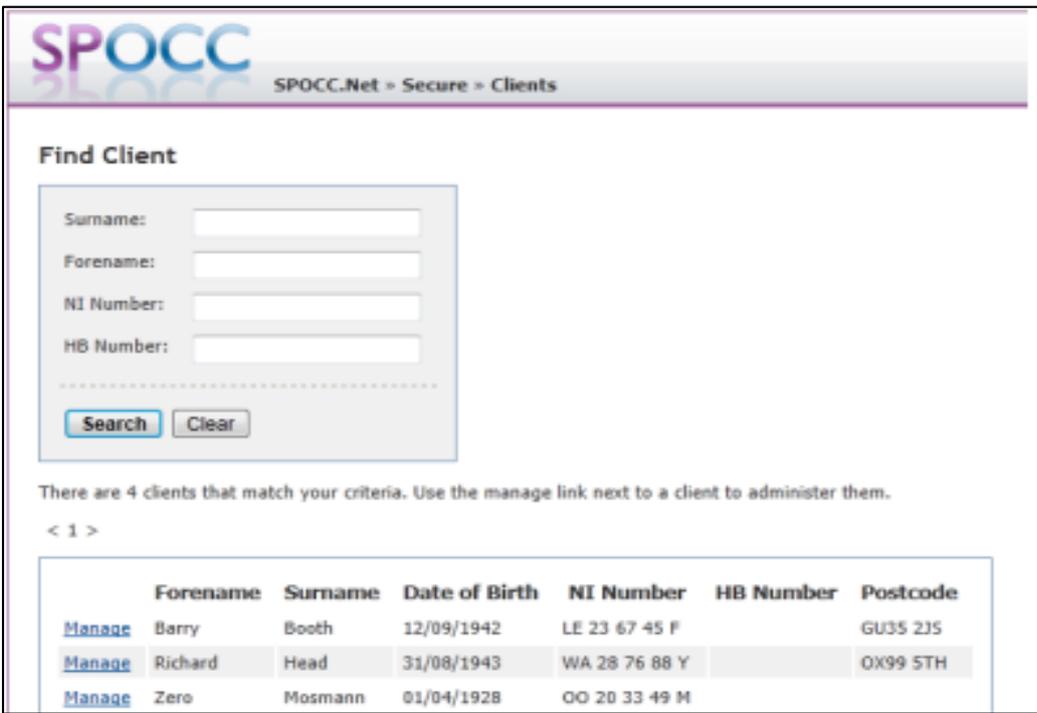
Submit your PI workbooks by the end of the week (14/02/2017) [Read more...](#)

Use the features below to manage the service and client information you share with the Local Authority, run reports, upload performance workbooks and much more!

[Manage Services](#) [Manage Clients](#)

Manage services and their associated client details, client scheduled Manage clients and their associated scheduled services and other related

Open the manage Clients area by clicking on the link on the welcome page.



SPOCC
SPOCC.Net > Secure > Clients

Find Client

Surname:

Forename:

NI Number:

HB Number:

There are 4 clients that match your criteria. Use the manage link next to a client to administer them.

< 1 >

	Forename	Surname	Date of Birth	NI Number	HB Number	Postcode
Manage	Barry	Booth	12/09/1942	LE 23 67 45 F		GU35 2J5
Manage	Richard	Head	31/08/1943	WA 28 76 88 Y		OX99 5TH
Manage	Zero	Mosmann	01/04/1928	OO 20 33 49 M		

You can search for any clients that are currently receiving or who have previously received services from you in the past by entering their Surname, Forename, NI Number or HB Number and pressing the search button. If no entries are made in the search parameters fields and the Search button is pressed then *all* clients currently receiving or who have previously received services from you will be found.

Click on the Manage link beside a client's name to open their Manage Client page.

SPOCC
SPOCC.Net > Secure > Clients > Mr Barry Booth (DoB: 12/09/...

Mr Barry Booth (DoB: 12/09/1942)
ID: 10342
78 Friday Street, Abinger, Guildford, GU35 2JS

Details | Schedules | Find a different client >

Use this form to update this client. Mandatory fields appear in **bold**.

Gender: ?
Date of Birth: 12 September 1942
Age: 69
Date of Death:
Ethnicity: Not known
NI Number: LE 23 67 45 F
HB Number:
Primary Client Group: Rough Sleeper
Telephone Number:
Mobile Number:
Email Address:
Updating this address will not affect any property selected for any schedule for this client.
Address 1: 78 Friday Street
Address 2: Abinger
Address 3:
Address 4:
Town: Guildford
Postcode: GU35 2JS
UPRN:
Save Cancel

The form has two tabs, one where Details of the client can be managed and the other for their Schedules.

SPOCC
SPOCC.Net > Secure > Clients > Mr Barry Booth (DoB: 12/09/...

Mr Barry Booth (DoB: 12/09/1942)
ID: 10342
78 Friday Street, Abinger, Guildford, GU35 2JS

Details | Schedules | Find a different client >

Include Non-Current Items

Use the suggest changes link next to a schedule to submit an update to it.

Reference	Service Name	Service Level	Units	Start Date	Pending Requests?
Suspend Client	RS Aids - Chatham St - 4 - Chatham St - Temporary	Temporary	1.00	04/04/2007	1 change

Total number of current schedules: 1

Click on the Schedules tab to view existing Schedules for the selected client.

