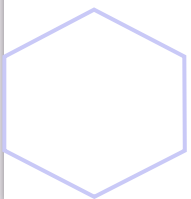
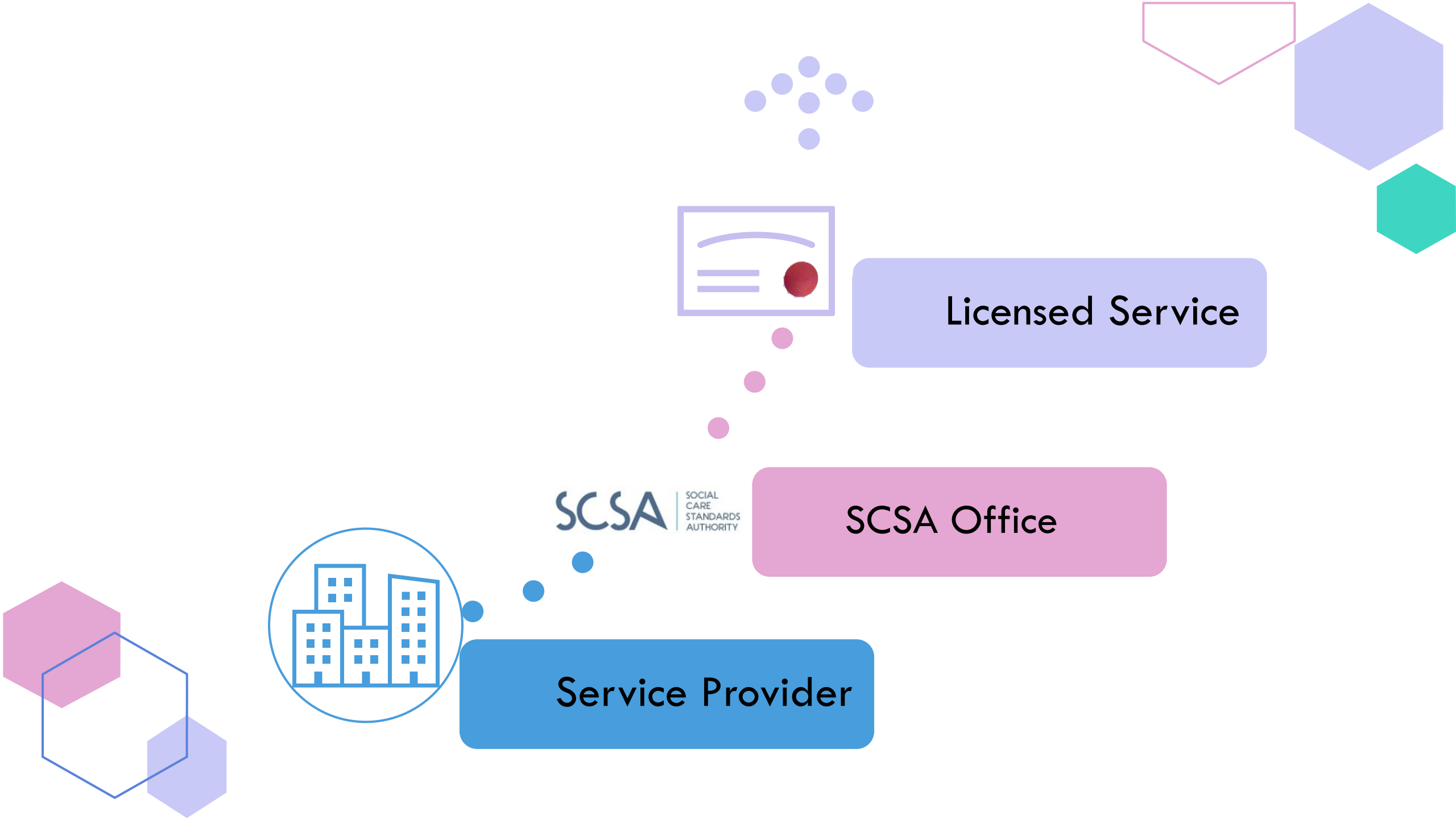


