



North

Yorkshire County Council

Health and Adult Services

### Individual Contracts – New Distribution and Signing Process

**This process relates to Individual Placement Agreements (IPA) for care home placements, Individual Service Contracts (ISC) for domiciliary care and community services and all associated amendments to these agreements**

#### Current Process

When a new service or placement (or any subsequent amendment) is agreed, the individual contracts are completed by the Brokerage Staff and hard copies are circulated to providers to be signed. Once these have been returned to the Council these are then issued to the Team Managers to be approved.

This current system has a number of disadvantages which include:

- Time delays;
- Data Protection, confidentiality and security issues;
- Delay in financial assessment; and
- Delay in payment of contracts.

#### Improvements to the system

- In order to improve and streamline the current system, the Council will be implementing a new electronic system from 18<sup>th</sup> November 2013. The new system will provide the following benefits to the Provider:
  - Reduction in delays in issuing contracts;
  - Reduction in postage costs;
  - Faster payment of fees;
  - Reduction to the number of Amendments issued;
  - No cost to the provider for implementing or using the new system;
  - The new system will enable providers to prepare for the implementation of a new Council client system;
  - Increased security for commercially sensitive information; and
  - Increased data protection and confidentiality of personal information.

## What is the new system?

1. Contract will be created by the Brokerage Team
2. Distribute contract to Provider via **ENCRYPTED** e-mail

**Where there is a 3<sup>rd</sup> Party contribution, the contract will have been issued to the 3<sup>rd</sup> Party for signature.**

- On return from 3rd Party, scanned by the Brokerage Team
- Send to Provider via **ENCRYPTED** e-mail

Provider logs into the Egress Switch encrypted email system using a predetermined username and password. Provider opens the email using the agreed password (this will be the first three letters of the month together with the year i.e. **nov2013** in lowercase and with no spaces. The password will change each calendar month.) Provider opens the contract using password **nycc** (this password will be the same for every ISC, IPA and amendment received). Provider notifies receipt and acceptance by way of reply e-mail. Provider **must** save a copy of the individual Contract as a PDF document as this will only be stored on the Egress Switch e-mail system for one month. If a hard copy is required Providers will need to print these.

**The Brokerage Team will then forward** the Provider acceptance e-mail to the Team Manager / CSM to alert them that the contract is awaiting approval.

Team Manager/CSM approves contract by way of reply e-mail

Approval/acceptance e-mail will be saved in the Clients electronic folder.

The attached presentation details how to use Egress Switch Encrypted Email.

## What do Providers need to do next?

1. Providers will need to submit details of **one** appropriate email address. This may be per establishment in the case of care homes, or office in the case of Domiciliary or non-regulated services, with responsibility for signing individual contracts. Where possible, this should be a generic email address to ensure that emails are always picked up. This

information should be sent to [socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk) by Monday 18<sup>th</sup> November 2013.

2. When appropriate email addresses have been received, a test Egress Switch email will be sent to allow account usernames and passwords to be set in preparation for the new system.
3. Providers should read the attached presentation to understand Egress Switch Encryption.
4. There will only be one password per email address so providers **need** to consider who will be the most appropriate (with authority to accept individual contracts) person to have access to the system. Organisational systems need to be put in place to ensure that there are no delays when the appropriate person is on leave or sick, e.g. proxy access).
5. Where a provider is unable to implement this new system they should contact the Contracting, Procurement & Quality Assurance Team by e-mail [socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk) or telephone 01609 532641.

If you require further information, please contact your local Brokerage Team who will be able to support Providers through implementation of the system.