

Processes and FAQ

Why is there a register?

Research has shown us that businesses who access and use external business support are more likely to survive, consolidate and/or grow. The NEESPR was created to ensure those brokers working in the Business Support Network can source impartially and appropriately, meeting the customers' needs.

Who do I speak to if I have difficulty completing the Application Form?

Please contact a member of the NEESPR quality team on 0191 426 6440 or e-mail enquiries@neespr.co.uk

We welcome your feedback about the process, as we are constantly looking for ways to improve our services.

Why do I have to be approved?

So that we can ensure customers are offered an independent, objective and impartial choice of service providers that meet their needs.

What benefits do I get out of being on the NEESPR?

Once approved, we will ensure that your details are included in all appropriate sourcing requests.

We cannot guarantee work to you, only providers listed on the register will be put forward to those customers accessing the Information, Diagnostic and Brokerage (IDB) service.

Do I have to pay to join your register?

No.

Why do I need to provide evidence of my experience and expertise?

So that we can offer our customers the best match to meet their needs. The information you provide to us will be used to select the most appropriate service providers.

Why do you need referees from me?

To confirm you have delivered in your areas of expertise to the customers you have identified and in the sectors you have selected. They also help us to establish if your experience is within the two year timeframe we require.

What happens if any customer wants funding from you and I am not on your register? If I bring them to you, will I lose them?

Introductions to the IDB service are allowed one time only. It can be the customer bringing their service provider or the service provider introducing the customer. However, the broker involved must ensure the activity is in line with the business objectives, that the activity is value for money and the customer does or does not require additional service providers to be put forward.

Should you subsequently return with additional customers then you must apply to join the register. You will not be offered to any of our customers as part of a brokered project until your registration with us is completed.

Do I need PII (Professional Indemnity Insurance) and Public Liability Insurance?

Yes, you will be required to hold PII (with a minimum of £250,000) and public liability or equivalent all risks insurance.

What quality assurance/monitoring systems do you have in place?

Customer feedback is an integral part of the quality assurance method used by the NEESPR. An initial customer feedback rating is established at the time of registration. This comes from the reference questionnaires we will send to three of the five referees you provide. Your rating will be the average of the three completed referee questionnaires. This must achieve a minimum score of three from six possible to allow your organisation to be included in sourcing activity performed by brokers.

A rating of three and above must be maintained during delivery of projects. During the delivery of a project, performance information will be gathered. At the end of a project, feedback questionnaires are sent to the customer, the broker and yourself.

Meetings with potential members of the NEESPR will only take place in special circumstances.

What if any of my details change?

You can access your record on the NEESPR website by logging in with your username and password. You can update your record at any time. A member of the NEESPR will validate your updates and make your record 'live' when appropriate.

How will I know if my details have been offered to customers?

This information is automatically generated and updated within your home page or records area on the NEESPR.

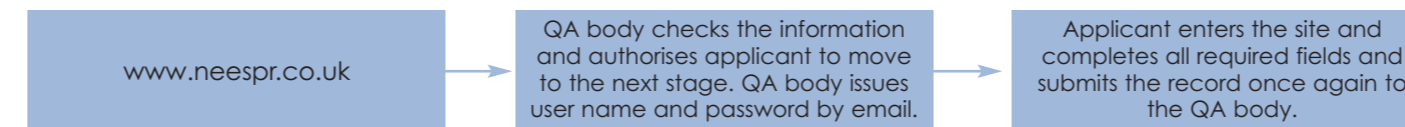


The Process for Registration with the North East England Service Provider Register

Please refer to this information throughout the registration process. The following pages describe the process for your application and some frequently asked questions.

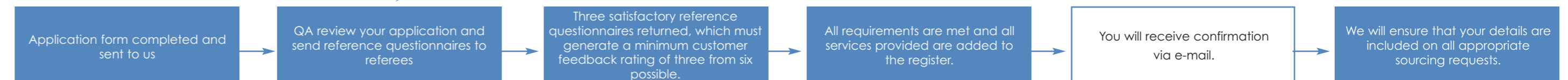
The Approval Process

On-Line Application



Potential applicant enters the above website and records contact details and basic organisational information. Applicant submits this to the Quality Assurance body.

Postal Application



Please provide us with correct information. Ensure requested copies of any certificates are included. If necessary, you will be contacted to discuss any issues with the submitted paperwork.

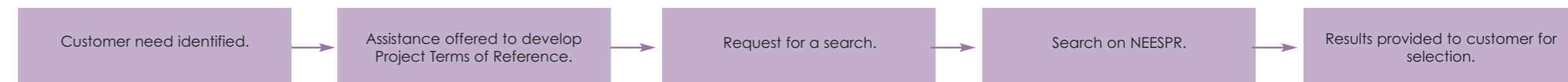
When we receive your completed application, we will send the reference questionnaire to three of the five referees you have provided. We will inform you of the reference request date so you can check the progress of your customers' responses.

It is your responsibility to ensure that customers return their questionnaires.

We will provide you with a username and password for the NEESPR website.

We cannot guarantee the number of referrals to you, this is entirely based on your details matching the customers' needs.

The Sourcing Process



North East England Service Provider Register

Contact Details

North East England Service Provider Register
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Spectrum Business Park
Seaham
SR7 7TT
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f: 0191 581 9469