# E-FORMS & LICENSING PROCESS

Ms Cynthia Deguara – Licensing Manager

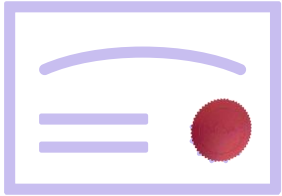




**Service Provider**

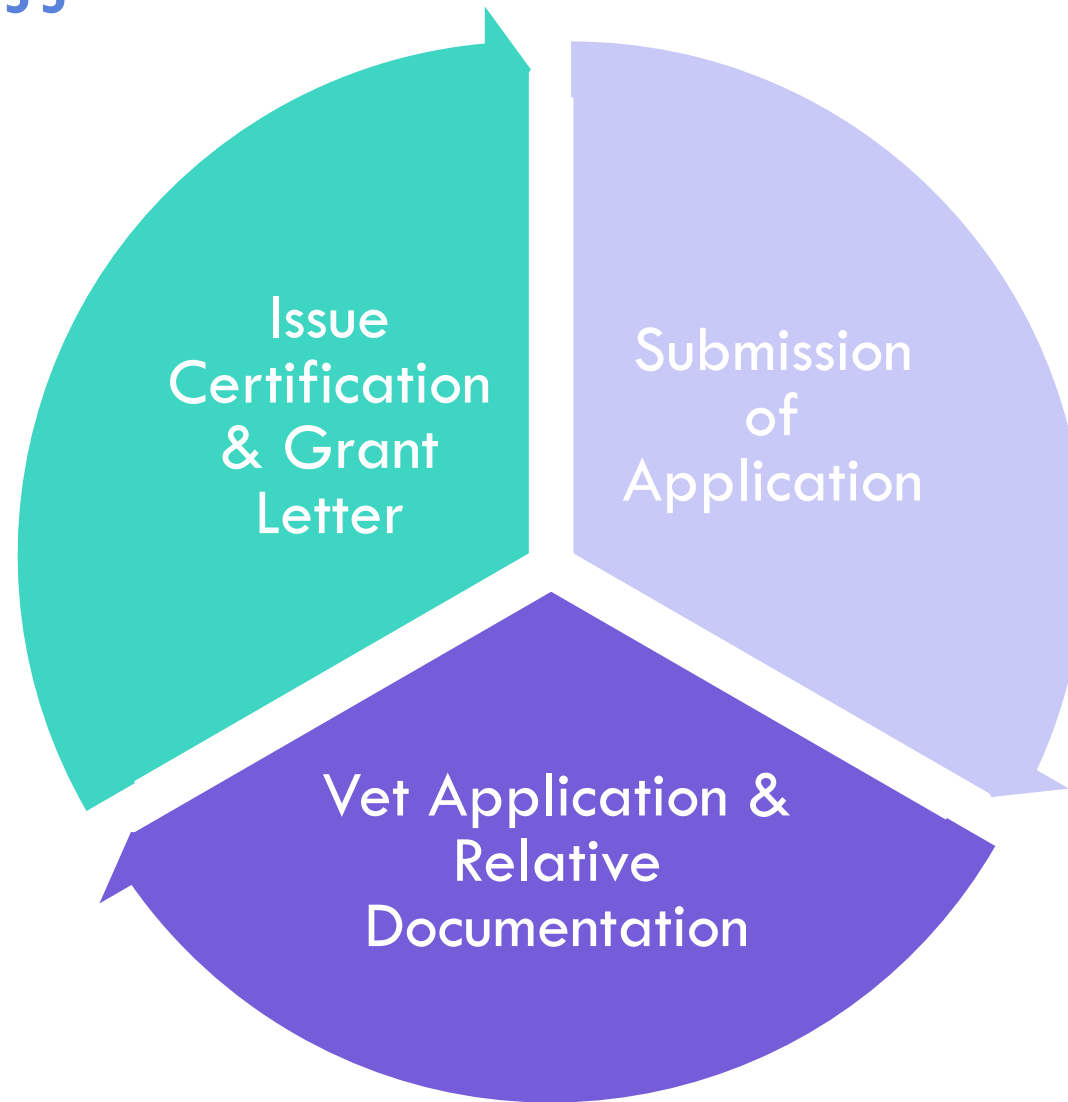
**SCOSA** | SOCIAL CARE STANDARDS AUTHORITY