Previously ended schedules can be seen by clicking on the 'Include Non-Current Items' button.

SPOCC
 SPOCC.Net > Secure > Clients > Mr Issy Sharp (DoB: 28/04/1...

Mr Issy Sharp (DoB: 28/04/1934)

ID: 18382
 16 Ratham Road, Hillham, OX99 5TH

Details Schedules [Find a different client >](#)

[Exclude Non-Current Items](#)

Use the suggest changes link next to a schedule to submit an update to it.

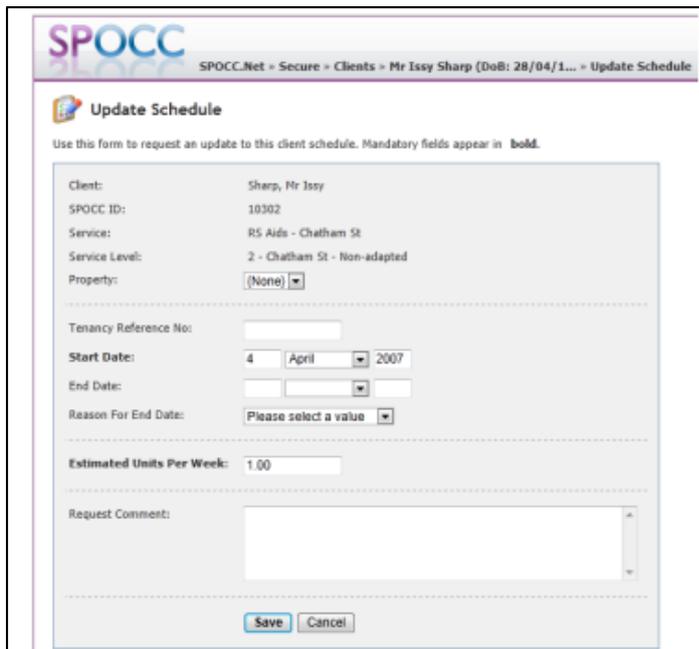
	Reference	Service Name	Service Level	Units	Start Date	End Date (Reason)
Suggest Change	RS Aids - Ratham Road	1 - Ratham Road - Adapted	1.00	02/05/2005	26/06/2005 (Change of Service)	
Suggest Change	RS Aids - Ratham Road	2 - Ratham Road - Non-adapted	1.00	23/06/2005	19/04/2007 (Change of Service)	
Suggest Change	RS Aids - Chatham St	2 - Chatham St - Non-adapted	1.00	04/04/2007		

Total number of current schedules: 1

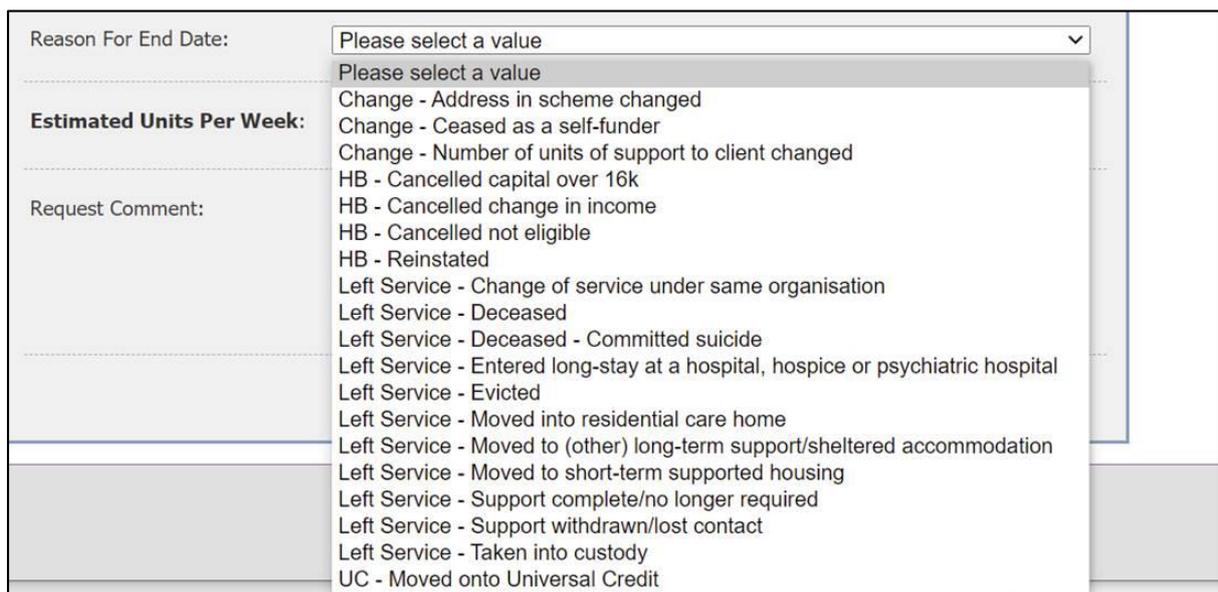
Changes to any of these schedules can be submitted by clicking on the Suggest Change link which will open the Update Schedule page.

Ending a Client Schedule

You can either go into your service to view the clients or search for clients using the "Manage clients" as explained.



The end date and reason for end date must be entered.



Select and add a value from the drop down list.

Make sure to include an end date as this is required for performance indicators.

Make any changes that you require and submit them for acceptance/rejection by Supporting People by clicking on the Save button.