

# What you need to know before you register

## Introduction

Derby Choice is a network of independent accredited, trusted approved providers in Derby and Derbyshire. Derby Choice aims to attract quality and committed members, by providing value and benefits to their customers, to best suit both the customers' needs and organisation. They provide customers an easy way of accessing a range of specialised services in Derby and Derbyshire that are local, safe and great quality. This is done by the members of Derby Choice sharing best practice, attending meetings and networking opportunities so that they can collaborate and be stronger together.

The Derby Choice email is the main function for Derby Choice receiving referrals and interests from people within health and social care from professionals to the customer themselves. The web site acts as a database of those approved providers in Derby and is a focus of Derby Choice's promotional activity.

## What's in it for you?

Originally Derby Choice was developed and supported by a Derby City Council market development project and the formal network and web site were planned to give micro support providers a group identity and the opportunity to become independent and self-sustaining. Derby Choice has evolved in 2015 to becoming a network of approved providers where the size of the company is not a prerequisite of joining but the reason for providers to join is because they have all been on disability awareness training and can offer their specialised service so that we can support those with additional needs or disabilities whether the company provides maintenance in the home to personal care.

### **Opportunities:**

- A Derby Choice links with other larger bodies – Derby City Council, DWYW listing etc
- Derby Choice members to be provided with heavily discounted membership of CredAbility (as part the Syndicate), normal price £75, Derby Choice discounted rate = £20
- Automatically become a 'Derby Sapphire Member' that is run by Creative Carers.

### **Buying Group:**

- Derby Choice members to collaborate on shared purchasing initiatives. As providers negotiate a purchase, the approved network to be included within negotiation. For example PerkBox – which provides many perks for your business and staff.

### **Benefits:**

- ✓ Stronger, more diverse network, with more Choice for customers.
- ✓ Increased activity and belonging from approved partners.
- ✓ Increase in cross referrals between members

- ✓ More clout and strength when talking to LA's and CCG's etc.
- ✓ Discounts and financial savings for approved partners
- ✓ Derby Choice remains independent and becomes stronger
- ✓ Co-Marketing and collaboration on events, and possibly sharing in advertising costs.

The web site will:

- provide you with additional web presence under a high profile network identity
- promote collaboration
- promote the visibility of accredited and specialised provision as a viable alternative within the social care market place
- be a one-stop-shop for the social care establishment, support planners, individuals and carers for accessing the range of Derby's support providers
- enable you to be part of an independent and self-determining support network.

### Accredited support provider criteria

You are welcome to join the network to promote your enterprise and share information with other support providers. You must meet the criteria as Accredited provider.

Approved Partners have to have some degree of accreditation applicable to their business sector.

This could include, DBS, Safeguarding, MCA, Assisting and Moving, First Aid and at the very least "Dementia Friends" and "One Page Profiles".

Approved Partners will come from wide ranging business categories that could help/benefit an individual

#### **Business Sectors to consider in the 'Approved Partner Network':**

Service Providers to be linked to the DOMAINS with the OBSA to ensure wide range of services available to meet customer's needs and outcomes.

- ✓ Preventative
- ✓ Re-Ablement
- ✓ OT
- ✓ Learning and Education
- ✓ Therapeutic
- ✓ Support Planning
- ✓ Legal
- ✓ IFA
- ✓ Accountants
- ✓ Wills and Probate
- ✓ Funeral
- ✓ Florists
- ✓ Home Care
- ✓ Residential Care Homes
- ✓ Gardeners
- ✓ Plumbers
- ✓ Handymen

- ✓ Sports
- ✓ Activity
- ✓ Transportation/Taxi's
- ✓ Dentists
- ✓ GPs
- ✓ Charities/Carer Groups
- ✓ Local Area Co-Ordinators

#### **Accredited with relevant training and checks:**

- DBS checks (all)
- Safeguarding (free training completed within 12 months)
- One Page Profiles (all)
- Dementia Friends (free awareness training completed within 6 months)

#### **Expectation:**

- Derby Choice members are expected to attend monthly informal networking meeting to meet other providers and discuss each other's business.
- To actively look for and refer work to other accredited members.
- Committed to either "Making it Real", "Social Care Commitments", "Dignity Award".
- Promote Derby Choice to other providers and potential customers.

## **Registration**

1. Pay Derby Choice £30 subscription. Pay by bank transfer. When you have done this email Derby Choice at: [info@derbychoice.org.uk](mailto:info@derbychoice.org.uk). Please put the following information in your email: Your name, business name, email address and contact telephone number - along with the reference they have listed on the payment (which would be your business name). There is no option to pay by cheque. You can pay by cash if go to the HSBC bank with DC bank account number and sort code and pay it in, please make sure you reference it with your business name and email still the information. Fridays will be processing days if you make payment before Friday it won't be confirmed and receive your receipt of proof until Friday.