**SCOSA Office**

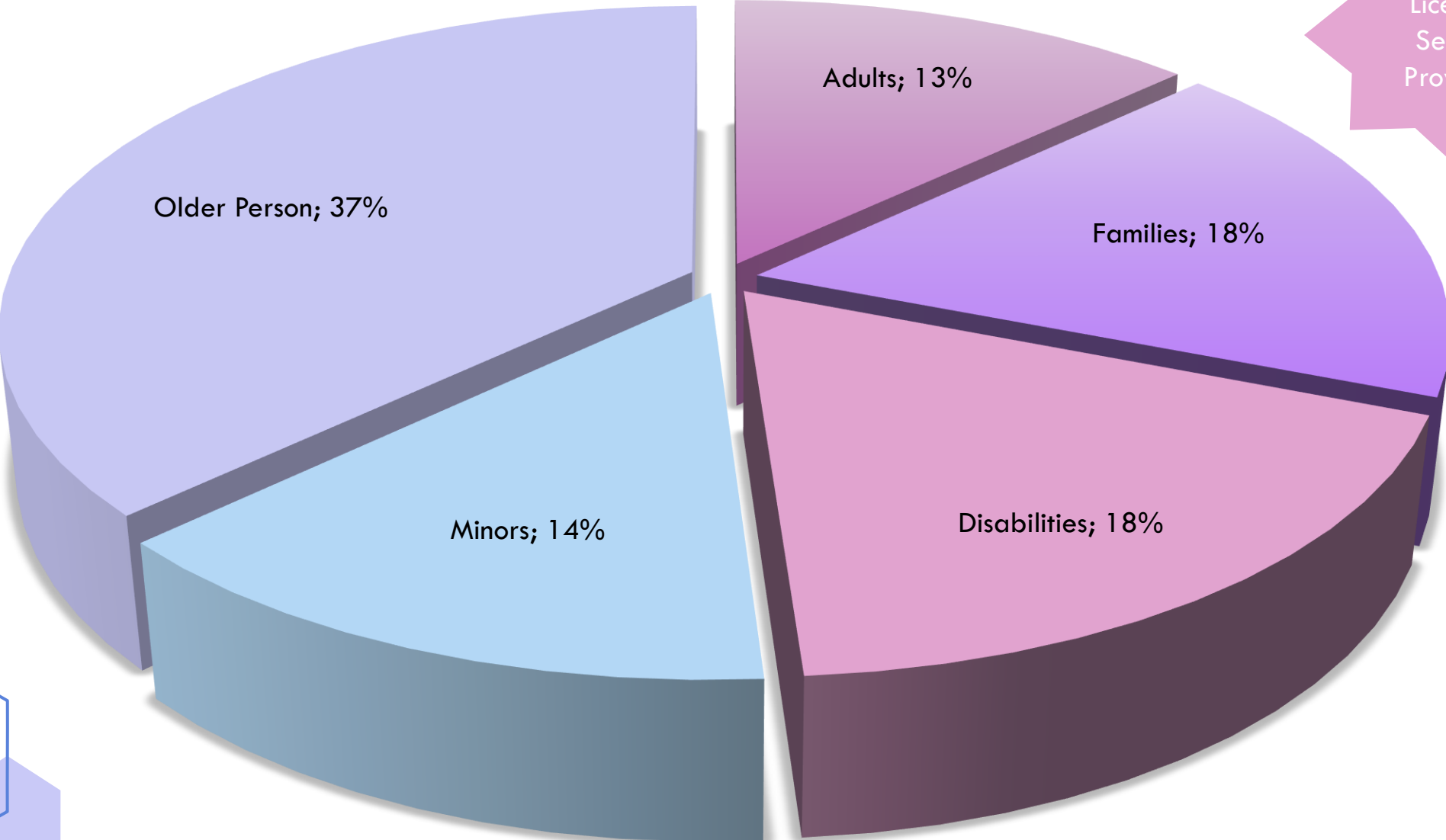


**Licensed Service**

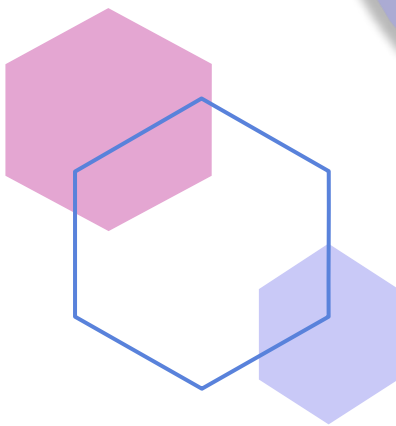
# Application Process



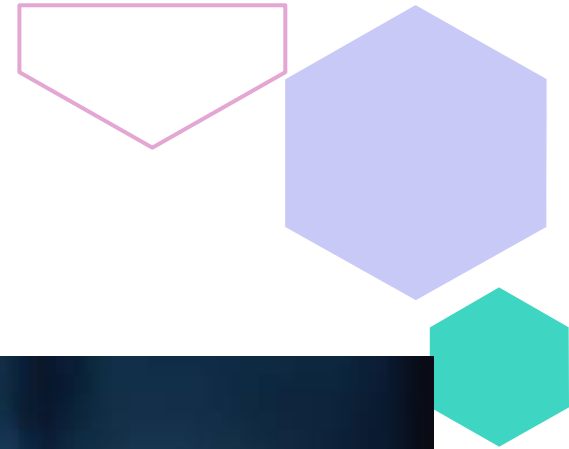
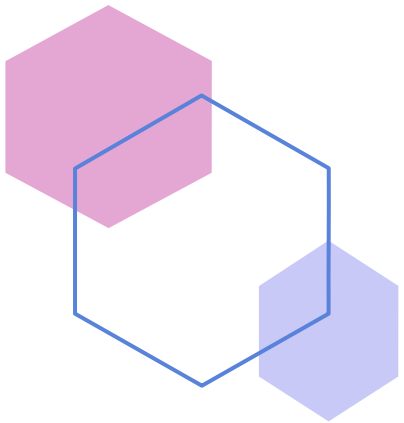
# STATISTICS — Licences issued between Apr'22-Mar'23



