

Q&A

1. If the package is awarded to my organisation, how will the person's details and service order be shared with us?

There is no change to current process, Brokerage will send these via e-mail.

2. How are the packages awarded?

Awarding is based on quality scoring in the first instance. If more than one provider has the same quality scoring, the provider with the quickest response will be awarded the package.

3. Is e-Brokerage for home care support packages only or will it include residential and day opportunities?

Currently this is just home care. However, the second phase of implementation will include residential care, supported living and day opportunities and there will be separate training for this.

4. When registering new users, is the authorising manager, the manager from our organisation or from Solihull MBC?

Manager is from your organisation.

5. If you can accept a package but need to advise Brokerage of different times would you add this as a note?

Yes, any information that you need to share with Brokerage should be added as note.

6. Will packages be sent through during normal office hours?

Cut off for sending community care packages is 4:45pm.