**Pay into the bank by internet transfer** using the following details:

**Bank: HSBC**

**Account Name: Derby Choice**

**Branch Sort Code: 40-19-15**

**Account Number: 64158466**

Reference: For internet transfers please quote your full business/ trading name or the full name of the person paying.

2. The receipt you receive will mean that you will start getting updates and invites to internal derby Choice activity but no referrals or public website presence until you achieve your accreditation. The confirmation of payment from Derby Choice will give you discount from £75 to £20 for gaining the credibility mark with Nimbus. Please contact Martin Austin [martin@nimbusdisability.com](mailto:martin@nimbusdisability.com) attaching your receipt to start your able to start the process. You can find



more information and start filling in the application by following this link <http://www.nimbusdisability.com/quality-mark/become-a-credible-provider/>  
Once you have completed the application and have received the credibility mark you need to show email this to derby Choice so that you can become a credited provider with us.

3. Once you have achieved the mark send the proof to Derby choice email and blurb for website stating – overview of what your organisation does (only list information that will not go out of date and keep it to 100 words) – your logo and link to your website.
4. You will then be given the Derby choice logo and the credibility logo to show that you're a trusted provider and raising the profile will mean we are stronger as a collective.
5. You will need to send Derby choice Contact Name, Contact Number, where you are based/area you work in, Email address and website address along with short overview blurb about your organisation and your logo to ensure that your information goes on the website.
6. You will then receive a test email from mail chimp to check you receive Derby Choice email's ok, this will be done with a follow up call when the email has been sent.

Please note that the administrator and management committee members will keep confidential any information you submit that will not appear on the web site.

If a provider's information is called into question at any time, the Derby Choice Management Committee will agree how the situation should be managed. If they agree that a provider has recorded incorrect information or does not meet the criteria, the application will be rejected or the information will be removed from the web site. This would only be done following discussion and an opportunity by the provider to address the issue raised. In the event of a dispute the decision of the Derby Choice Management Committee would be final.

The network and the web site must remain representative of genuine accredited support providers and any decisions by the Derby Choice Management Committee would be made in the best interests of the network and to preserve its integrity.

## Annual Subscription

An annual subscription of **£30.00** to Derby Choice and £20 for gaining the credibility mark, is payable to ensure that Derby Choice has sufficient funds for the maintenance and administration of the website and emails.

The subscription is a one-off annual fee. Start of November till the end of October

## Derby Choice Logo

Once you have joined Derby Choice, you will be emailed the Derby Choice logos for you to



use on your own web site and on your marketing materials. We designed it to be discreet and not clash with provider logos. Also it will reduce in size very successfully if you want it to be less prominent.

You are not obliged to use the Derby Choice logo. However, the more accredited support providers that do use it, the more quickly it will become synonymous with 'accredited providers in Derby and Derbyshire, and the more the network's profile will be raised.

## Networking

You will be informed through email about network activities and information about events and training that may be of interest to you.

## Derby Choice Management Committee

Management committee meeting dates will also be emailed with a closing date for agenda item submissions. Queries, feedback and agenda items should be emailed to [info@derbychoice.org.uk](mailto:info@derbychoice.org.uk). You will not as a rule be contacted directly about the outcome of an agenda item you have submitted but the outcome should be in the relevant meeting's minutes.

Please remember that the committee members give their time voluntarily to Derby Choice and their time and good will should not be exploited.

## Annual membership renewal

The Derby Choice membership year runs from start November to end October. The Derby Choice Management Committee will agree the annual subscription and you will be able to sign up at any point but the cost will be the same. The subscription will be kept as low as possible but must be sufficient to cover the web site maintenance and administrative costs. Any annual increase would reflect the increase in those costs. If there were a large amount surplus, the Management Committee would consult the network via the provider forum about using it for other network purposes. If the network needed funds to carry out specific activities, the Derby Choice Management Committee would take responsibility for exploring other funding opportunities.

## Leaving the Derby Choice Network

If you no longer wish to be in the network and on the web site, please email [info@derbychoice.org.uk](mailto:info@derbychoice.org.uk) and your details will be removed.

Please be reminded that the subscription is a one-off annual fee and does not equate to a monthly or weekly amount, so no part of it would be reimbursed if you left during the year.

Welcome to Derby Choice!