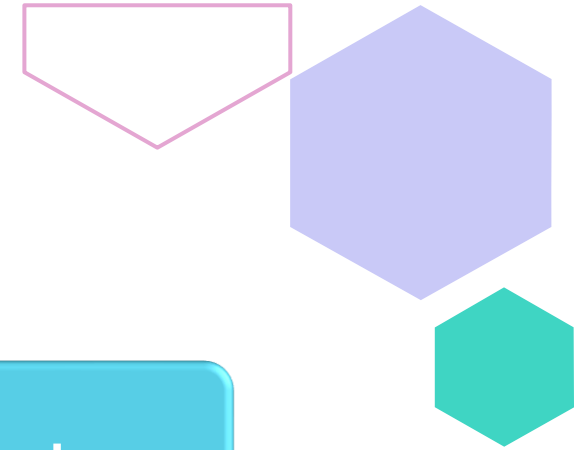
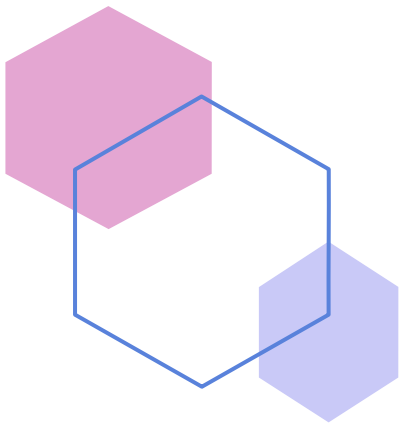
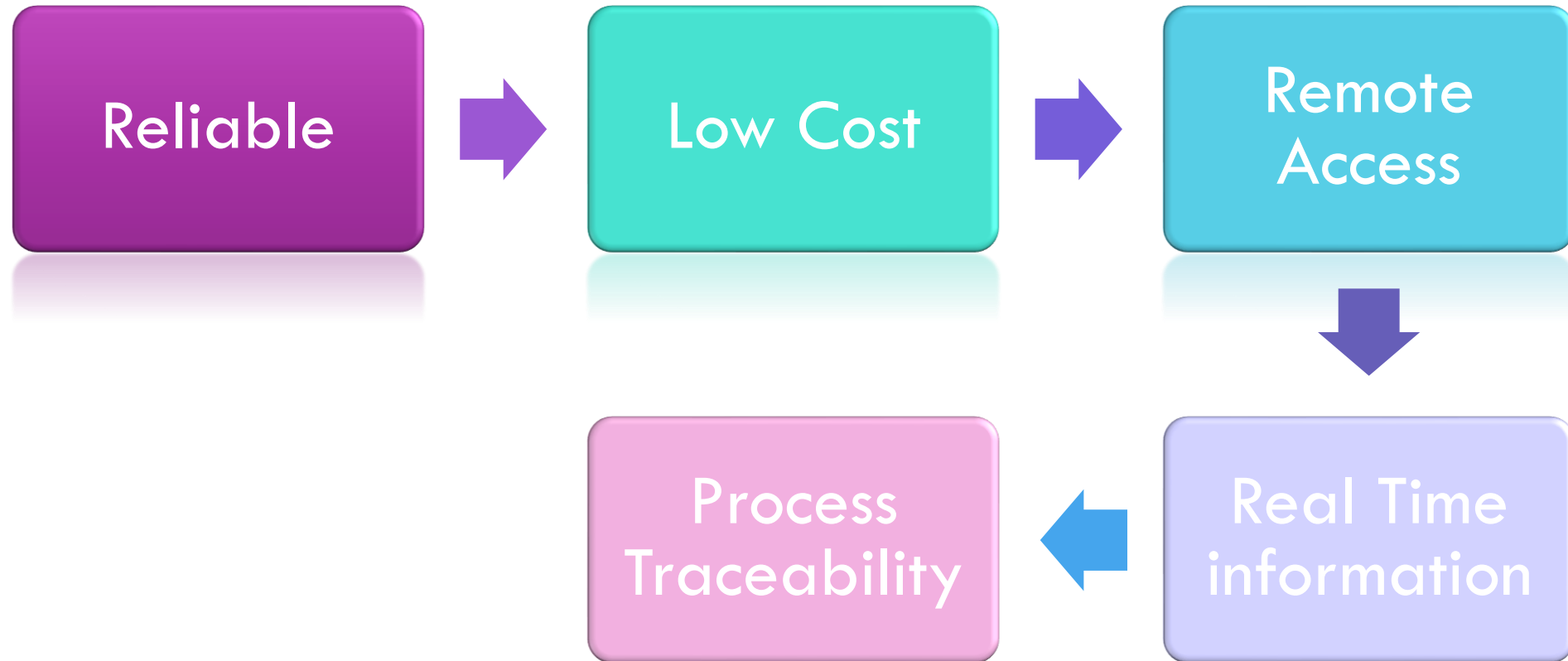
350  
Licensed  
Service  
Providers



SCSA's aim is to have a workplace with minimal paper-based processes and to rely more on digitized documentation



