

Brokerage

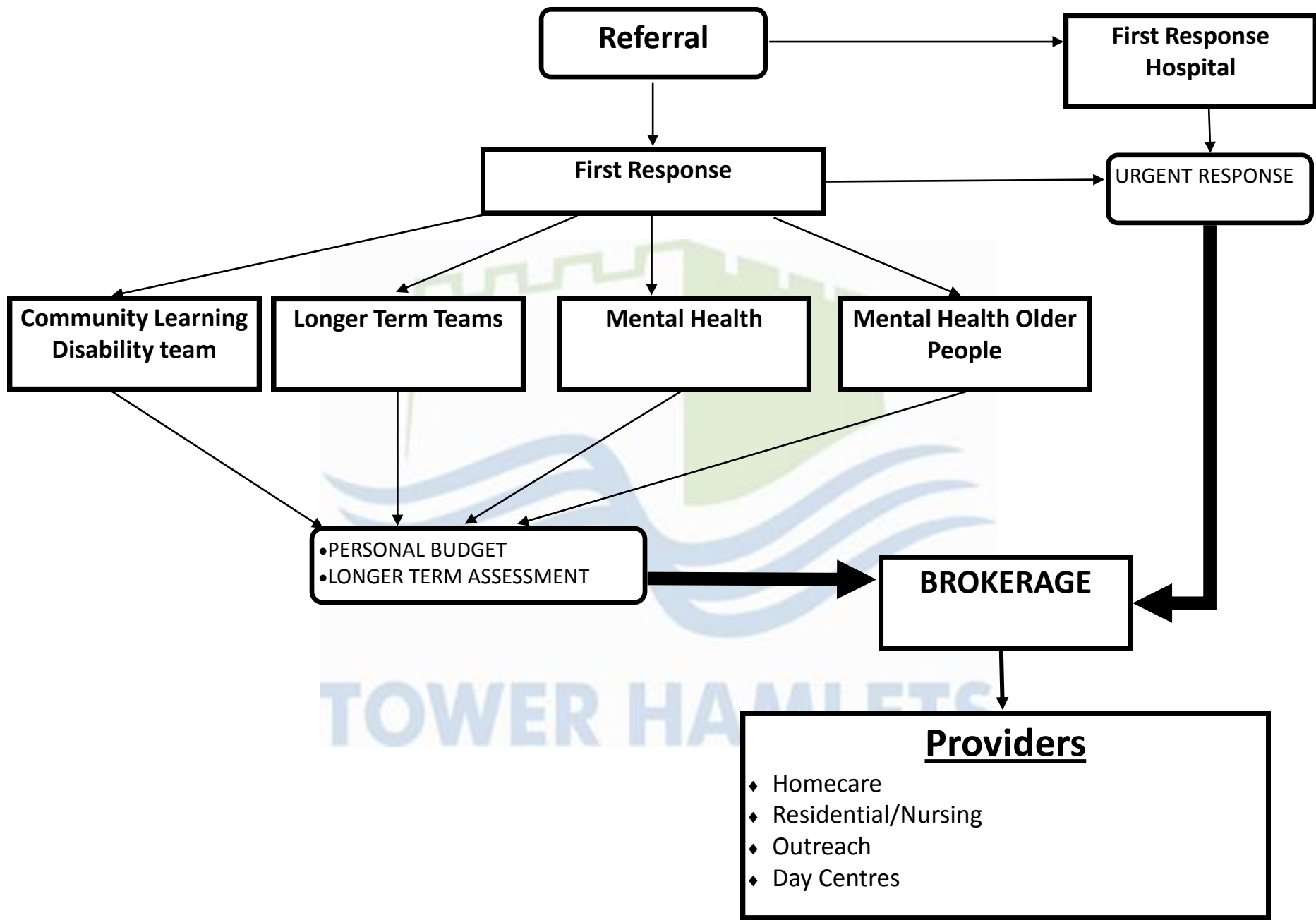


The definition of Brokerage:

- Brokerage is about sourcing a range of suitable support options that meet the needs of the client and enables the most suitable provision to be made.
- Brokerage Support takes place during the development of a support plan, prior to it being signed-off by the appropriate person or panel.
- Brokerage also takes place following the completion of the Support Plan to ensure the appropriate services are in place.

The role of Brokerage in the customer journey

- All referrals have to come via Brokerage whether it is a Urgent Response, Support Plan or Longer Term Assessment or a change to existing services.
- We Broker Universal services which include: Cash Personal Budgets (which may cover anything from a Computer to Gym Membership), Residential, Nursing, Respite and Supported Living placements, Day Centre Attendance, Transport, Meals on Wheels, Carers Relief, Escort Services and Personal, Domestic and Shopping Care.
- Brokerage also frequently liaise with Service Users and/or their next of kin to ensure that service meets Service Users' needs and is smoothly delivered.



TOWER HAMLETS

- Providers**
- ◆ Homecare
 - ◆ Residential/Nursing
 - ◆ Outreach
 - ◆ Day Centres

Day to day duties of a Brokerage Officer.

1. Receive a task.
2. Sourcing information E.g. using the provider list for homecare, community catalogue, internet, approved lists, directories etc.
3. Return relevant information to enable Social Worker to complete Support planning.
4. Referral returned to relevant Brokerage Team once the Support Plan has been approved and signed off. Brokerage is divided up into the East and West teams.
5. Having identified suitable agencies, the Brokerage Officer then Commissions Services, liaising with Service Providers, Social Workers and Service Users to clarify times, set start dates and arrange any necessary hand-overs between agencies.
6. When the service has been Brokered a Purchase Order is sent to the Provider.
7. Throughout the process the Brokerage Officer will maintain regular contact with the relevant Social Worker.
8. The Brokerage team also act as a constant point of contact between all stakeholders - Social Workers, Service Users and Service Providers.

Brokerage Dependencies

Brokerage cannot:

- Increase a service without authorisation from a practitioner.
- Change a support plan or assessment.
- Deal with safeguarding issues, these need to go to the First Response team instead of Brokerage.
- Process a complaint – these need to be forwarded to the appropriate Monitoring Officer.
- Set the indicative budget

Finance & Admin team

- Once we have commissioned the service we have a team of Admin and Finance Officers who actually pay for the service (Pay the invoices). Apart from the homecare services which are paid by the Electronic Homecare Monitoring system **EZiTRACKER**.
- Ezitracker, carers log in and out of visits which are paid if they match on our system, so this is why it is essential for everything to go through Brokerage first.

Ezitracker

