

Planning for eCommerce in Social Care?

The Personalisation Agenda provides real scope for giving people true choice and control over their lives. However, for Local Authorities implementing and transforming the support systems necessary to create this goal, it raises a number of questions:

- **Do we really need an eMarketplace?**
- **How are people really going to use a Personal Budget?**
- **How does eCommerce work with Personal Budgets?**
- **How might the future look, and how do we measure success?**

A shop4support Consultancy Project can help you find the answers to these questions, and many more.



Introducing the eCommerce Planning Project:

The eCommerce Planning Project is a structured stand alone consultancy project executed by shop4support's accredited Consultancy Partners, in partnership with a Local Authority. The Project consists of an appraisal of the present state of your local market, your systems, your processes, your capabilities and your plans, and includes the creation of your own test site.

Using methodologies developed in line with In Control's 'Seven Steps to Staying in Control' approach, and utilising desk-top analysis, one-on-one interviews and inclusive workshops, shop4support Consultancy find tailor made solutions for you, your clients and your local market. In short, we help you successfully move forward into the new era of Personalisation.

If I choose shop4support's eCommerce Planning Project, will I have to choose a shop4support solution?

Whilst the Project includes the modelling of how a shop4support solution could meet your requirements, it is not assumed that this will be the right route for you.

The Project acts as an investment gateway and through the shop4support Partner Programme, includes an assessment of how other solutions such as Slivers of Time, Plan My Care and your present case management system provider may fit with your overall solution.

What is shop4support?

shop4support is a unique web-based technology platform supplying individual consumers, service providers, Local Authorities and brokers with the means for the efficient exchange of needs and services locally, regionally and nationally. It provides a unique shopping experience for people who have a disability, are getting older and/or need support to live their life. shop4support's Partner Programme includes Slivers of Time, Plan My Care and the UK's largest case management system providers.

How will the eCommerce Planning Project be delivered?

shop4support will provide you with a Project Initiation Document, Project Plan and Timeline, which will be delivered via eight high-level objectives:

1. An understanding and assessment of your current commissioning arrangements, focusing on both your own and national requirements.
2. The undertaking of an 'as-is' analysis of your current in-house systems and processes and an understanding of your planned future developments.
3. A review of your strategies and plans, with respect to Personalisation.
4. Completion of an LA 'eCommerce readiness check' – a traffic-light assessment of the readiness of an LA to successfully deploy eCommerce against 24 specific criteria.
5. The designing of internal budget management processes and methodologies that can administer personal budgets and integrate with existing and planned systems whilst being complimentary to shop4support.
6. The designing of a Local Authority specific solution that would integrate the marketplace with a common financial transactional workflow and back-office system.
7. A validation of the commercial business case, with efficiency savings, in order to establish a detailed cost / benefit case with target outcomes for a full implementation.
8. The creation of a phased implementation project based around groups of service providers and clients.
9. The creation of a small test site to demonstrate the proposed solution. This will include a sample Local Authority 'landing' page, sample Community Catalogue; three sample service provider stores and a sample forum within My Life.



Harrow Council's Local Authority landing page created by shop4support

What are the outcomes of the eCommerce Planning Project?

In addition to a detailed presentation to your senior management team, you will also receive supporting Process Maps and a concise Planning Report that includes:

- ✓ An assessment of current arrangements and plans for a move towards Personalisation
- ✓ A tailor made eMarketplace solution
- ✓ A bespoke budget management solution
- ✓ A full cost – benefit analysis
- ✓ A demonstration website
- ✓ A detailed implementation plan

What sort of timescale and resources are required?

The Planning Project is undertaken over a period of ten to twelve weeks.

shop4support's dedicated Project Team will work with a small group of around four to six people, who will each need to devote a total of three to four days to the project.

Investment is fixed at £30 to £40k dependent on the scope and allocation of activities between a Local Authority and shop4support.

What's the next step?

If you're interested in finding out more about shop4support's eCommerce Planning Project, call **David Bowes** on **01942 826 788** or email **info@shop4support.com**

We look forward to hearing from you!

