Provider’s Guide

SPOCC.Net 2016

Patch 1

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1 Introduction

The process of data submission to the Supporting People team by Providers can be extremely labour intensive.

The SPOCC program is Oxford Computer Consultants' contribution to the SP programme which equips local authorities with the tools they need to manage their participation in the Supporting People initiative and improve the provision of support services.

The inclusion of Internet access for the purposes of data exchange is seen as an important development to help reduce workloads and streamline the business processes between the Local Authority and the Provider.

SPOCC.Net does this by providing a secure online link between the Provider and the Local Authority, which will both reduce the time spent on data exchange and help eliminate the possibility of data errors.

2 What's New in SPOCC.Net 2016 Patch 1?

2.1 Performance Indicator management through SPOCC.Net

We have had feedback from many of our users that using PI Workbooks to capture PI data is laborious, error prone and inflexible. We are happy to introduce a new way of recording Performance Indicator data, available in SPOCC.Net.

Providers are now able to complete a fully detailed form containing all Data Items of all Performance Indicators applicable to their Service available for a selected Quarter and Financial Year. They can save their work as they go, and even calculate the resulting PI values (shown in a traffic-light table just like in SPOCC) before submitting their form to the Local Authority, where it can be reviewed and accepted/rejected as usual.

This form gives the provider all they need to view, add, submit, review and update their Performance Indicators online, without the need for a PI Workbook.

We have also introduced a new concept called "Shared Data Items". The system administrators can create a Shared Data Item and link the appropriate PI Data Item definitions to it. Then, when using SPOCC.Net to complete PIs you will only need to add that piece of data once and it will be used by all the Shared Data Items for the given Quarter and Financial Year.

See section 8.9 Managing Performance Indicators for all the details.

For a list of changes in previous versions please see **Appendix A: Version History**

3 Overview

SPOCC.Net enables two distinct on-line functions.

1) **Secure Services** (each Provider will only have access to their own data):

    a. Providers can download copies of their PI workbooks which will be pre-populated with their core data, thus helping to eliminate errors. The workbooks can then be completed with current data changes and submitted to the Local Authority who can examine the contents before deciding to import. (See sections 7.2 & 8.5)

    b. Providers can also submit changes to Client Schedules e.g. New Clients, Ending service etc (See sections 8.1 & 8.2) and examine the status of such submissions (See section 5.4 Requests Sent to Local Authority)

    c. Providers can submit changes to Service Details, Properties and Contacts

    d. Providers can Manage Referrals (where the LA has purchased the Client Needs / Referrals module)

    e. QAFs can be created, edited and submitted (See section 8.3)

    f. Providers can download copies of such monthly reports that the LA permits. (See section 7.1)

2) **Public Services:** Allows the public (e.g. Social Workers, Service Users) to search for Services. No password is required for this service.

    The criteria *Include services with no available places* allows the users of the site to find all the services that have places available as specified by the provider (or include those which do not)

    Sensitive Services (e.g. Women's Refuge) have the option of either not displaying any contact details (i.e. address, 'phone number etc) or of not appearing at all in public searches.

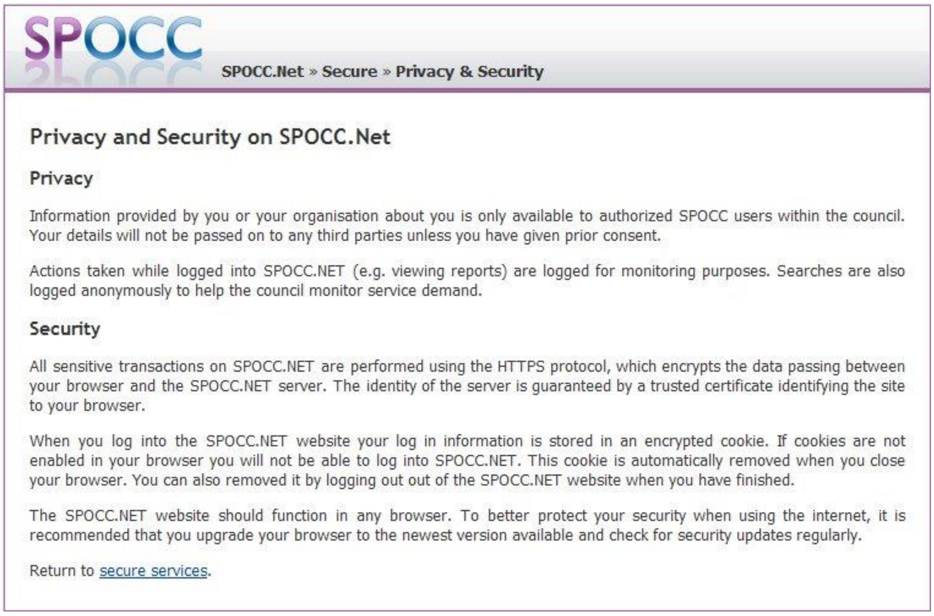
    N.B. These 'confidential' settings are controlled by the Local Authority and you should discuss your requirements with them.

3.1 *Intended audience*

This guide is aimed at Providers who are users of the SPOCC.Net system and is intended to cover most of the basic processes that the User will encounter. This will include the submission of data concerning changes to Client schedules, the downloading and uploading of Performance workbooks, the downloading of periodic reports and the administration of SPOCC.Net Users & Contacts and their passwords and User names.

3.2 *SPOCC.Net Privacy and Security Policy*

Your local authority's statement regarding the Privacy and Security of SPOCC.Net can be examined by clicking on the SPOCC.Net *privacy and security policy* text on either the Login or Secure Services home pages.


SPOCC

SPOCC.Net » Secure » Privacy & Security

Privacy and Security on SPOCC.Net

Privacy

Information provided by you or your organisation about you is only available to authorized SPOCC users within the council. Your details will not be passed on to any third parties unless you have given prior consent.

Actions taken while logged into SPOCC.NET (e.g. viewing reports) are logged for monitoring purposes. Searches are also logged anonymously to help the council monitor service demand.

Security

All sensitive transactions on SPOCC.NET are performed using the HTTPS protocol, which encrypts the data passing between your browser and the SPOCC.NET server. The identity of the server is guaranteed by a trusted certificate identifying the site to your browser.

When you log into the SPOCC.NET website your log in information is stored in an encrypted cookie. If cookies are not enabled in your browser you will not be able to log into SPOCC.NET. This cookie is automatically removed when you close your browser. You can also removed it by logging out out of the SPOCC.NET website when you have finished.

The SPOCC.NET website should function in any browser. To better protect your security when using the internet, it is recommended that you upgrade your browser to the newest version available and check for security updates regularly.

Return to secure services.

Figure 1 Privacy & Security on SPOCC.Net

3.3 *Navigating the site*

Click on the links to navigate to your desired location.

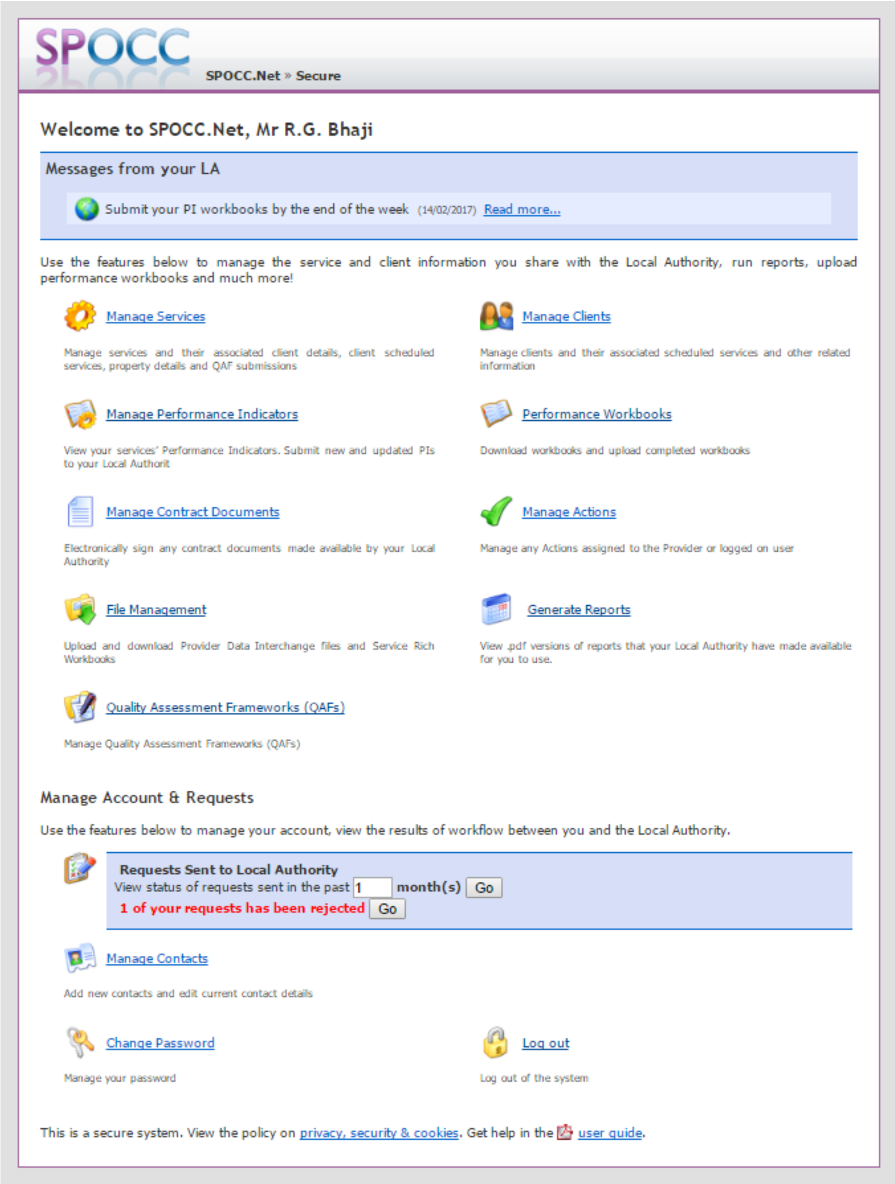


Figure 2 Navigation hyperlinks

Click on any point in the ‘breadcrumbs’ trail to return to previously visited pages

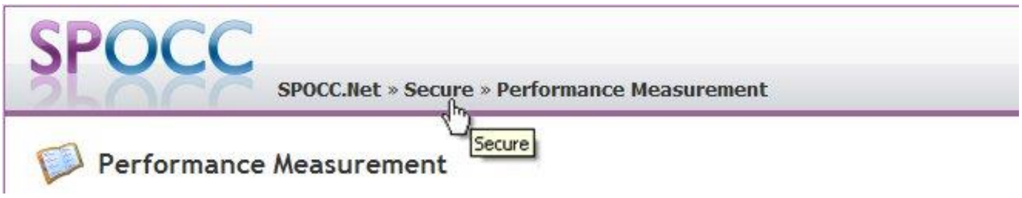


Figure 3 'Breadcrumbs'

Clicking on the return to 'secure services' text when it is displayed will return you to the Secure Services home page.

Figure 4 The text link back to the Secure Services home page

3.4 *Mandatory fields*

Mandatory fields in SPOCC.Net are in **bold type** and must be completed before any submission**.** If you fail to comply you will receive a reminder as below:

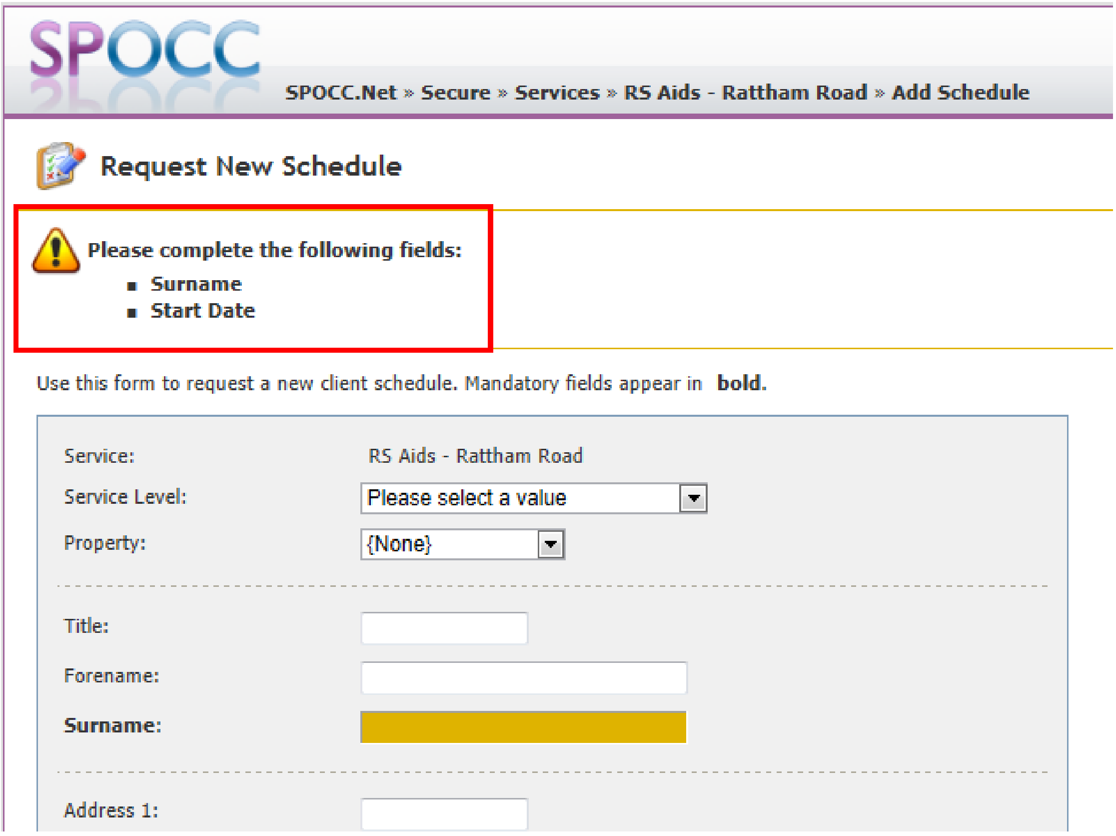


Figure 5 Reminder that a Mandatory Field has not been completed.

4 Obtaining a Login

In order to use the Secure Services part of SPOCC.Net it is necessary to obtain a login from the Local Authority. This can be applied for by e-mail to the SPOCC.Net administrator at your LA who will supply you with both a User name and Password.

Figure 6 Requesting a Log - in (1)

You will be taken to this page where you should fill in the requested details.

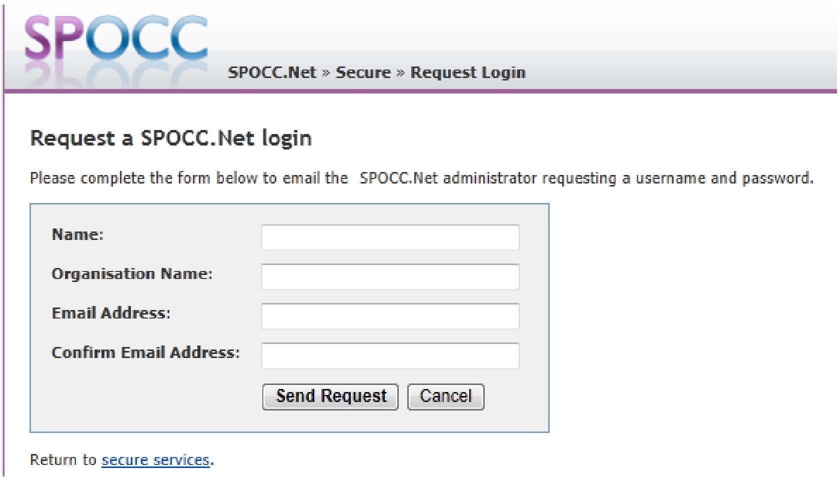


Figure 7 Requesting a Log - in (2)

Your new login details will be sent to the email address that you supply.

4.1 Forgotten your Password?

If you have forgotten your password you should click on the appropriate link and follow the instructions; you will receive an e-mail from the Local Authority with your current password.

Figure 8 Forgotten Password?

4.2 Changing your Password

Once logged in you can change you own password; first click on the *Change Password* link on the Welcome page:

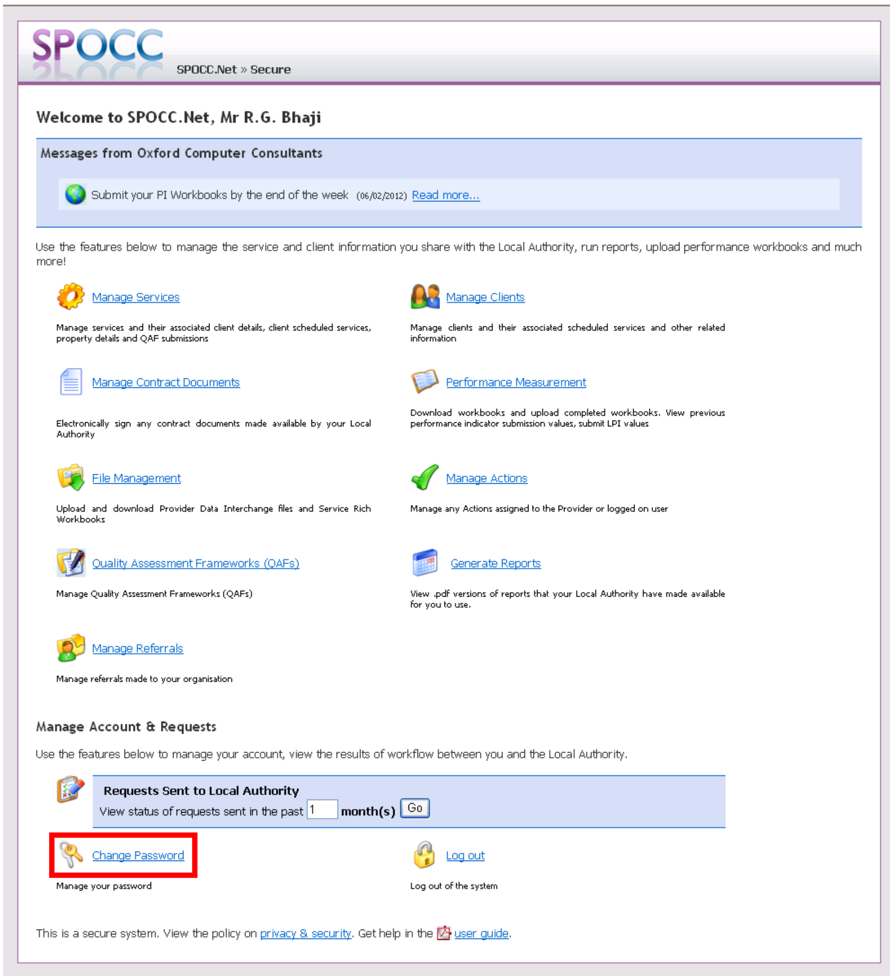


Figure 9 The 'Change Password' link

Enter your new password in both boxes and click on the *Change Password* button to complete the change.

Figure 10 Enter the new Password and confirm it by writing it a second time

As success message will be displayed when your password is changed.

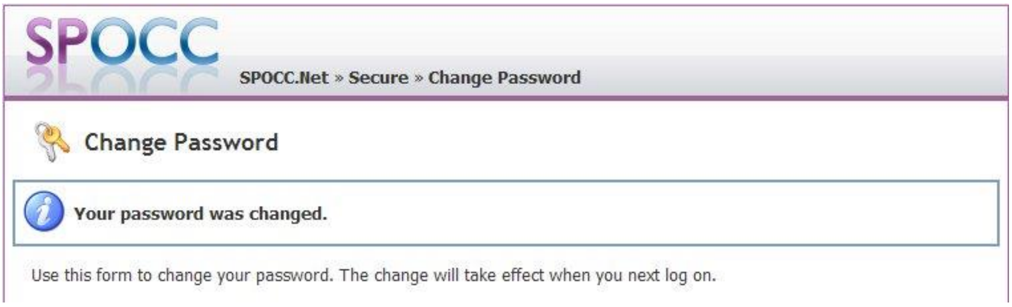


Figure 11 Confirmation that your Password has been changed.

5 Logging on

Log on by navigating to the SPOCC.Net home page for your LA. Click on the 'Access secure services for providers' link.

Figure 12 Logging on to secure services

The home page will look something like this (it will probably be customised by your local authority but will still contain the options shown here)

Enter your Username and Password in the places indicated and press *Login*.

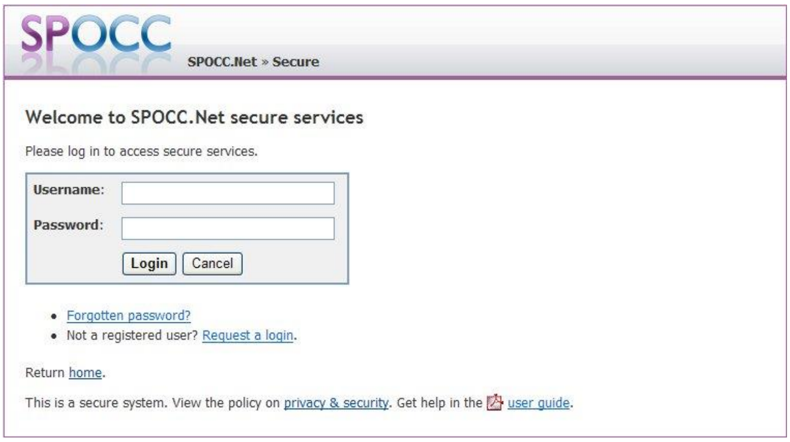


Figure 13 Enter your log in password

Your local authority will stipulate the length of time that your password remains valid. If it needs changing you will receive a prompt; if your password has expired you will need to contact your LA.

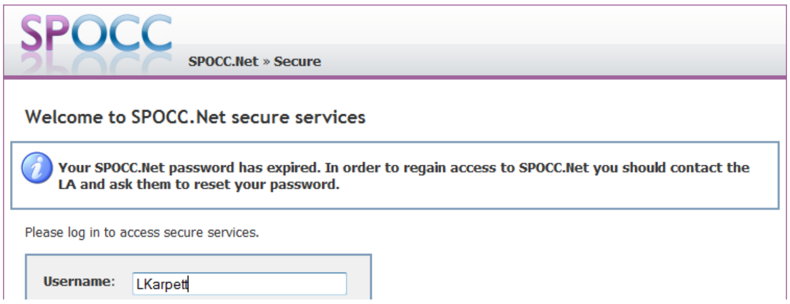


Figure 14 Expired Password reminder

You will be denied access to the website unless you change your password. After a set number of days, specified by your LA, your password will expire and you will need to apply to have it re-allocated.

5.1 The Secure Services Home page

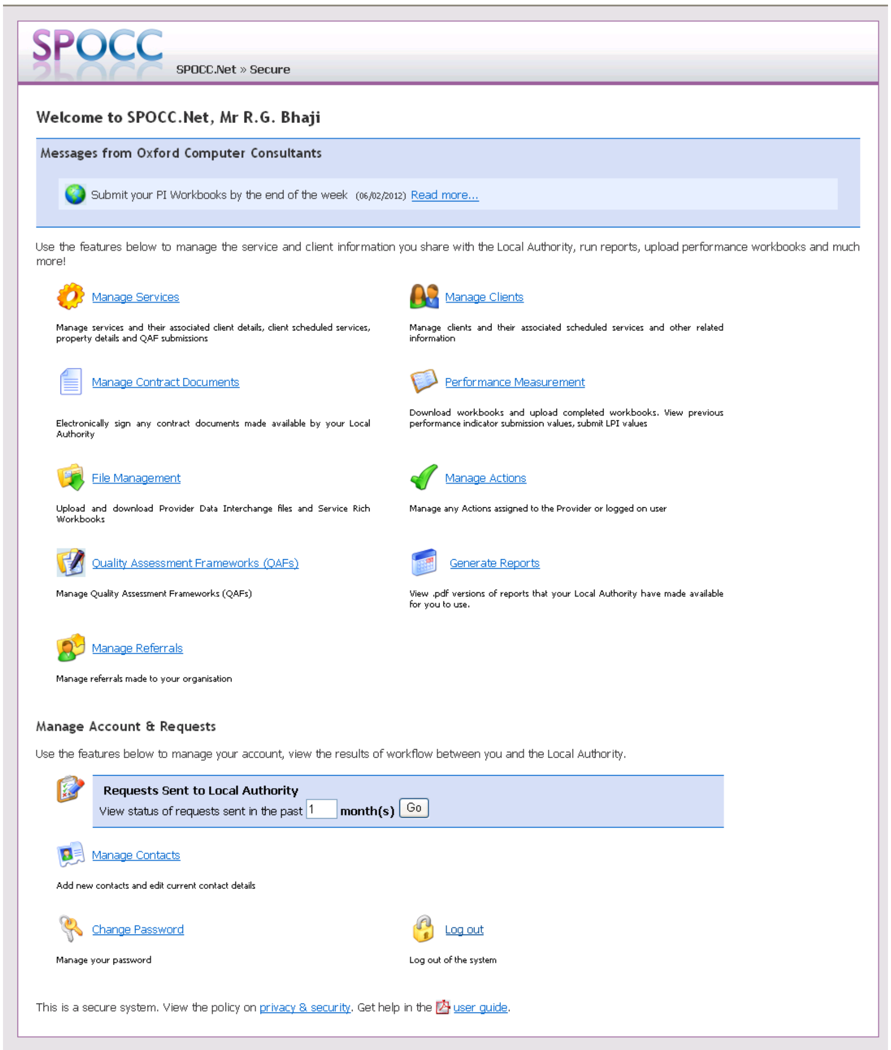


Figure 15 The secure services homepage – The 'Welcome' page

The options open to the User are almost all accessed via the Secure Services home page. From here you can:

- Generate Reports
- Manage Services(Client Schedules/Service Details/ QAF submissions)
- Manage Contract Documents
- View the status of requests you have sent to the Local Authority in the last 'x' months.
- Upload/Download Performance Measurement Workbooks
- Upload/Download Service Rich data workbooks
- Manage Contacts
- Manage Actions
- Change your Password
- Log out
- View the SPOCC.Net privacy and security policy
- SPOCC.Net User Guide

5.1.1 Messages from the Local Authority

Sometimes the local authority might need to send a message to everyone who uses SPOCC.Net, a group of specific providers or a group of specific contacts. Rather than sending emails which could be error prone and time consuming they can broadcast them on SPOCC.Net.

Any messages that are appropriate to you will be displayed directly under the welcome heading with those that have been published most recently at the top.

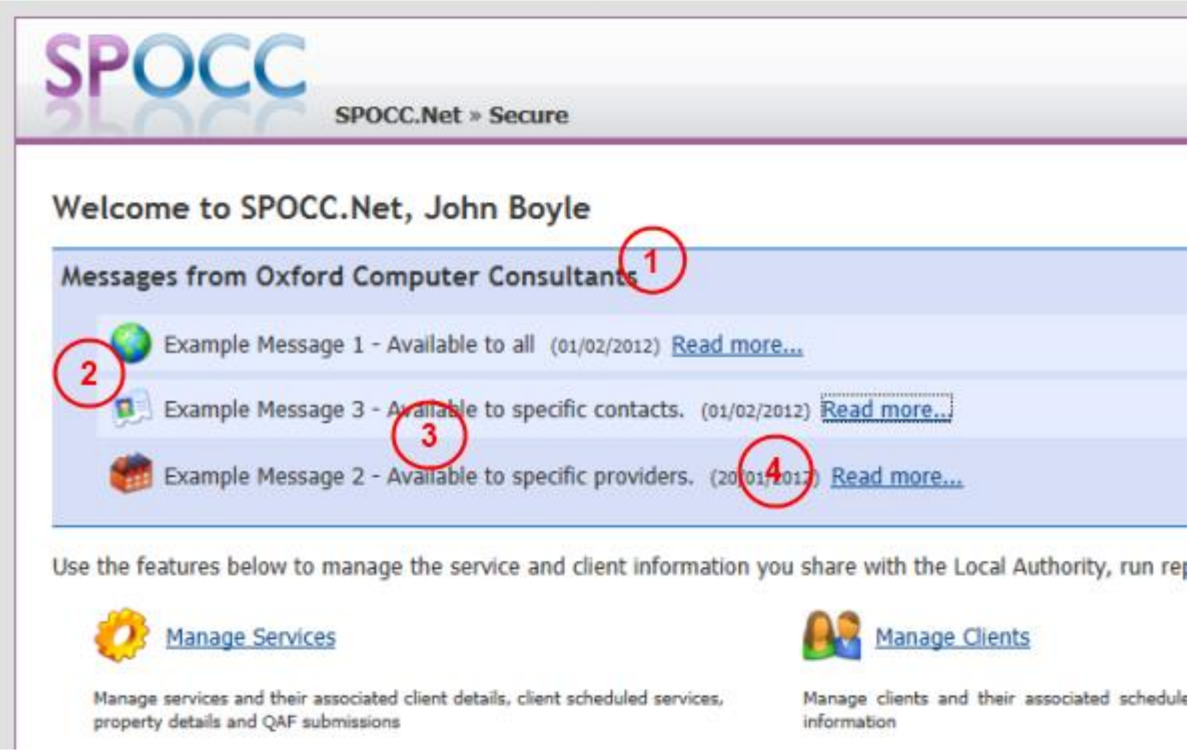


Figure 16 List of Messages

Following the numbering shown in Figure 16:

1. The name shown after the wording “Messages from” will be the name of the local authority whose SPOCC.Net you have logged into.
2. The recipient type of a message is indicated by an icon displayed next to the message. In order as shown in Figure 16 the recipient types are: All SPOCC.Net users, specific contacts and specific providers.
3. The Subject of the message.
4. The date the message was published.

Messages that have been published within the last 7 days will be highlighted with a different background colour and when you hover your mouse over the message the browser will show a tooltip indicating “This message is highlighted because it was published recently”. The tooltip will also include detail of the recipient type, e.g. “This message is only shown to specific providers” when the recipient type of the message has been set to providers.

To view full details of the message including any attachment you can click the “Read more…” link. If it does have an attachment you can click the filename link to download it.

Figure 17 Full Message Details

Messages that are appropriate for you will continue to be shown in the list on the home page until after the “Displayed Until” date has past, as seen in Figure 17.

5.2 Responding to the Messages from the Local Authority

You can always respond to any message sent to you by the Local Authority. To do that enter the message details and fill in the form that is located below the message. When you click the *“Send Respond”* button a message will be immediately sent to the Local Authority.

The response sent will be visible along with the original message with the indication whether the Local Authority has read it or not. Any answers coming from the Local Authority will also be visible here and an indication on the main screen regarding the number of unread messages will be displayed.

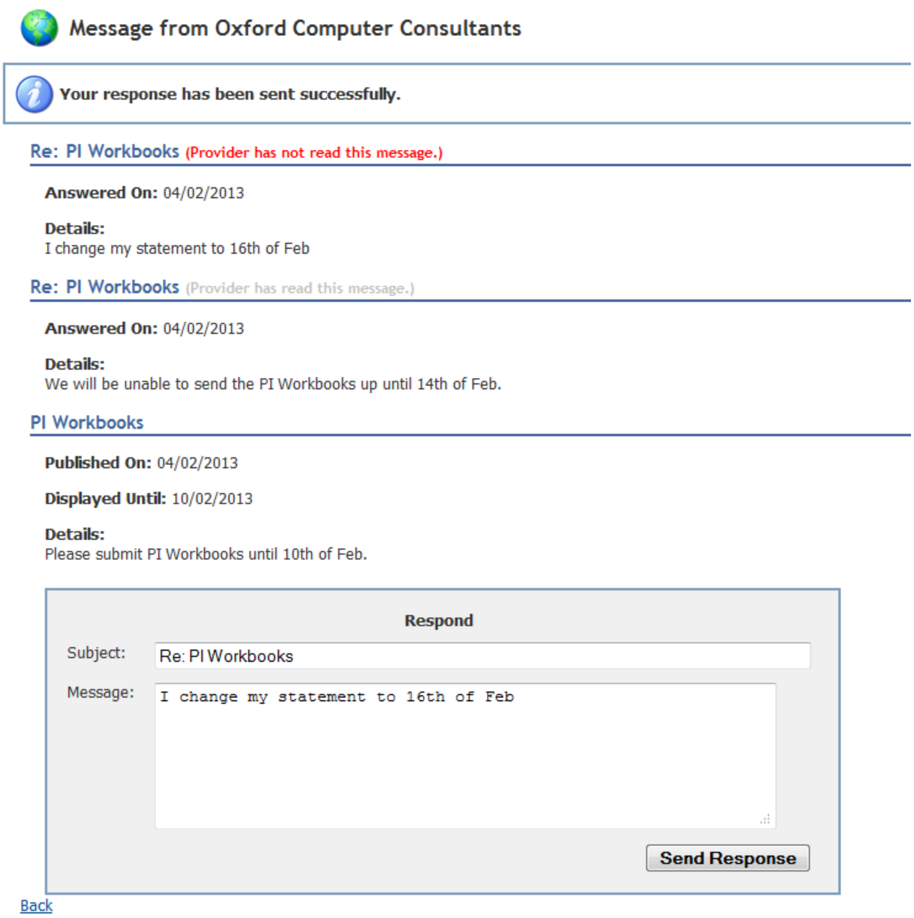


Figure 18 Responding to Messages

5.3 Limited Service Accessibility

The management team for your organisation may contact the local authority to request that all contacts with a SPOCC.Net login have access restricted to services they are involved with. Involvement with a service can be in one of the following ways and the type of involvement dictates access:

- If a contact is assigned Organisation Contact – *access to all Services for the Provider.*
- If a contact is assigned to a service as the Service Manager, Emergency Contact, Self-referral, Out of Hours, Self-referral Office Hours or SPOCC.Net Manager – *access limited to those Services covered by the assignments.*
  E.g. Service Manager for Service A will only be able to manage the affairs of Service A; Service Manager for Service B who is also Emergency Contact for Service A will be able to manage the affairs of both Services A & B
- If a contact is assigned Contract Contact – *access limited to those Services covered by the Contract(s) (and the Contract(s) themselves) for which the Contact is assigned as Contract*.

This security limits (a) the Services that a contact can manage, (b) the Contracts with Contract Documents that a contact can manage, (c) the Services actually shown in the Generated Reports and (d) the Services to which the Contact can assign other Contacts.

5.4 Requests Sent to Local Authority

Unless otherwise stated in this guide most changes you make are sent as requests that must be approved by the local authority before they become permanent within the system.

You can review any requests that you or anybody else in your organisation has made by entering a number of months (or accept the default) and clicking the *Go* button on the home page after logging in, see Figure 19.

Figure 19 View Requests on Secure Home Page

The list of requests made within the time period specified will be displayed on the resulting page.

The information shown on the page (numbered as per Figure 20) shows:

1. Requests can be filtered to those made by you or your organisation as a whole.
2. The name of the user that made the request.
3. The type of the request, whether it is pending/approved/rejected and when it was submitted.
4. The details of the request that was sent to the local authority for approval

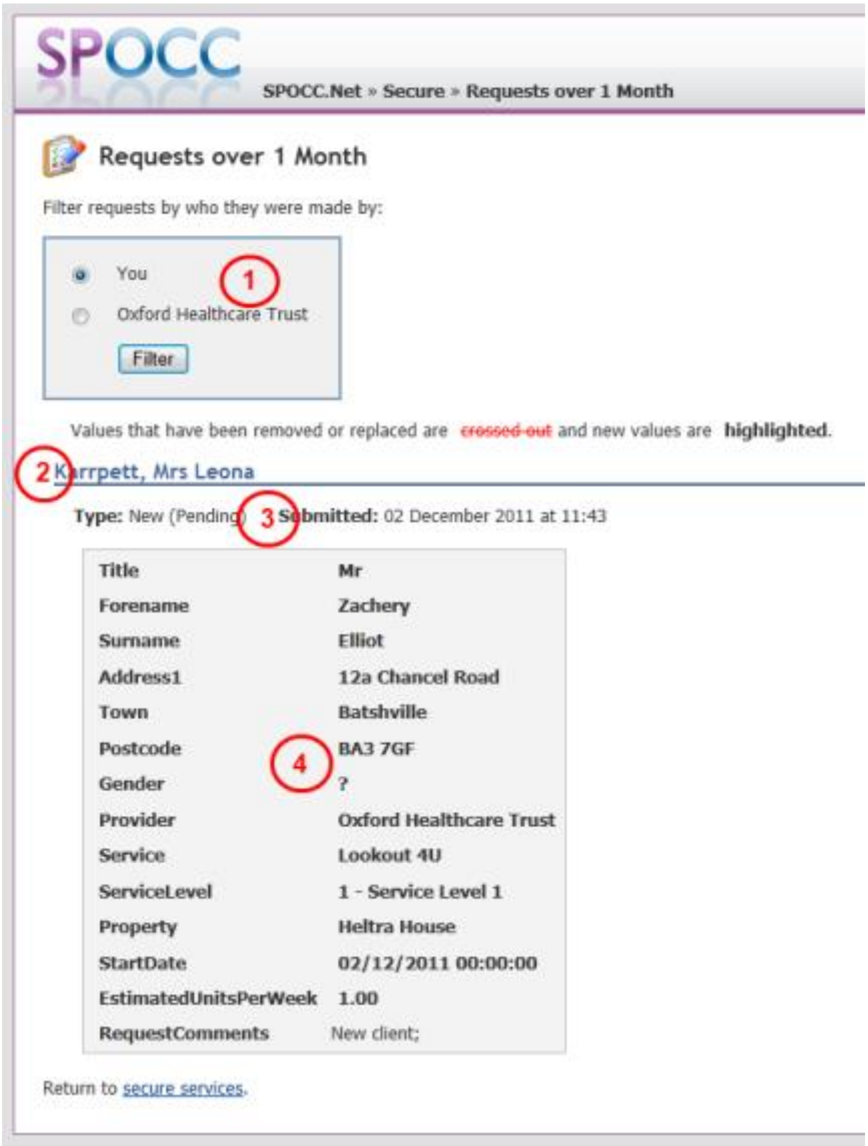


Figure 20 Requests Made to Local Authority

5.5 Managing Actions

Actions are timed tasks that are set by the local authority and need to be completed by the assigned person within a specified time frame

Such Actions that have been ascribed to one of your organisations contacts can be managed by clicking on the 'Manage Actions' link on the Manage Service page which will open the Manage Actions page.

