

## Brokerage Service Practice Guidance

### Derbyshire County Council - Adult Social Care

Name	Job Title	Date
Authored by: Sara Topham & Jenny Hudson	Service Manager Brokerage Service Manager Efficiencies and Performance	April 2014
Approved by: QA	Quality Assurance	July 2015

#### Change History

Version	Date	Name	Reason
V 1	April 2014	Sara Topham / Jenny Hudson	Development of new practice guidance
V 1.1	October 2014	Sara Topham	Document reviewed, no changes
V 1.2	July 2015	Ruth Aten-Shearwood	Document reviewed, no changes
V 1.3	September 2017	Ruth Aten- Shearwood	Document reviewed and edited.
V1.3a	April 2020	Jill Tomlinson	Document reviewed / no changes

This document will be reviewed on a regular basis – if you would like to make any comments, amendments, additions etc please email Phil Robson – Policies and Procedures, [phil.robson@derbyshire.gov.uk](mailto:phil.robson@derbyshire.gov.uk)

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## Brokerage Service – an Introduction

Brokerage is the process of finding and matching providers with people's specified support outcomes. The service aims to increase choice and control for people when deciding upon their service provision. This will include:

- how their money is spent
- how support is provided
- who it is provided by

The Brokerage team is a dedicated team of staff covering the whole of Derbyshire, working with all adults and/or their representatives.

People do not have to have had a social care assessment or have been assessed as meeting eligibility criteria in order to access Brokerage support – any person wishing to find or arrange support for themselves or a relative or friend may contact Brokerage, via Call Derbyshire or directly.

## Types of Referrals

A high proportion of the referrals received by Brokerage are expected to continue to be for support in sourcing and arranging home care services.

Brokers additionally receive referrals regarding short term or permanent registered care home places, day services, groups, clubs, support organisations, private, voluntary sector, independent providers, and Derbyshire County Council (DCC) in-house services.

These support services may require Adult Social Care funding, be funded by the client, may have no charges, or a combination of these.

Where Adult Social Care funding is provided this may be by means of a direct payment, virtual budget, or a combination of these.

## Routes of Referrals

Existing clients are referred by their case co-ordinator through the electronic client record system. Workers may provide the Brokerage contact number to clients wishing to locate services that are additional to their assessed needs.

People not already known to Adult Social Care may be directed to the Brokerage team by Acute Hospital Discharge teams, Call Derbyshire or may be referred through other Adult Social Care teams.

Derbyshire residents may contact the Brokerage team directly themselves.

People may fill in a web form on the Derbyshire website requesting contact from a broker. These emails are directed into one team members email in-box.

Other professionals may also refer to the Brokerage team.

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## Aims and Objectives

The Brokerage team supports people to source and arrange care and support services which meet their expressed needs and preferences, as agreed on their support plan, or as explained by the person or their representative. Brokers help people gain greater choice and control over their services, increasing independence and the opportunity to secure better value for money by being able to see the cost of the support, the quality of provision and whether it meets their expressed needs.

Brokers will support those people with a personal budget to identify how they will use this to meet their assessed eligible needs and outcomes. Brokers will support those people funding their own care to identify services that will best meet their expressed needs and outcomes.

Brokerage aims to find the type of service/support required, having provided information on the choices available to clients or their nominated representative.

Brokers aim to:

- start work on each new referral within two working hours of receipt
- where appropriate, send routine electronic enquiries to home care agencies and collate responses, usually within one working day
- prioritise emergency, urgent and routine requests, providing responses within agreed timescales to meet the needs of the client
- operate an efficient, transparent and fair system that gives providers opportunities to compete for paid and unpaid work or involvement
- provide market oversight information to providers and commissioners to help them plan their investment in services and staffing- and develop new services in response to identified demand and unmet need
- support people to maximise their personal budgets and resources, by finding and providing information about support solutions at the lowest cost, including no cost solutions, but also at the best value and quality available

## Fieldwork Referrals

Case co-ordinators should ensure wherever possible they refer people to Brokerage giving enough notice for new support to be sourced, chosen and set up in a planned way, with enough time for providers to carry out their own assessments prior to starting a service. This should include enough time for the client to consider information and choices available to them.

For people in receipt of short term services who will require a long term service, Brokerage should receive a referral as soon as long-term care needs are identified to allow for time to transition the case across from the short term services team.

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In urgent cases where a case co-ordinator does not have computer access, case co-ordinators may contact the Brokerage team by telephone prior to paperwork being completed so that Brokers can commence identifying a service provider. Case co-ordinators should do this at the earliest possible opportunity if a service is required to start the same day or next day, or in the week prior to a bank holiday. Case co-ordinators should ensure, however, that an interim support provision work step or support plan is made available to the home care provider prior to services starting. It is preferred that case co-ordinators use their own duty officer to prepare and forward the appropriate paperwork to Brokerage wherever possible on the day of the request.

**Brokers are available in working hours (Monday – Friday, 9am – 5pm).  
Telephone: 01629 537763 or 01629 537758**

### **Brokerage Service Usual Timescales for Home Care services**

**Routine / normal** – task received by Brokerage in the morning- response time 5pm same day. Task received in the afternoon – response time 12.30pm next day.

**Urgent** – processed within half a day or less – falls outside of ‘normal’ response times.

**Emergency** – needs processing within one hour or less due to a situation where a client may be vulnerable or unsafe. Depending on the pressures at the time and the resources available Brokerage will conduct a ring round of home care providers to attempt to secure a service.