This approach will ensure that information is



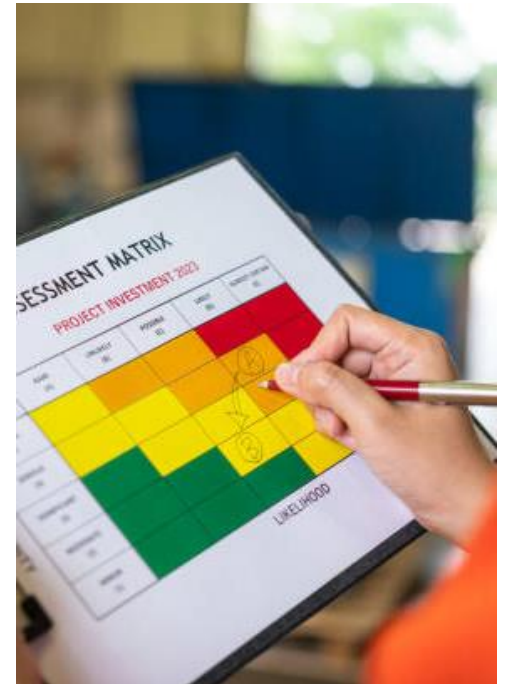
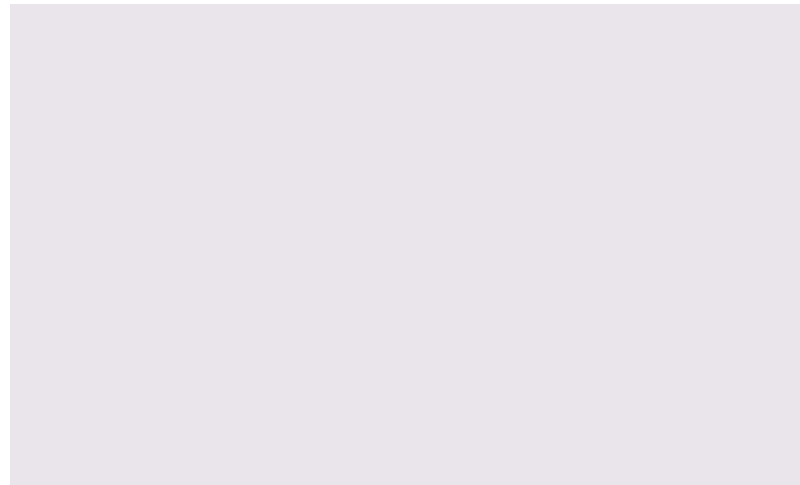
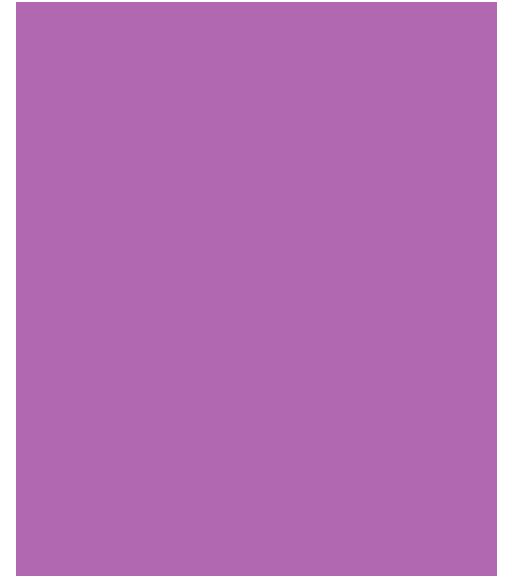
# RELIABLE

Data is accurate since Service Provider is uploading onto system relevant information at New Application or Renewal Process. No intervention or double handling of information by SCSA employees hence data is Reliable



# LOW COST

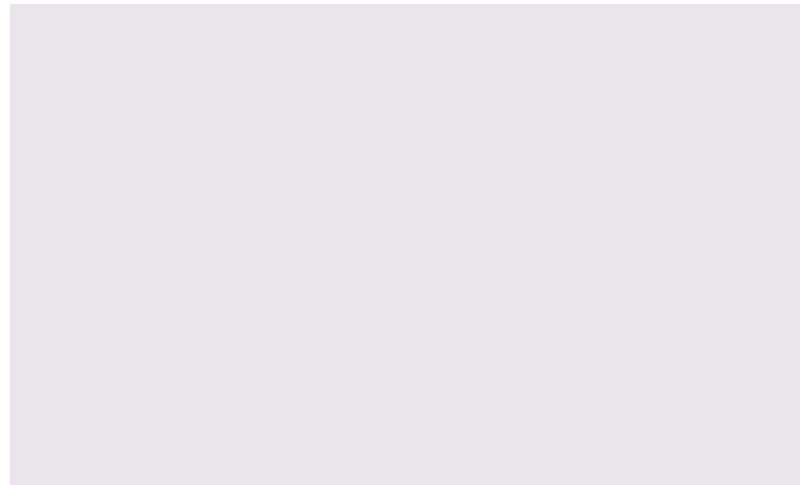
- Less paper used to print documentation;
- Reduction in time spent on searching for documents within files;
- Reduce the costs of storage..





