

# SPOT PURCHASE PROJECT

To provide support to more young people and families through non-contracted funding.

To create a single team that deals with relevant enquiries, responds appropriately and delivers support. To bring clarity on capturing information so that we can respond quickly and effectively, while supporting the gathering of intelligence to improve decision making.

Exceptions from this process – service enquiries and referrals to contracted/funded service teams made through their usual channels that are within their stated contractual/agreed criteria.

‘Spot Purchase Enquiries’ in this context means an approach for support in person, by phone or email that does not meet the exception stated above i.e. a request for support that lies out-with our normal referral/payment routes.

## The purpose of this project:

1. To provide support to more young people and families through non-contracted funding.
2. To bring clarity on what the includem spot purchase proposition is.
3. To direct all relevant enquiries to a number of designated individuals so that we bring resilience and transparency.
4. To allow a filtering process on enquiries so that the most appropriate team member can respond.
5. To make sure that the response is delivered in the most appropriate way within the correct timescales.
6. To provide an easily accessed central record of communications and information, that will then be used to meet organisational objectives.

## What we will do:

1. We will have a “Enquiries Group” of responsible individuals who will manage all Spot Purchase Enquiries.
2. We will work towards having one “Flexible Response Team” who will deliver support.
3. Develop processes that improve communication, data capture and retention, and reduce administrative burdens.
4. Instigate weekly Spot Purchase meetings to ensure intelligence is shared, action agreed and issues addressed.
5. Report the progress made on key indicators on a regular frequency.

## TO ALL STAFF - Receiving Enquiries:

**If a member of staff receives a spot purchase enquiry directly in person, by phone or by email:**

1. If an email enquiry received staff are to forward the email to 'Support Services Shared'.
2. If a phone call/in person enquiry take the name and contact number of enquirer and email that information to 'Support Services Shared'. If appropriate, advise the enquirer that includem Support Services Team will be in touch to gather the details.
3. On receiving an enquiry via the Support Services Shared email, Support Services will make contact with the enquirer to gather full information. This will normally be carried out the same day.

**Note: if staff members receive an urgent enquiry i.e. support may be required within 48 hours, they should follow up the email to Support Services with a phone call to escalate the speed of our response.**

## WHAT HAPPENS NEXT:

Where an enquiry is made by phone to 0141 427 0523 or email to [enquiries@includem.co.uk](mailto:enquiries@includem.co.uk) (from external) or "Support Services Shared" (by staff):

1. Where an external enquiry is made by phone to 0141 427 0523, Support Services they will capture details directly.
2. Where an enquiry is received by email Support Services will make contact with the enquirer and capture details directly.
3. This information will be logged in a central database.
4. The 'Enquiries Group' (a number of named recipients who will triage the enquiry and take suitable action) will receive an automated email prompt.
5. If deemed a CRISIS RESPONSE i.e. support required within 48 hours, Support Services will call a member of the 'Enquiries Group' to escalate our response.
6. A member of the 'Enquiries Group' calls enquirer and responds in line with type of enquiry.
  - a. Note: the named recipients will ensure each is aware of availability to ensure enquiries are picked up and responded to.
7. The 'Enquiries Group' will access the information gathered and make a decision on how to progress.
8. Where we have capacity to provide support the 'Enquiries Group' will create a quote.
9. If we do not have capacity to deliver support the 'Enquiries Group' will call enquirer and advise of decision.
10. All relevant information will be retained in a suitable database for future reference.
11. Weekly 'Spot Purchase' meetings will be held to review enquiries, responses made and to agree further actions.
12. Key information will be shared with the Executive Team on a monthly basis.