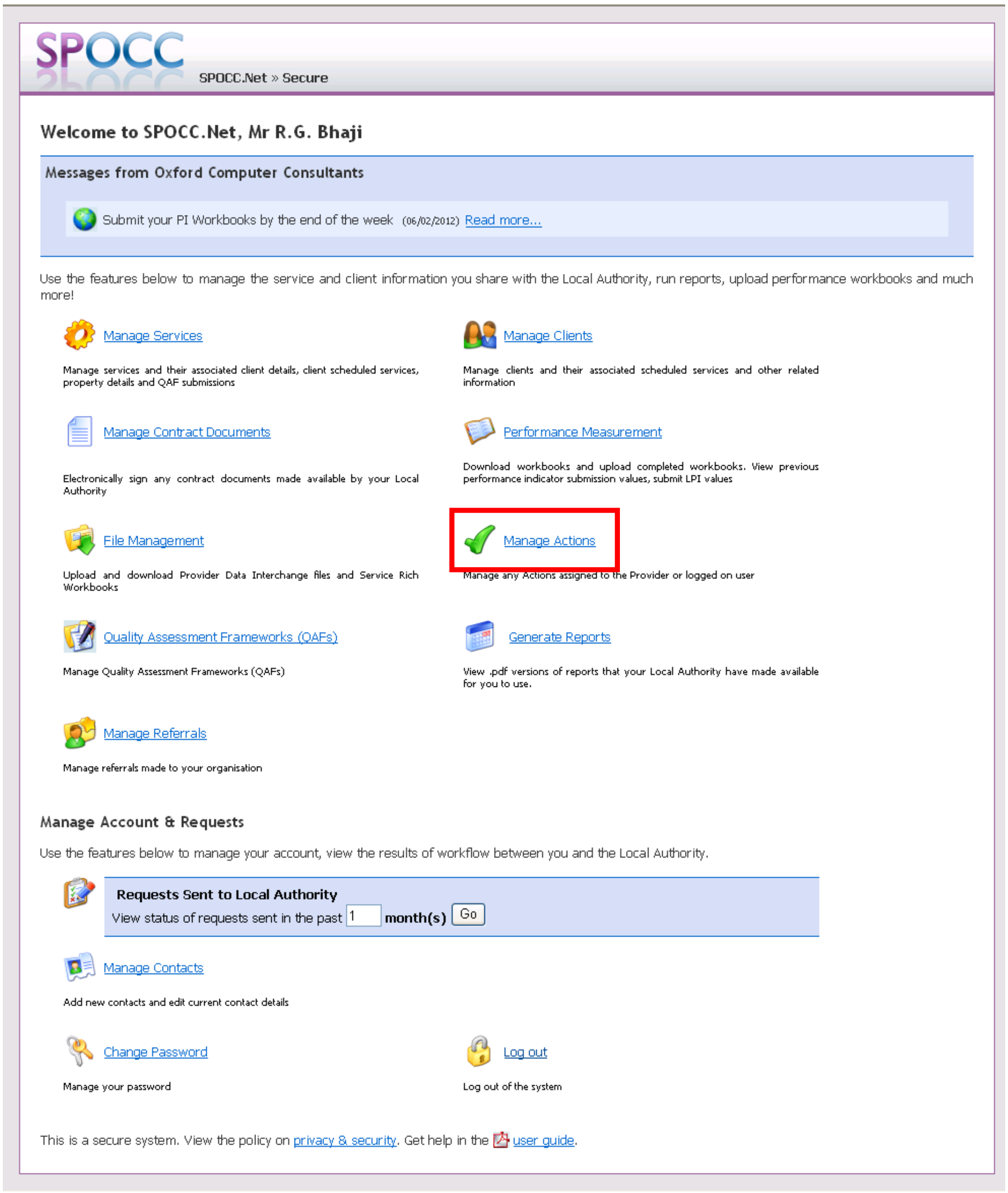


Figure 21 The 'Manage Actions' button on the Manage Secure Services page

Any current actions will be listed. This list can then be limited to Actions either for you or your organisation as a whole. Check the appropriate radio button and click on the Filter button to limit the list.

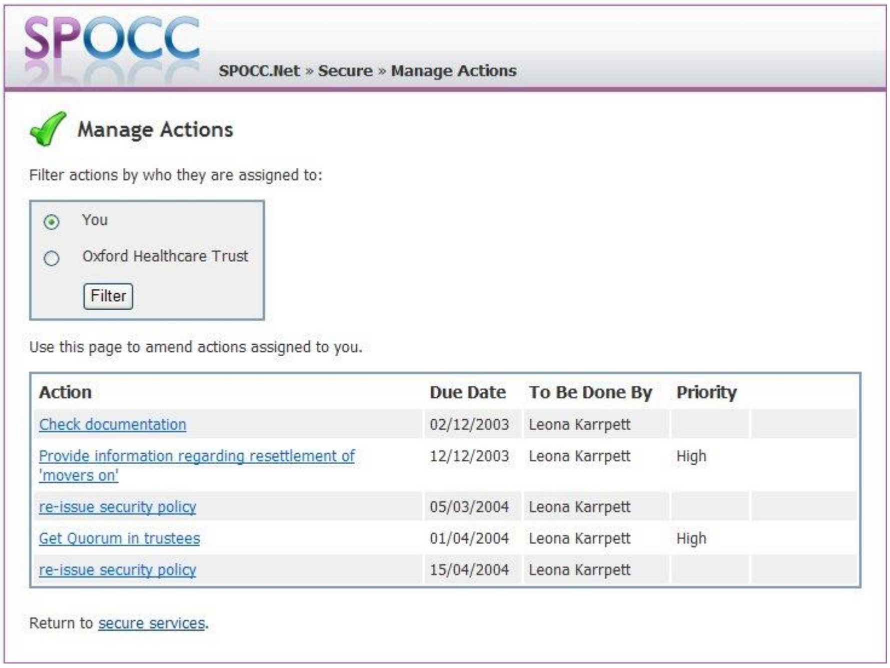


Figure 22 The Manage Actions page

The Action can then be opened for editing purposes by clicking on the text link which is displayed beneath the Action title.

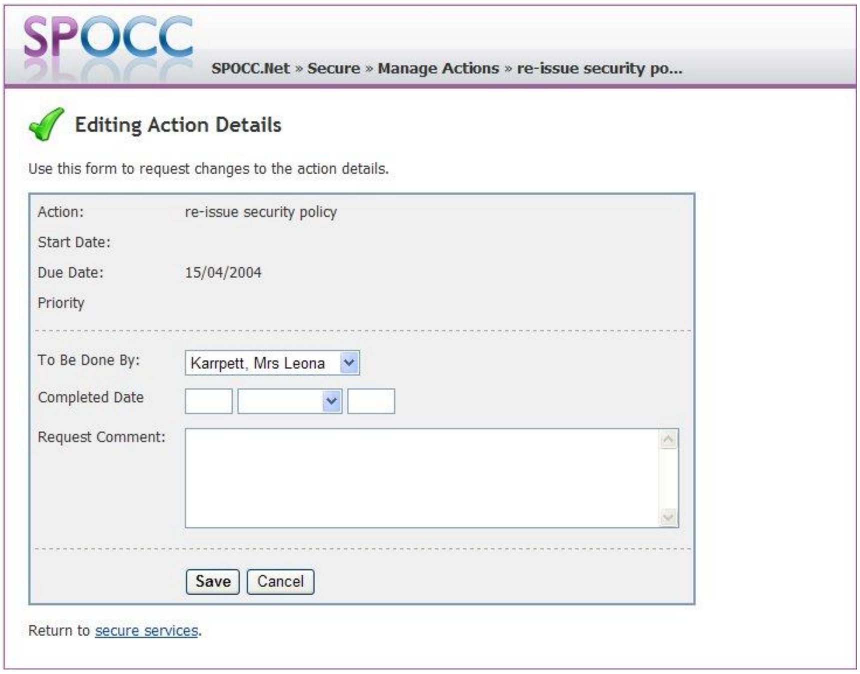


Figure 23 Editing an Action

From the Editing Action Details page you can either add a Completed Date if the Action has in fact been completed or re-assign the Action to a colleague. A *Request Comment* field enables you to add notes about the request. Clicking on the Save button will send the edit request or the Cancel button if you don’t want to make any changes after all.

The Request Comments are stored in SPOCC with the request and ***not*** the Action; as the name suggests they are intended to be comments about the request rather than comments about the Action.

5.6 *Managing Contacts*

If your login has permission to manage Contacts in SPOCC.Net, you can make changes to a Contact's details or add new Contacts by navigating to the *Manage Contacts* area. As with many areas of SPOCC.Net this is accessed via the Secure Services home page:

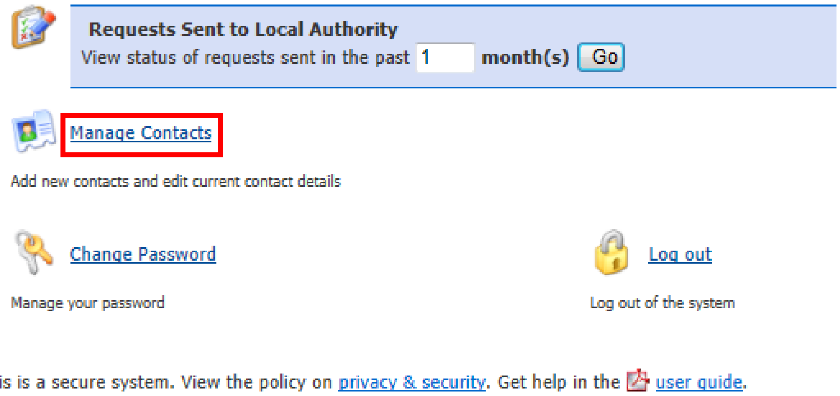


Figure 24 The 'Manage Contacts' link on the Secure Services home page

Clicking on the '*Manage Contacts'* link (the text itself) will open the Manage Contacts overview page:

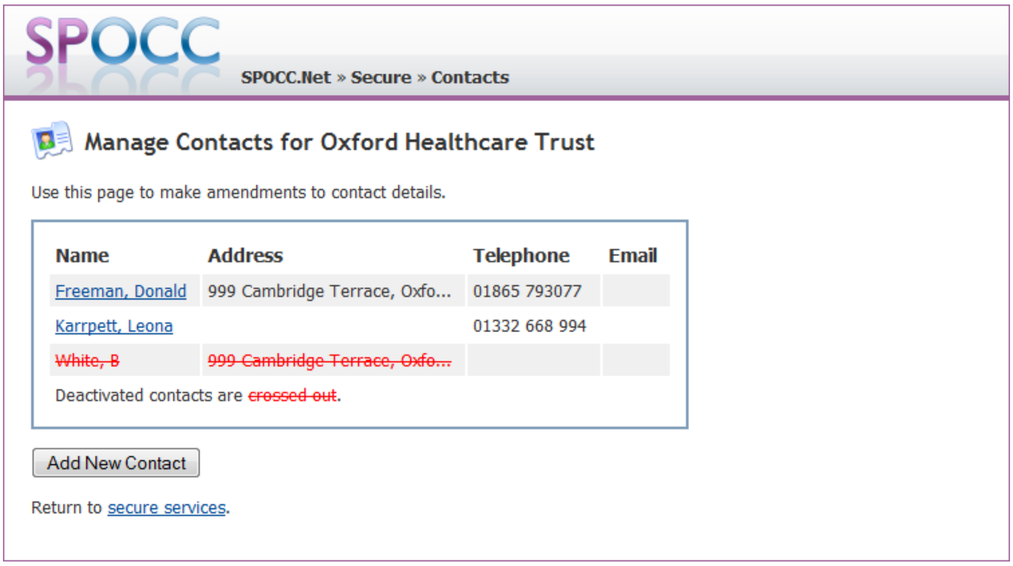


Figure 25 The 'Manage Contacts' overview page

The Manage Contacts page will contain a list of all current Contacts who have been given SPOCC.Net access. Any Contacts ~~crossed out~~ have been deactivated by the local authority, they can be reactivated but you will need to contact the LA to ask them to do it.

5.6.1 Editing a Contact's Details

You can edit the details by clicking on the Contact's name, which will open an 'Edit Contact' page for that specific Contact; this page will display the current details for this Contact, as held in the SPOCC system.

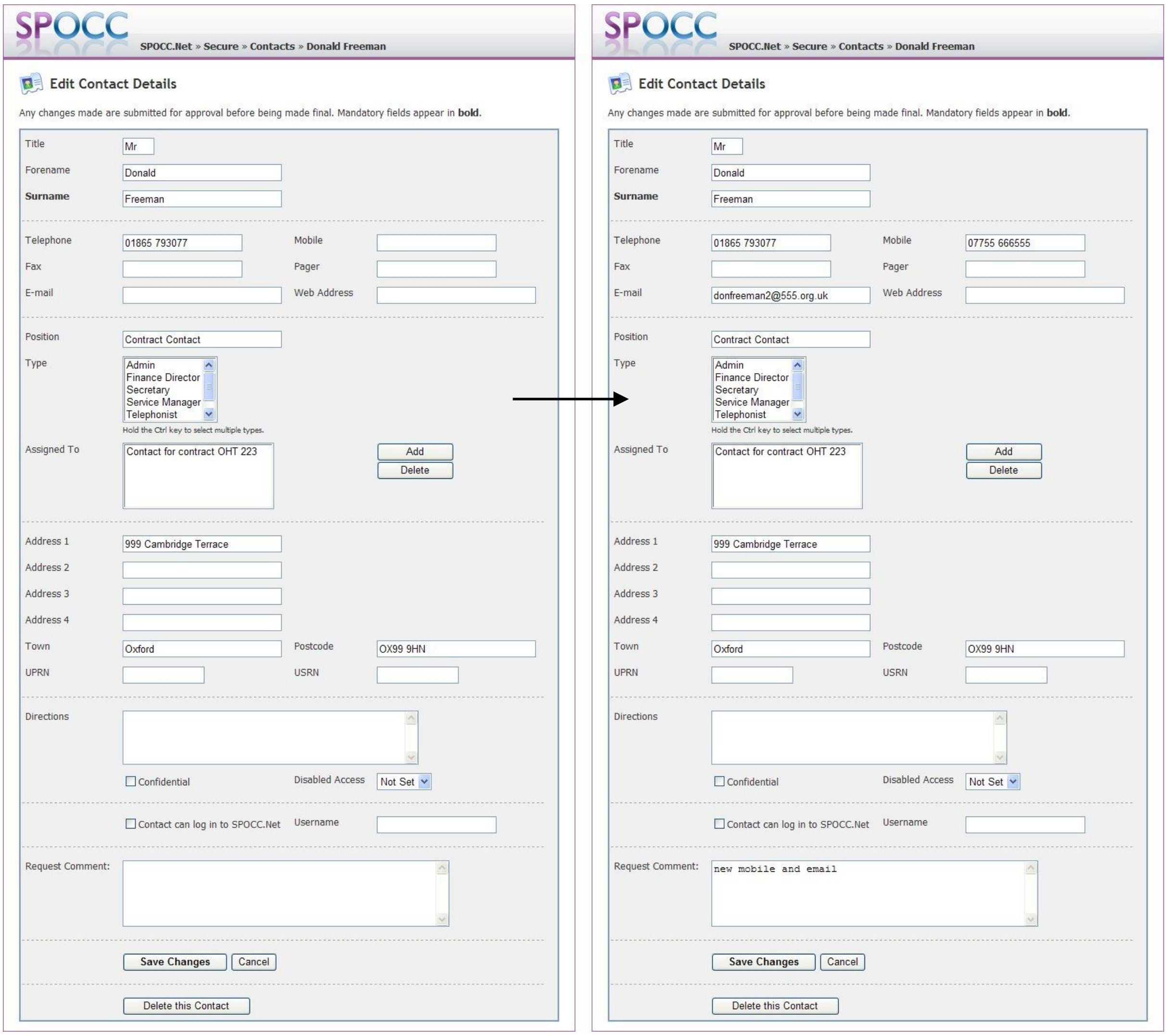


Figure 26 Editing the details of an existing Contact

5.6.2 Assigning a Contact to a Role

One change you may want to make is to change the Services to which this Contact is assigned. To make a new assignment, click the *Add* button to the right of the *Assigned To* list. You'll first be asked to select the role you want to assign this Contact to; the following choices are available:

- Contact for organisation
- Service Manager for service
- Emergency contact for service
- Self Referral Office Hours contact for service
- Self Referral Out of Hours contact for service
- Service SPOCC.Net Manager for service [only available if provider access restrictions have been enabled by the local authority]
- Contact for contract
- Contact for accreditation

Make your choice and click the *Select* button. You will then be shown a list of all the entities (organisation, services, contracts, or accreditations) appropriate for the role you chose. If any of the entities in the list currently have a Contact assigned to them then you will see a note next to the item saying "(currently assigned to xxx)", where xxx is the name of a Contact.

Choose the assignments you would like to make by selecting from the entities in the list by clicking on them. You can select more than one by holding down the Ctrl key on the keyboard while you click.

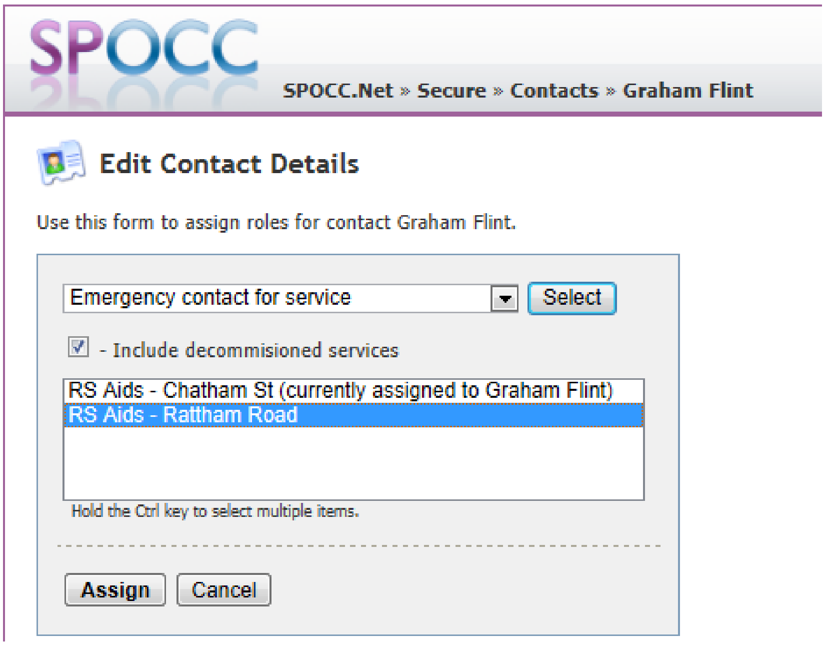


Figure 27 Assigning a Contact to a new role

Once you have made your choice, click on *Assign* and you will be returned to the main *Edit Contact Details* page, where your change will be reflected in the *Assigned To* list.

To remove an assignment, simply select the assignment from the *Assigned To* list and click the *Delete* button to the right.

5.6.3 Requesting Changes to a Contact

Once you have made whatever changes are required, add any explanatory text to the Request Comment field (for this individual submission) and then click on the '*Save Changes'* button. Your request for changes to the Contact's details will be sent to the Local Authority. The status of the request (i.e. 'pending') will be shown against the Contact's name on the Manage Contacts overview page:

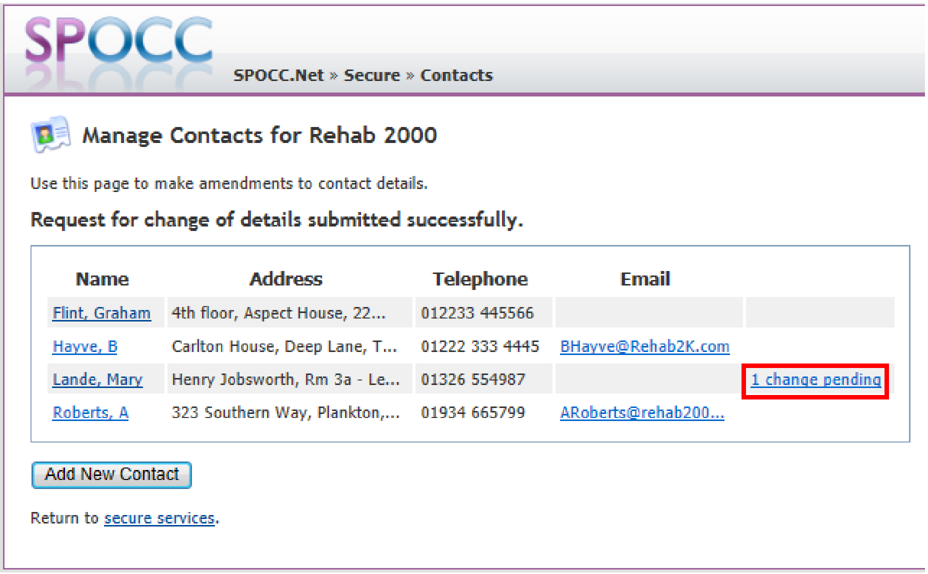


Figure 28 The change is 'pending'

Whilst the status is still set to ‘pending’ the proposed changes can be viewed by clicking on the ‘1 change pending’ link which will open the ‘Changes to Contact’ page.

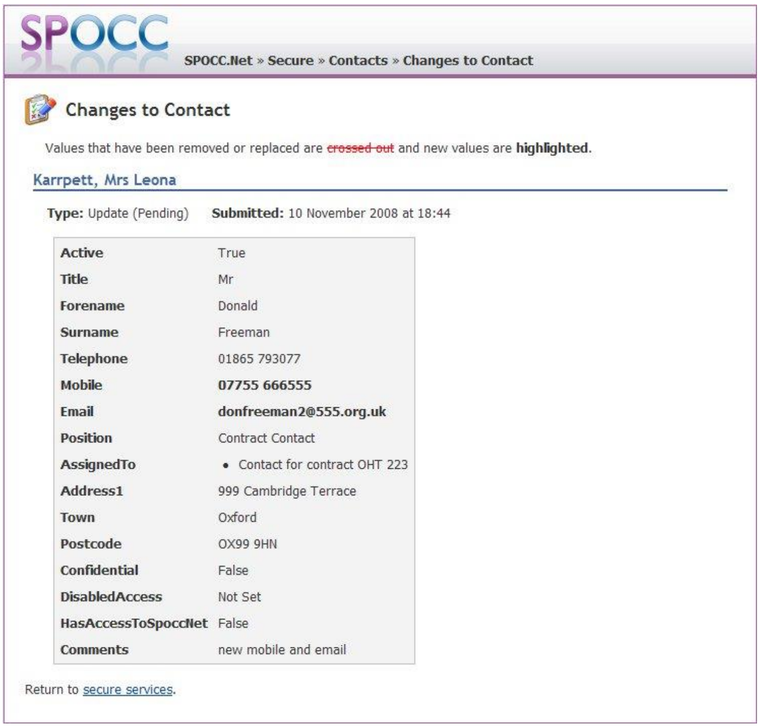


Figure 29 Visual changes to Contact

Any entries that have been removed or replaced will be ~~in red type and crossed out;~~ new submissions will be **highlighted in bold**.

Once the Local Authority has accepted the changes the new information will be entered in the SPOCC system and this ‘pending’ change will disappear from the Manage Contacts overview page.

5.6.4 Adding a New Contact

A similar process is carried out when adding a new Contact. From the Manage Contact overview page click on the 'Add new Contact' button then add the new Contact's details. When all the details are entered you should click on the 'Add Contact' button to submit them to the Local Authority.

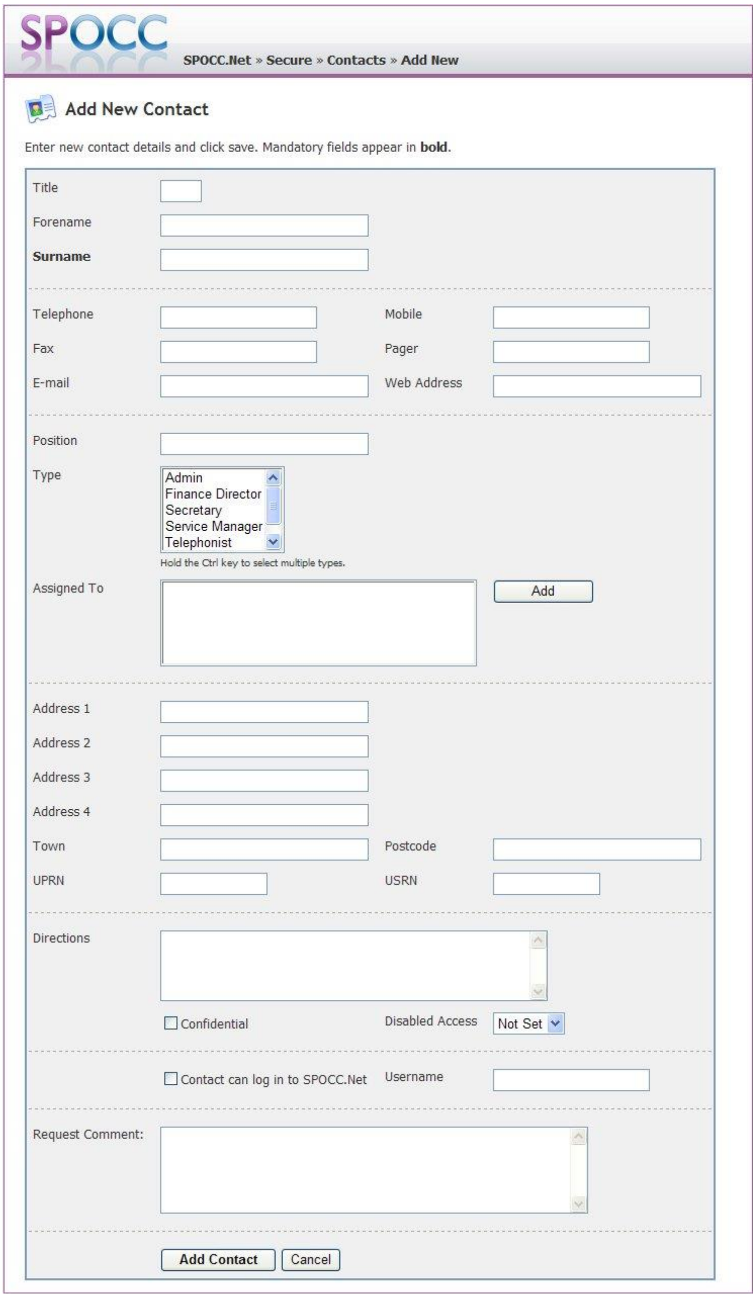


Figure 30 The 'Add New Contact ' page

The process of requesting a SPOCC.Net login and password management is described in section 4

5.6.5 Deleting a Contact

To delete a Contact, click on the Contact's name, which will open an 'Edit Contact' page, and click on the *Delete this Contact* button at the bottom of the page.

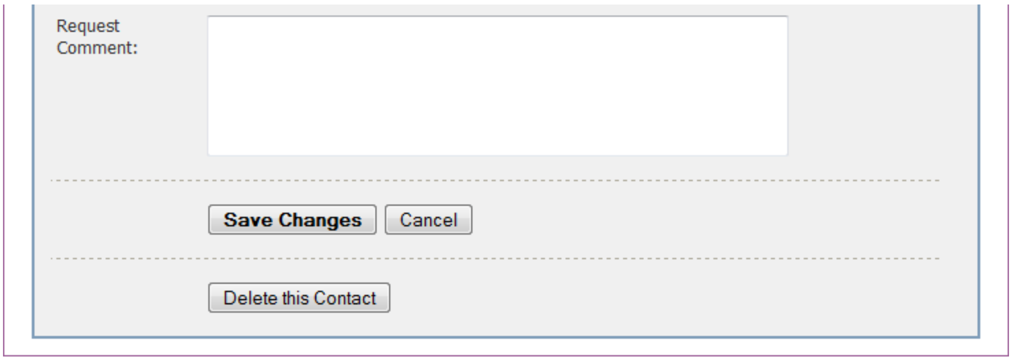


Figure 31 Delete this Contact

You will be alerted if the Contact is currently assigned to anything, but these are just warnings, you will still be able to request the change by filling in any comments for the LA and clicking on the *Delete* button to submit the request.

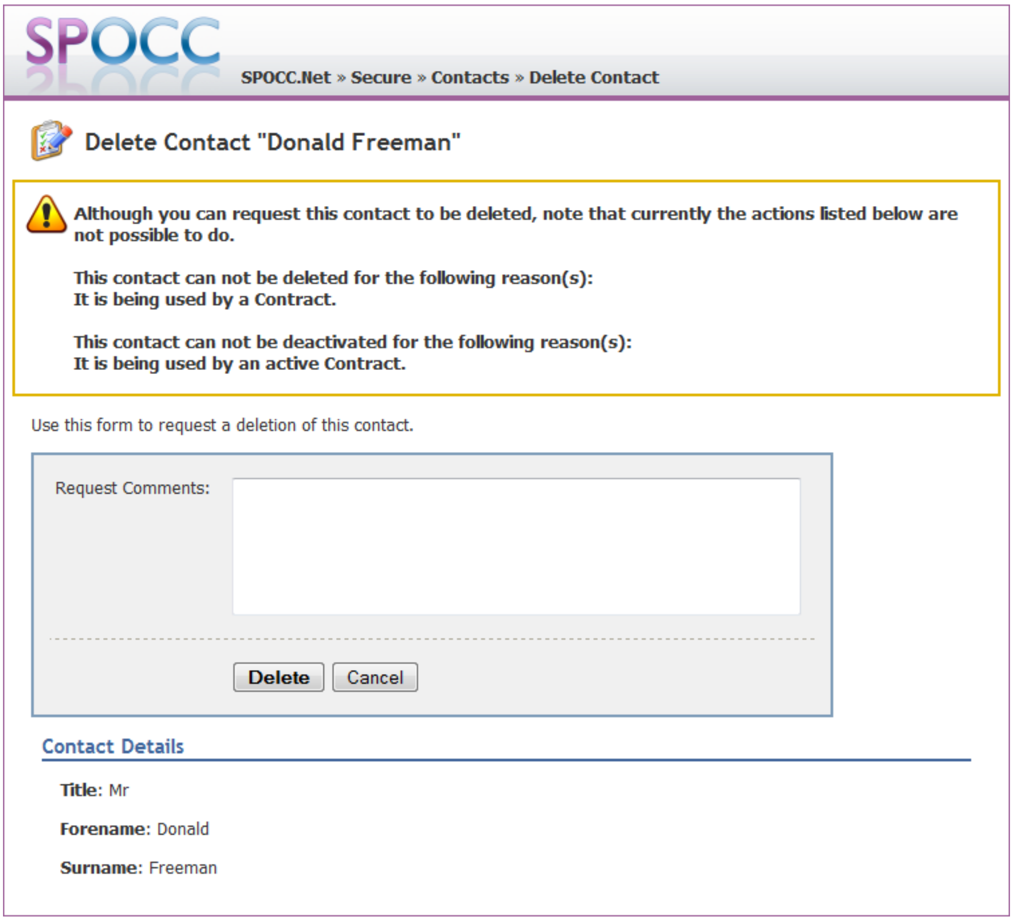


Figure 32 Delete Contact page

6 Managing Referrals

<u>This functionality is only available when the Referrals module has been purchased and you have been granted the permissions to make decisions or manage referrals.</u>

A referral is the request by one organisation to one or more service providers to support a potential service user. The referring organisation, which will be referred to as the referral team in the rest of this document, could be:

1. A specialist placement team who is responsible for placing clients with service providers
2. An interim or emergency service provider who is responsible for finding longer term services for their clients

The referrals process has four distinct stages, which are:

1. **The referral team create referrals**
   In this stage the referral team assesses the needs of the potential service user and selects one or more providers to provide services to support those needs.
2. **The service provider makes a decision**
   In this stage the service provider reviews the client and their needs and determines whether it is appropriate for them to support the potential service user.
3. **The referral team acts upon the service provider's decision**
   In this stage the referral team review the decisions made by the providers and place the client, as appropriate.
4. **The referral is closed**

The majority of SPOCC.Net users will be concerned with the second stage where they receive requests to support clients through this module and this functionality is outlined in section 6.1. For the specialist referral teams using SPOCC.Net, the functionality is described in section 6.2.

6.1 Receiving a referral

In this section, we will describe the functionality around a service provider receiving a referral and how they indicate their decision.

The Manage Referrals area of SPOCC.Net is accessed from the Secure Services Home page using the link as illustrated in Figure 33.

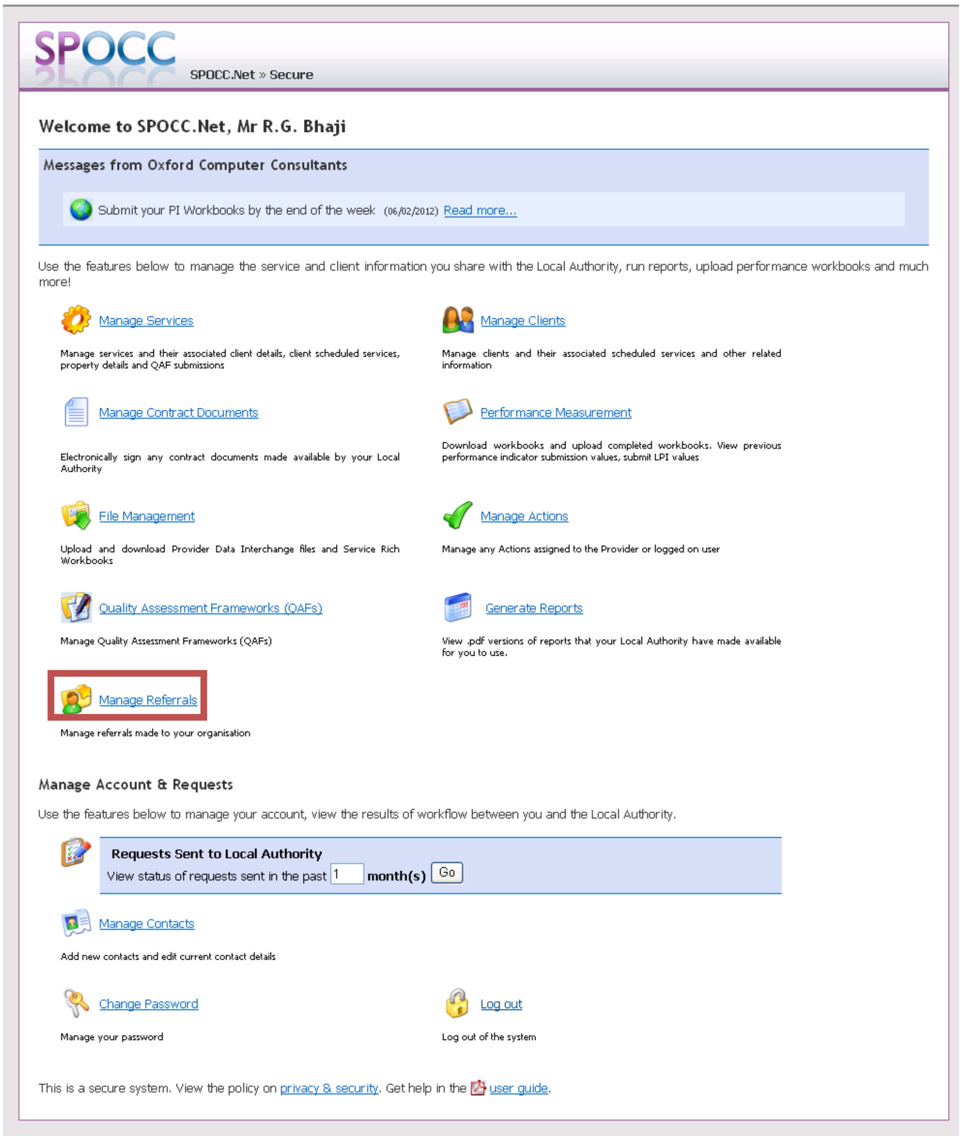


Figure 33 The Manage Referrals link on the Provider's SPOCC.Net page

The Manage Referrals page (see Figure 34) provides the list of active referrals that you need to review and make a decision upon. This page includes a filter that allows you to limit the referrals to a smaller subset or expand the list to include closed referrals but the list is always limited to services provided by you and may be limited further as described in section 5.3 - Limited Service Accessibility.