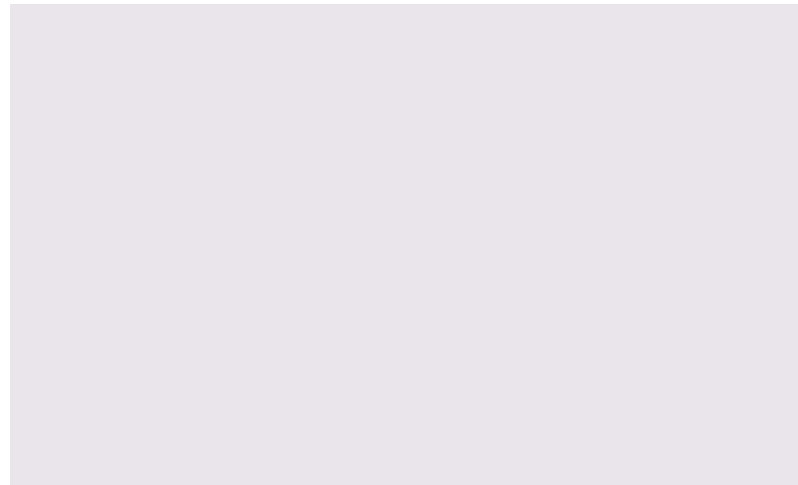
# REMOTE ACCESS

- Quick Response Times;
- Cost Savings;
- Any Device;
- Any Location;
- Flexibility;
- Business Continuity....



# REAL TIME INFORMATION

- Boost business agility;
- Improve performance;
- Increase operational efficiency;
- Improved Decision-Making;
- Address issues and address accordingly....



