

Information for Providers

North Lincolnshire Council is working with local councils across Yorkshire and the Humber region to develop and launch an online Adult Social Care market place, which will be called Connect to Support.

As well as getting general information and advice via the site, people will be able to look for and buy products and services. This leaflet tells you how you can get involved as a provider...



The North Lincolnshire landing page on shop4support



An example of a provider store on shop4support

Features

Depending on the kind of store you choose, features include:

- ✓ Your own homepage, to help you connect with your customers, linking to catalogues in which to market your products and services
- ✓ Your own URL to drive customers directly to your store
- ✓ Integration with your own website, financial or case management system should you have them
- ✓ Use of shop4support's and/or Connect to Support's branding within your own marketing literature
- ✓ A full support infrastructure, with a dedicated Account Manager and telephone helpline
- ✓ Any branches you may have in different geographical locations can be mirrored online, within your store;
- ✓ Personalised catalogues and product pricing, according to your branches, is also available
- ✓ Pricing can be tailored to individual customers, allowing for agreed negotiated prices
- ✓ You can choose from a range of payment options, both online and offline, using cheques, cash, credit or debit cards or PayPal
- ✓ Automated and paperless ordering, receipting and invoicing results in a significant reduction in invoice queries, administrative time and costs
- ✓ Automated debtor management, improving your cash flow by a potential 50%

Benefits

As a provider, the Connect to Support platform will bring you the following benefits:

- ✓ Your own online store
- ✓ Access to new markets – such as self-funders & personal budget holders and other areas & regions
- ✓ Easy communication and transactions with new and existing customers
- ✓ Save money and time with automated invoicing and more
- ✓ Ongoing support and assistance
- ✓ You can get started for free, with no set-up or ongoing costs

Are you a community or voluntary organisation?

There is a dedicated place in Connect to Support for organisations that provide free or nominal cost support or services to people... and the good news is that it is a lot simpler to setup and is totally free. You can still follow the five-step set-up process overleaf but it is much quicker!

Get Going! The Set-up Process

There are five simple steps to getting set-up, and there is help on-hand throughout the process...

- ✓ **Step 1:** register your interest. This will only take one minute, and one of the shop4support team will then get in touch with you to help you through the process. To register your interest, go to www.connecttosupport.org/northlincs and click on the 'sign up' link
- ✓ **Step 2:** You will receive an email from shop4support, which will include a template for you to complete and instructions on how to complete it
- ✓ **Step 3:** Once you have completed the template, return it via email to shop4support
- ✓ **Step 4:** shop4support will load the content, so you can check it and refine it if necessary. Alongside this, North Lincolnshire Council will decide whether to include you in their local eMarketplace and add any kitemark or accreditation that is relevant
- ✓ **Step 5:** Your store and or information 'goes live' on the Connect to Support site, and you will receive instructions on how to start trading

What is shop4support?



shop4support was created when In Control, the national charity and pioneer of self-directed support, came up with the idea of using the internet to help people needing support find and buy care products and services more easily.

The shop4support website operates on a national basis, but each local authority can create their own 'local' eMarketplace within the site. Hence the local authorities in Yorkshire & Humberside will call their local eMarketplace 'Connect to Support'.

How does it work?

Once your store is set-up, you will have a new, exciting marketing channel. However, you will also receive your own log-in details and will have a new way of doing business:-



Need more information?

1. There's lots of information at www.shop4support.com, including a leaflet about how to get the most out of your store when you set it up
2. To see the Connect to Support North Lincolnshire site in action, go to www.shop4support.com/northlincs
3. If you have an enquiry, you can email northlincs@shop4support.com or call 0333 600 6330