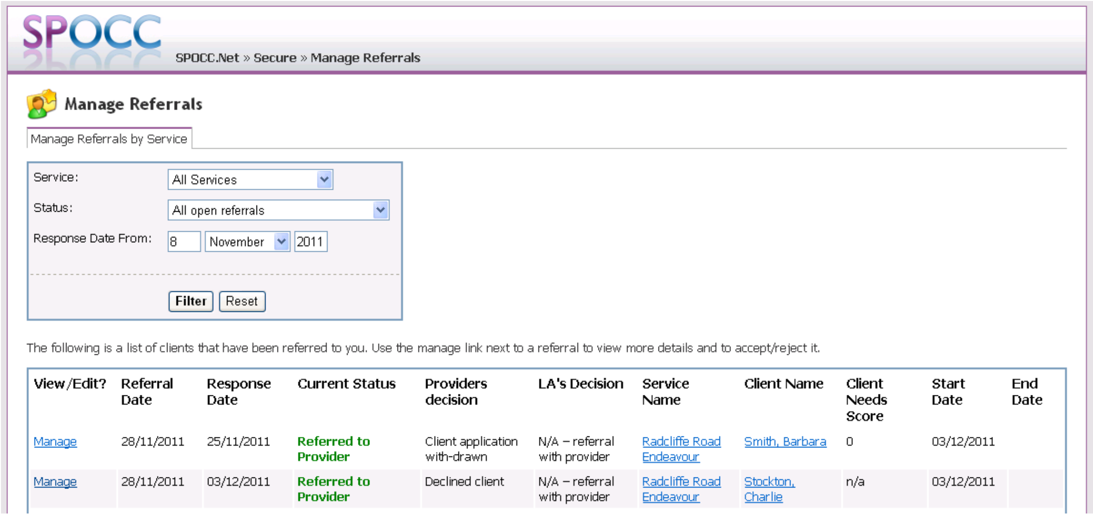


Figure 34 The Provider's Manage Referrals area

Each referral listed provides links for you to review the service (see section 8.1), the client (section 8.2) or the referral itself. The referral team will have set a response date which is the date that you should have completed your review of the client and made your decision.

You can chose a referral to review by clicking on the *Manage* text beneath the 'View/Edit?' heading which will display a page showing the details of the referral.

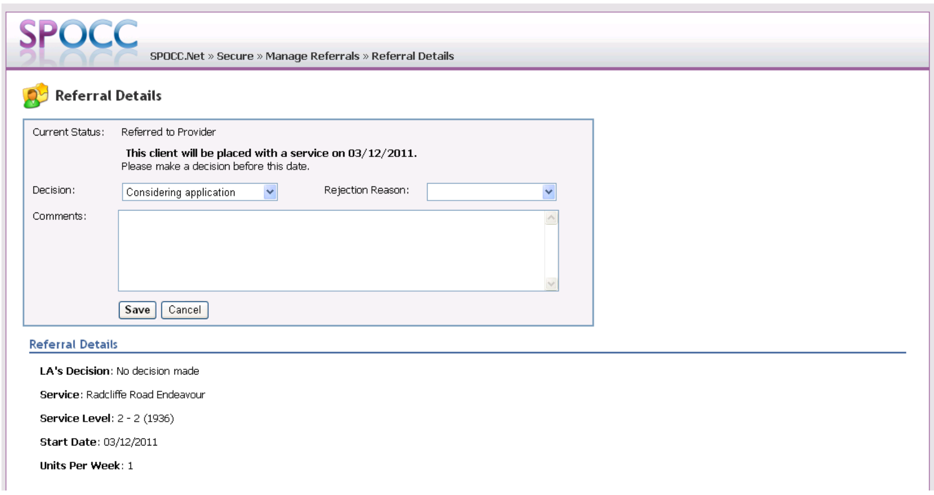


Figure 35 Referral details

In addition to the details of the client and the proposed schedule, you can see the following information about the client (where these values have been entered):

- **Ethnicity, Culture & Religion**
- **Support Needs**
  This section includes the primary and secondary client groups and a link to their latest needs assessment (see section 8.2.4 for more details on needs assessments).
- **Existing services provided by you**

- **Other referrals for your service**
- **Other referrals for client to services provided by you**

Once you have reviewed the client, you can inform the referral team about your decision using the provider's decision drop-down. The options in this drop-down can be customised by the administrator of the SPOCC system but the standard list is:

- **Considering application**
  This informs the referral team that you are actively reviewing the referral
- **Accept the client**
  This informs the referral team that you are happy to accept the client. Please note that does not automatically place the client with you because the client may have been referred to many services at once and the referral team will review the responses and choose the most appropriate service for the client (which may not have been the first to accept).
- **Reject the client**
  This informs the referral team that you cannot accept the client and you must provide a reason using the rejection reason drop-down.
- **Place the client on your waiting list**
  This informs the referral team that you will accept the client when you have a vacancy

In addition to your (the provider's) decision, you may provide extra information in the comments box to support your decision. You may change your response until the point the referral team change the status of the referral because they wish to make a decision about the client and potentially place the client.

6.2 *Managing the referrals process*

In this section, we will describe the functionality around a referrals team creating and managing referrals and is aimed at those SPOCC.Net contacts that can create referrals (i.e. members of referral teams).

The referrals process has four stages as identified above, which are:

1. The referral team create referrals
2. The service provider makes a decision
3. The referral team acts upon the service provider's decision
4. The referral is closed

6.2.1 Creating referrals for a client

The referrals process starts by finding an existing client as described in section 8.2 or by creating a new client as described in 8.2.2. The referrals functionality for a client is shown on the Referrals tab of the client management page and this includes a link that allows you to add referrals to the client, as shown in Figure 36.

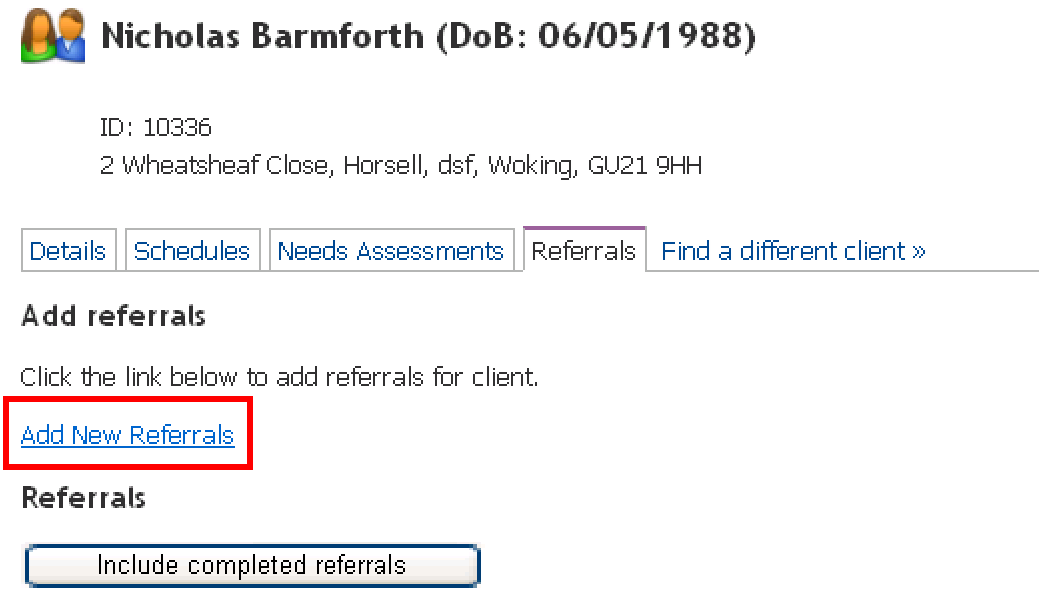


Figure 36 Managing a client, referrals tab

Clicking the “Add New Referrals” link will display a search page for service levels as shown in Figure 37.

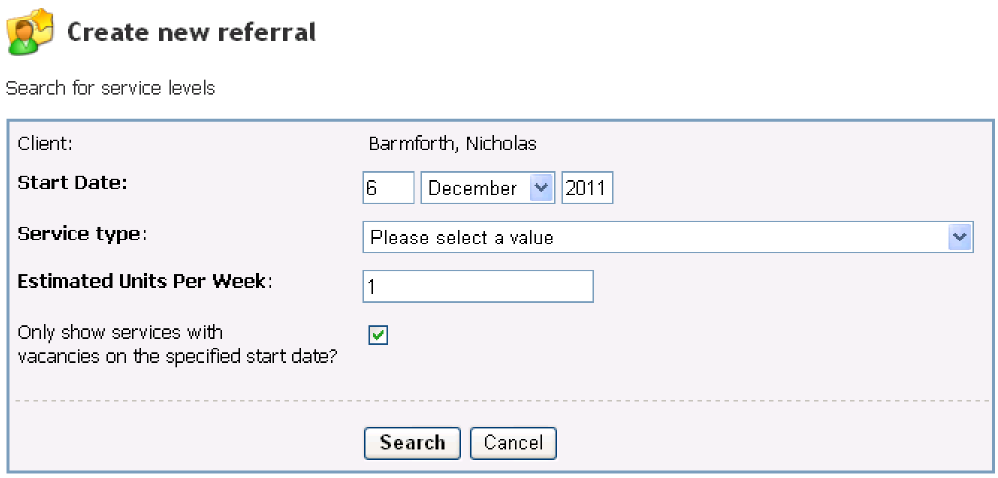


Figure 37 Search for service levels

The form includes the following fields:

- The client for which the referrals will be created
- The start date for the proposed client’s service schedule – the earliest start date possible is limited by the configuration implemented by your local authority
- Service Type – this filters the results to only include services of a particular service type. Your permissions may limit the range of service types that you may refer to.
- Estimated Units Per Week – number of units of service required by the client. This is normally 1 but may vary for floating support services.
- Only show services with vacancies on the specified date? – checked by default. Unchecking this option causes the search results to include services that have no vacancies at the specified start date to be included.

Clicking the search button conducts the search and returns the results as shown in .

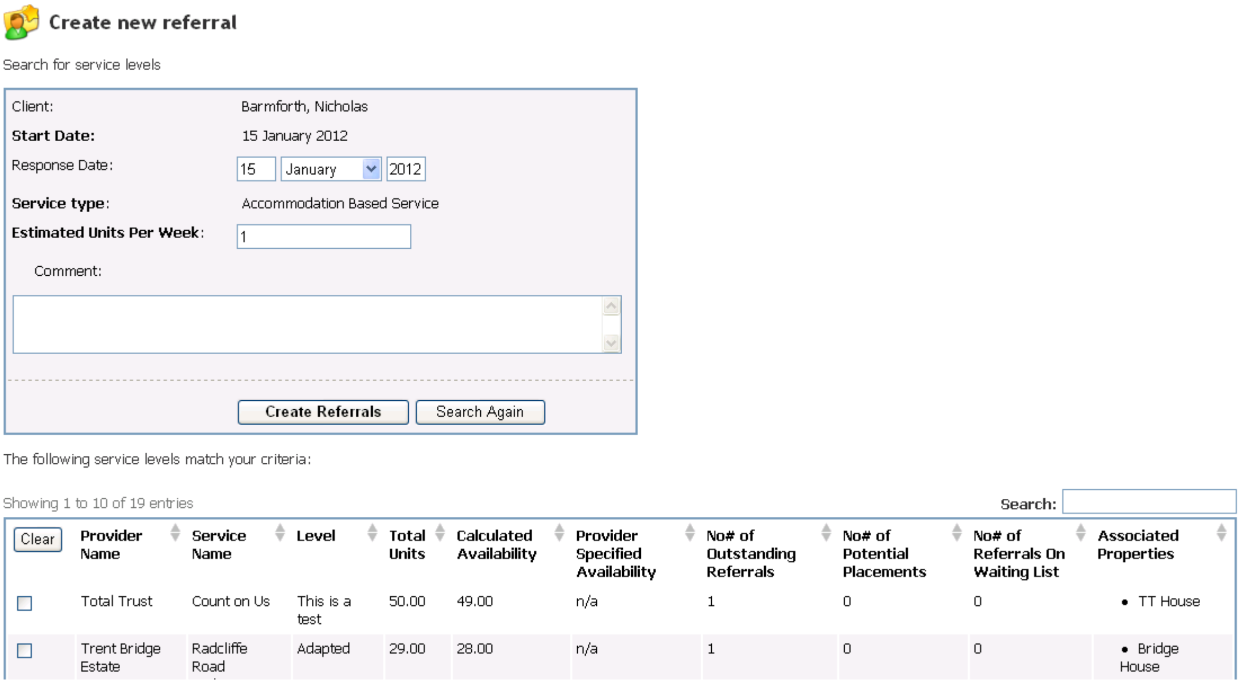


Figure 38 Search results when creating a new referral

After the search is perform the search options change and now includes:

- a response date – the date you require the service providers to inform you about their decision
- a comments box – note that the comments entered here will be available to all providers.

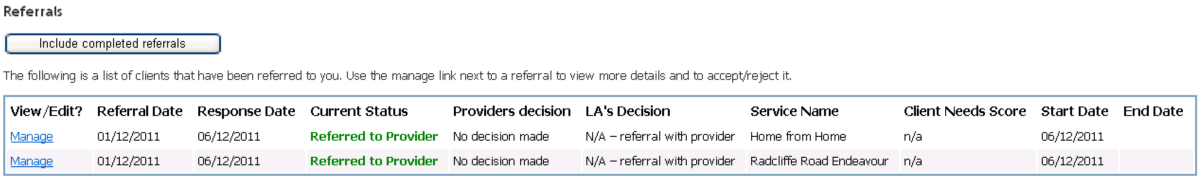
If you do not have JavaScript enabled then all the results will be returned and you will be able to select the appropriate service levels as required. If you have JavaScript enabled then you will get extra functionality that:

- Causes the results to be presented using pagination
- Allows you to search the results for a particular service name
- Allows you to sort the results

The search results include the following information:

- Provider name
- Service name
- Service level
- Total units (contracted for that service level)
- Calculated availability – the difference between the total contract units and the number of existing client schedules.
- Provider specified availability
- No# of outstanding referrals – the number of referrals awaiting a decision by the provider
- No# of potential placement – the number of referrals awaiting a decision by the referral teams
- No# of referrals on waiting list – the number of the clients associated with the provider's waiting list for that service level.
- Associated properties – the first three properties associated with the service.

You may select as many services levels as required by ticking the box at the beginning of each search result row. Clicking the "Create Referrals" button will create the referrals that will be immediately visible to providers. If this action is successful you will be redirected to the Manage Referrals page where all new referrals will be displayed in a table as shown in Figure 39.



View/Edit?	Referral Date	Response Date	Current Status	Providers decision	LA's Decision	Service Name	Client Needs Score	Start Date	End Date
Manage	01/12/2011	06/12/2011	Referred to Provider	No decision made	N/A – referral with provider	Home from Home	n/a	06/12/2011	
Manage	01/12/2011	06/12/2011	Referred to Provider	No decision made	N/A – referral with provider	Radcliffe Road Endeavour	n/a	06/12/2011	

Figure 39 Newly created referrals

If there are issues creating a referral for any of the services you selected then you will be informed about how many referrals were created and why others failed, as shown in Figure 40.

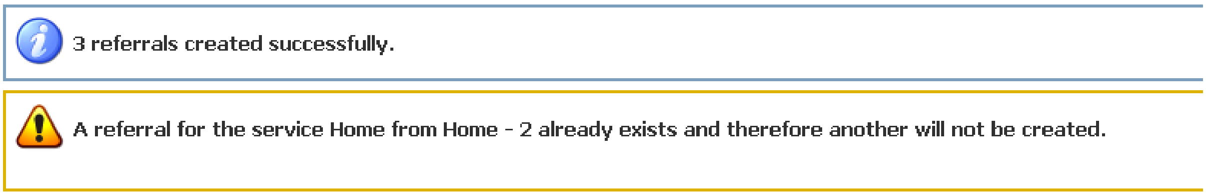


Figure 40 Message about create referral issues

The referrals created will be available to the provider and they should indicate their decision as outlined in section 6.1. However, if the provider does not have internet access then it is possible for the referral team to enter the provider's decision on the provider's behalf.

6.2.2 Acting upon the service provider's decision

Referrals can be managed on a per client basis as outlined in section 8.2.5 or using the Manage Referrals area of SPOCC.Net that is accessed from the Secure Services Home page using the link as shown in Figure 41.

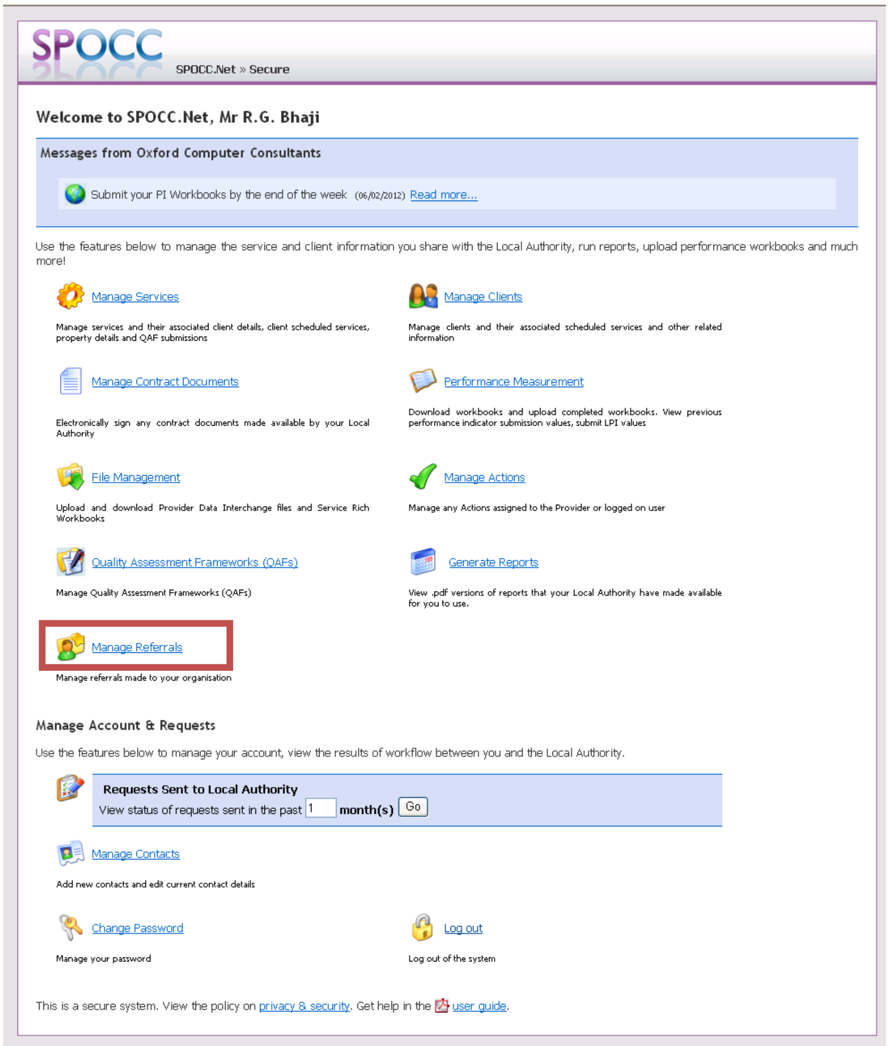
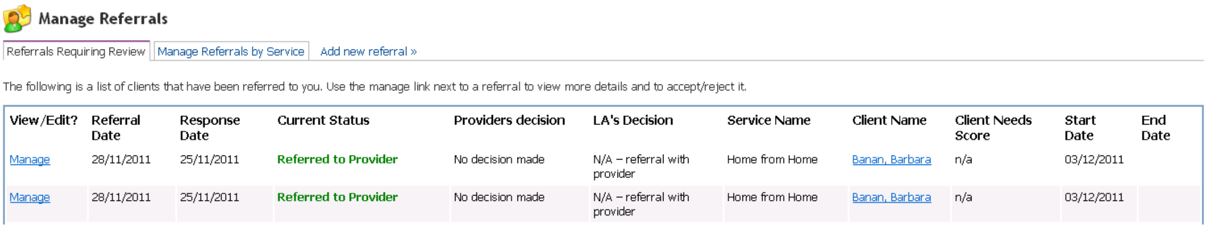


Figure 41 The Manage Referrals link on the Provider's SPOCC.Net page

If you have permission to manage the referrals process (i.e. a member of a referrals team) then the manage referrals page contains two tabs: "Referrals requiring review" and "Manage referrals by service". The latter tab allows you to manage/review referrals for a particular service and is similar to the view of referrals seen by service providers.

The tab “Referrals requiring review” (see Figure 42) is aimed at referrals teams and provides the list of referrals that require action. This list will include referrals where:

- The current status is “Referred to provider” and the response date has passed
- The current status is “On waiting list” and the review date has passed
- The current status is “On waiting list” and providers decision is no longer “on waiting list” (i.e. when the provider accepts a client who is on a waiting list)



View/Edit?	Referral Date	Response Date	Current Status	Providers decision	LA's Decision	Service Name	Client Name	Client Needs Score	Start Date	End Date
Manage	28/11/2011	25/11/2011	Referred to Provider	No decision made	N/A – referral with provider	Home from Home	Banan, Barbara	n/a	03/12/2011	
Manage	28/11/2011	25/11/2011	Referred to Provider	No decision made	N/A – referral with provider	Home from Home	Banan, Barbara	n/a	03/12/2011	

Figure 42 Referrals requiring review tab

This list of referrals provides links for you to access the client details (section 8.2) or the referral itself. The mange link opens the referral as shown in Figure 43.

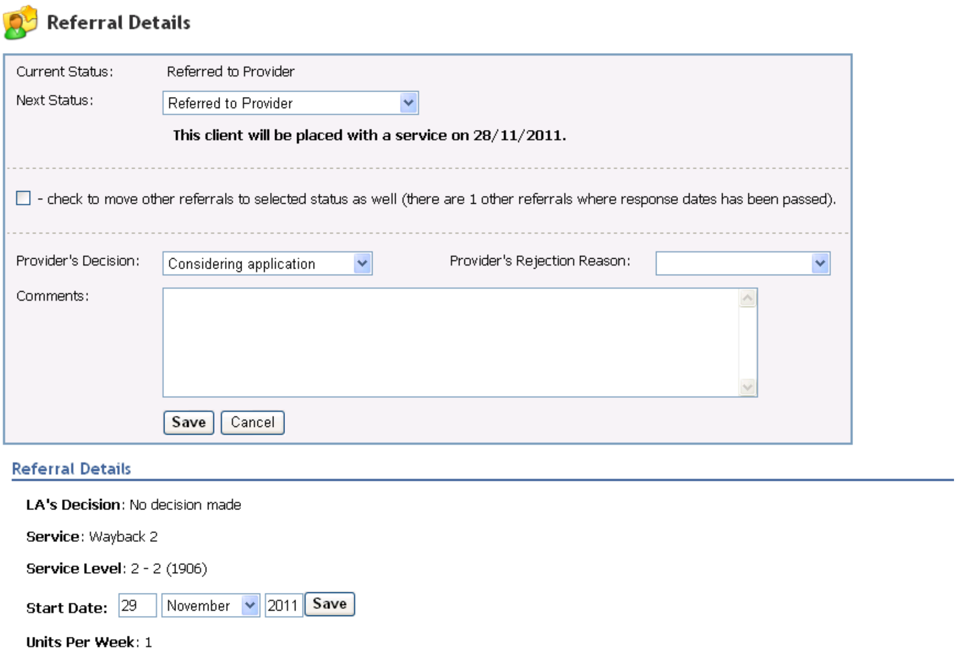


Figure 43 Referral details from referral team user's perspective

The first task is to change the status from “Referred to provider” to “Closed and awaiting decision”. If this is one of a group of referrals then checking the “check to move other referrals …” will cause all referrals for the client with the same response date and status of “Referred to Provider” to be changed to the new status at the same time. The status of the referral will change when you click save.

The status “Closed and awaiting decision” is intended to indicate to the provider that you are actively reviewing the referral and stops the provider from changing the information provided. This status provides you with extra fields (see Figure 44)

- Referrer’s decision (with associated rejection reason)
- Ability to change the start date
- The ability to set a review date

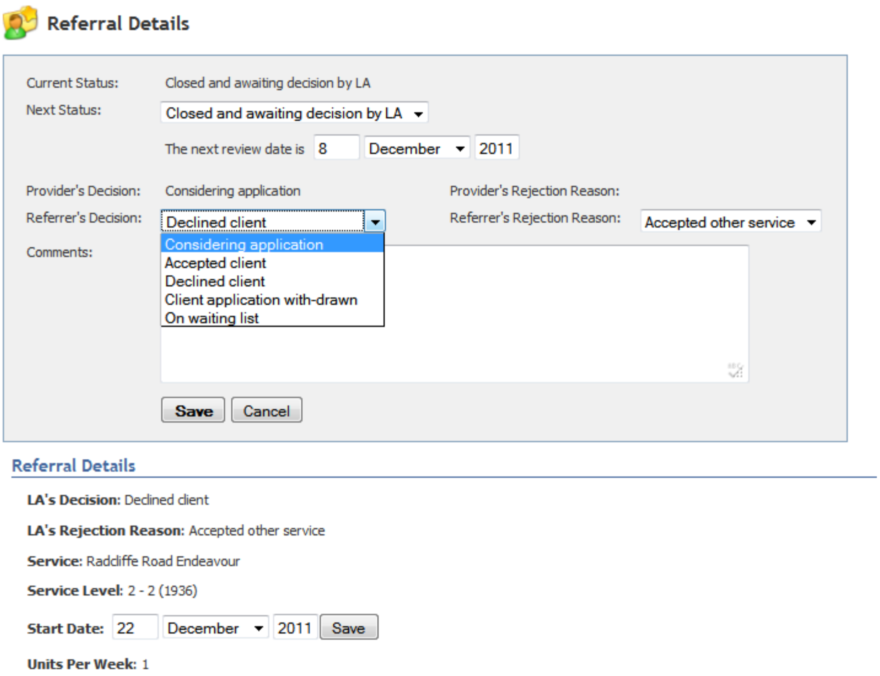


Figure 44 Changing referrer's decision

If the provider has indicated that the start date for the service is inappropriate (possibly using the comments) then it is possible to correct the start date.

If the provider has accepted the client then you can accept the client on this service and change the status to “Referral completed”. When you click the save button, SPOCC.Net will close the referral and create a scheduled service for the client that starts on the specified start date with the specified provider. If this service is associated with a subsidy-based contract then the payments to the service provider will change as a result of the new referral.

If the provider declines the client then you will need to restart the referral process to find an alternative service for the client.

If the provider places the client on their waiting list then you can change the status to “On waiting list” and pick a new review date. You may optionally select “on waiting list” as the referrer’s decision. The review date is intended to ensure that clients are not forgotten and their circumstances are reviewed regularly.

If the referral was part of a group of referrals then it is possible to accept one referral and reject all the others in a single action. Figure 45 shows the extra fields that appear when the referral is part of a group.

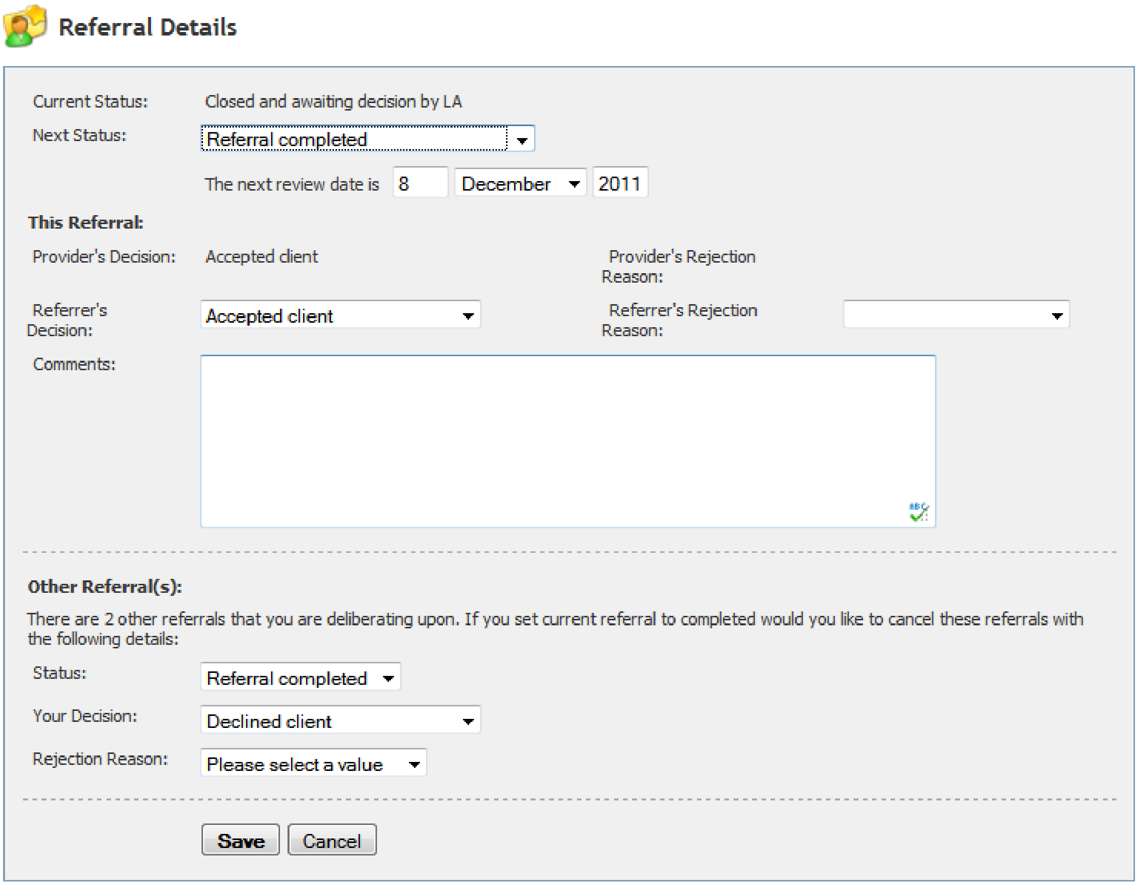


Figure 45 Managing a group of referrals

In this group mode, the section “Other Referral(s)” section appears and this allows you to select the referral status, referral team decision and associated rejection reason as well as the properties for the current referral. Clicking save will create the scheduled service as before but it will also set the other referrals in the group to “Referral Completed” and inform the provider of the reason.

7 Downloading

SPOCC.Net gives you the possibility of downloading various items directly from the SPOCC system.

7.1 Reports

In order to download your reports you should first click on the ‘Generate Reports’ link on the Secure Services home page which will take you to the Generate Reports page.

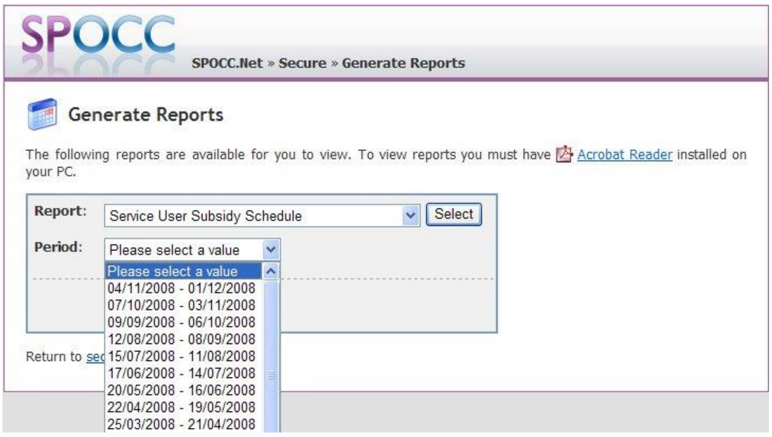


Figure 46 The Generate Reports page, a payments report with criteria.

Depending on the policy of your local authority you can select and download these reports:

- External Payments
- Payment Items
- Payment Items with Client Information
- Performance Indicators
- Performance Indicators by Primary Client Group
- Service Adjustment Schedule
- Service QAF
- Service Subsidy Summary
- Service User Adjustment Schedule
- Service User Means Schedule
- Service User Subsidy Schedule
- Service User Subsidy Schedule with Unit Type

Different reports can have different criteria. Those reports that are related to payments always offer you the ability to choose from a range of periods that have been finalised and paid by the local authority.

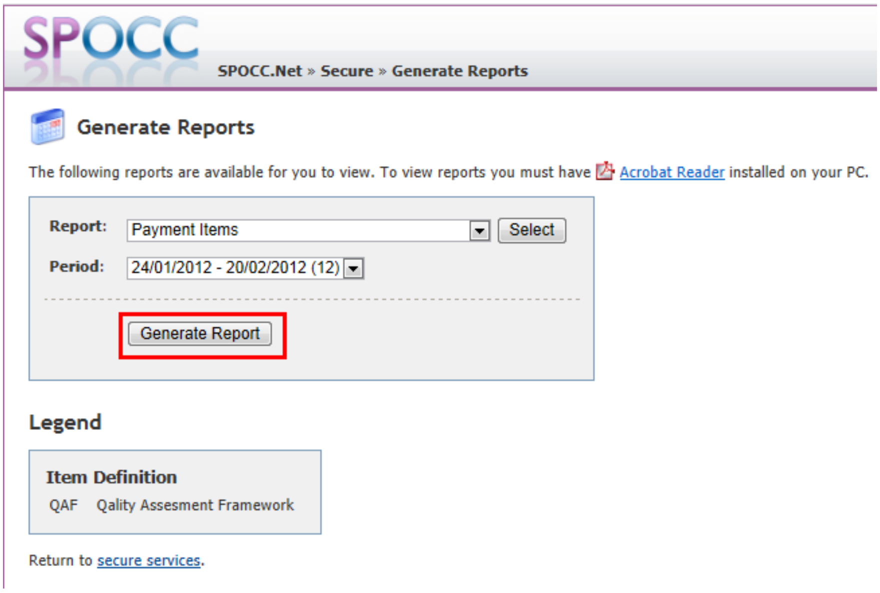


Figure 47 The 'Generate Report' button

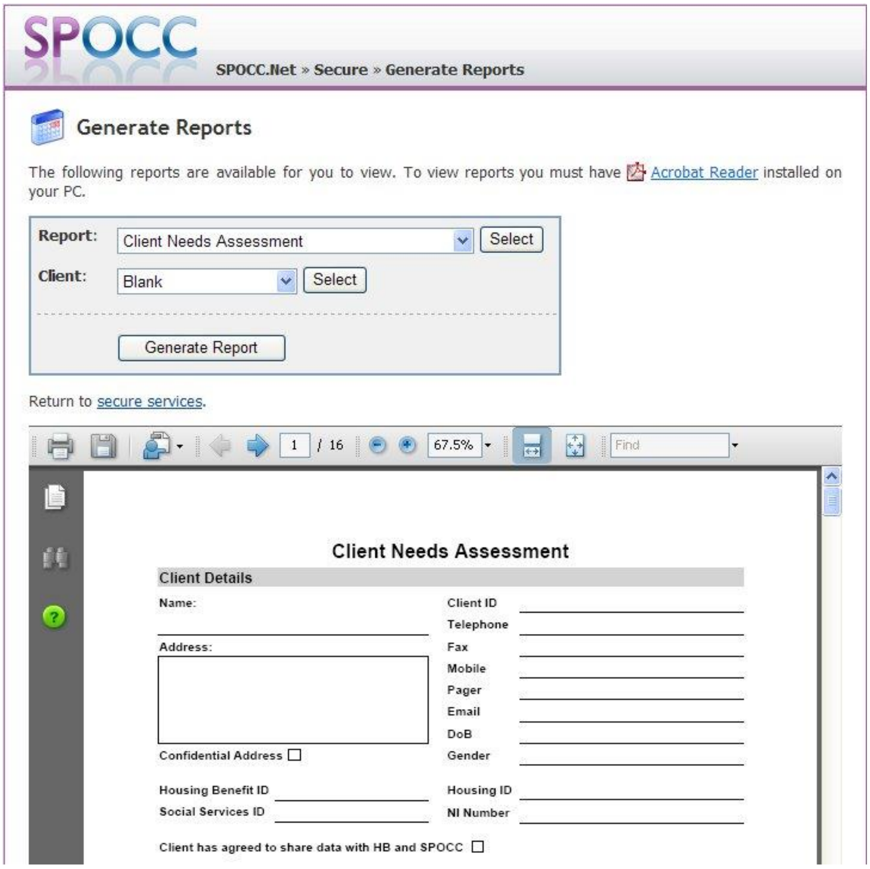
Alternatively, depending on the policy of your local authority you can select and download client based reports for a given client from the extra list:

- Clients Needs Assessments (part of the optional Needs Assessments module)

Figure 48 The client drop-down is available for client based reports

The provider will only be able to view completed Needs Assessments, i.e. those assessments whose status has been set to ‘Finalised’ by the Local Authority.

The list of Clients available from the drop-down will have an entry labelled ‘Blank’ at the top of the list. Select this Blank option to generate an empty ‘Client Needs Assessment’ report.



When you are ready you should then press the ‘Generate Report’ button.

If there is no information available for the Report that you are attempting to generate you will receive a message.