# PROCESS TRACEABILITY

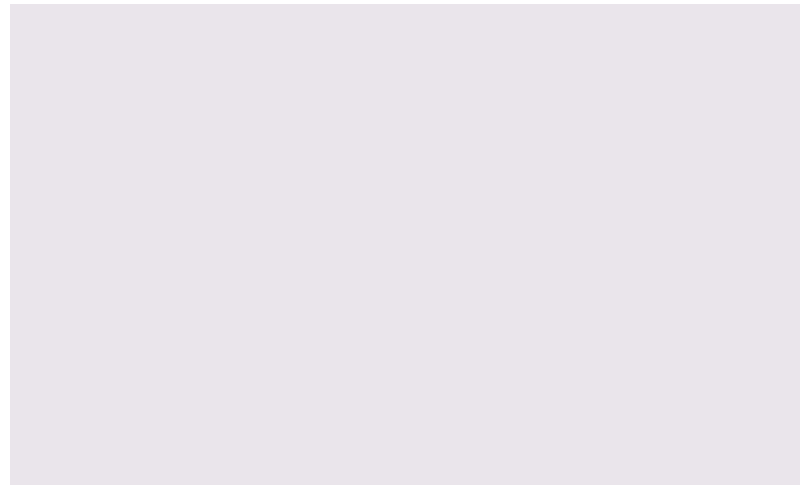
Optimize compliance

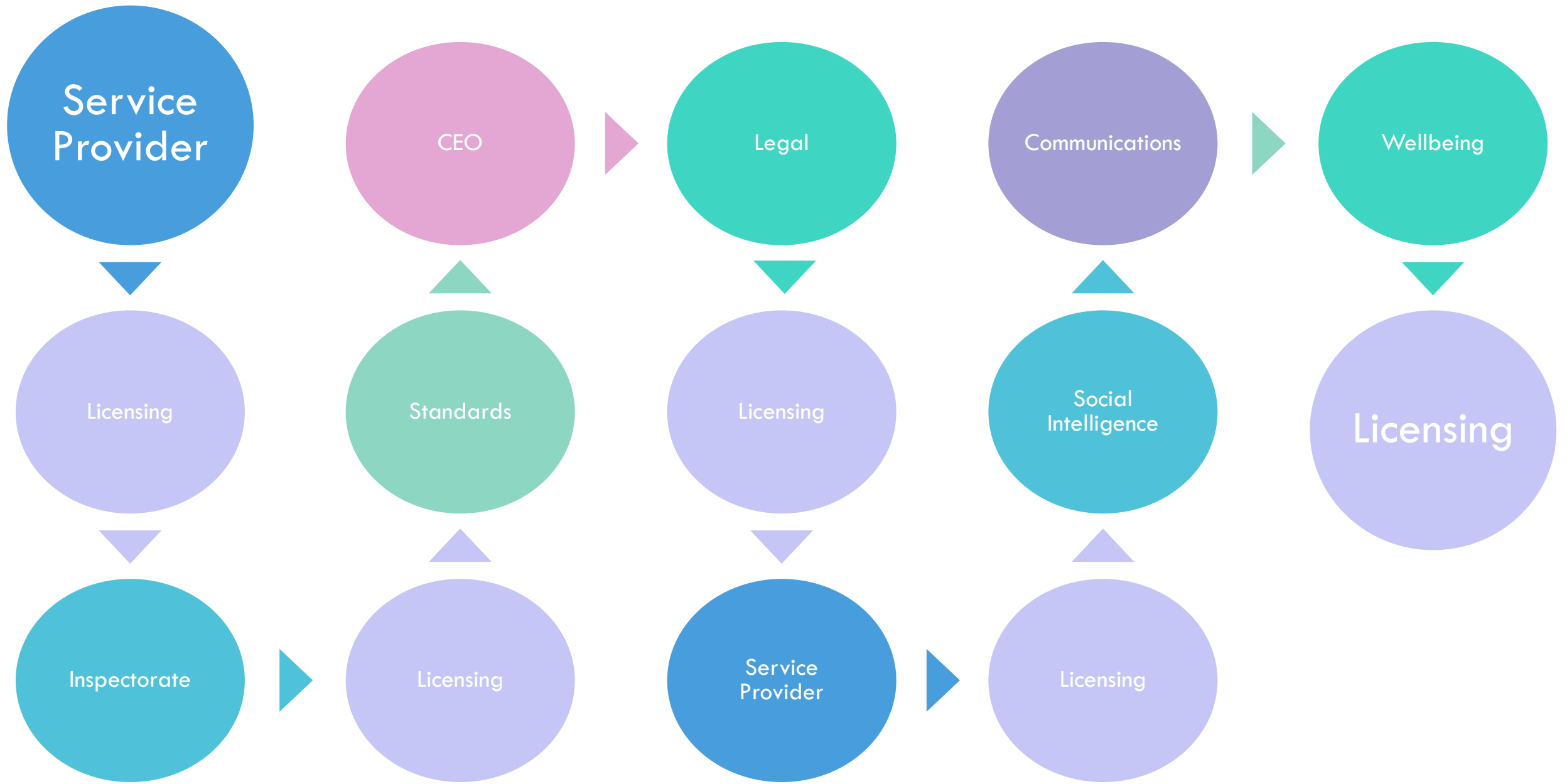
Evidence for audit purposes

Easily comply with audit guidelines and legal requirements

Document access control and user logging

Automation of tasks ....







Wellbeing

Social  
Intelligence

Communications

Legal

Inspectorate

Standards

Licensing



CEO



# Type of Application

- **New Licence** • Applicants initiate the process of opening and operating a new service
- **Renewal** • Service provider applies for renewal by not later than two months prior to the expiration of the licence and renewal shall be granted if the service provider is in compliance
- **Emergency Licence** • Issue of licence due to an emergency (eg fire/Covid, etc.) within the licensed location with any period renewed not exceeding six (6) months
- **Change of Licence** • Change in nature of service (eg from service rendered to Older Persons change to Minors, etc);
  - Change in bed capacity;
  - Extension of building, etc..

# Current Application Approach



- Application (new / renewal) submitted via E-Mail

SCSA 04/01: Renewal of Licence 2023

DC Deguara Cynthia at SCSA  
 To: Licencing at SCSA  
 Cc:

Reply Reply All Forward ...  
 Mon 20/02/2023 08:19

Printed

SCSA Licence Application - older persons.docx 361 KB  
 list of employees.xlsx 15 KB

**RENEWAL NOTICE**

Legal Responsible Person

Service Licenced: **SCSA 04/01/**  
 Service Welfare Service Name:

In terms of Article 14 of the Social Care Standards Authority Act, Chapter 582 of the Laws of Malta, any agency or public or private entities or any other entity or person that provides a social welfare service, must be licenced by the Social Care Standards Authority (hereinafter referred to as the Authority). As a service provider of a social welfare service, you have the responsibility to apply for the renewal of your licence before its expiry.

Please note that your licence for the above-mentioned service is due to expire by end of **May 2023**.

In order to facilitate the renewal process of your application, **Section 7 of the SCSA Licence Application** stipulates to submit the following documents:

- List of Employees (as per attached)

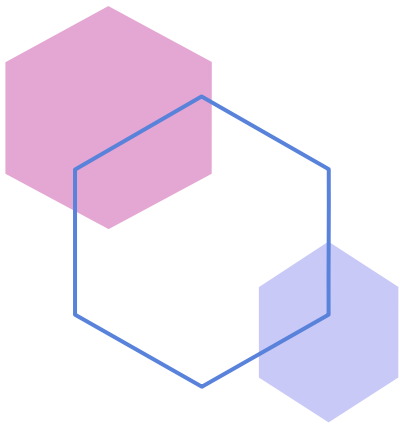
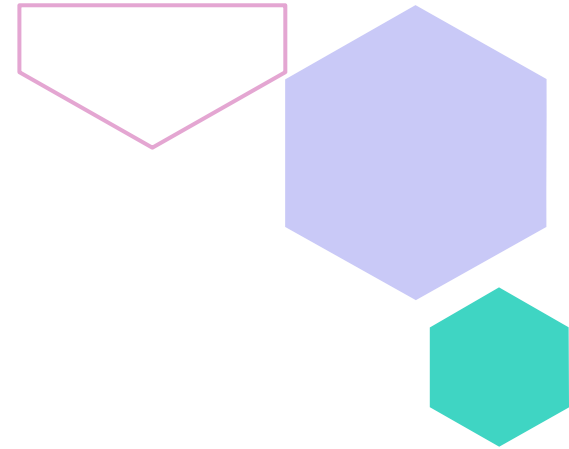
## SOCIAL CARE STANDARDS AUTHORITY LICENCE APPLICATION

