



CareCubed Brokerage Service Definition

What is CareCubed Brokerage?

The next generation of digital care brokerage platform. The CareCubed platform has been developed in partnership with commissioners and providers to deliver a configurable, efficient, intelligence-led approach to home-finding. This secure online tool supports open, transparent, and streamlined brokerage processes for care commissioners and providers. It gives a structured, person-centred approach and integration with the CareCubed Cost of Care tool to provide a benchmark cost at point of brokerage. This single solution includes the whole brokerage process - referral, brokerage, provider responses and contracting. All communication is stored in the digital platform to provide a complete history and audit trail, as well as crucial market intelligence through comprehensive reporting capabilities.

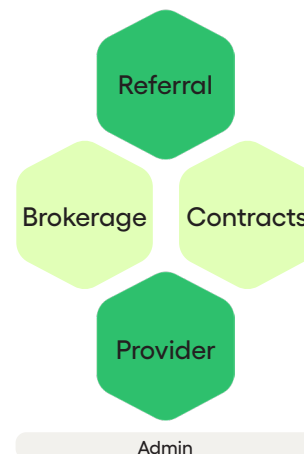
Why choose CareCubed Brokerage?

- CareCubed Brokerage is fresh, unique and purpose-built with the support of councils and care providers.
- Single licence fee covers any service type without any increase in cost.
- Full SaaS solution with implementation and support available.
- Provides intelligence to support commissioners and brokers.
- Regular functional upgrades driven by legislative changes and customer needs.
- CareCubed Cost of Care integration means brokers can understand value for money from quotes received.
- All data is reportable and the platform has been designed to provide critical data and intelligence to support strategic planning.

Modules and Licence Options

CareCubed Brokerage is a modular solution which provides flexibility based on the specific customer requirements. CareCubed Brokerage can be used across all-age cohorts and is used as both a day-to-day tool to support brokerage processes, negotiations between providers and commissioners, and also as a strategic planning tool to aid decision making.

Bundle discounts are available to cover both CareCubed Cost of Care and Brokerage modules and multi-org discounts provide further economies of scale where multiple organisations purchase at the same time.



SaaS Subscription

Our annual subscription fee includes:

- Your own secure organisation account on CareCubed.
- Unlimited user access for your organisation.
- Bi-annual updates to CareCubed cost model.
- Ongoing programme of enhancements.
- Online documentation and training resources.
- Support for any issues.
- CareCubed online community access to network with over 1,500 users.
- User forum for sharing experiences.
- Full GDPR compliance.

Onboarding

CareCubed Brokerage is provided on a software-as-a-service basis and accessed directly via the browser, and supports all mainstream browsers including Microsoft Internet Explorer, Microsoft Edge, Google Chrome, and Safari.

Upon receiving confirmation of a customer order, iESE will grant access to CareCubed Brokerage for a Primary User/System Administrator who can then add and manage other users access to the system. A kick-off meeting is then setup to discuss the specific challenges faced by the customer, and the expected outcomes from using CareCubed Brokerage. This meeting will also include project planning and clarification of the implementation support that is available for the customer to use to implement the tool and train staff. Review meetings will be scheduled to check on progress during the implementation and then on an ongoing basis with your Account Manager to ensure each customer continues to benefit from CareCubed Brokerage.

Support

iESE offers a support solution in the form of a Helpdesk which can be accessed via webform, in app support and by email. All channels will alert our team and be responded to as quickly as possible and in line with our SLA's detailed in our terms and conditions. Our helpdesk is available 09:00-17:00 Monday-Friday (excluding bank holidays). Customers will also be allocated an Account Manager who will manage the business relationship and contract.



Features include:

- Secure Software-as-a-Service solution.
- 16 years' experience of providing care costing solutions to commissioning authorities and care providers.
- Person-centred referral process for purchasing of care packages.
- Developed with care commissioners and providers to meet the demands of purchasers and suppliers.
- Integration with a range of systems and datasets including CQC and CareCubed.
- Tailored interfaces for providers, referral teams, commissioners/brokers and management.
- Simplified onboarding process for care providers.
- Place-based approach providing access for health & social care commissioners and care providers.
- Network of over 600 care commissioners across 70% of authorities.
- Covers adults and children's services.
- Full reporting and dashboarding capabilities.
- GDPR compliant.

Benefits include:

- Ensures packages are outcomes focused.
- Deliver value for money and creates a sustainable market.
- Providers instant intelligence to support both commissioners and providers.
- Business intelligence to support both day-to-day tactical and strategic decision-making process.
- Improves supplier and purchaser relationships through a single, harmonised system.
- Provides critical real-time information for senior managers.
- Drives improved services and outcomes for residents.
- Streamlined, fit for purpose processes mean significant saving in staff time for commissioners and providers.
- Customisable solution that will adapt with future changing needs of customers and policy.
- Fast implementation with comprehensive set of training and support services.

What our customers say about CareCubed:



"When Surrey County Council explored the market for a brokerage sourcing solution that met our specific needs, we had clear criteria: it had to be configurable by our teams, cost-effective, efficiency-driving, and data-rich to support strategic decision-making. Unfortunately, no existing solution fully met these requirements—then or the future evolving landscape of health and social care.

We invested in the development of a bespoke care sourcing system that could meet the specific requires of an Adult Social Care Brokerage function. When we needed to expand the capabilities, we chose to partner with iESE, a trusted community interest company with whom we've built a strong relationship over the past six years. Together, we've co-designed a solution that represents a step change in commissioning capabilities—not just for Surrey County Council, but for all local authorities seeking to improve how they manage sourcing support packages.

As we approach the 'go live' phase, there's a real sense of excitement and confidence across all involved teams. We believe this technology will enable us to deliver the best possible services to our residents, in close collaboration with our care providers.

We're proud of what we've achieved and look forward to sharing our journey with other commissioning authorities who may benefit from this innovative tool."
Jeremy Taylor- Head of Contract & Commissioning Support Service and Brokerage

About iESE

Created by local authorities as a shared resource to transform public services and retain experience within the sector, iESE has a successful track record of delivering transformation and service improvement programmes across the UK. With over 20 years of experience in public service improvement and transformation, we have delivered real savings of over £1billion for our members and clients to help them meet the challenges they face.

Our mission is to advance the improvement and efficiency of local public services. iESE are uniquely positioned to bring a combination of best of breed technology, and a team with the skills and experience to continually evolve our tools with our customers to support the sector. Our previous role, SE REIP & National Lead for Social Care, has given us a breadth of experience which remains current within our team, made up from front line health and social care, software design and digital development expertise, to bring CareCubed to market.

For more information about iESE, please go to: www.iese.org.uk

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