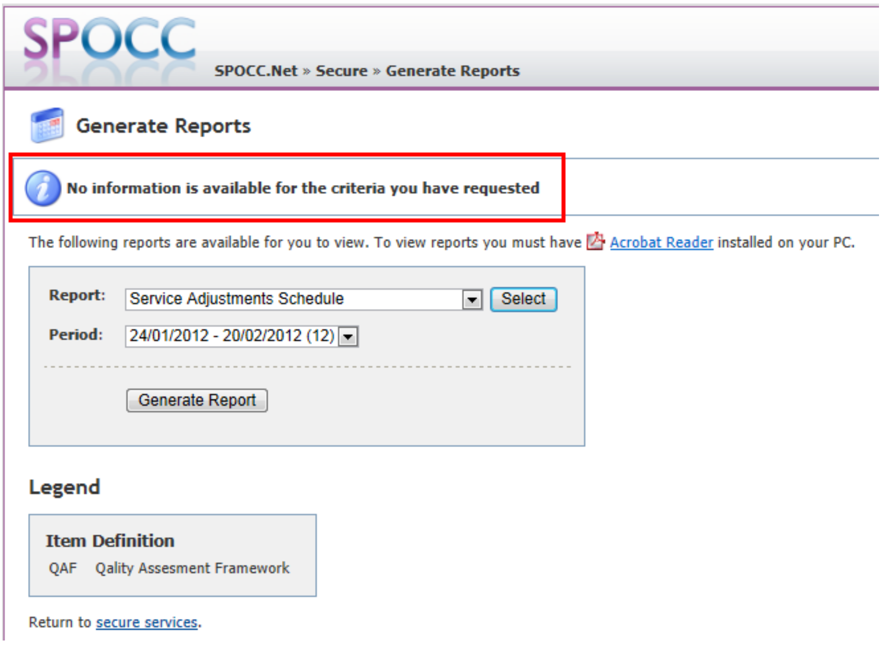


Figure 49 'No information is available for the criteria you have requested.'

If the SPOCC system contains the information that you have requested then the Report will be generated and should look similar to the page shown in Figure 50.

Reports involving service information may be restricted if the local authority has turned on the limited service accessibility option for your organisation; for further information see section 5.3 - Limited Service Accessibility.

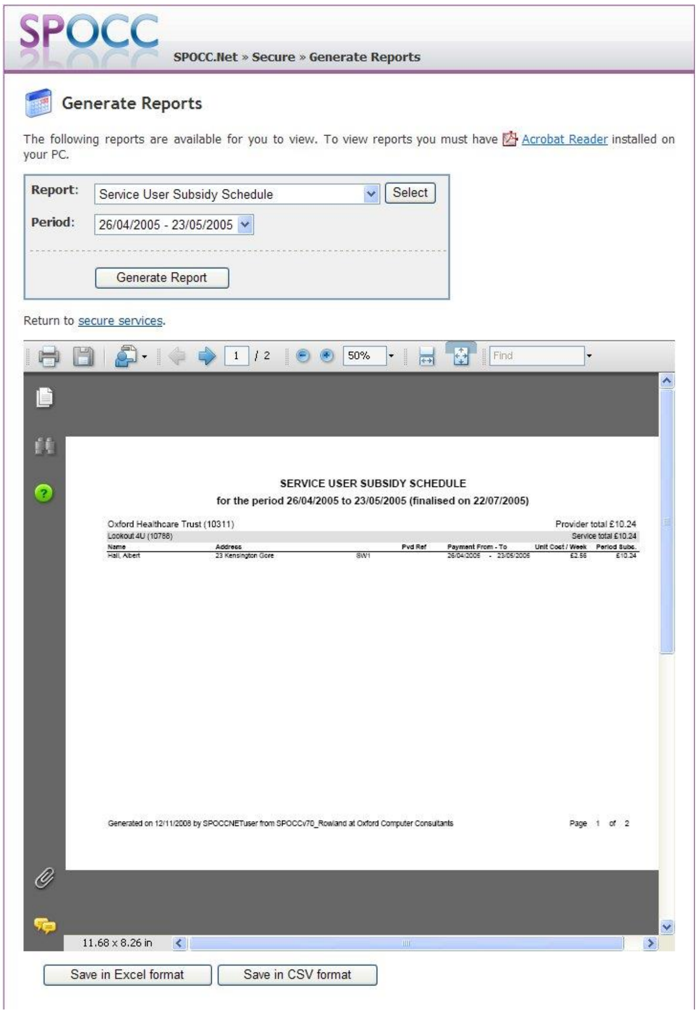


Figure 50 The schedule is generated.

Depending on the PDF reader tool you use (e.g. Adobe Acrobat Reader or Foxit Reader) the report will be displayed on the page with a task bar above it offering options to save and/or print your report.

Options to save the report as either a Microsoft Excel file or a CSV comma delimited text file are included at the foot of the page.

Figure 51 Save as either a Microsoft Excel or CSV format as required.

If you do not have a PDF reader installed on your PC you will not be able to view reports; a link to the Adobe website is included if you need to download and carry out the installation. This link is a *convenience and does not imply any endorsement of this specific PDF reader; you are free to use the PDF reader of your choice.*

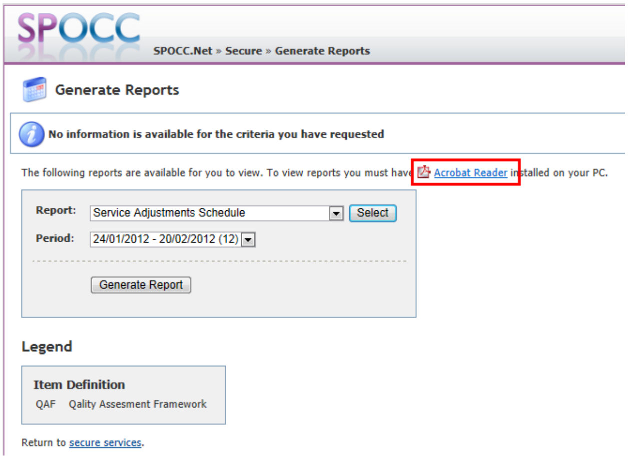


Figure 52 Installing Adobe Acrobat Reader

7.2 Downloading PI Workbooks

You can download a copy of a PI workbook which will be populated with the core data as held on SPOCC about the service you select, thus helping to eliminate errors and misunderstandings. These workbooks can then be completed with the current data and submitted to the Local Authority who can examine the contents before deciding whether or not to import them into the system.

In order to download a PI workbook you should first click on the ‘Performance Measurement workbooks’ button on the SPOCC Secure Services home page which will take you to the Performance Measurement page.

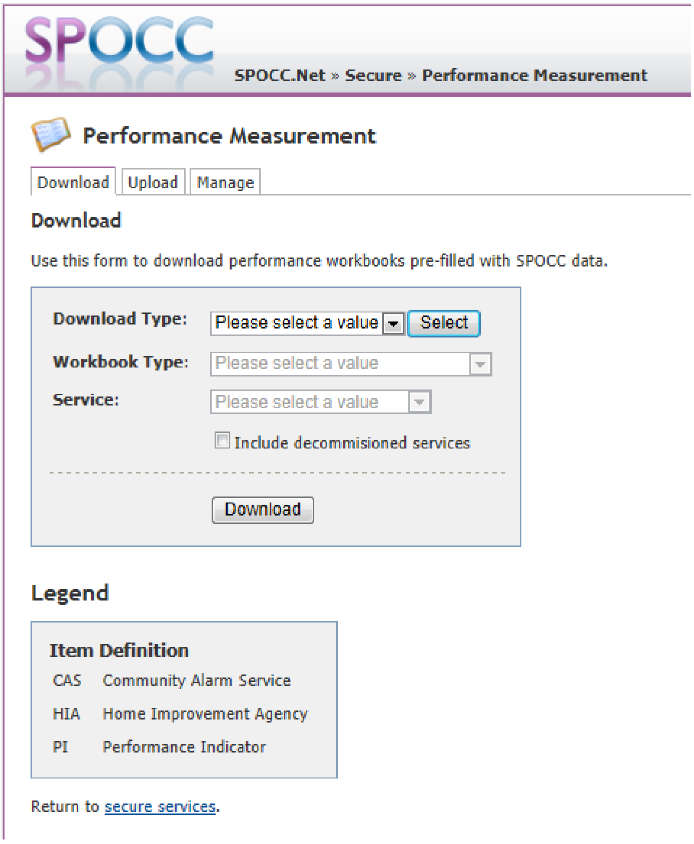


Figure 53 The Performance Measurement download page.

You should use the drop down boxes provided to select:

- The Download Type – either Standard Workbook or CAS/HIA Workbook (Community Alarm/Home Improvement Agency). Make your selection and click on the Select button to update the Workbook type selection

- The Workbook type
    - If download type is Standard then either 'SPPI (2004) a' or 'SPPI (2004) a Extended Staffing
    - If download type is CAS/HIA then select either CAS or HIA and click on the Select button

- The Service – the services available will depend on
    - The service type.
        - If you have chosen to download CAS workbooks then only services whose service type is CAS will be available for selection.
        - If you have chosen to download HIA workbooks then only services whose service type is HIA will be available for selection.
        - If you have chosen to download standard workbooks then services whose service type is CAS/HIA will not be available for selection.

The services available in the drop down list may be limited due to your organisations permissions and your service assignments. For further information see Limited Service Accessibility in section 5.3.

Clicking on the 'Download' button will now generate the pre-populated workbook ready for you to enter the current details. This workbook should now be saved.

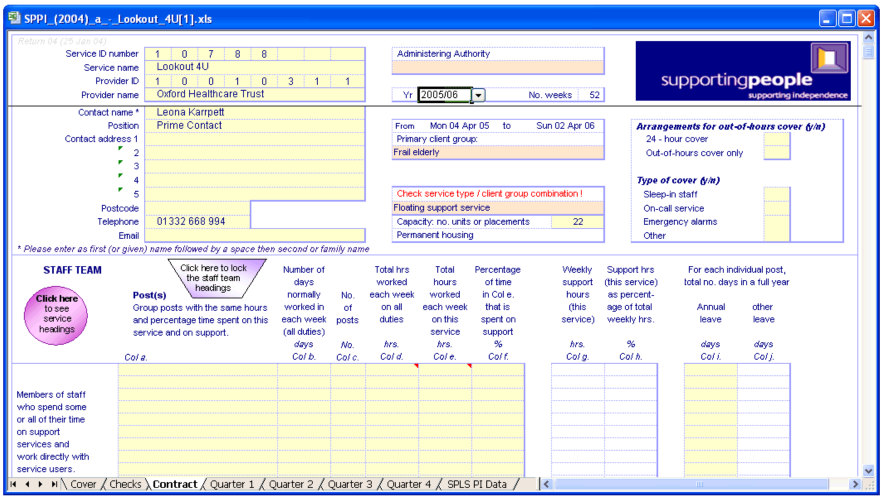


Figure 54 The downloaded workbook

The process of uploading a P.I. workbook for a quarterly submission to the Local Authority is described in section 8.5

7.3 Downloading Service Rich Data workbooks

The Provider can download copies of the Service Rich data workbook which will be populated with data as currently held in SPOCC.

These workbooks can then be filled with further data or changes and submitted to the Local Authority who can examine the contents before deciding whether or not to import them into the main system.

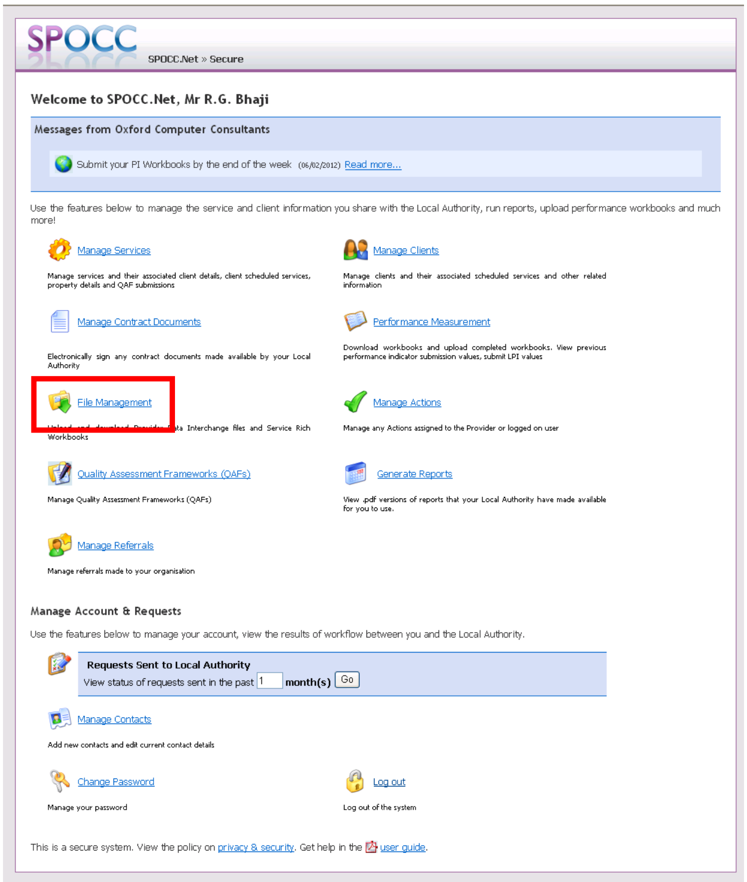


Figure 55 To Download a Service Rich workbook first click on the 'File Management' link

You then need to select the ‘Type of Download’ and press the ‘Select’ button (The ‘File Type’ field should now be automatically filled in).

Select the Service from the ‘Selection’ drop down list.

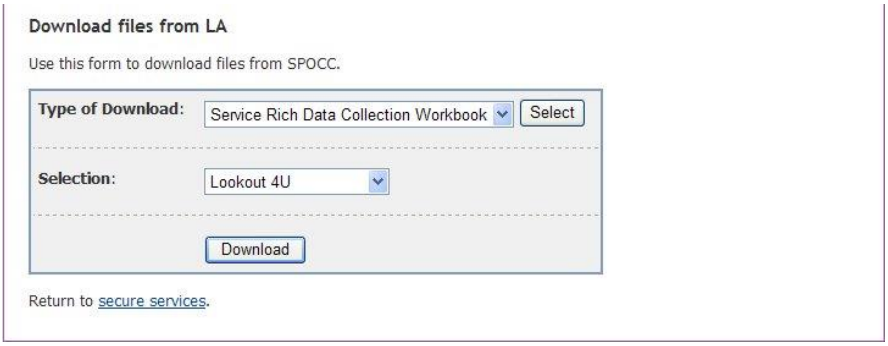


Figure 56 Stipulate the ‘Type of Download’ & ‘File Type’ and select the Service from the ‘Selection’ drop down list

When you have made your selection, click on the ‘Download’ button to complete the process.

7.4 Downloading Provider Data Interchange files

The Provider can download Remittance files, also known as Provider Data Interchange, or PDI, files which are populated with the client data that is currently stored in SPOCC.

Despite the fact that both the PDI Remittance file saved in the download and the PDI file used in the upload to SPOCC are both CSV, or comma delimited, text files, they each have a distinct specification. Subsequently, they should not be mixed up.

The main advantage of the Remittance files is that they provide a full picture for each Client that is not available in any other report. This includes name and address information separated into individual fields to make it easier to sort in Excel.

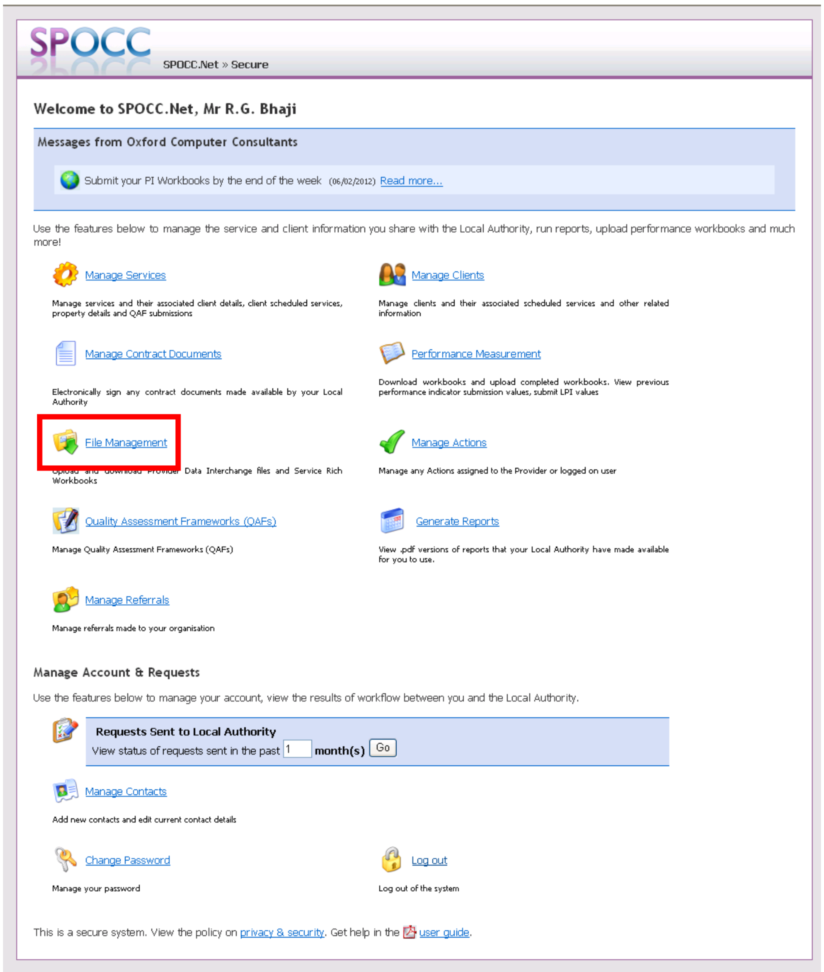


Figure 57 To Download a Provider Data Interchange file first click on the 'File Management' link

You then need to select the 'Type of Download' and press the 'Select' button (The 'File Type' field should now be automatically filled in)

Select the period from the 'Selection' drop down list.

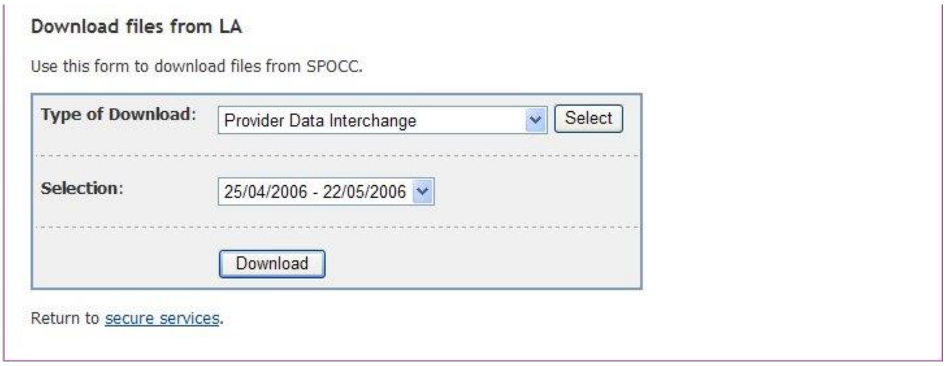


Figure 58 Stipulate the 'Type of Download' & 'File Type' and select the Period from the 'Selection' drop down list

When you have made your selection, click on the 'Download' button to complete the process.

As in other areas that include service information the Provider Data Interchange download will only contain those services available to you if the local authority has limited your organisations access. For further information see section 5.3 - Limited Service Accessibility.

8 Uploading information

8.1 Managing Services

Click on the *Manage Services* link on the welcome page

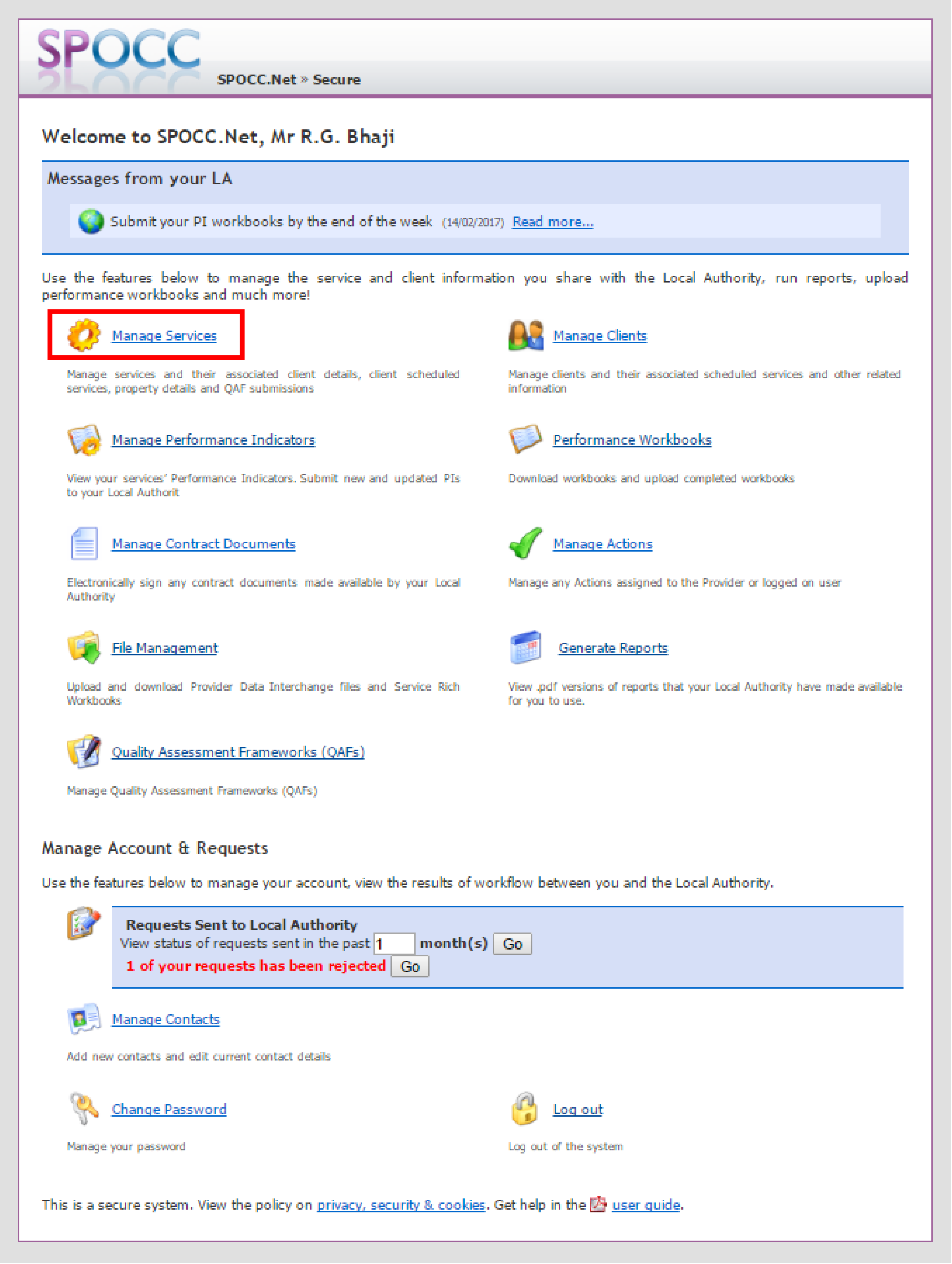


Figure 59 The *Manage Services* link on the welcome page

Select the Service you wish to manage from the drop down list and click the *Manage* button. Only the services accessible by the contact currently logged in will be available for selection; for further information see section 5.3 - Limited Service Accessibility.

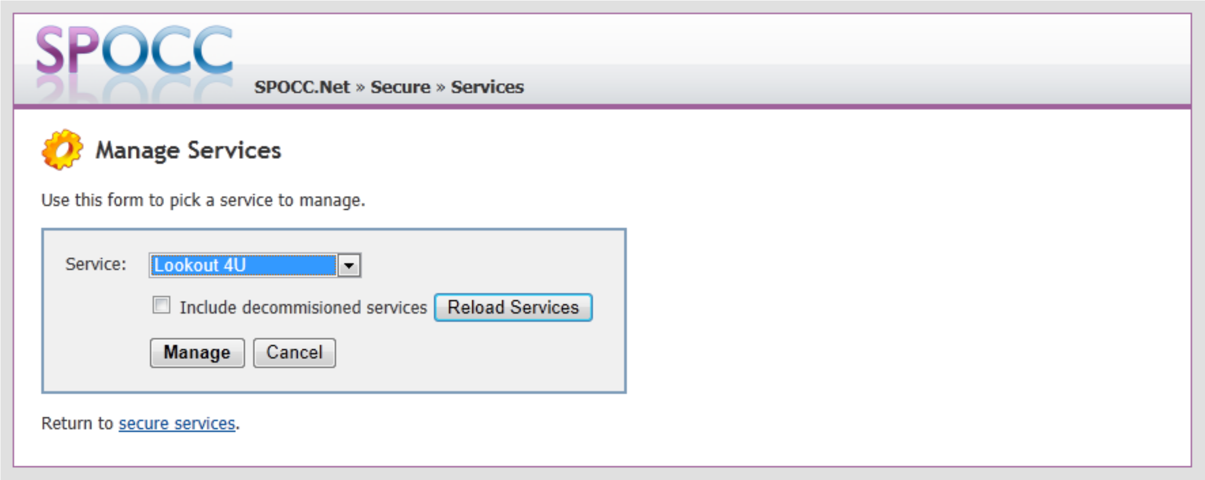


Figure 60 Select the Service

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
- Properties
- Quality Assessment Framework (QAFs)
- Service Details

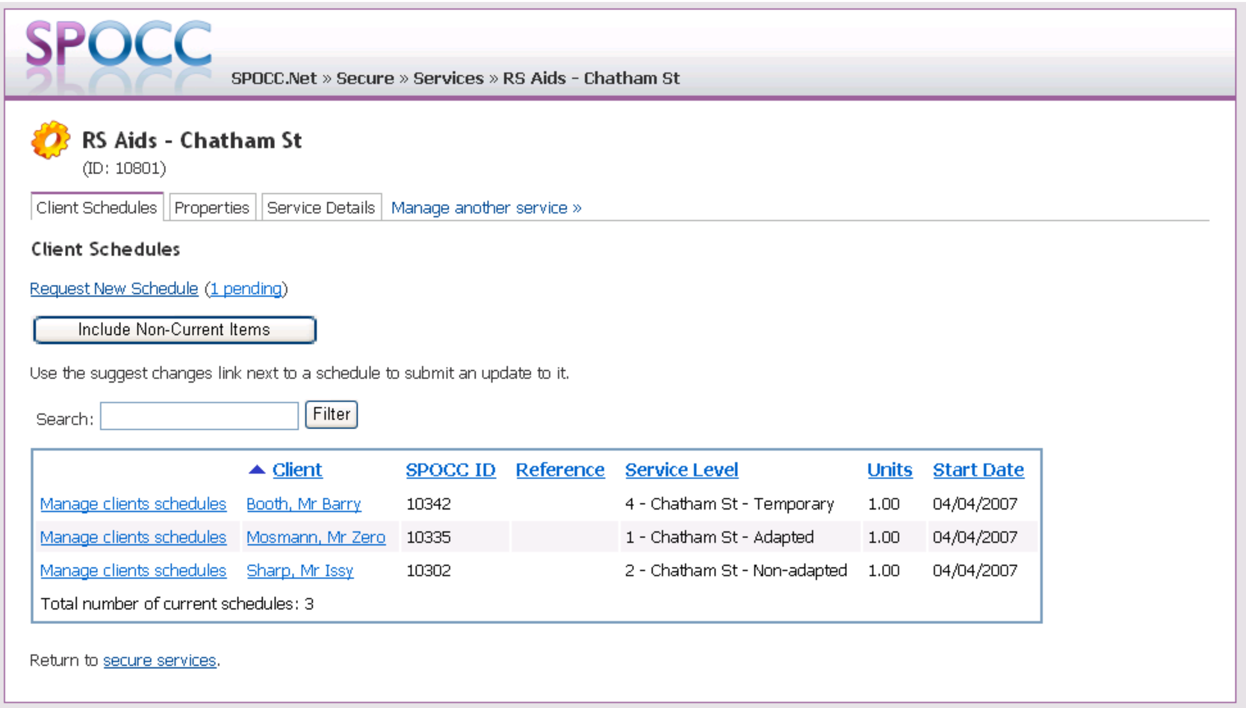


Figure 61 The selected Service's management page.

8.1.1 Client Schedules

8.1.1.1 INFORMATION ON THE TAB

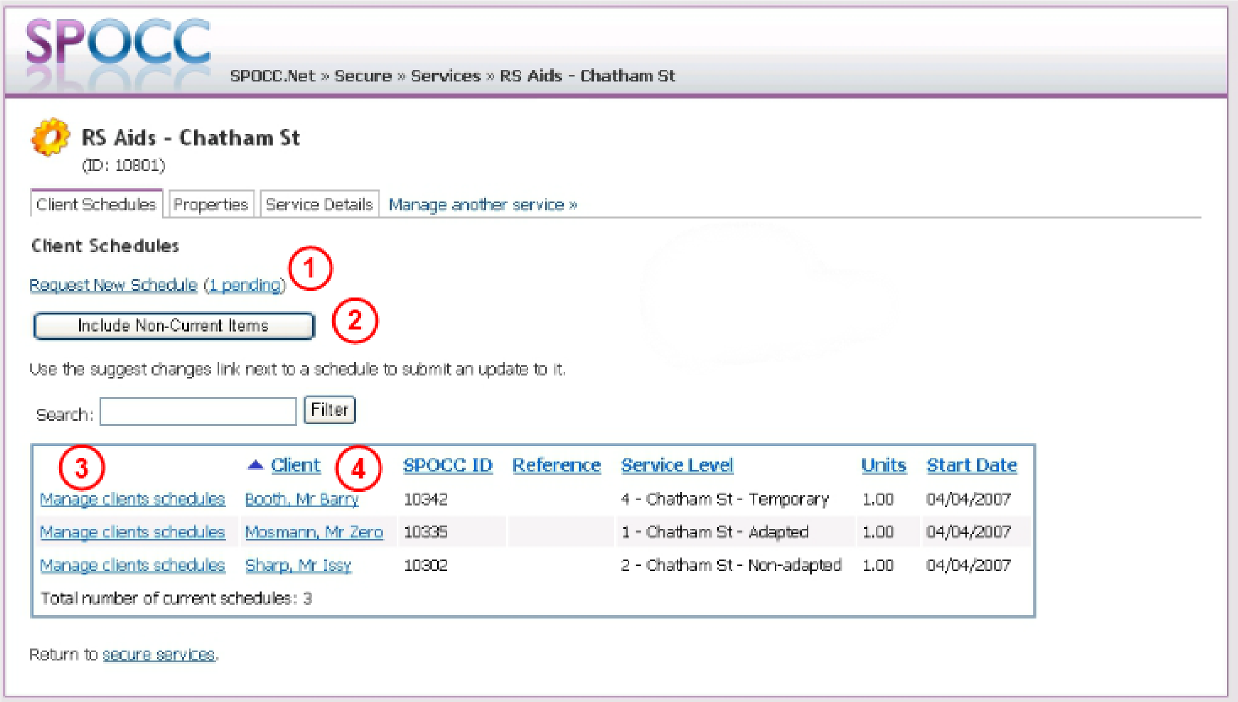


Figure 62 Client Schedules Tab

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.

Aside from showing details of each schedule there are a number of other useful links and pieces of information, these are (numbered as in Figure 62):

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. For further information see 5.4 Requests Sent to Local Authority.

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
   For further information see **Error! Reference source not found. Error! Reference source not found.**.

4. A link to provide quick access to the *Manage Clients* area for the client the schedule is for.
   For further information see 8.2 Managing Clients.

8.1.1.2 REQUEST NEW SCHEDULE

The ability to add clients and client schedules information is only available if your local authority has not purchased the Referrals module of SPOCC.Net. When this module has been purchased and configured it is expected that the local authority's referrals team will refer clients to providers' services and assuming a provider accepts schedules will be created automatically.

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.

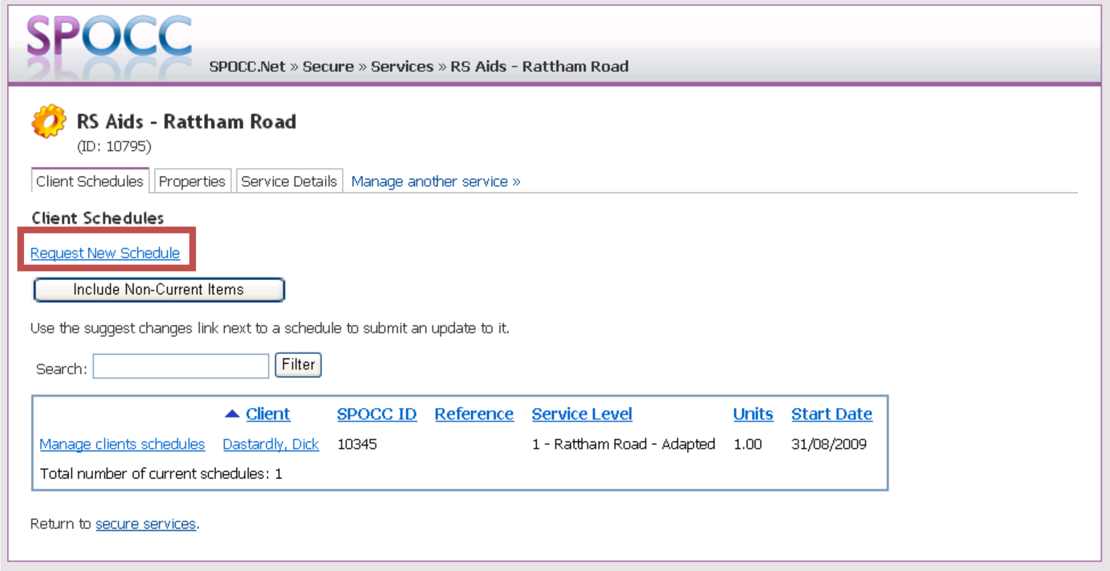


Figure 63 Request New Schedule link

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.

For new clients enter as much information as you have that the form allows you to enter. For existing clients you only need to enter enough information that the local authority will be able to match it to a client within the SPOCC system, e.g. name, address, NI Number.

If the service only has a single property associated with it this will be automatically selected as seen in Figure 64.

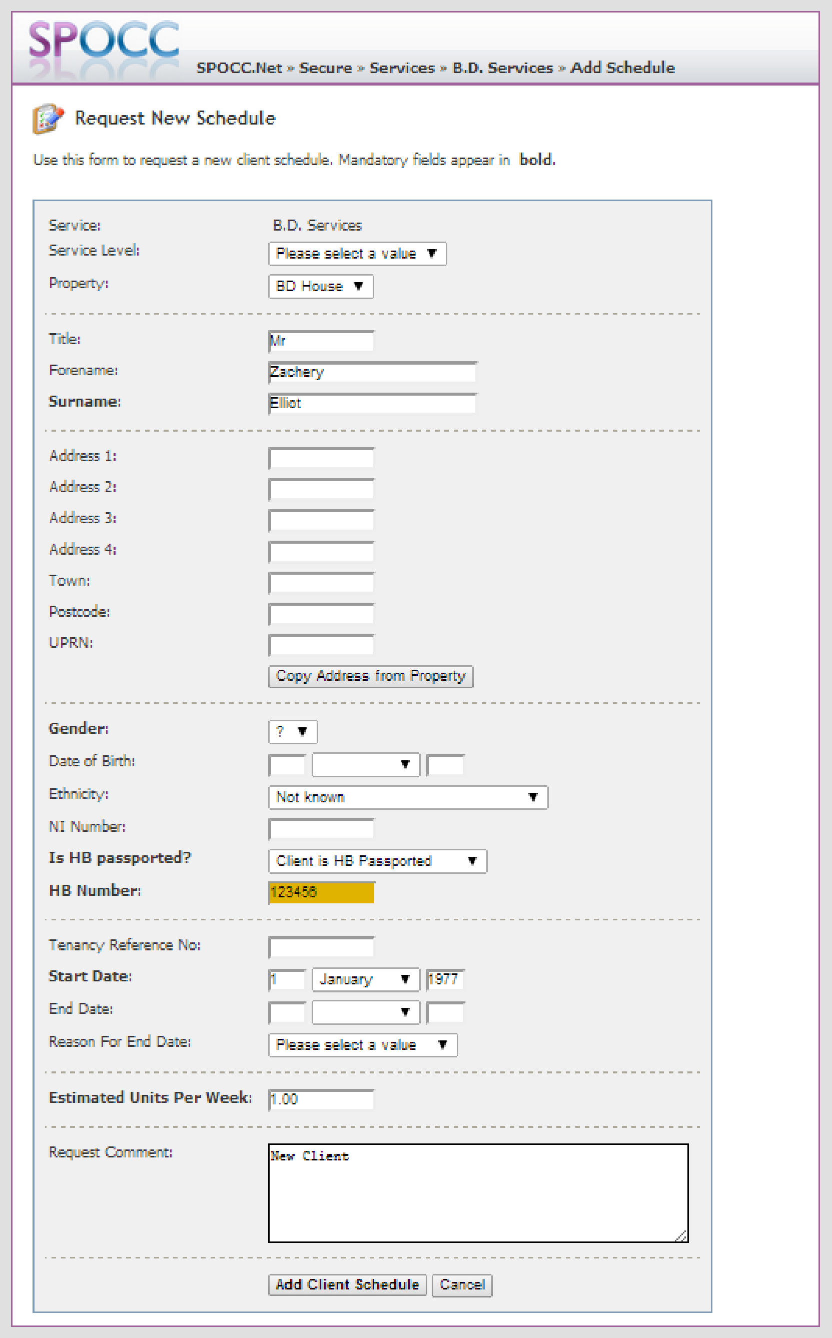


Figure 64 Request New Schedule Form

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

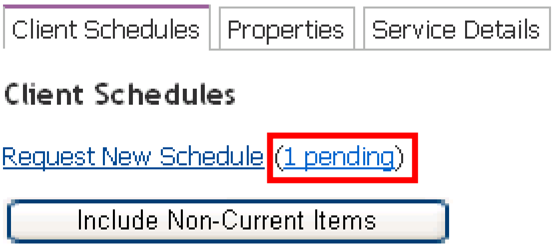


Figure 65 The Pending Item appears

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. After the local authority accepts or rejects it you will have to locate it on the list of requests sent to the local authority, see 5.4 Requests Sent to Local Authority for further information.

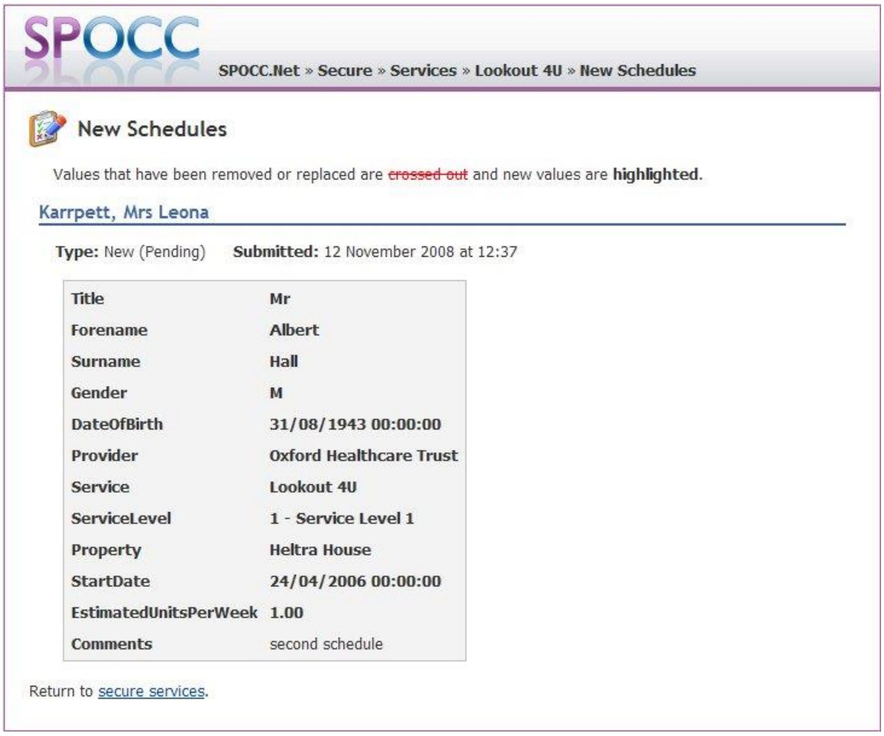


Figure 66 Examining a 'pending' request

If the local authority accepts the new schedule then the ‘*1 pending’* figure beside the Request New Schedule link will disappear and the new Client’s schedule will appear in the list.

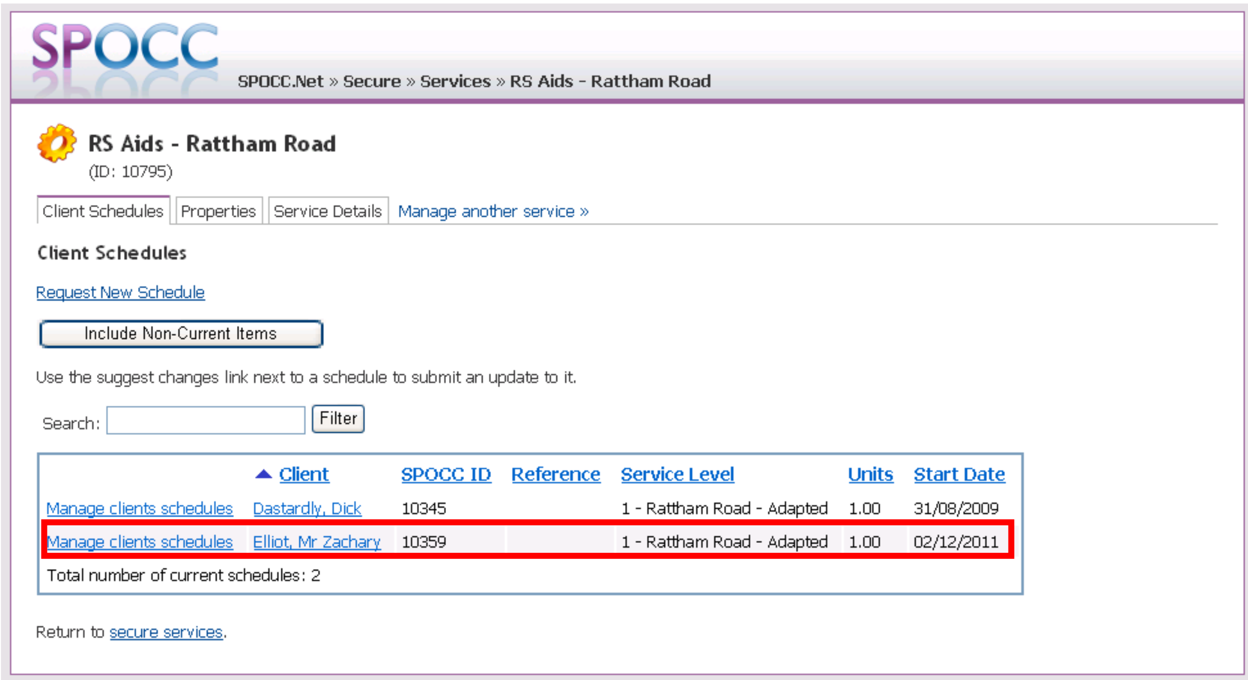


Figure 67 The new schedule is accepted and appears in the list.

If the local authority rejects the new schedule the '*1 pending'* figure beside the Request New Schedule text will still disappear but the new Client's schedule will not appear in the list.

8.1.2 Updates to Properties

From the Manage Services page select the Properties tab. The tab will show a list of the service's properties.

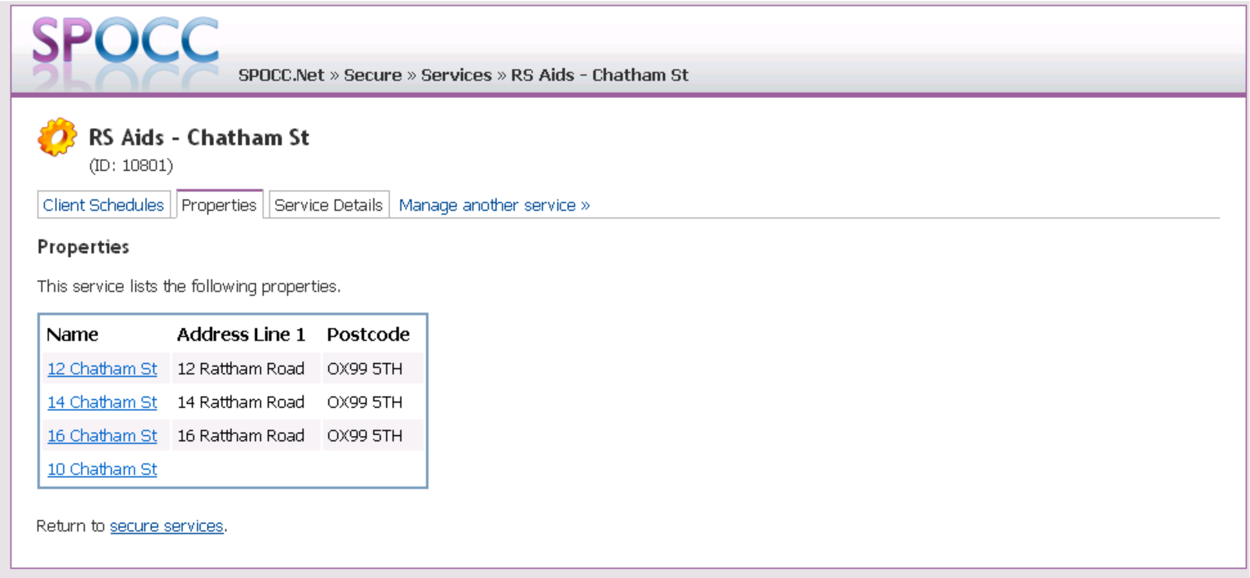


Figure 68 The Manage Service's Properties tab

Clicking on the name of the Property you wish to manage will display the Update Property page.

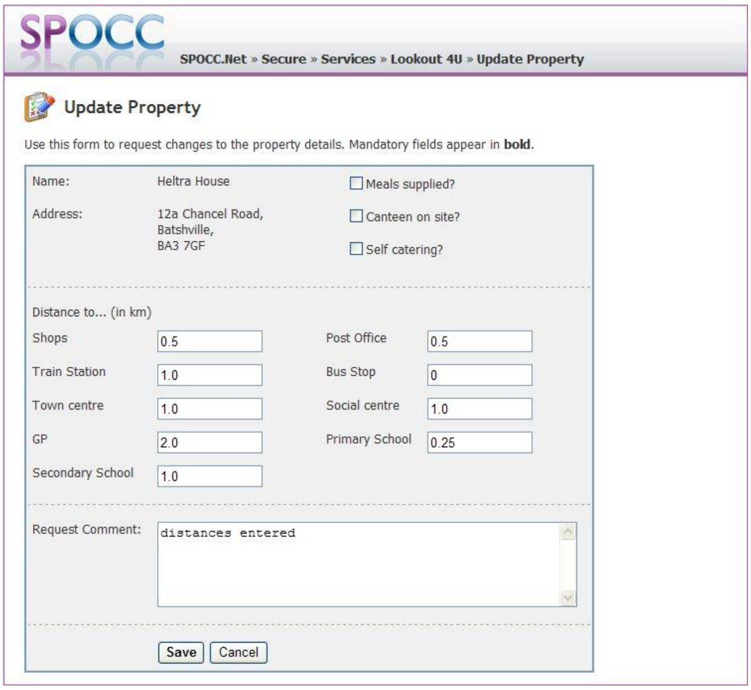


Figure 69 The Update Property Form

Enter the values that you require and press on save. These updated values will then be included in any future Service Rich workbook upload made to the local authority (see section 8.6).

8.1.3 Updates to Service Details

8.1.3.1 Service Details

Additional details concerning the Service can be registered by selecting the Service Details tab from the Manage Services page.

You can specify the number of available places on a service in the *Manage Services* area on the *Service Details* tab. The value entered in the *Available Places* field is saved immediately and does not require approval from the local authority. These values will be available to the public in the service search area of SPOCC.Net and will be visible to the local authority on their SPOCC system; they have no effect on any payment or calculation and are included for information purposes only.

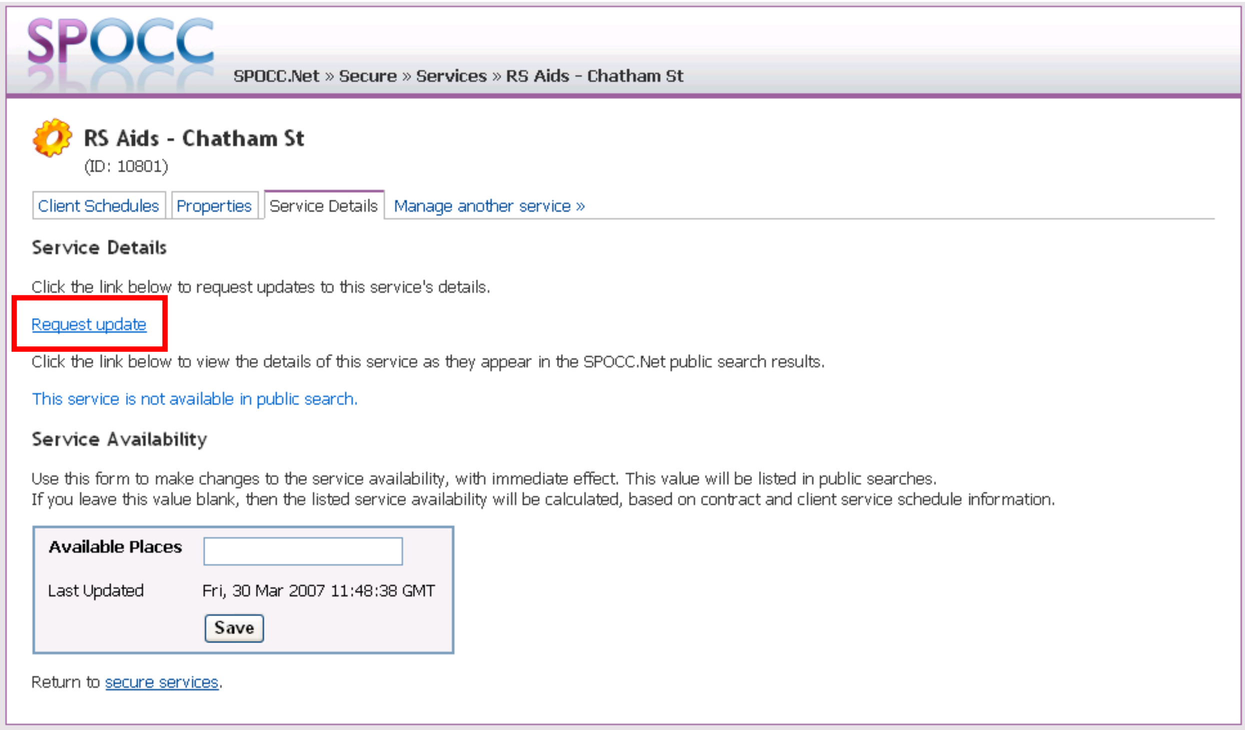


Figure 70 The *Service Details* tab with the *Request update* link

Click on the *Request Update* link to display the Service Details update form. The data can be entered by checkbox, free text or selection from a list.

Please note that multiple selections are possible from lists by holding down CTRL and selecting with the cursor.

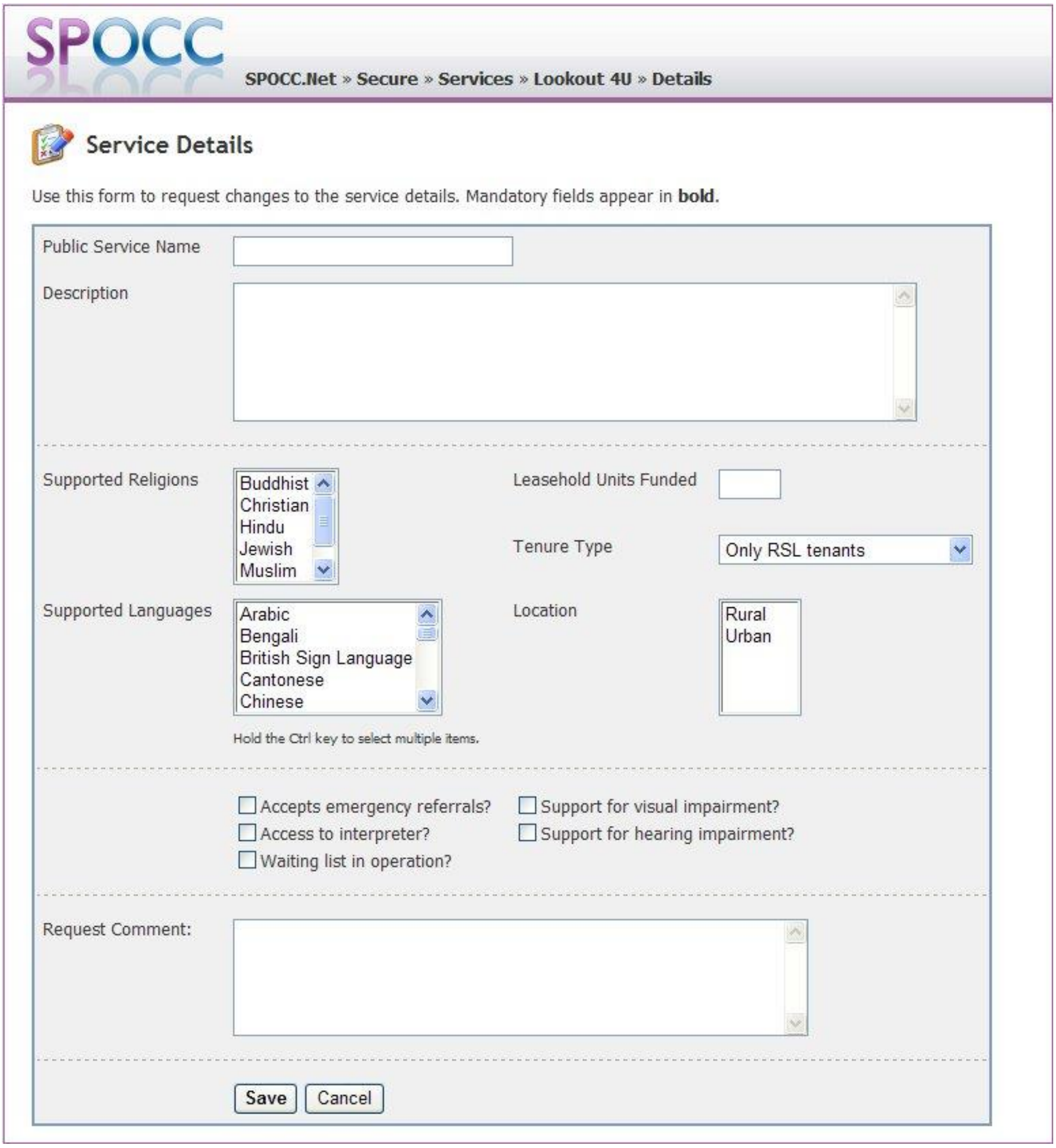


Figure 71 Updating 'Service Details'

The list box for Tenure type will only appear for services that are not accommodation based.

The text that you enter for the *Public Service Name* will appear in SPOCC.Net's public search for services results area, if not entered the Service ID will be displayed instead. Furthermore, when you select the service from this list, the service details page will also be titled with the Public Search Name.

Only the *Description* field from the Service Details update page will also be shown in the public service details page.

Any changes will be sent to the local authority for approval and changes will not appear in the public search area until that time.

8.1.3.2 SERVICE DETAILS WITH PER SERVICE LEVEL INFORMATION

<u>This functionality is only available where the local authority has purchased the 'Service Availability at Service Level' module</u>

The details of a service's availability are displayed per service level when this functionality is on. The values entered are saved immediately and do not require approval from the local authority. These values will be available to the public in the service search area of SPOCC.Net and will be visible to the local authority on their SPOCC system; they have no effect on any payment or calculation and are included for information purposes only.

By default the Total Units Available are blank (and represents an unknown value). The exact label will changed depending on the type of units that level represents, e.g. days, weeks, household unit, meals etc…

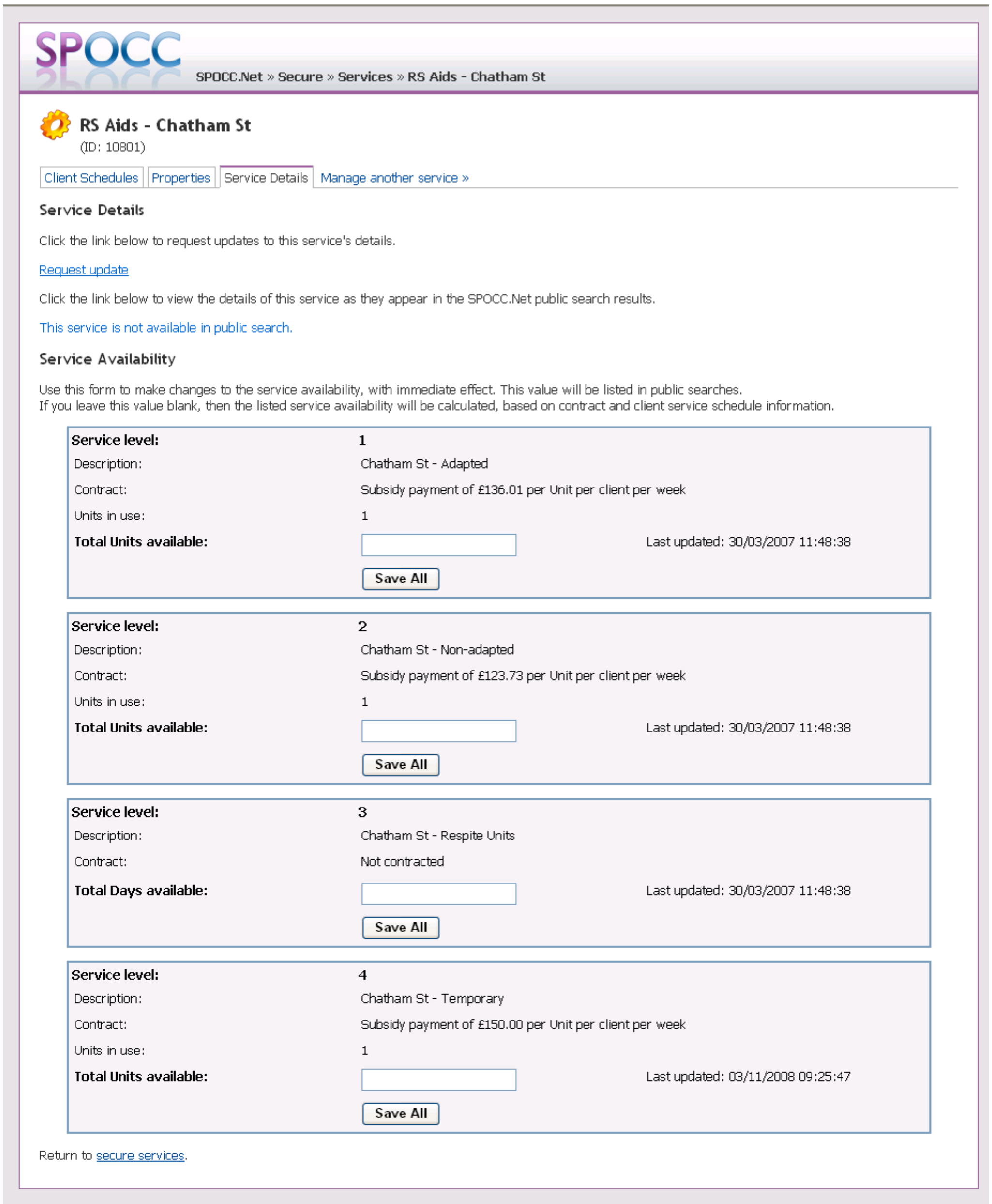


Figure 72 The *Service Details* tab (per Service Level) with the *Request Update* link

Clicking on any of the *Save All* buttons will save the value entered for all the levels on the page.

8.1.3.3 Display of Availability in Public Searches

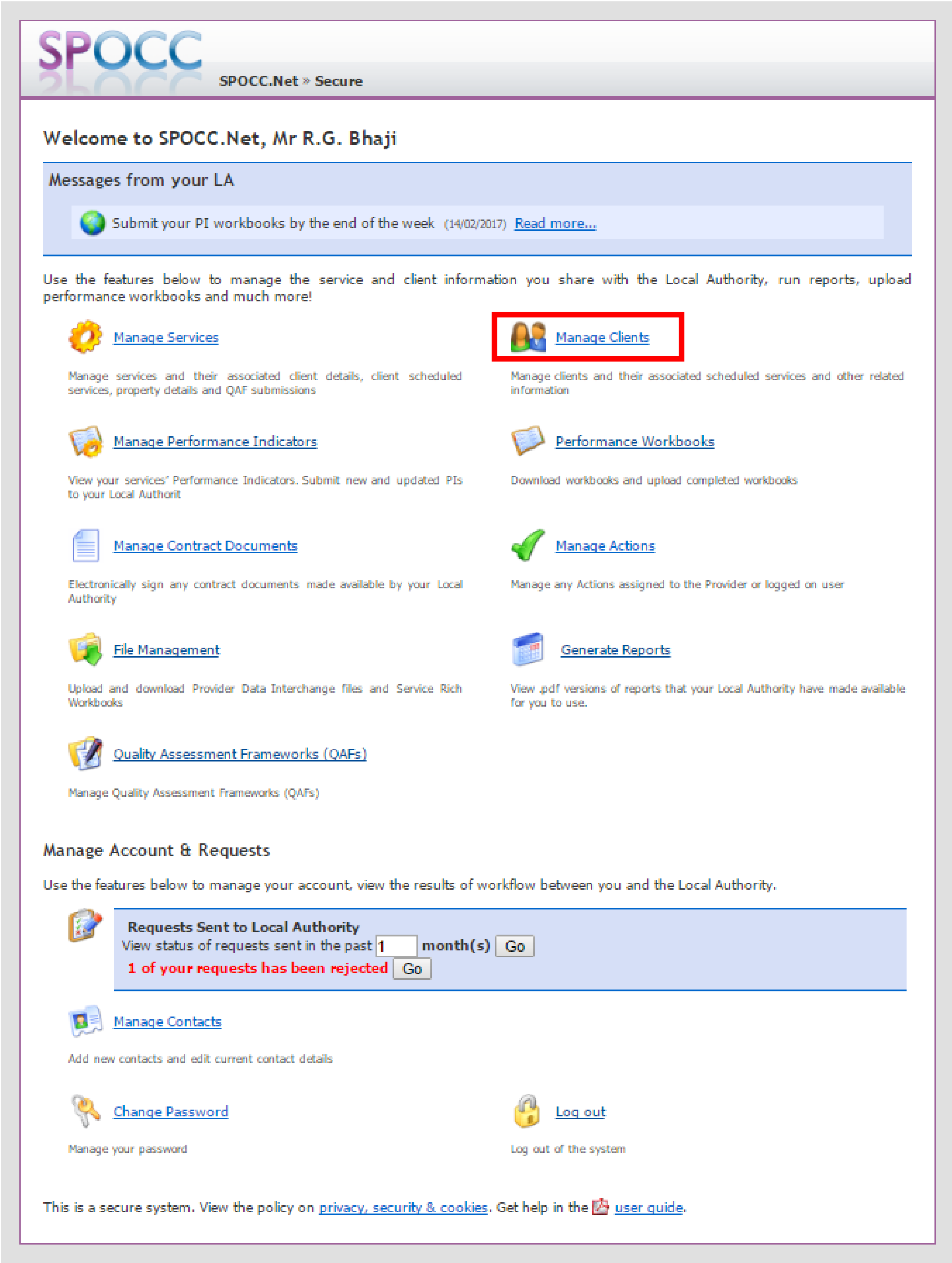
The *Availability* column in the public search results may not match what you have entered or even be displayed at all.

The local authority may have configured the service to display the availability in one of 4 ways:

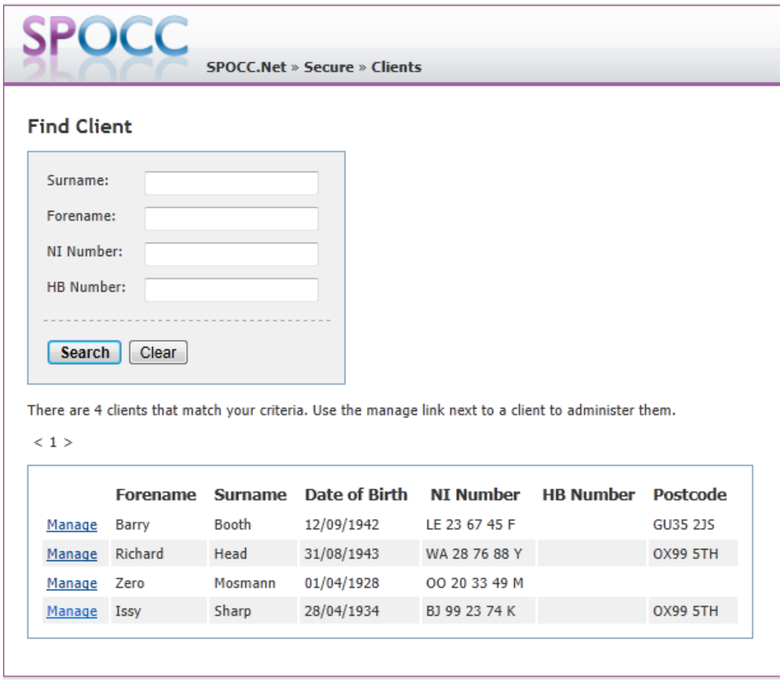
1. Always Use the Provider Specified Availability
2. Always Use the SPOCC Calculated Availability (based on contracts and client schedules (for subsidy contracts)).
3. Use the Provider Specified Availability or the SPOCC Calculated Availability if the Provider Specified Availability is not entered. If you have not entered availability then this is the same as option (2). This is the default option.
4. Don't use either and hence don’t display a value for this service

8.2 *Managing Clients*

Open the Manage Clients area by clicking on the link on the welcome page:



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

8.2.1 Changing a Client's details

The Details tab holds core information about the Client; you can add, amend and delete information on this page as you require.

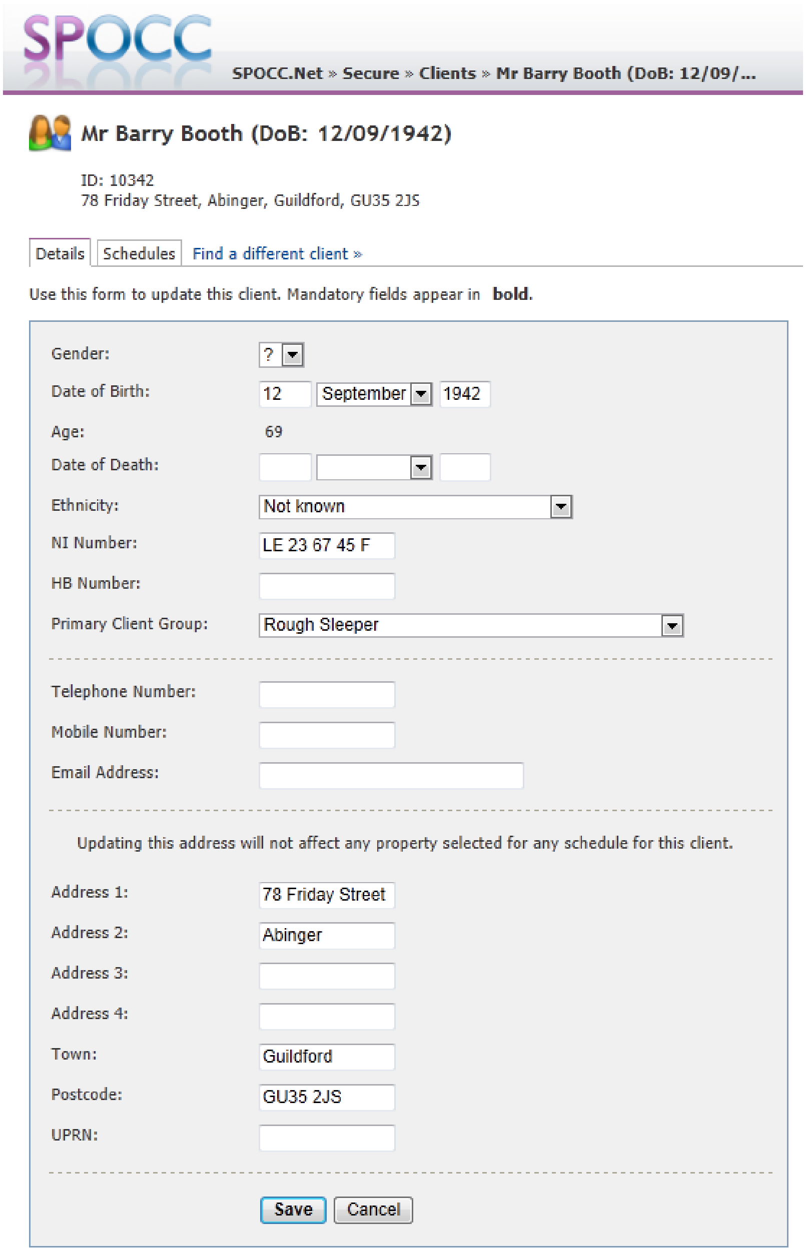


Figure 73 Details tab for a client

Clicking on the Save button will submit any changes to the local authority for approval. If you have been given the appropriate permission by your local authority then any changes will be saved directly as no further local authority approval is required.

8.2.2 Adding a Client

<u>This functionality is only available when the Referrals module has been purchased and you have been granted the permissions to add clients.</u>

Typically the permission to add clients would only be granted to you if you were part of a referrals team the local authority uses.

After performing a search, if you cannot find the client you want to refer to, you can click the *Add New client* button that appears to add a new client.

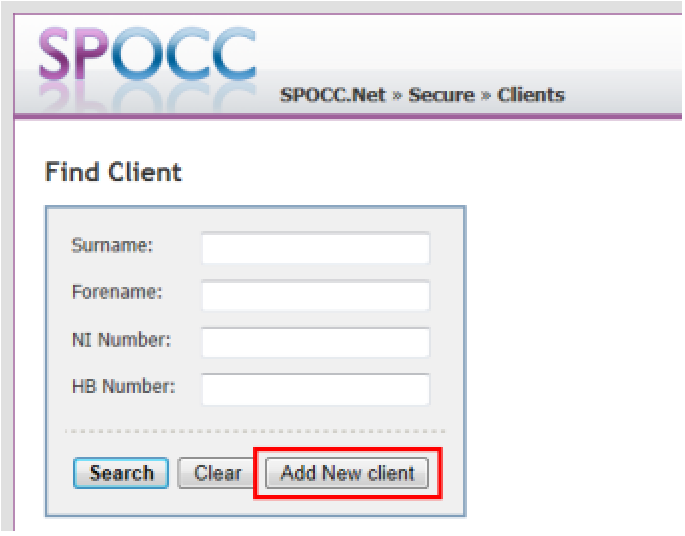


Figure 74 The Add New client button appears after performing a search

The *Add new client* page allows you to enter all the same information about the client as shown in Figure 73 in section 8.2.1 Changing a Client's details. Clicking the *Save* button will store the new client details in the system immediately without the need to be accepted by the local authority.

8.2.3 Managing a Client's Schedules

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

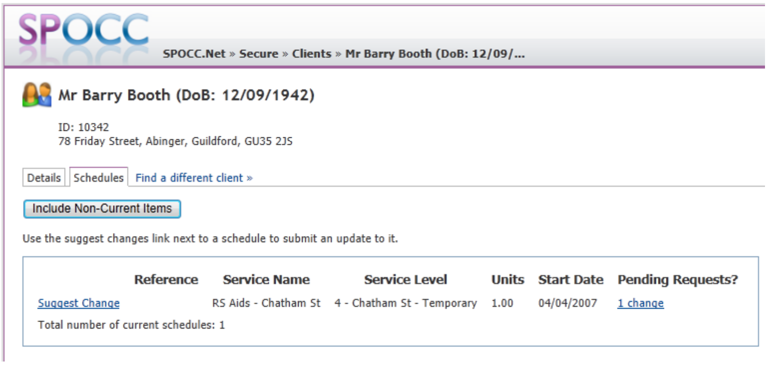


Figure 75 Managing a client, schedules tab

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

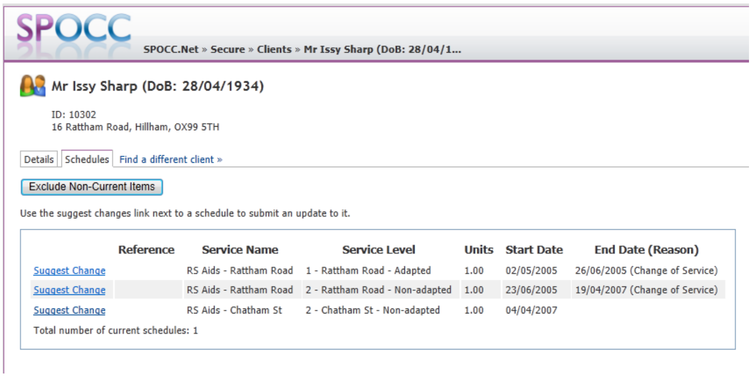


Figure 76 Including ended schedules

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

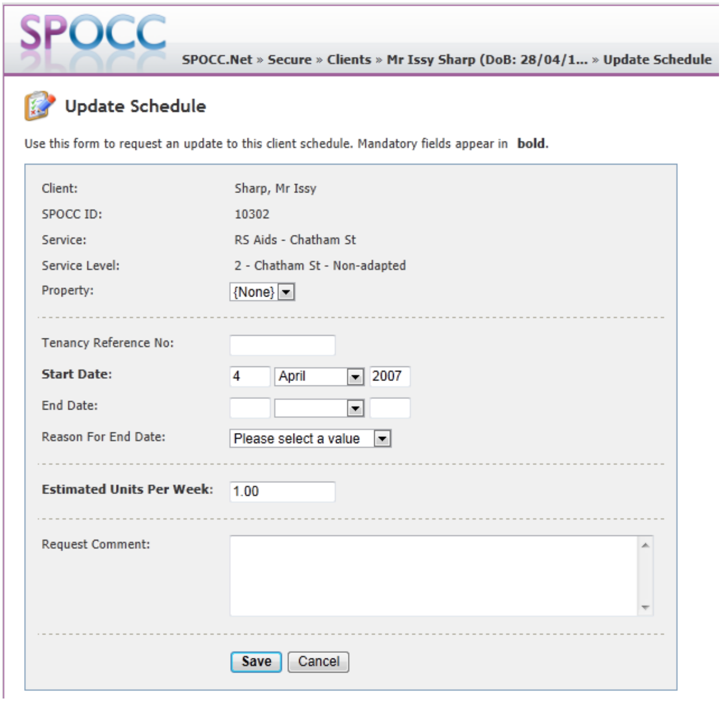


Figure 77 Changing a client's schedule

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

8.2.4 Client's Needs Assessment

<u>This functionality is only available when the Needs Assessment module has been purchased and you have been granted the permissions to view or edit Needs Assessments.</u>

Click on the Needs Assessment tab to see needs assessment related to client.

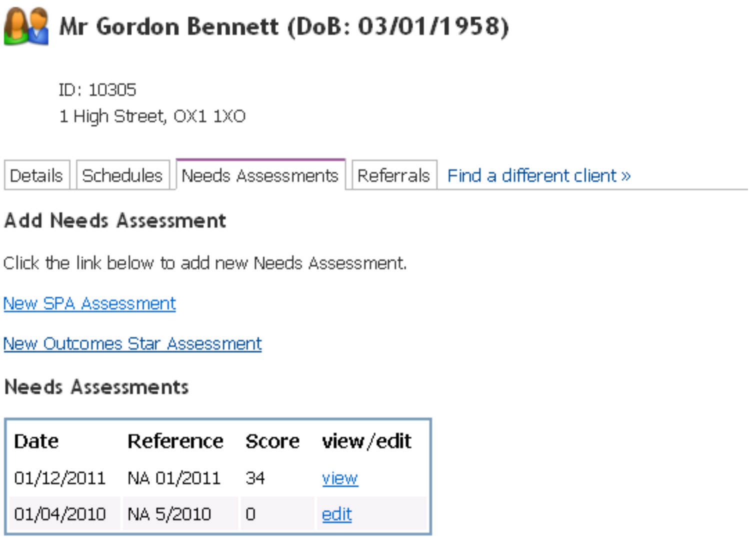


Figure 78 Managing a client, needs assessments tab

The "Add Needs Assessment" section is available if you have permission to add or edit Needs Assessments. SPOCC.Net current supports three types of assessment form:

- New Assessment (the generic needs assessment form)
- New SPA Assessment (a CWAC specific initial assessment form)

- New Outcomes Star Assessment (a CWAC specific progress assessment form)

The “Needs Assessments” section lists the needs assessments for the select client. If you have permission to add and update needs assessments then this list will show all assessments but if you only have “views” permissions then it will only show finalised assessments.

The generic assessment form viewed using the page or using PDF report: The PDF version is not available for the CWAC specific assessment.

8.2.4.1 THE GENERIC NEEDS ASSESSMENT FORM

The generic assessment form is illustrated below:

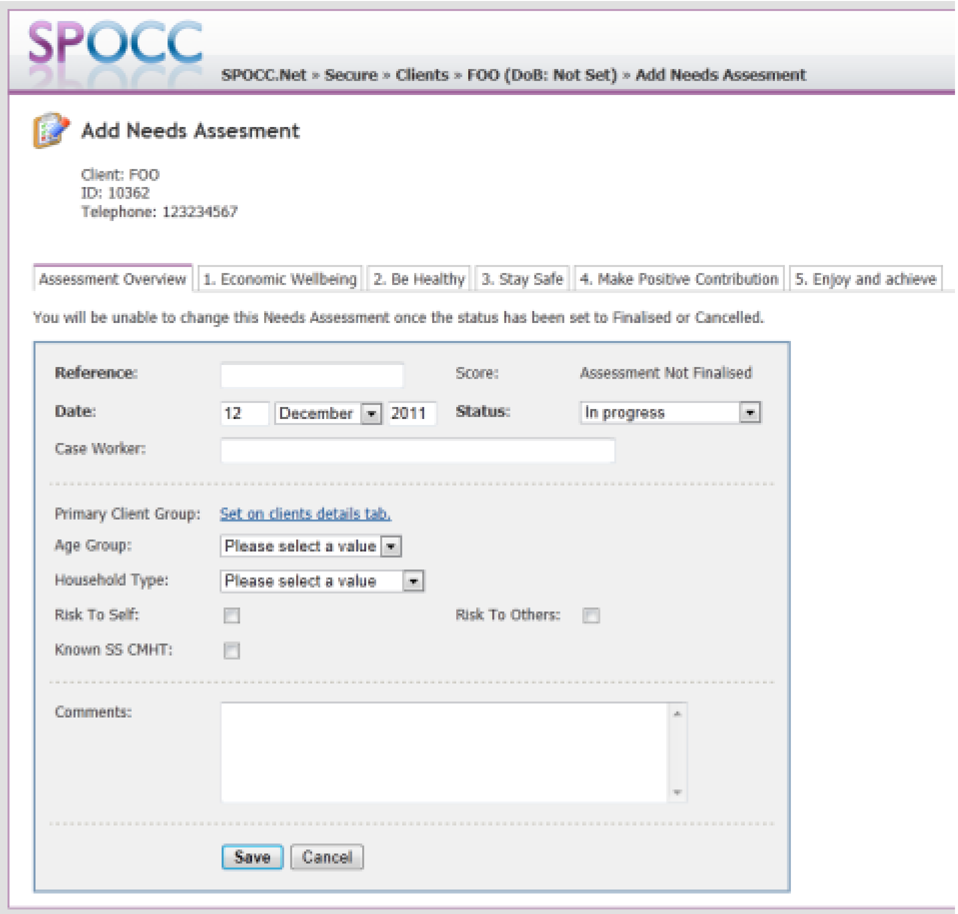


Figure 79 Add a generic needs assessment

The assessment overview tab shown above contains the system fields:

- Reference – a unique reference for the assessment (to allow assessments to be distinguished when listed)
- Date – the date when the assessment was performed
- Status – the status of assessment that can be
  - In progress i.e. editable
  - Finalised i.e. read-only form that is visible to users with views needs assessment permissions
  - Cancelled

  These statuses are configured by the local authority and may vary from the options presented above.
- Score – the needs assessment score calculated from the needs assessment items, which are configured by the local authority. The score is only calculated when the assessment is finalised.
- Comments – An area to include notes concerning the assessment. These notes will be visible to all SPOCC.Net users who can see the referral.

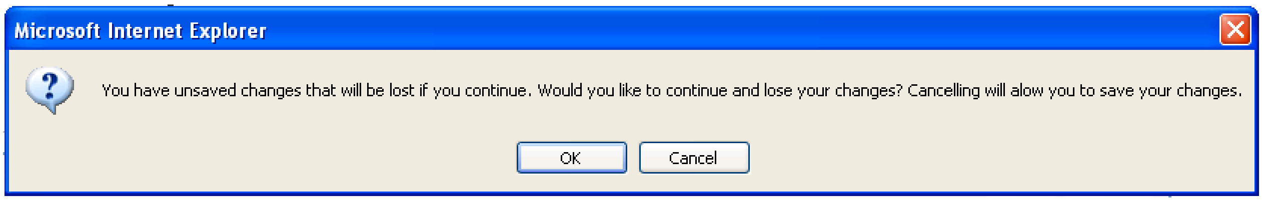
The remaining fields on this tab allow users to capture extra information about the client.

The remaining tabs show the assessment items associated with the assessment. *The assessment items are configured by the local authority and may differ from the information presented here.* Each assessment item is associated with an assessment area and each assessment area is shown in its own tab. The default installation has the following areas configured:

1. Economic Wellbeing
2. Be Healthy
3. Stay Safe
4. Make Positive Contribution
5. Enjoy and achieve

Each assessment area has a set of assessment items (questions) and each assessment item is associated with a drop-down showing the allowed answers. Assessment items can be configured to be required and these fields are highlighted using a bold font: note that mandatory assessment items are not validated until the assessment is finalised.

If JavaScript is enabled in your browser switching tabs will check for changes within the selected tab and give you the chance to save or lose your changes when you attempt to switch tabs.



8.2.4.2 CWAC Specific Assessment Forms

The CWAC specific forms work on the same principles as the generic form but differ in the information they collect.

The SPA Assessment (or CWAC initial assessment) replaces the assessment overview shown on the generic assessment form with the following of tabs:

- Assessment Overview – the system fields and client details
- Details
- Risks
- Data Protection

The Outcomes Star (or the CWAC progress assessment) form replaces the assessment overview shown on the generic assessment form with a version that simply collects the system fields and allows the user to update the client details.

The installation for CWAC replaces the generic needs assessments areas identified above with a single area titled "Outcomes star".

The CWAC specific forms also include a "printable" version of the form that includes all the tabs of information on a single page ready for printing.

8.2.4.3 Needs Assessment in PDF

Once the needs assessment is finalised you can download the PDF version by pressing the "Download Report" button either on the needs assessment view page or on needs assessment tab in client centric view.

8.2.5 Client's Referrals

<u>**This functionality will only be available when the Referrals module has been purchased and you have been granted the permissions to make decisions about referrals or to manage the referrals process.**</u>

The referrals tab of the manage clients area presents the list of referrals associated with a client as shown in Figure 80.

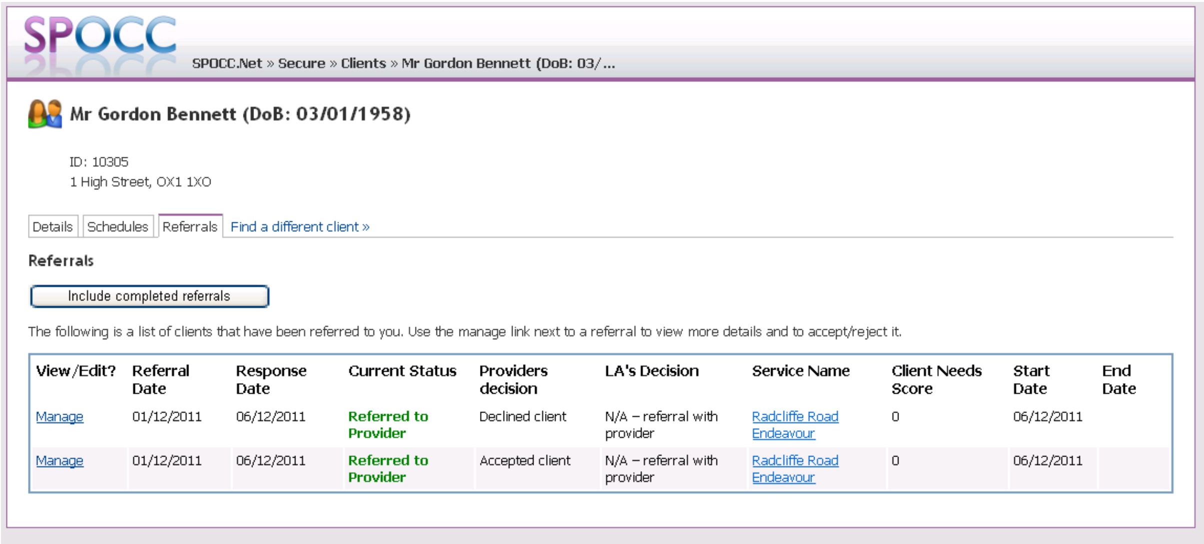


Figure 80 Manage client, referrals tab

By default, this page only lists outstanding referrals but you can include completed referrals by pressing "Include completed referrals" button.

If you have permission to manage the referrals process then you will be able to view all referrals created by your organisation for service types that you have been given permissions to. If you have the permission to "make decisions" then you will only be able to see referrals for your organisation.

More details concerning the referrals process can be found in section 6.

8.3 Quality Assessment Framework (QAFs)

Selecting the *Quality Assessment Framework (QAFs)* tab from the Main Menu page will display a list of Services. After selecting service and clicking Manage will display any QAFs returned during the last year and those commenced but not yet submitted:

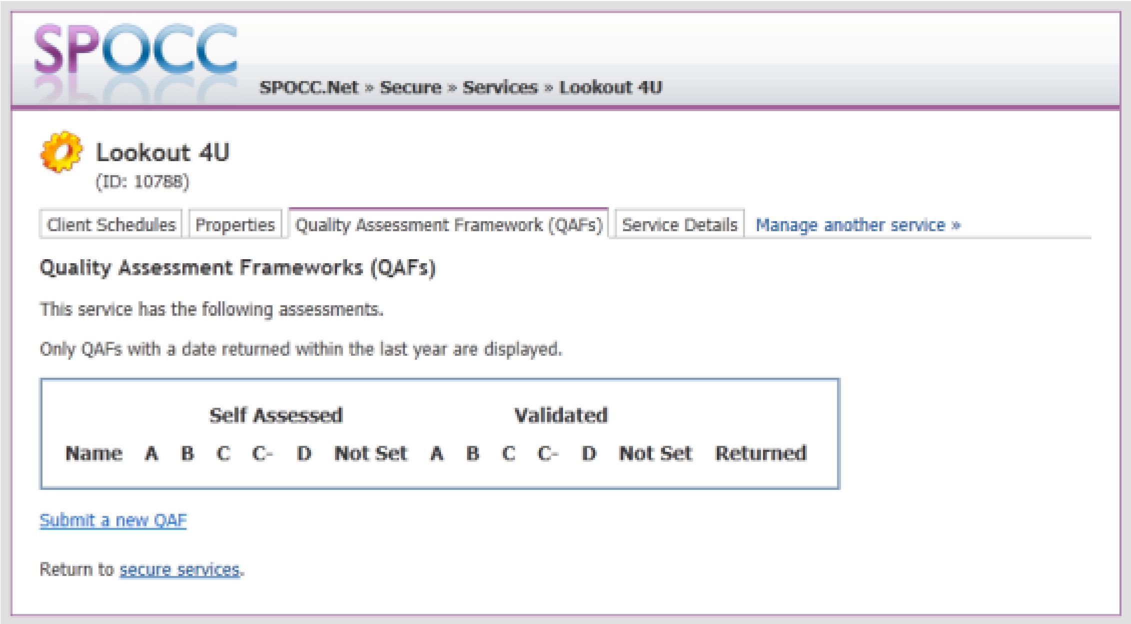


Figure 81 The Manage Service's QAF tab

8.3.1 New QAFs

To create a new QAF click on the *Submit a new QAF* link; you will then be asked what type of QAF you would like to create:

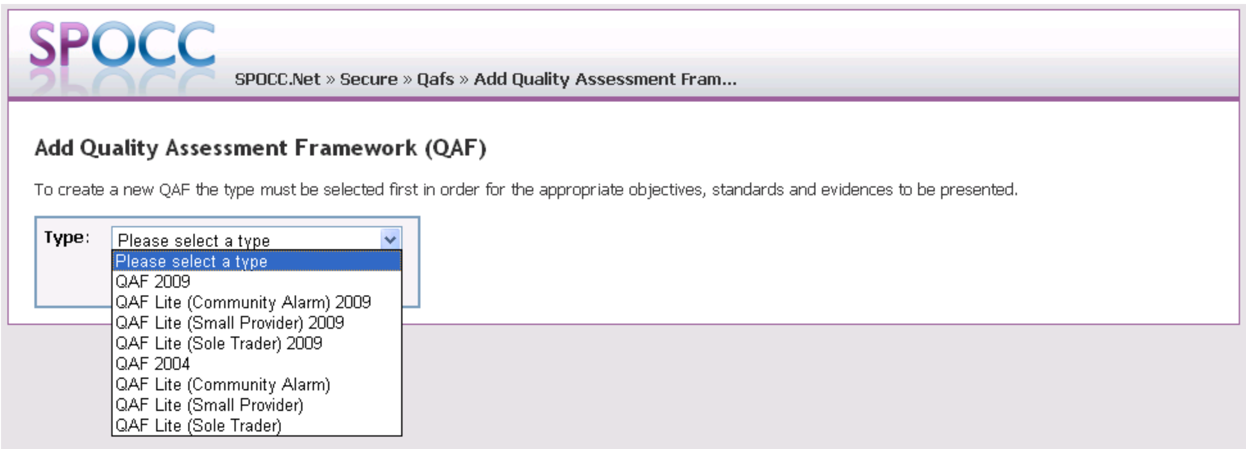


Figure 82 Choose QAF Type

You have a choice of:

- QAF 2009
- QAF Lite (Community Alarm) 2009
- QAF Lite (Small Provider) 2009
- QAF Lite (Sole Trader) 2009
- QAF 2004
- QAF Lite (Community Alarm)
- QAF Lite (Small Provider)
- QAF Lite (Sole Trader)
- *Any Local QAFs (These will only be present if they have been defined in SPOCC)*

Make your choice based on the type of Service and any instructions your local authority has given you, and then click the *Continue* button. You cannot change the type of QAF after you have created it.

Assuming you chose 'QAF Lite (Community Alarm) 2009, you will be presented with a new QAF submission form as shown in Figure 83.

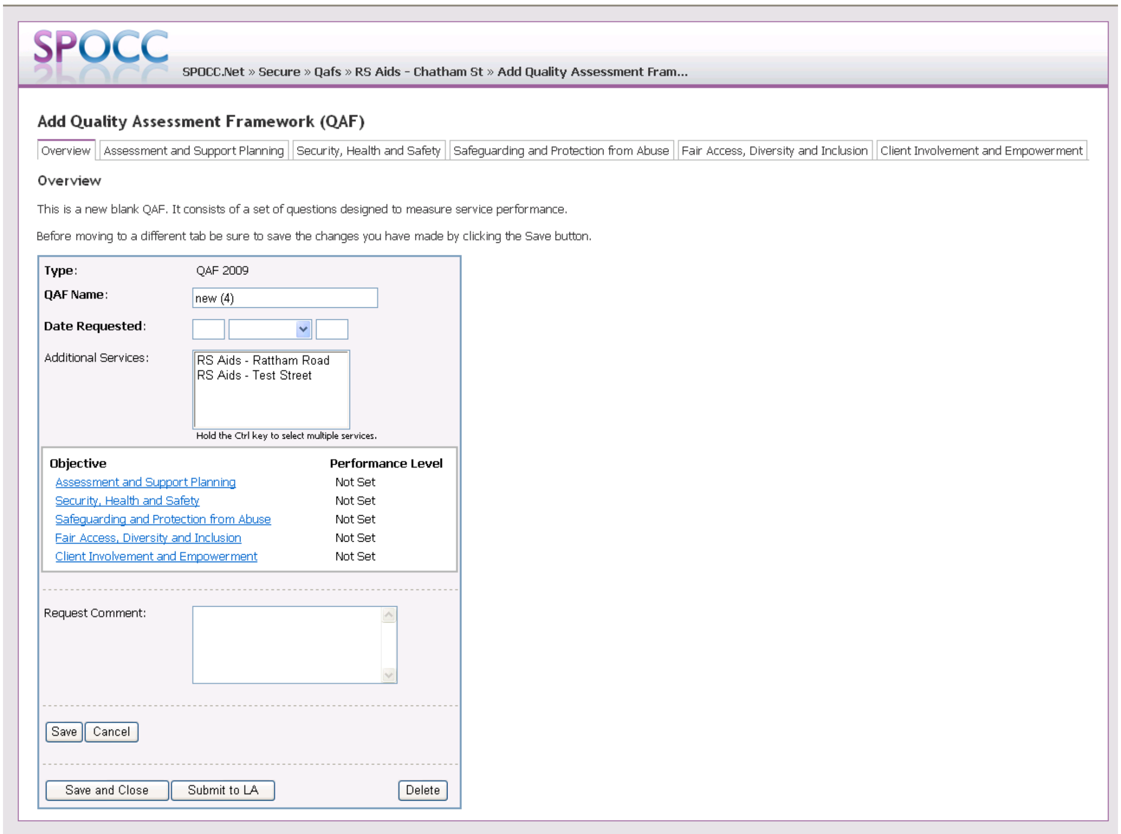


Figure 83 A new QAF

You should fill in the *Date Requested* and *Name* boxes and then select any additional Services that this QAF applies to in the *Additional Services* list.

When you are happy with the details, click on the *Save* button to save your changes.

The new QAF is available in the *QAFs not yet submitted to the LA* list (see Figure 84) and can be opened for editing at any time before it is submitted by clicking on the QAF name link.

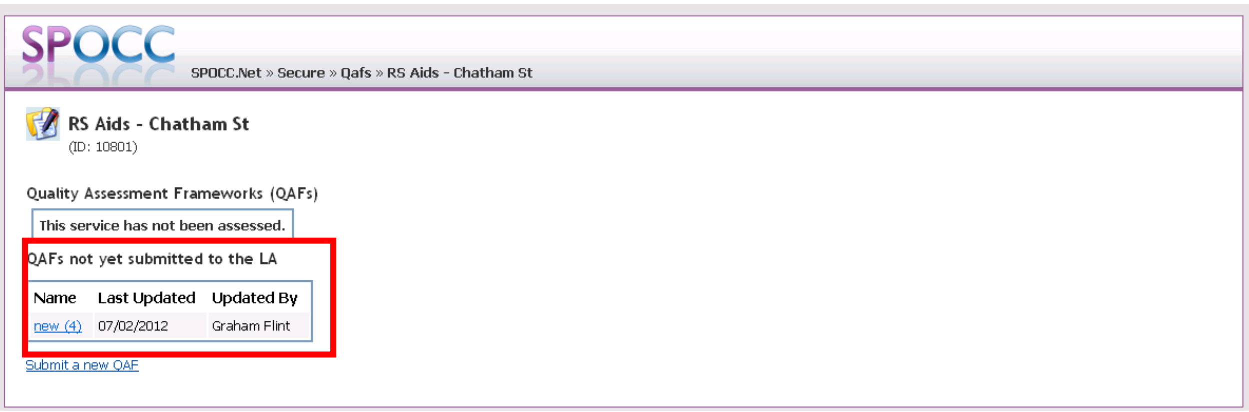


Figure 84 QAFs that are yet to be submitted to the LA are listed separately

8.3.2 Filling in the QAF

Each Core Objective has a questionnaire that should be completed. Firstly click on either the objective's tab or its name on the overview tab to open the questionnaire for that area.

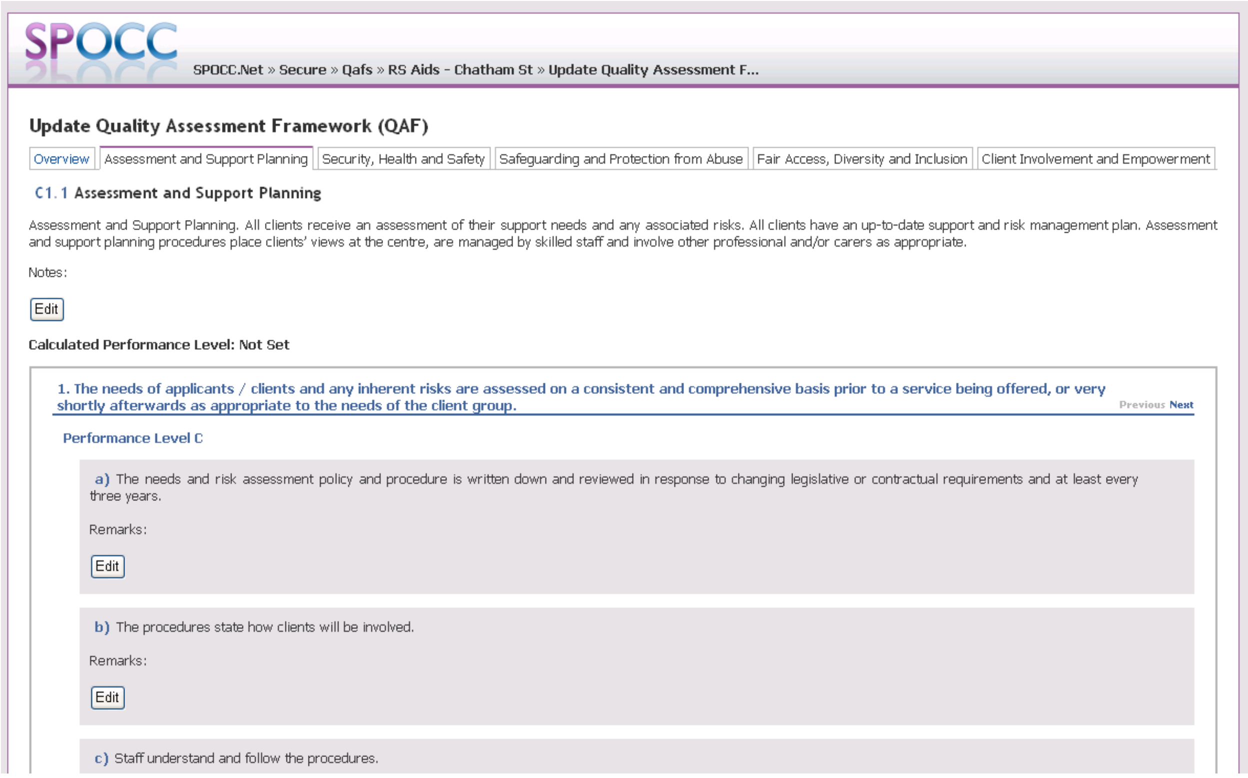


Figure 85 Each Core objective's questionnaire needs to be completed.

To respond to each of the questions, click on the appropriate *Edit* button and the page will refresh showing:

- A drop down list for you to choose an answer
- A remarks box for you to enter details to provide supporting evidence for your answer.
- File upload browse/add buttons to upload files that provide supporting evidence for your answer.

  To upload a file click the *Browse…* button, choose a file from the pop-up file dialog and then click the *Add* button. You can click the *Remove* button next to the file name link of a previously uploaded file to permanently remove it from the QAF.

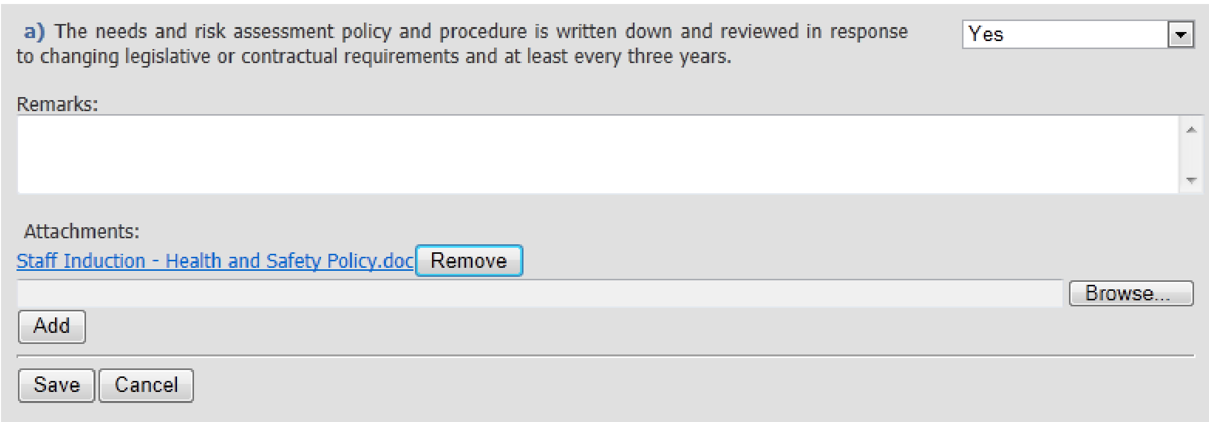


Figure 86 Editing a questionnaire item.

Once you've finished answering this question click the *Save* button to store your entry. You can go back and edit your response again at any time before the QAF is submitted. Clicking *Cancel* will revert any changes you have made since you clicked the *Edit* button.

You can only edit one question at a time so once you have clicked the *Edit* button for a question you must click on either the *Save* or *Cancel* button in order to edit a different question.

Your score on the *Overview* tab will be recalculated each time you click on a *Save* button.

Typically for QAFs titled with a year prior to 2009 to achieve a mark of 'C' for an objective each of the questions in the Performance Level C area need to be set to either 'Yes' or 'N/A'; to achieve a 'B' or 'A' then all questions in those respective areas must be answered in the same way. For QAFs titled with a year of 2009 or for local authority defined QAFs you typically have to be able to answer 'Yes' for a certain number of questions in order to achieve that mark overall.

8.3.3 Saving or Submitting a QAF

You need not complete the QAF in one session; your work is saved every time a *Save* button is clicked thus enabling you to complete the QAF over multiple days or weeks.

Clicking on the *Submit to LA* button on the Overview tab will submit the QAF immediately to the LA and, unless the QAF is rejected by the LA no further changes will be possible.

Clicking the *Save and Close* button will save changes on the *Overview* tab and return you to the Service's QAF.

Click on the link (the QAF name) in order to re-edit work on any QAF not yet submitted to the local authority.

8.3.4 Viewing an Accepted QAF

A QAF that has been submitted to and accepted by the local authority will be displayed in a list. The overall score as entered by you the provider (self-assessed) and as entered by the local authority (validated) will be displayed next to each QAF name along with the date returned.

Figure 87 The QAF appears read-only once accepted

8.3.5 Re-editing and Re-Submitting a QAF that has been Rejected.

Once a QAF is submitted to the local authority it can no longer be edited. If the local authority rejects a QAF submission then for up to 3 months after you submitted it the option to re-edit and re-submit it will be available as a *Resubmit* link next to the QAF in the list of QAFs rejected by the local authority.

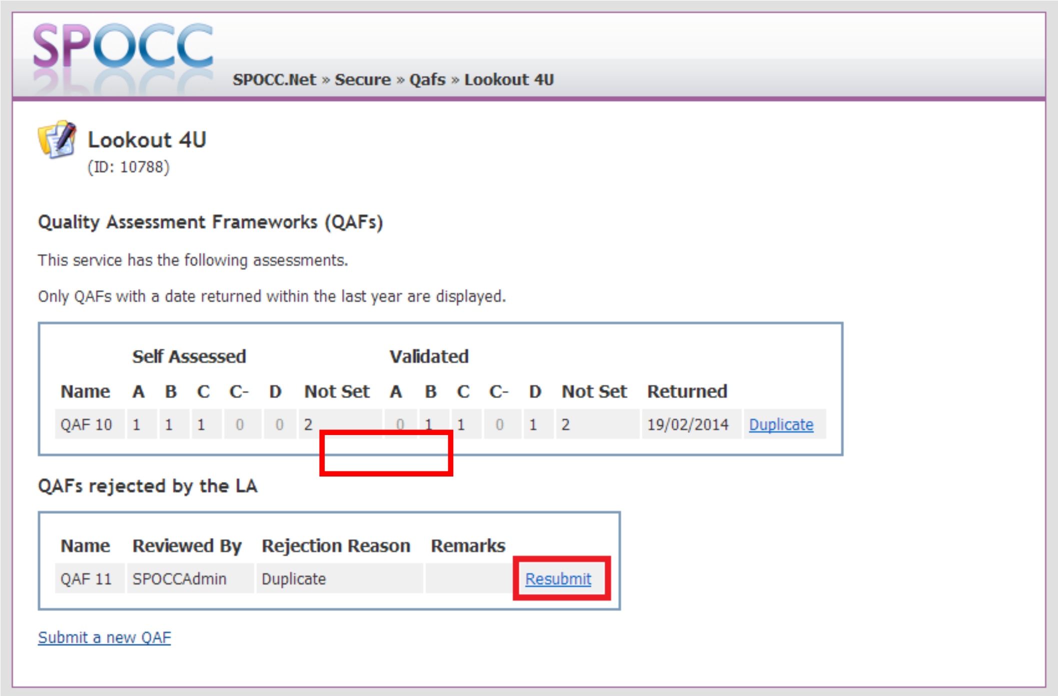


Figure 88 The Second QAF appears as re-editable once rejected

After the *Resubmit* link is clicked, the “Add QAF” page is opened. The contents of the new QAF are copied from the QAF that was originally submitted – including the *Request Comment* on the Summary tab.

The overview text on the Summary tab is updated to indicate this is a resubmission, see Figure 89.

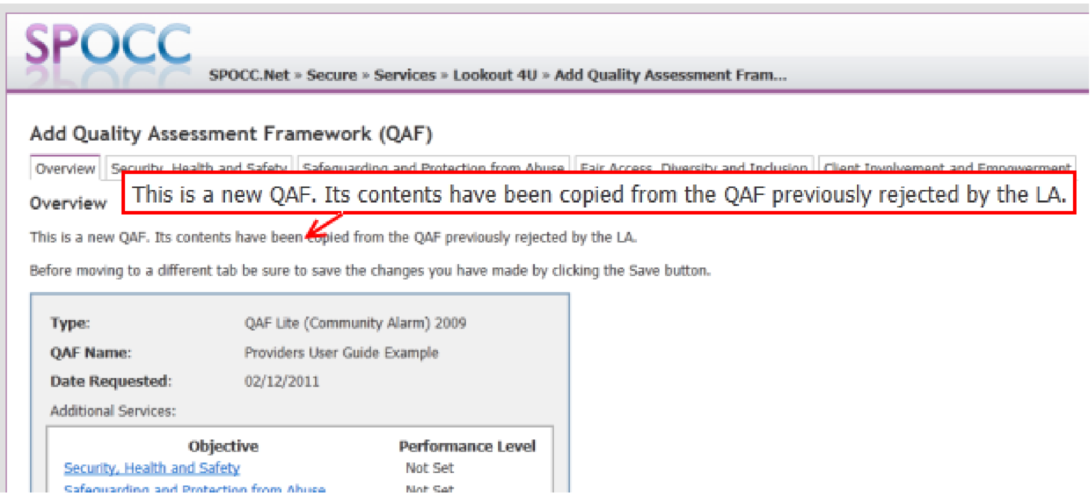


Figure 89 The Re-Submitted QAF is presented as a new QAF

8.3.6 Duplicating a submitted QAF

Once the QAF is submitted to the local authority, it can no longer be edited. There is, however, an option to duplicate the QAF that has already been submitted and accepted by the local authority. In order to do that, click the *Duplicate* link next to the QAF on the list of accepted QAFs.

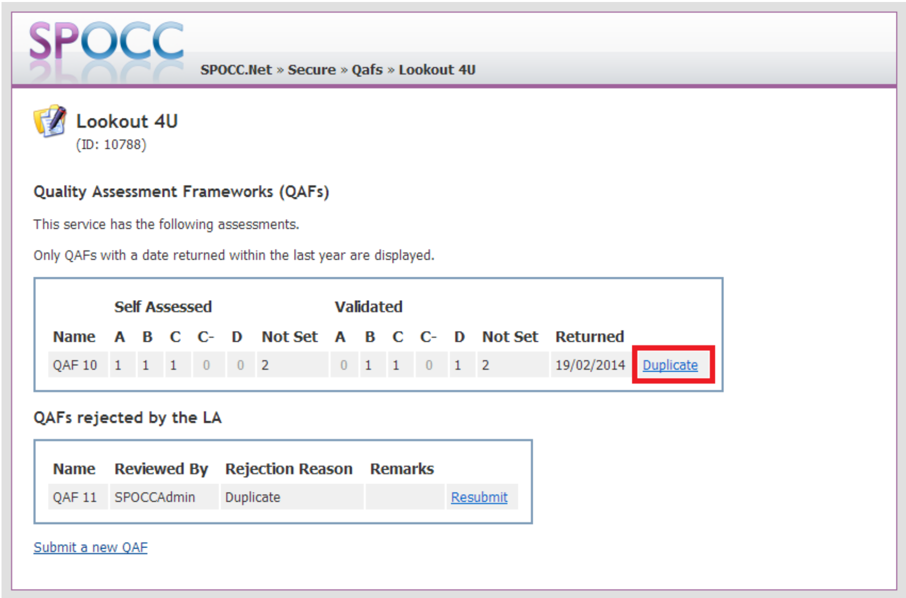


Figure 90 - The Duplicate option available for accepted QAF

After the *Duplicate* link is clicked, unlike re-submitting a rejected QAF, a new QAF is created and its content copied from the original. It is then automatically opened for editing.

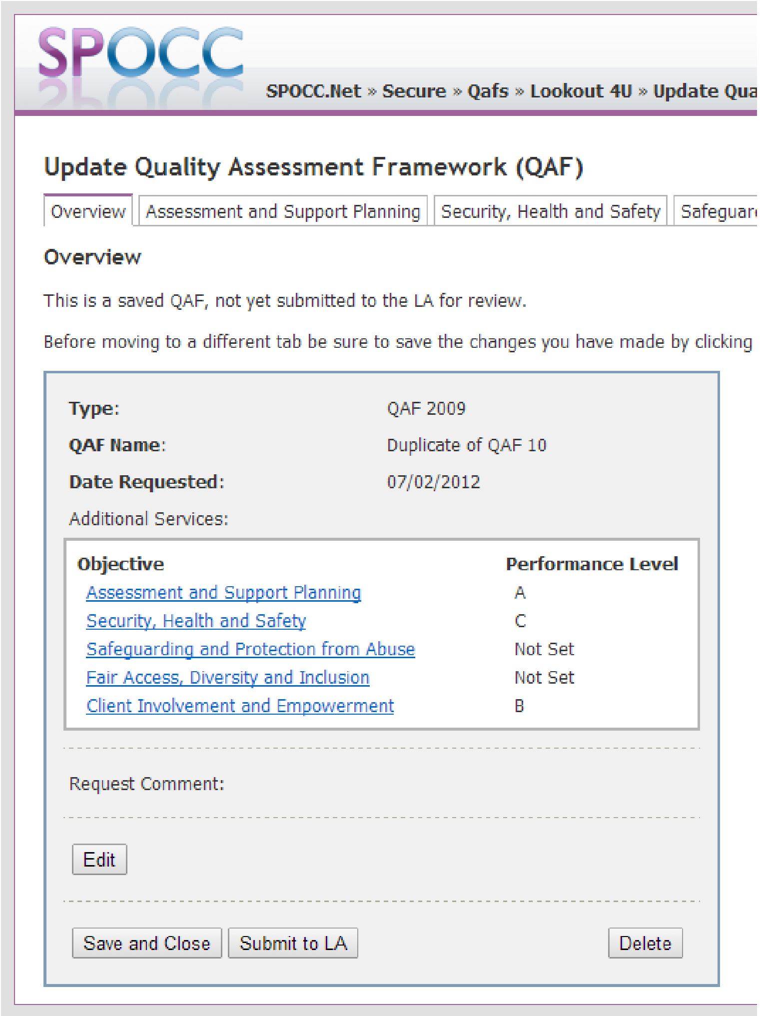


Figure 91 - The Duplicated QAF opened for editing

8.4 Managing Contracts

You can manage the Contract Documents that are currently held on SPOCC and can add comments to the latest version. The purpose of making Contract Documents available in SPOCC.Net is so that they can eventually be agreed upon and signed.

Click on the ‘Manage Contract Documents’ link on the welcome page:

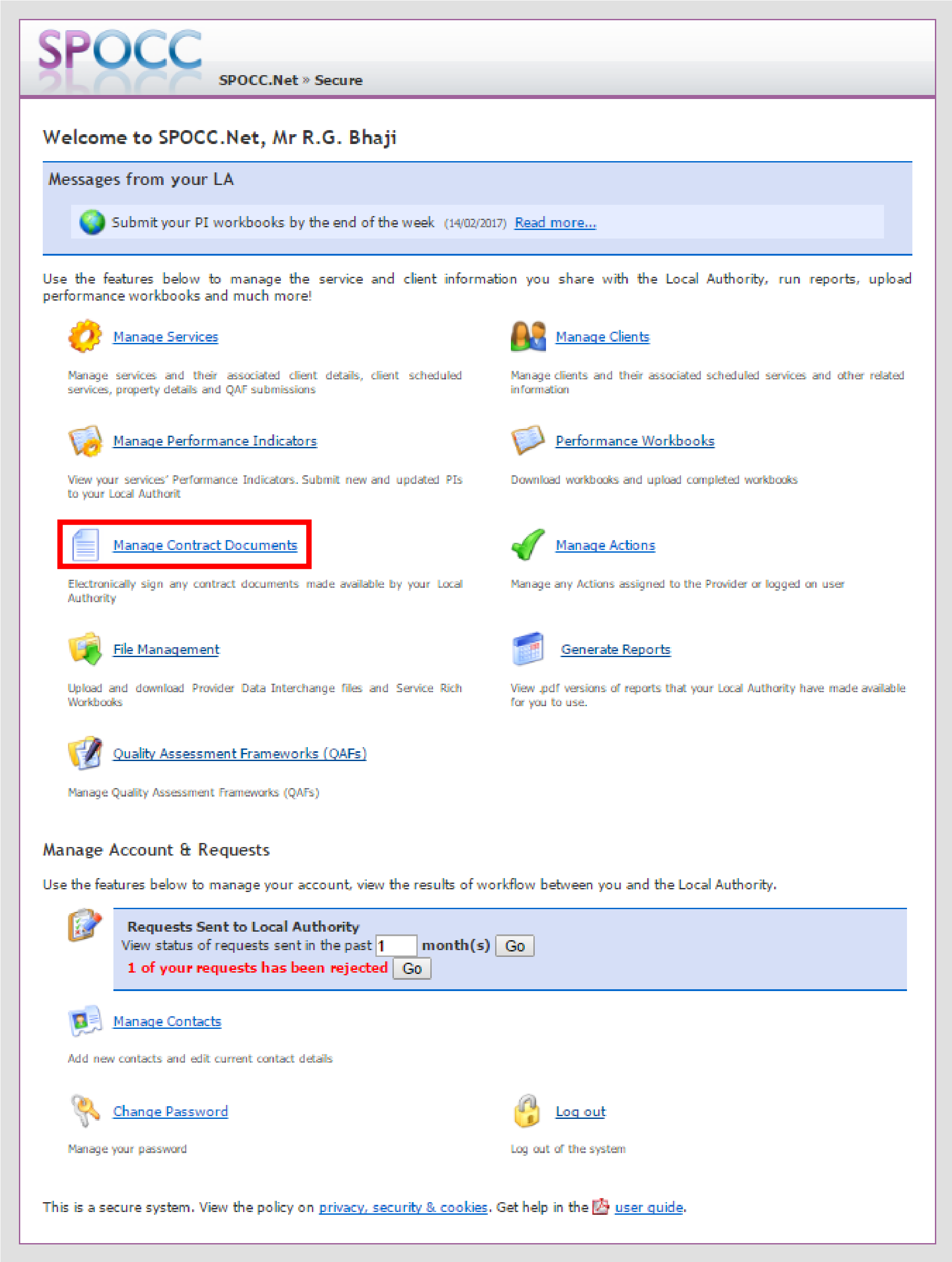


Figure 92 The 'Manage Contract Documents' link on the welcome page

Select the Contract you wish to manage from the drop down list (*If you wish to include more than just the contracts that have signed documents uncheck the appropriate box and select Reload Contracts).*

Figure 93 Select the Contract

Only the contracts available for the contact currently logged in are visible in the list. Please see Chapter 5.3 - Limited Service Accessibility.

Pressing the OK button will open the ‘Manage Contract’ page for the selected Contract.

Figure 94 The selected Contract’s management page

From here amendments can be made to Contract Documents that have been created in SPOCC. It is possible to:

- Edit Provider Comments,
- Sign the Document (if it is not signed already),
- View the Document,
- View Document History.

Note that the ‘Progress‘ of any given contract document is always controlled by the Local Authority. Even if the provider signs a contract document the ‘Progress’ will remain as is until the Local Authority manually sets the progress to ‘Signed’.

The Local Authority may create contract documents that the Provider will not see until the Progress is ‘publishable’. ‘Draft Sent’ and ‘Signed’ are just two publishable states of Progress. Other publishable states include ‘Draft Received’ and ‘Draft Agreed’ which enable the final version of the contract document to be agreed upon before it is signed.

To manage the Contract Documents for another Contract, select the ‘Choose different contract’ link.

8.4.1 Edit Provider Comments

Contract Documents are submitted by the LA using SPOCC. You should open the Secure Services home page and click on ‘Manage Contract Documents’ to view the list of contracts that have un-signed contract documents:

Figure 95 Selecting the Contract you wish to manage

Only the contracts available for the contact currently logged in are visible in the list. Please see Chapter 5.3 - Limited Service Accessibility.

Select the Contract you wish to manage and press ‘OK’. You are then taken to a page listing a summary of all the contract’s documents. This includes the Provider’s comments and the LA comments upon the latest version of each contract document.

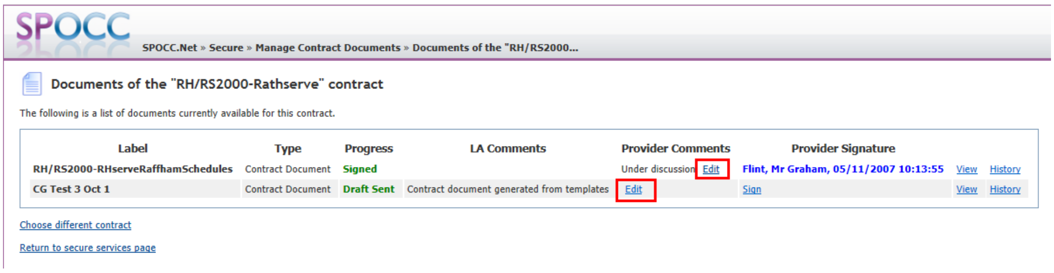


Figure 96 Selecting the Contract Document for comment

Decide which Contract Document you wish to edit and press ‘Edit’.

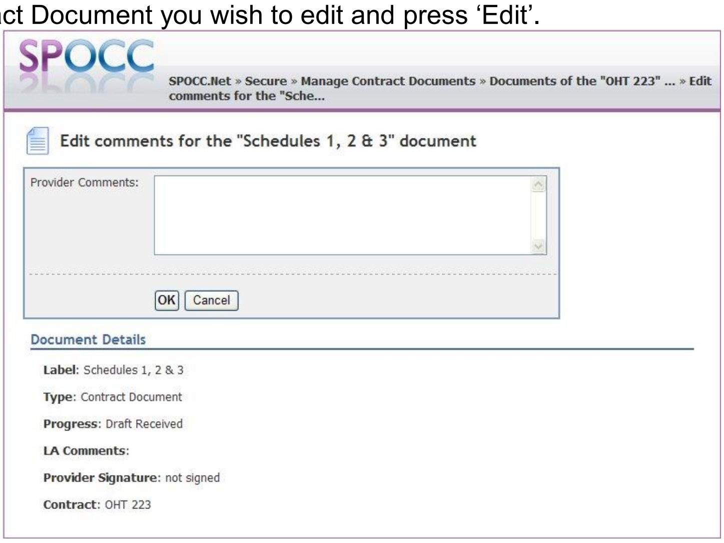


Figure 97 The ‘Edit Provider Comments’ page

Enter the comments that you wish to add and Press OK. You will be able to revisit this page at any time to edit these comments. Each time you OK a change to the Comments the Local Authority will receive a ‘Notification request’ and the comment will automatically visible to the Local Authority whether or not it is accepted. If the Local Authority accept the change then this is confirmation that they have seen it.

Press Cancel to return to the Manage Contract page without saving your changes.

8.4.2 Sign the Document

Click on the ‘Sign’ link on the Manage Contract page:

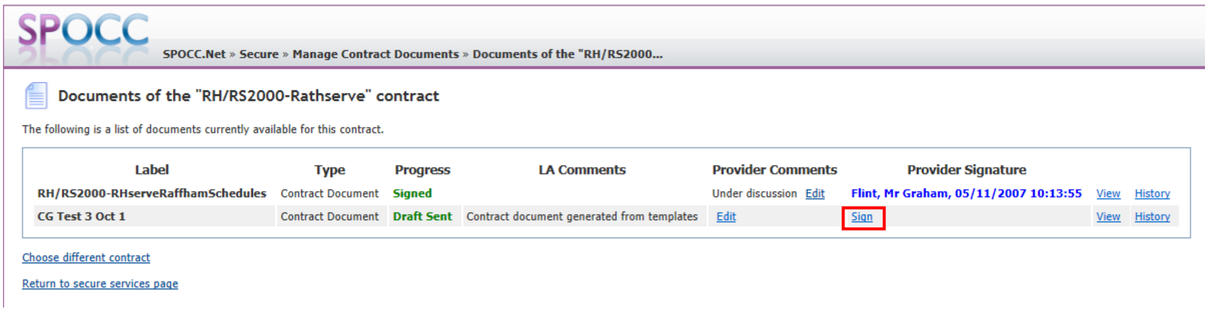


Figure 98 The ‘Sign’ link on the Manage Contract page

You are taken to a page that looks very similar to the Edit Provider Comments page, with the exception of the ‘OK’ button, which has been replaced by ‘Submit’:

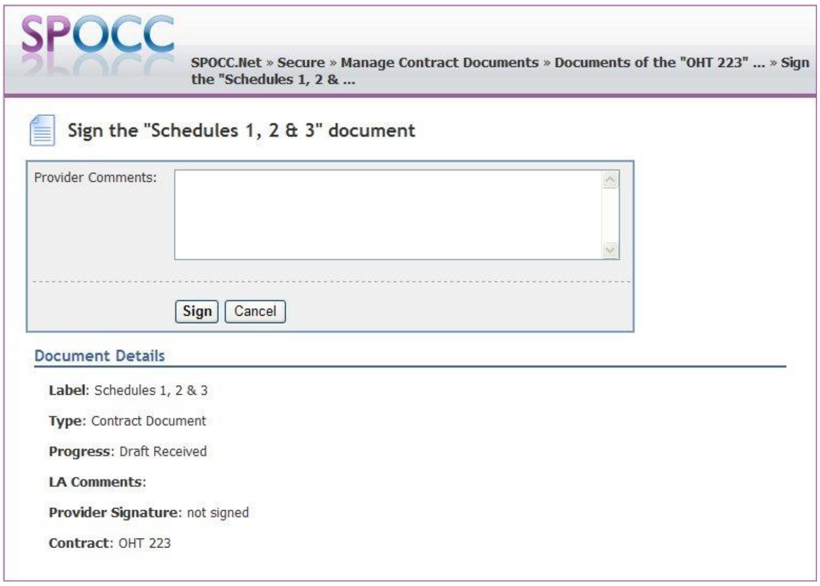


Figure 99 The ‘Sign Provider Comments’ page

Edit the comments that are appropriate for this final version of the contract document and press ‘Sign’. Note that you will still be able to edit this comment again by revisiting this page at any time.

Alternatively, press ‘Cancel’ to return to the Manage Contract page without saving your changes.

Note that if the Progress of the contract document had been set to ‘Signed’ by the Local Authority, the page will open to show an additional ‘acknowledgement’ checkbox and a text description:

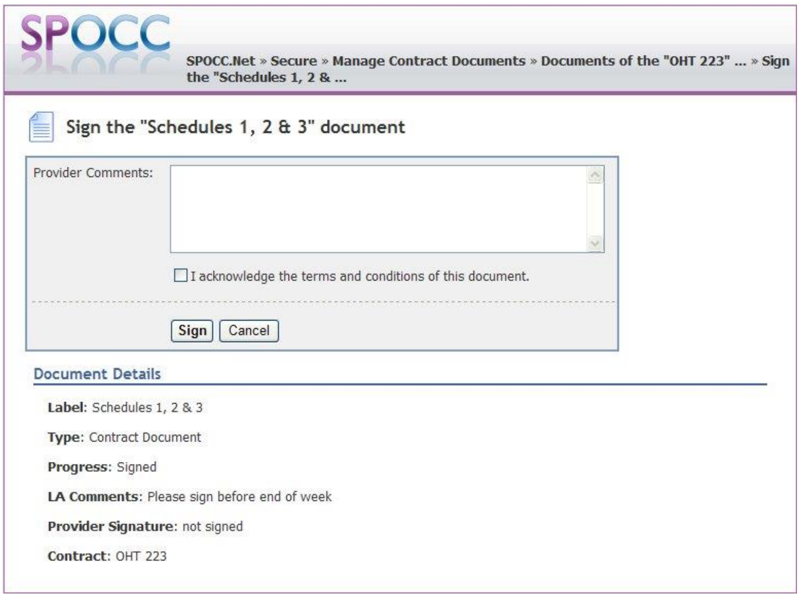


Figure 100 The pre-signed ‘Sign Provider Comments’ page

The ‘acknowledgement’ checkbox must be checked by the Provider otherwise the document cannot be signed. If the Provider unintentionally forgets to check the acknowledgement checkbox, then they will get the following warning:

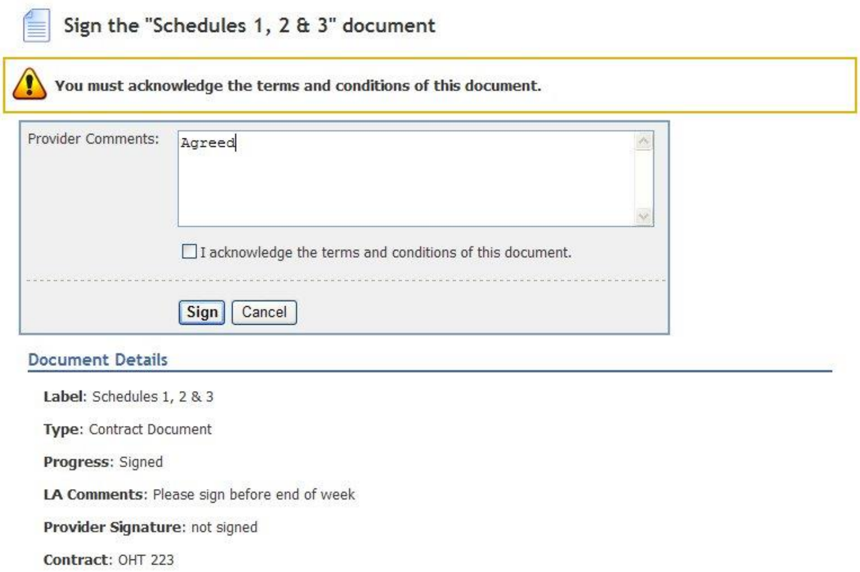


Figure 101 Warning for un-acknowledged ‘Signed Document’ page

Once the Provider has added their signature and the Local Authority have marked the progress to be ‘Signed’, the Contract document will appear signed at both ends:

Figure 102 Signature, Date and Time are saved when a document is Signed

Also, if you re-visit Manage Contract Documents at another time, you will find that the contract can no longer be selected from the Manage Contract Page:

Figure 103 Contracts with signed documents will appear to be omitted from Manage Services

In order to access those Contract documents that have just been signed and re-edit the Provider Comments; Uncheck the option to Show only accessible contracts with un-signed documents and press ‘Reload Contracts’. Re-select the drop-down list of contracts:

Figure 104 Uncheck ‘Show only’ and Reload Contracts to view all Contracts with Contract Documents

Select the Contract and press ‘OK’ to open the manage contract page.

8.4.3 View the Document

Click on the ‘View’ link on the Manage Contract page:

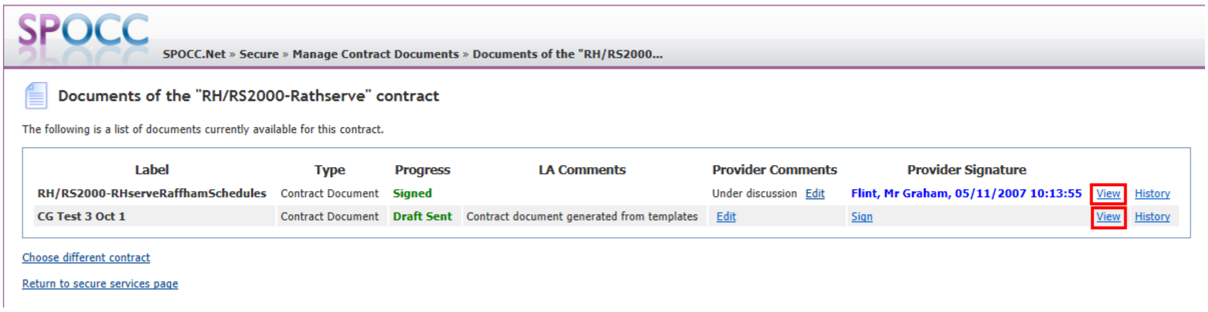


Figure 105 The ‘View’ link on the Manage Contract page

The latest version of the contract document will open in MS Word.

8.4.4 View Document History

The Provider can view the variations of each document over time. Each version keeps the Provider’s comment and the LA comment made at the time. If a past version of the document is signed then the Providers Name, Date and time can also be seen in the Provider’s Signature.

Figure 106 View earlier Documents and Comments from the ‘History’ page

When you have finished viewing the contract documents from any version return to managing the contract documents by selecting the ‘Return to document list’ link.

8.5 Uploading PI workbooks

Having entered a Quarter’s data into a P.I. workbook the Provider can now submit it for examination and acceptance/rejection by the Local Authority.

This is achieved from the ‘Performance Measurement’ page which is accessed by pressing the *Performance Measurement* text on the Secure Services home page.

Please note that with SPOCC 2016 Patch 1 we have introduced a new role – "LA Contact for Organisation". If you have been assigned it, you can upload PI workbooks for a specified set of additional organisations/services.

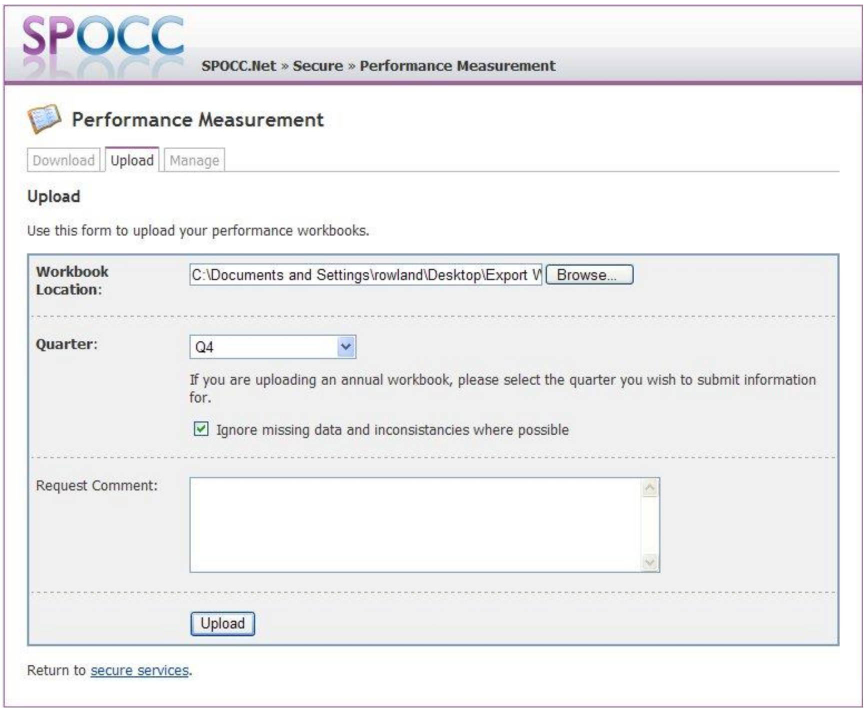


Figure 107 The Download/Upload page

Type in or 'Browse' for the location of the saved document. In the illustration this is on the Desktop.

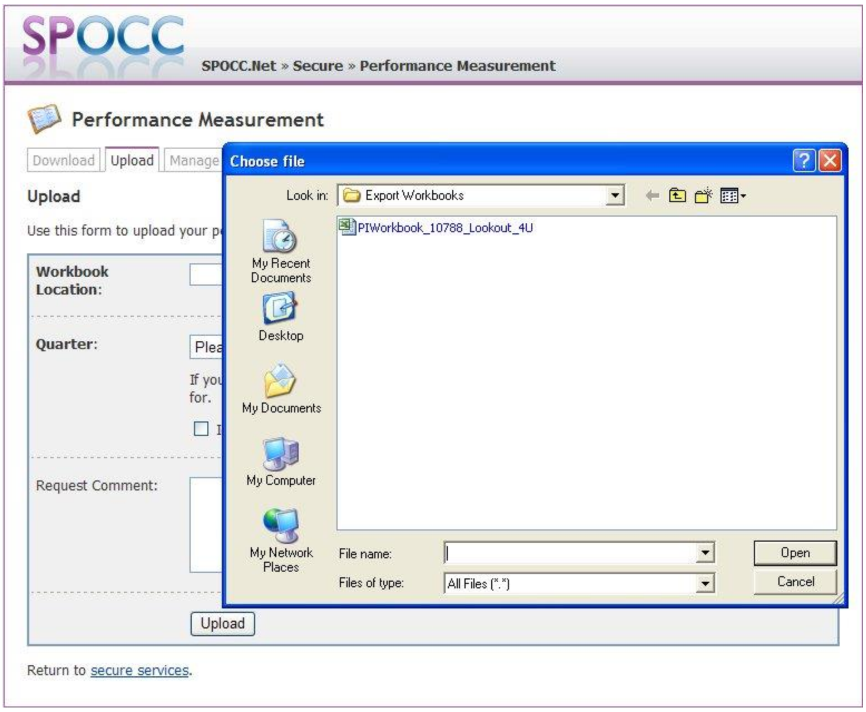


Figure 108 Browse for the file

Select the file and click on 'Open'; this will enter the file path in the 'Workbook location' box

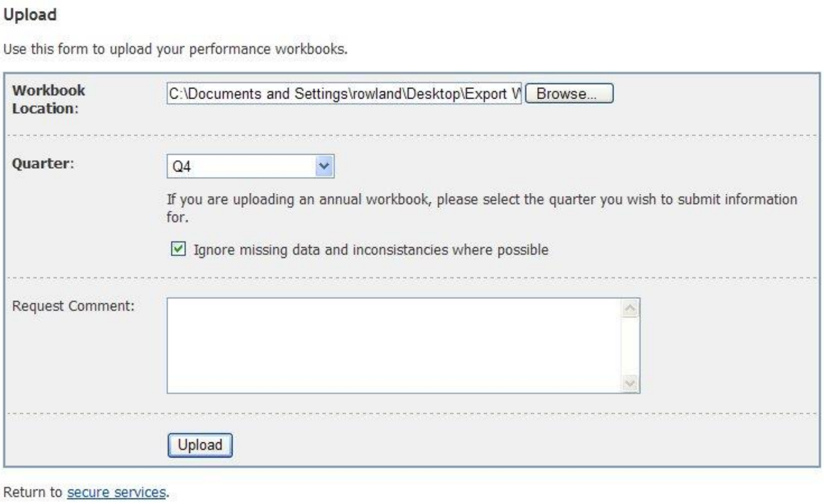


Figure 109 Upload the file

If the workbook that you have selected is the Annual type you will need to select the appropriate quarter from the drop down list. Click on 'Upload' to complete the process.

SPOCC.Net will then display a summary page which confirms the upload.

Figure 110 Confirmation of a successful upload

Any possible problems with the data will also be reported: -

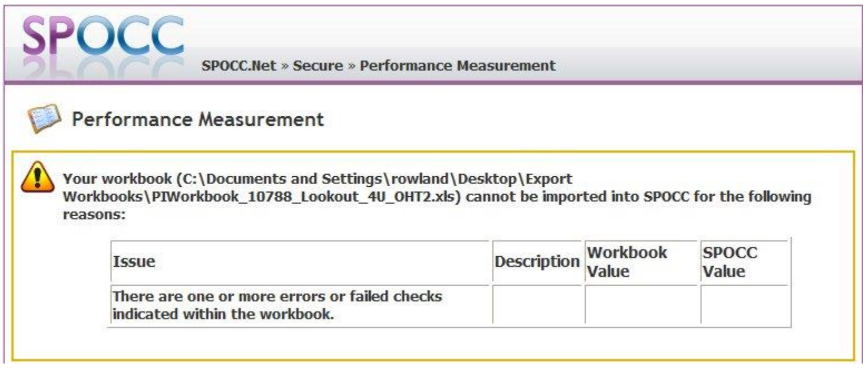


Figure 111 Any potential problems are reported.

In this (fictitious!) example no values have been supplied for several fields. If this data is nonetheless correct then you can still upload the workbook by checking the 'Ignore missing data and inconsistencies where possible' checkbox on the Performance Measurement page and re-submit the document.

Please note that the LA will perform the same checks before accepting or rejecting the submitted workbook.

N.B The process of downloading a P.I. workbook pre-filled with the data already held in SPOCC is described in section 7.2

8.6 Uploading Service Rich Data workbooks

In order to Upload Service Rich data workbooks to the L.A. click on the ‘File management’ text on the Secure Services page.

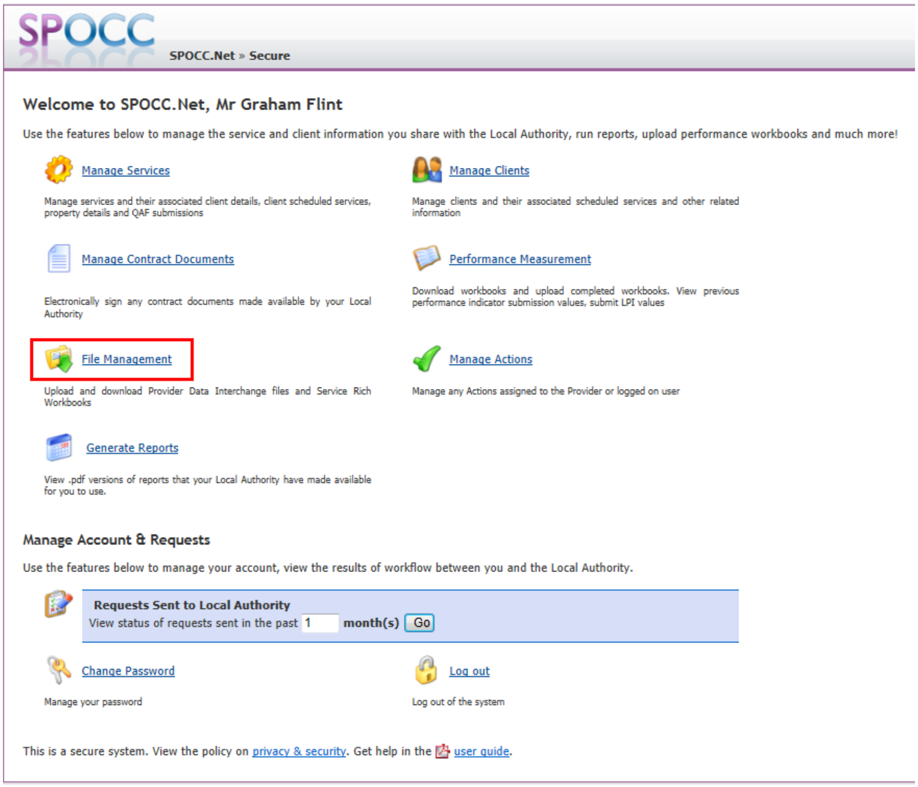


Figure 112 To Upload a Service Rich workbook first click on the 'File Management' link

Select the type of Upload from the dropdown list and click on the ‘Select’ button.

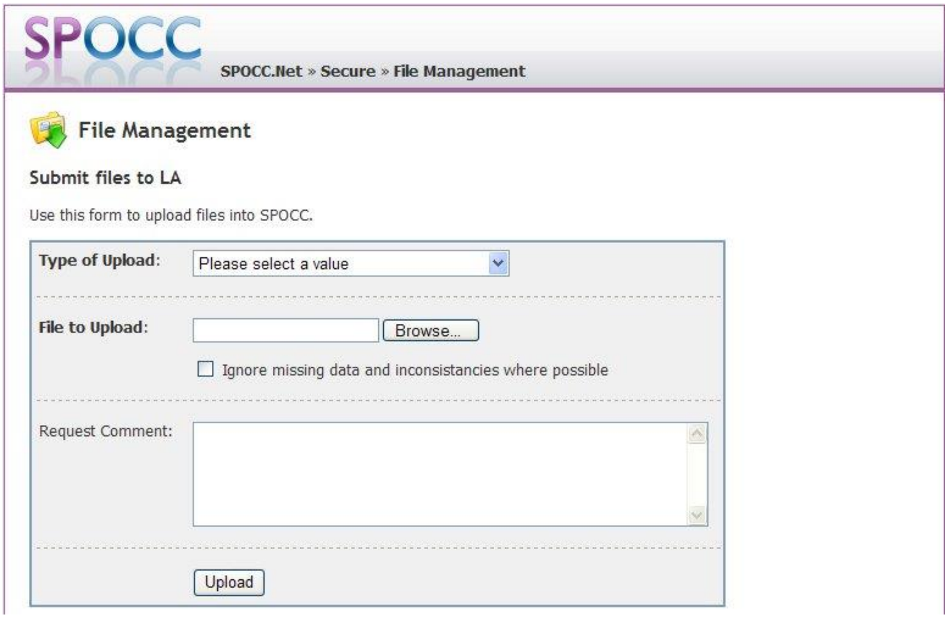


Figure 113 Select the 'Type of Upload'

Enter the file type and the file path of the workbook that you wish to upload if it is known; if not you can use the 'Browse' button to navigate to the document's location. Enter a request comment if it will help the Local Authority to accept the request.

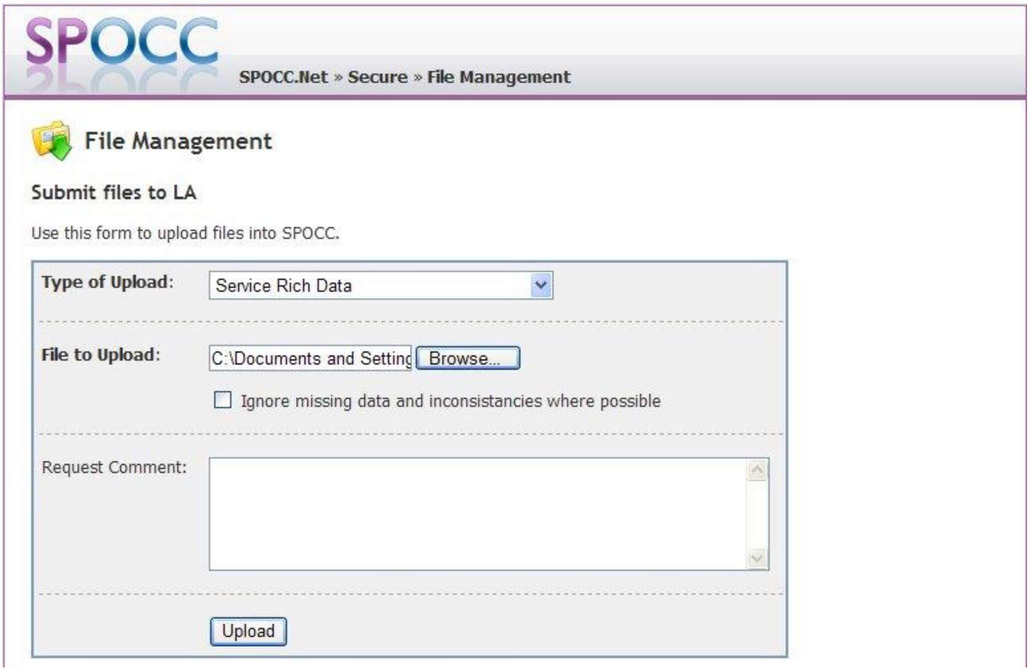


Figure 114 Enter the file path and click on 'Upload'

Click on the 'Upload' button. A successful upload will be confirmed.

Figure 115 A successful upload is confirmed.

The process of downloading a Service Rich Data workbook pre-filled with the data already contained in the SPOCC system is described in section 7.3

8.7 Uploading Provider Data Interchange files

In order to upload Provider Data Interchange, or PDI, files to the L.A. click on the 'File management' text on the Secure Services page.

N.B. Despite the fact that both the PDI file used in the upload to SPOCC and the PDI Remittance file saved in the download are both CSV, or comma delimited, text files, they each have a distinct specification. Subsequently, they should not be mixed up.

The main advantage of uploading changes via PDI files is that they can allow a Provider to request changes to many clients and yet only one file need be submitted.

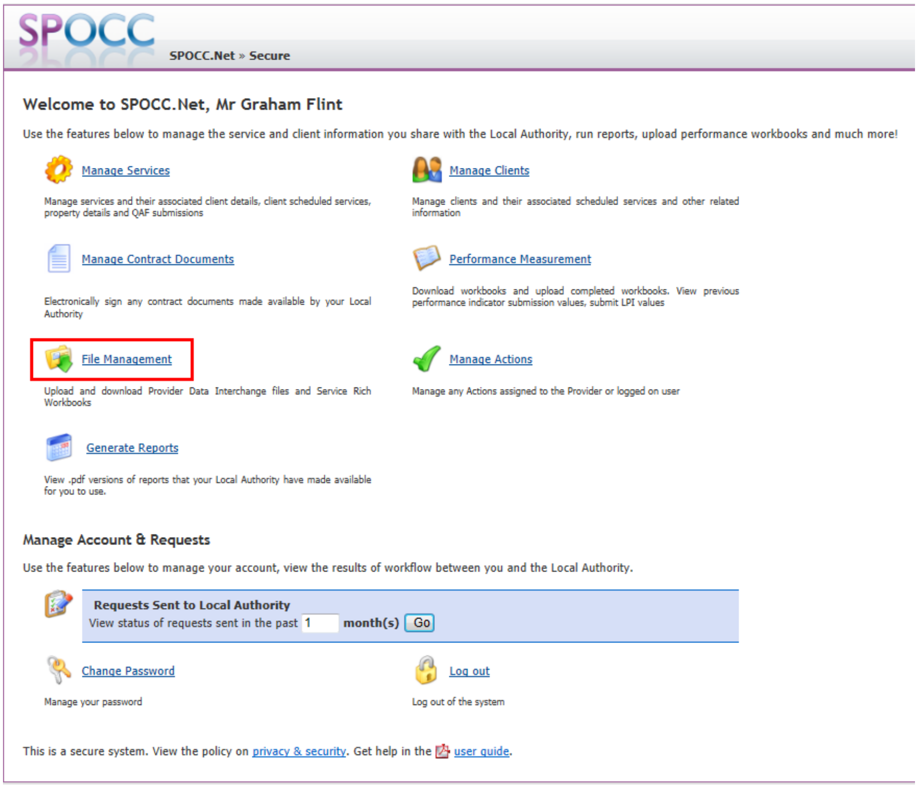


Figure 116 To Upload a PDI Client Details file first click on the 'File Management' link

Select the type of Upload from the dropdown list and click on the ‘Select’ button.

Enter the file path of the PDI Client Details file that you wish to upload if it is known; if not you can use the ‘Browse’ button to navigate to the document’s location. The Provider may also enter a request comment to help describe the request for either themselves or the Local Authority.

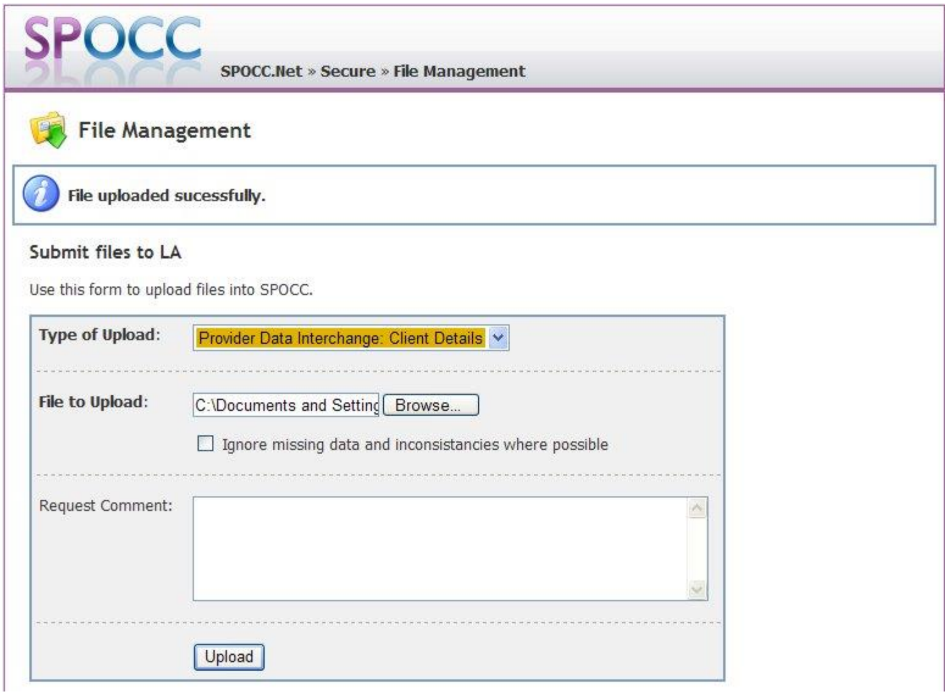


Figure 117 Enter the file path and click on 'Upload'

Click on the ‘Upload’ button. A successful upload will be confirmed.

Figure 118 A successful upload is confirmed.

The process of downloading a Provider Data Interchange file pre-filled with the data already contained in the SPOCC system is described in section on downloading.

8.8 *Uploading Other files*

In order to upload the Other files to the LA, click on the “File management” link on the Secure Services page.

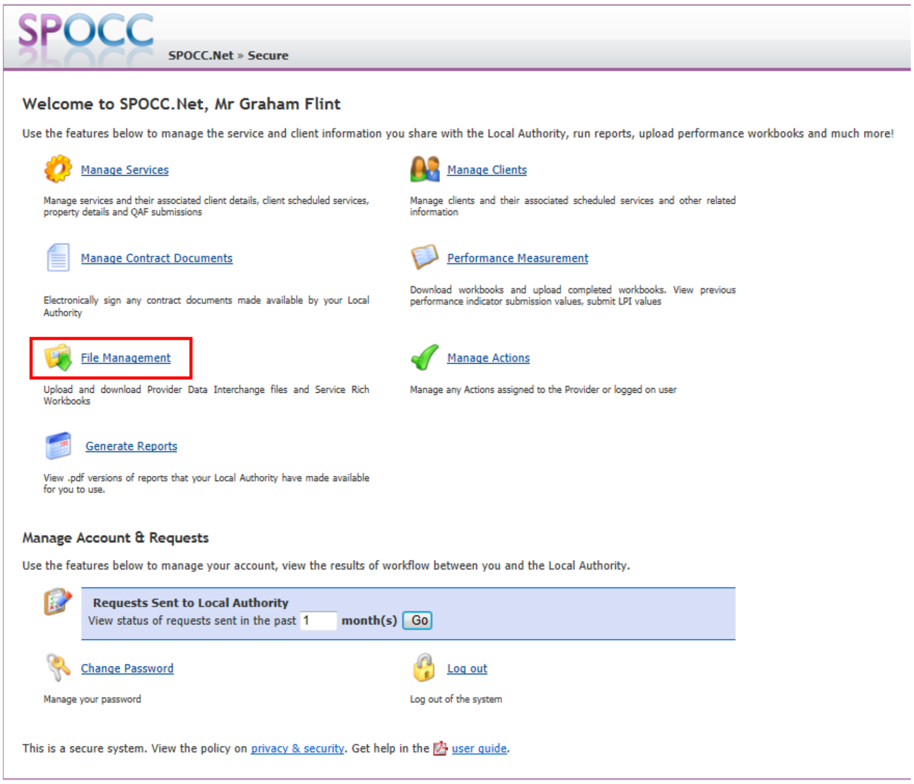


Figure 119 - To upload an "Other file", first click on the 'File Management' link

Select the “Other file” type of upload from the dropdown list.

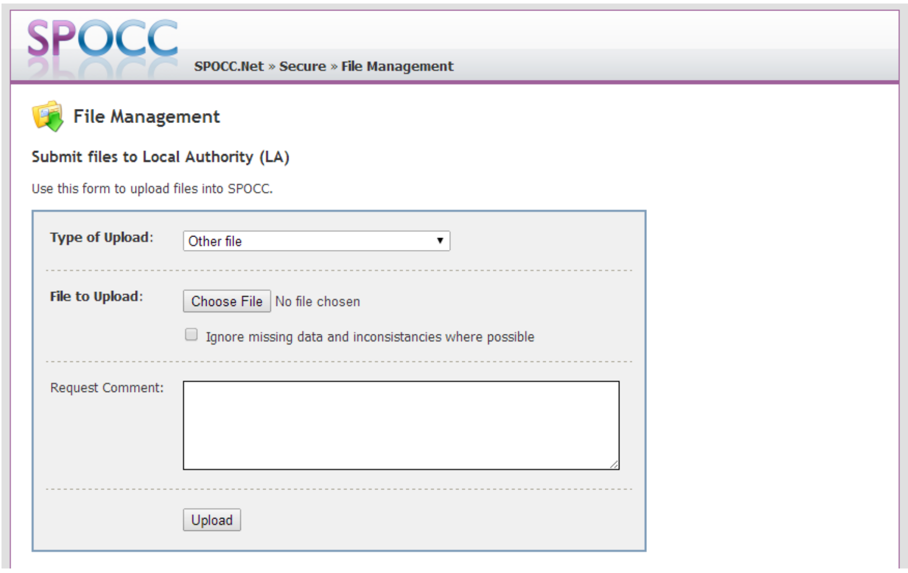


Figure 120 - Select the 'Type of Upload'

Choose the file you wish to upload and enter a request comment if it will help the Local Authority to accept the request.

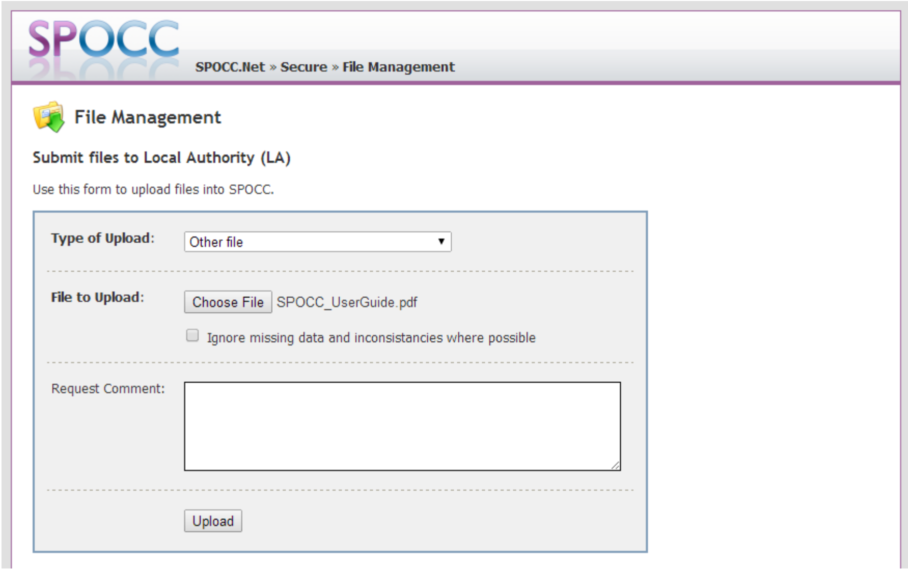


Figure 121 - Enter the file path and click 'Upload'

Click the ‘Upload’ button.

Note that the LA could have disabled uploading files of unknown types. If such attempt has been made, the user will be prompted with the following or similar message (file extensions may be different).

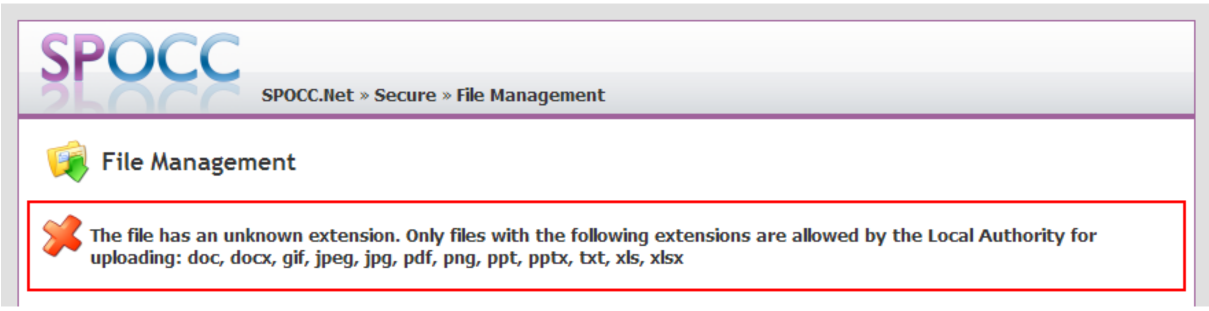


Figure 122 – An error message due to not allowed type of file

If the file meet the LA’s requirements or this option has not been enabled, a successful upload will be confirmed.

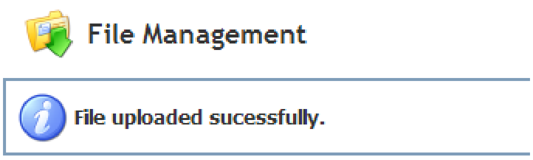


Figure 123 - A successful upload is confirmed

8.9 Managing Performance Indicators

You can manage the Performance Indicators that are currently held on SPOCC by submitting new or editing existing ones.

Click on the 'Manage Performance Indicators' link on the welcome page:

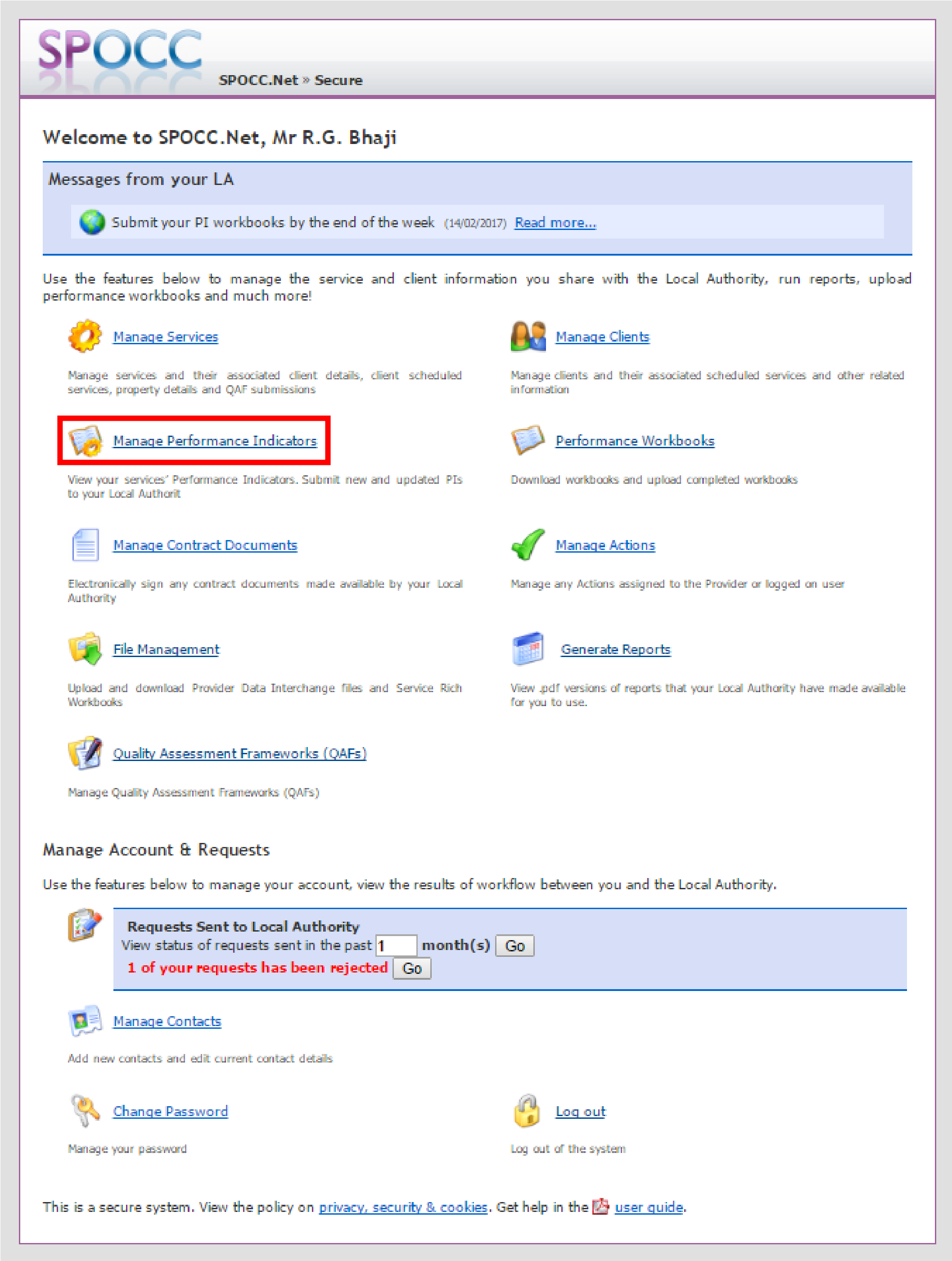


Figure 124 The Manage Performance Indicators link on the welcome page

This section contains two main tabs as seen below.

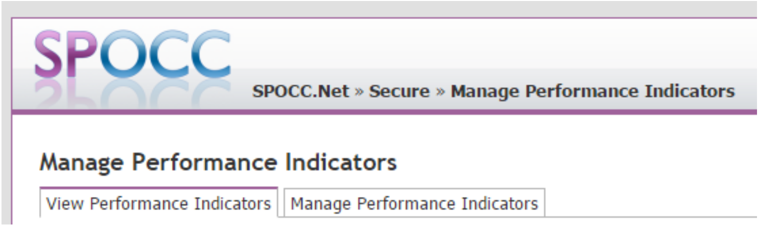


Figure 125 The Manage Performance Indicators - Main tabs

8.9.1 View Performance Indicators

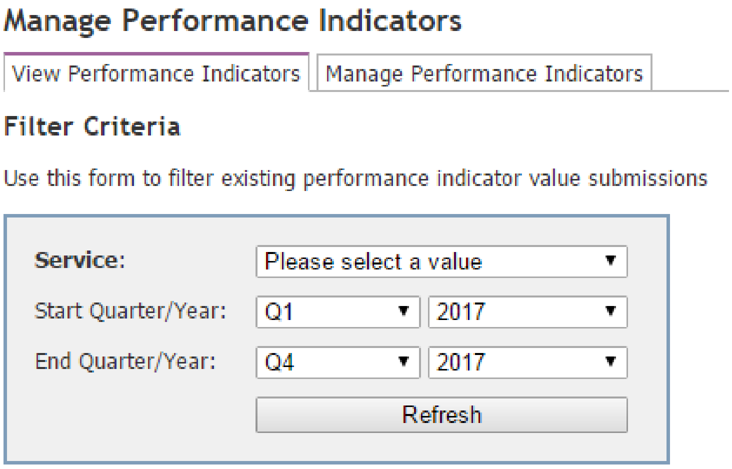


Figure 126 The Manage Performance Indicators - View Performance Indicators – Criteria

Make your choice based on the Service and a period using Start and End Quarter/Year, and then click the *Refresh* button.

You will be presented with a table showing all Performance Indicators submitted or added for the selected Service in this time. You will notice the cells are coloured according to the targets set for the PI: Red = Critical, Orange = Warning, Green = Acceptable.

Performance Indicator Values

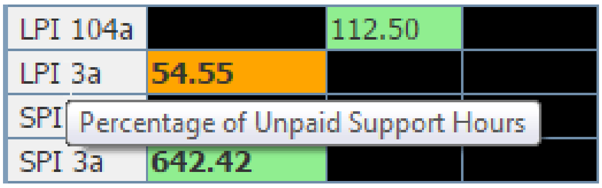
Hover your cursor over a PI value to see its full details.
Click on any PI value to select its quarter.
All quarters with saved data are marked by *

	2017 Q2 *	2017 Q1	2015 Q1	2014 Q1	2013 Q2	2013 Q1	2012 Q1	2008 Q2	2008 Q1
KPI 2a	30.30		4250.00	0.00			0.00	0.00	0.00
LPI 101a		25.00			0.00	75.00			
LPI 102a		37.50			0.00	75.00			
LPI 103a		75.00			0.00	100.00			
LPI 104a		112.50			0.00	0.00			
LPI 3a	54.55								
SPI 2b				0.73			0.00	0.00	83.33
SPI 3a	642.42							116.59	77.04
SPI 4a				0.00			0.00	82.26	60.00
SPI 8a								5.88	5.88

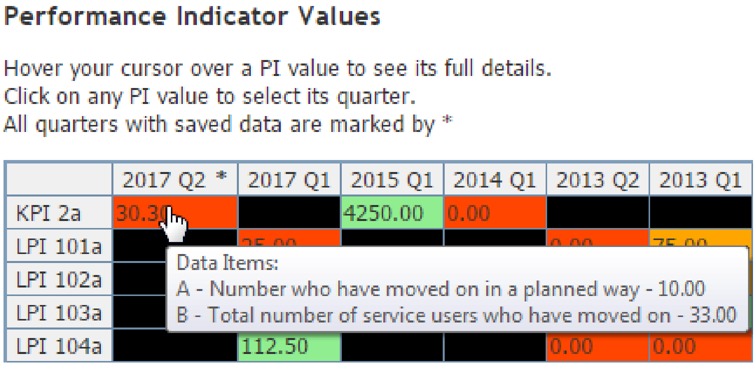
Edit data for selected quarter

Figure 127 The Manage Performance Indicators - View Performance Indicators – Values

If you are not sure what each Performance Indicator is about, hover your mouse pointer over its name on the far left side.



You may also hover your pointer over the single cell to see the values of each of the Performance Indicator’s Data Items.



If you click on a column, its content will become bold which means it is selected. Now you can click the “*Edit data for selected quarter*” button below the table if you wish to update the Data Items. Doing it will automatically take you to the “Manage Performance Indicators” tab (see below) with Service, Quarter and Year matching the column you already selected.

8.9.2 Manage Performance Indicators

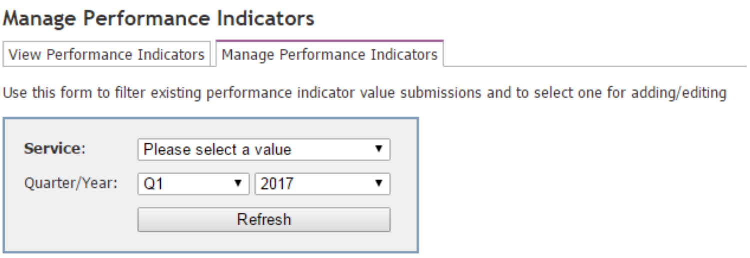


Figure 128 The Manage Performance Indicators - Manage Performance Indicators – Criteria

On this tab you can add or update Performance Indicator data for a particular quarter and submit your changes to the Local Authority.

Make your choice based on the Service and Quarter/Year, and then click the *Refresh* button.

You will be presented a form showing all applicable Performance Indicators and their Data Items with a full description so you do not have to remember what every PI and Data Item code means.

If the Local Authority has defined any Shared Data Items in the system, they will be listed on the top of the form with “SHARED” in the first column and the PIs that use that value in brackets after its definition, as shown below:

Data Item	Definition	Value
SHARED	The total number of service users (LPI101a, LPI102a, LPI103a, LPI104a)	

If you enter any value for a Shared Data Items, it will be automatically displayed in all Performance Indicators using the shared value.

Data Item	Definition	Value
SHARED	The total number of service users (LPI101a, LPI102a, LPI103a, LPI104a)	85
LPI 101a The percentage of service users who achieved greater independence		
LPI 101a (A)	The number of service users who achieved greater independence	
LPI 101a (B SHARED)	The total number of service users	85
LPI 102a The percentage of service users who moved on in planned way		
LPI 102a (A)	The number of service users who moved on in planned way	
LPI 102a (B SHARED)	The total number of service users	85

Below the form you can see the table containing all Performance Indicators for the selected Service, Quarter and Year.

Performance Indicators

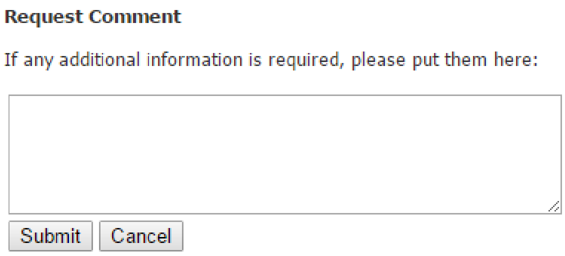
KPI 2a	Percentage of service users who moved on in a planned way	20.00
KPI 3a	Percentage of new service users that have accessed SP through referral routes other than host	
KPI 3b	Percentage of new service users that have accessed SP and are from a BME group	
KPI 7b	Copy of KPI 3b Percentage of new service users that have accessed SP and are from a BME group	
KPI 8b	Copy of KPI 7b Copy of KPI 3b Percentage of new service users that have accessed SP and are from a BME group	
LPI 101a	The percentage of service users who achieved greater independence	
LPI 102a	The percentage of service users who moved on in planned way	
LPI 103a	The percentage of service users with support plan in place	
LPI 104a	The percentage of service users purchasing with individual budget	
LPI 3a	Percentage of Unpaid Support Hours	
LPI 8a	Percentage of service users with sufficient rent arrears to prevent them moving on	
LPI 9a	Percentage of Service Users who have stayed longer than one year in a ShortTerm Service	
SPI 1a	Percentage availability (accommodation based services)	
SPI 2a	Percentage utilisation (accommodation based)	
SPI 2b	Percentage utilisation (support)	83.33
SPI 3a	Percentage staffing levels	77.04
SPI 4a	Percentage turnover	60.00
SPI 8a	Percentage of service users that made a complaint	5.88

Figure 129 The Manage Performance Indicators - Manage Performance Indicators - Values

To refresh this table and calculate the values of Performance Indicators based on the data you provided, you may click the “Calculate PIs” button at any time. Note that the values will not be saved when you click the calculate button.

To save your work in progress, click the “Save” button, which keeps the data you have entered so that you can continue work on it in the future. Also, you may click “Save and Close” button to save the values and immediately close the form. Note that saving will not submit any changes to the Local Authority.

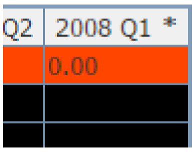
When you are ready to submit your PIs to the Local Authority, you can press the “Submit” button. You will be presented with a text box to add any additional information you find relevant, which will be shown to the Local Authority when they review your submission.



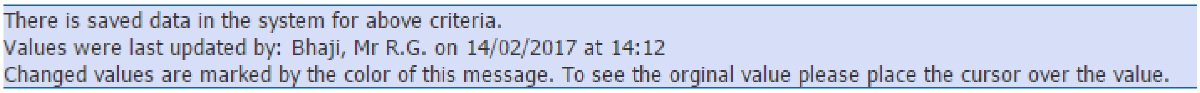
Note that to be able to submit the form, at least one Performance Indicator must be calculable, which means all its Data Items must be provided.

8.9.3 Editing existing Performance Indicators

When looking at the “View Performance Indicators” tab, if you (or any other user) have already entered some Data Items and saved the form as described in section 8.9.2 Manage Performance Indicators, the column with Performance Indicators for this Service, Quarter and Year will be marked with an * as shown below:



If you select this column (Quarter/Year) and press “Edit data for selected quarter” or select this Quarter and Year direcly using the “Manage Performance Indicators” tab, a form with the previously saved data will be presented. Also, at the top of the form, you will be shown the details of the user who updated this data last:



Also, all Data Items that were loaded from this saved data will be highlighted with the same colour as the message above.

Data Item	Definition	Value
SHARED	The total number of service users (LPI101a, LPI102a, LPI103a, LPI104a)	85.00
KPI 2a Percentage of service users who moved on in a planned way		
KPI 2a (A)	Number who have moved on in a planned way	2.00
KPI 2a (B)	Total number of service users who have moved on	10.00

The data in the form that was not previously edited and saved will be displayed normally.

SPI 2b Percentage utilisation (support)

SPI 2b (A)	The total number of days that support plans apply to each service user during the reporting period	455.00
SPI 2b (B)	Number of service users specified in the support contract	6.00
SPI 2b (C)	The number of days in the reporting period (where a contract for support is in place)	91.00

SPI 3a Percentage staffing levels

SPI 3a (A)	The total number of hours worked in providing the support service (during the reporting period)	369.77
SPI 3a (B)	Total number of adjusted establishment support hours to be worked in the period by each paid member of staff in providing the support service during the period	479.97

You may still change any value on the form, regardless of whether it had been edited before, already existed or had never been provided and either save it again before submitting or submit right away as described in section 8.9.2.

Note that the rules for submitting such form still apply – you need to provide enough data to calculate at least one Performance Indicator.

If you are editing the form that already contained some values, you may hover over the text box to see what the original value of the Data Item was.

Performance Indicators

KPI 2a	Percentage of service users who moved on in a planned way	20.00
KPI 3a	Percentage of new service users that have accessed SP through referral routes other than host	[redacted]
KPI 3b	Percentage of new service users that have accessed SP and are from a BME group	[redacted]
KPI 7b	Copy of KPI 3b Percentage of new service users that have accessed SP and are from a BME group	[redacted]

Orginal Value: 0.00

It is especially useful if working on a saved form as it may show some data that was already overridden. If you opened a new blank form, such tooltip will display “Not set”.

9 Frequently Asked Questions

9.1 Can I check my payments?

Yes. There are a number of Reports concerning payments that can be both examined and downloaded if your LA has agreed. The exact Reports available will depend on local policy but the full list is:

- Service User Subsidy Schedule
- Service User Means Schedule
- Service Subsidy Summary
- Payment Items
- Service User Adjustment Schedule
- Service Adjustment Schedule
- External Payments
- Service User Subsidy Schedule with Unit Type

The procedure for downloading these items is described in section 7.1

9.2 Can I analyse the data from my Reports?

Yes. SPOCC.Net gives you the option of printing out the PDF file or saving the data as an Excel document which can be analysed as you wish.

9.3 Can other Providers see my data?

No. The SPOCC.Net Secure Services area is specifically designed to give you access to only your own data. By the same token you cannot examine the details of any other Provider's data.

N.B. This does not apply to the Public areas of SPOCC.Net which, by definition, are accessible to all with web access.

9.4 Which ID should I use in my PI workbook?

If you download a copy of a performance workbook it will be pre-populated with the correct IDs that your Local Authority and the SPOCC system are expecting.

9.5 How quickly is my new data processed?

When you submit a request it will appear almost instantly on the SPOCC system at your local authority. The time taken to respond will depend on your Local Authority who will need to examine each submission that you make before deciding whether to accept or reject your request.

No data is ever changed in the SPOCC system until it is approved by the Local Authority.

9.6 *How secure is SPOCC.Net?*

This depends upon the Security certificate that your LA has purchased, usually 128 bit SSL encryption.

10 Appendix A: Version History

10.1 What's New in SPOCC.Net 2016?

10.1.1 Improved uploading of PIs

In previous version of the system it was possible to only upload the data for LPIs and not other types of Performance Indicator. Now it has been changed so that the Local Authority can choose which PIs can be uploaded online and not be restricted to LPIs.

10.2 What Was New in SPOCC.Net 2014?

10.2.1 Duplicating a submitted QAF

Once the QAF is submitted to the local authority, it can no longer be edited. There is, however, an option to duplicate the QAF that has already been submitted and accepted by the local.

10.2.2 Uploading Other files

A new type of upload, "Other file", has been added.

10.3 What Was New in SPOCC.Net 2013?

10.3.1 Respond to Messages from the Local Authority

You can now send a response to any Message set to you by the Local Authority. The message will be immediately sent through to SPOCC.

10.4 What Was New in SPOCC.Net 9?

10.4.1 Manage Clients

A new Manage Clients sections has been added. See section 8.2 Managing Clients.

More client detail can now be entered including a client's email address. A client's age is displayed; the value being calculated automatically based on the client's DOB.

10.4.2 Ability to perform Needs Assessments for Clients

This function is only available if your local authority has purchased the Needs Assessment module in SPOCC

10.4.3 Ability to refer Clients to other Providers

This function is only available if your local authority has purchased the Needs Assessment module in SPOCC

10.4.4 Update Client details without LA approval

Your local authority can give you permission to update Client details directly without requiring acceptance from them.

10.5 What was New in SPOCC.Net 8?

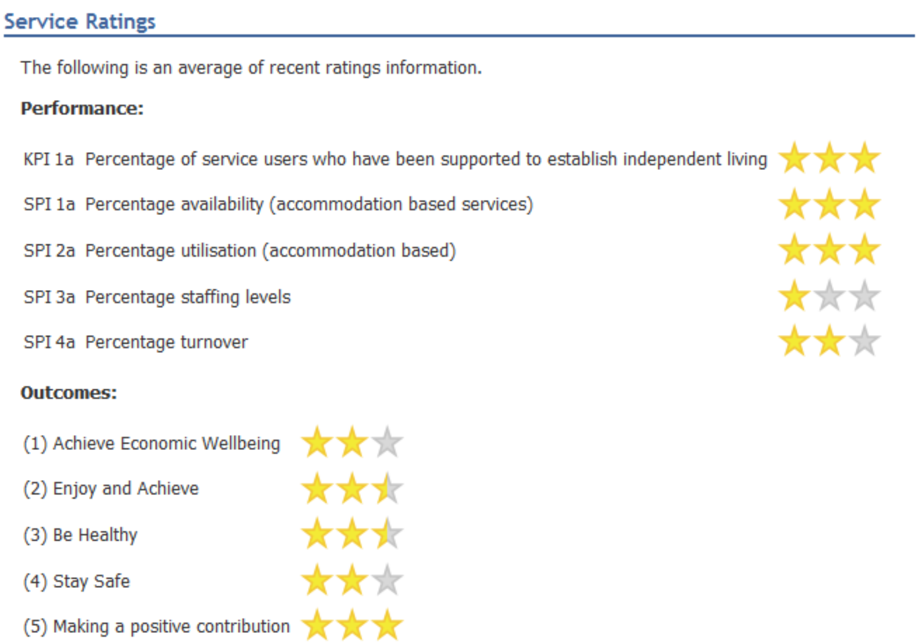
10.5.1 Cost, performance, quality and outcomes in public search results

Self-directed support allows a Client to choose the Services they believe would be best for them, but to do this they must be able to make an informed choice based on the best information available. SPOCC contains a wealth of data on the cost, performance and quality of those Services and SPOCC.Net's Service directory is an ideal way to give the Client a way of accessing it to help them make the best choice possible.

Local Authorities (in conversation with providers) now have the choice to display cost, performance (PI), quality (QAF) and outcomes information on the service details pages of SPOCC.Net's public service directory:

- **Cost** - Depending on how your directory is configured this will either result in the contracted cost per unit being shown for each service level or a price range being shown for the service as a whole.
- **QAF** - QAF scores are shown as star ratings between 0 and 3 stars representing the grades "unmet" (or "D" in the old-format QAF) to "A" respectively. The average of the QAFs from the last 4 quarters will be shown.
- **PIs** - PIs will be shown as a star rating from 1 to 3 stars based on how their average score over the 4 quarters before the current quarter (because PIs come in arrears) meet the PI targets. For example if the average score for KPI1a is above the warning target then it will get 3 stars; if it is between the warning and critical targets then 2 starts; and below the critical target then 1 star.
- **Outcomes** - Outcomes will be shown as a star rating from 1 to 3 stars based on how their average score for the domain as a whole over the 4 quarters before the current quarter (because outcomes come in arrears) meet the outcome targets. For example if the average score for Be Healthy is above the warning target then it will get 3 stars; if it is between the warning and critical targets then 2 starts; and below the critical target then 1 star.

There are no specific options or controls available to providers regarding this information and the data itself is shown on the public search service details page, which is not covered by this guide. The pageshot below shows an example of how PI and Outcome ratings are displayed:



10.5.2 Improved QAF entry pages

Based on feedback from Local Authorities and Providers who reported difficulties completing QAFs in SPOCC.Net, we have improved the QAF pages to make them clearer and more reliable.

Now, when entering data, every time you enter or edit a piece of information you will need to save the QAF, which will send your change to the database and refresh your connection to SPOCC.Net. This regular saving should prevent the large majority of issues reported. We'd love to hear of any other improvements you'd like us to make to this area.

10.5.3 Additional service reports

Providers can now be granted access to the following reports in the Reports area of SPOCC.Net:

- Performance Indicators
- Performance Indicators by Primary Client Group
- Service QAF

These will allow providers to view performance and quality information about their services, collected by the local authority, in a clear, printable format.

10.6 What Was New in SPOCC.Net 7?

10.6.1 New Feature: Edit Client Information for all current clients

SPOCC.Net now enables the provider to view and edit the client information for all the current clients from the 'Manage Services' section. Subsequently, there is a new 'Client Details' tab on Manage Service page.

Clicking on the name of the Client you wish to manage will open the Update Client Details page. All the changes waiting to be accepted by the Support Team for a particular client can be examined by using the 'X change(s) pending' links in the Client Details tab.

10.6.2 New Feature: User Assignments can be managed by the Provider

SPOCC.Net now allows Users (with appropriate permission) to manage the Services, Contracts, etc that their Provider's Users are assigned to. For example; Users can be assigned to new Services, moved from one Service to another, or have their login revoked.

In SPOCC.Net version 6.0, the Provider could only edit the details of a User, not change their assignments or revoke their login.

10.6.3 Enhanced: Include/Exclude Non-Current Items

SPOCC.Net has now moved this functionality directly onto the "Client Schedules" tab and changed the checkbox to a command button so it is more readily available. There is also an additional button on the new "Client Details" tab.
These buttons will either read "Include Non-Current Items" or "Exclude Non-Current Items" depending on which way the option is currently set. The buttons on the two tabs will always read the same, so clicking one will reload the results on both tabs, keeping the items displayed in synch.

In SPOCC.Net version 6.0, the "Include client schedules which have ended" checkbox was only available from the initial "Manage Services" page.

10.6.4 Enhanced: Support for QAF Lite and QAFs for multiple Services

SPOCC.Net now allows Providers to create QAF Lites for Small Providers, Sole Traders and Community Alarm Services. They also have the option to create one QAF that spans multiple Services and there is more space for evidence remarks in their submission.

In SPOCC.Net version 6.0, you could only create Standard QAFs for single Services.

10.6.5 'Request New Schedule' is available from the Client Schedules list

SPOCC.Net now has a copy of the "Request New Schedule" link to be available at the top of the page, below the tab label and sub-heading 'Client Schedules'. The provider now no longer needs to scroll down to the bottom of the web-page if they happen to have a long list of Client Schedules.

In SPOCC.Net version 6.0, the "Request New Schedule" link was only available at the bottom of the page with the 'Client Schedules' tab, above 'return to secure services'.

10.6.6 'Request Update' is available at the top of the Service Details list

SPOCC.Net has now moved the "Request Update" link to be available at the top of the page, below the tab label and sub-heading 'Service Details'. The provider now no longer needs to scroll down to the bottom of the web-page if they happen to have a long list of provider specified availability forms *(one per service level, if the LA concerned has purchased the 'Service availability at Service Level' module)*.

In SPOCC.Net version 6.0, the "Request update" link was only available at the bottom of the page with the 'Service Details' tab, above 'return to secure services'.

10.6.7 Change: Client 'Reference' now has it's own column

SPOCC.Net now has an additional column specifically to display the Client Reference, labelled 'Reference' that lies to the left of the 'Service Level' column for each client specified.

This can be seen in two instances on the Service page:

- In the table of clients scheduled for a service (i.e. on the 'Client Schedules' tab)
- In the table of client details for a service (i.e. on the new 'Client Details' tab)

In SPOCC.Net version 6.0, the Client 'Reference' was only shown if it existed, and was difficult to read as it was simply appended to the client name in square brackets.

10.6.8 Change: Total No. of current schedules now has correct label

Beneath the Client schedules table there is a total figure which is still calculated, as it was in previous versions of SPOCC.Net, to be the total number of current schedules. The label attached to this figure has been changed to correctly read "Total Number of Current Schedules: X".

In SPOCC.Net version 6.0, the label had read "Total Clients with Current Schedule: X" which is incorrect as the number of current schedules is not necessarily the same as the number of current clients as each client may have more than one schedule with the service.

i.e. our initial label had remained the same since the early releases of SPOCC.Net, when it was assumed that there was only one schedule per client.