To be marked with an 'X' when applicable	
Type of Application	Type of Licence
<input type="checkbox"/> New Licence	<input type="checkbox"/> Full Licence
<input type="checkbox"/> Renewal of Licence	<input type="checkbox"/> Emergency Licence
<input type="checkbox"/> Change of Licence	<input type="checkbox"/> Temporarily Licence

# Current Application Approach

E-mails submitted from SCSA to Service Provider will

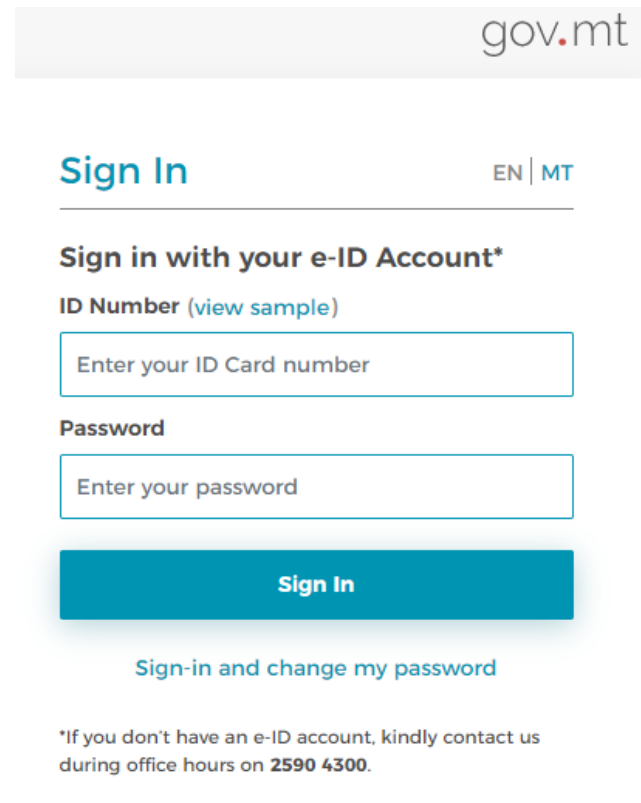
- Manually submit renewal reminders;
- Highlight any missing information;
- Manually monitor timeline of application;
- Manually follow process;
- Share timeline of application to applicant, etc.





# E-Forms Approach

- System supported through a Government initiative/program



The screenshot shows the gov.mt sign-in page. At the top right is the gov.mt logo. Below it is the 'Sign In' header with language options 'EN | MT'. The main heading is 'Sign in with your e-ID Account\*'. There are two input fields: 'ID Number (view sample)' with the placeholder 'Enter your ID Card number' and 'Password' with the placeholder 'Enter your password'. A blue 'Sign In' button is below the fields. At the bottom, there is a link 'Sign-in and change my password' and a note: '\*If you don't have an e-ID account, kindly contact us during office hours on 2590 4300.'



The screenshot shows the Social Care Standards Authority eform page. At the top left is the coat of arms of Malta. At the top right is the SCSA logo (SOCIAL CARE STANDARDS AUTHORITY) and a small flag icon. Below the logo is the text 'e-form' and 'Social Care Standards Authority eform'. A red horizontal line separates the header from the main content. Below the line is the text 'Estimated time to fill in and submit the form: circa 40 minutes'. The main heading is 'Type of Application'. There is a list of application types: 'New Licence', 'Emergency Licence', 'Renewal of Licence', and 'Change of Licence'. Below the list is the text 'In accordance with the Social Care Standards Authority Act, Chapter 582 of the Laws of Malta.' The main heading for the form is 'Section 1 - Details of the Service Provider'. Below this is a note: '\*Details under this section may be published by the SCSA if not notified otherwise'. There are three input fields: 'Registration Type' with a dropdown menu showing 'Select an item', 'Registration Number (as per type chosen)' with the placeholder 'Type a value', and 'Organisation Name\*' with the placeholder 'Type a value'.

- Service Provider receives automatically a notification that application was submitted

**From:** [workflow@gov.mt](mailto:workflow@gov.mt) <[workflow@gov.mt](mailto:workflow@gov.mt)>

**Sent:** Monday, January 9, 2023 11:22:31 AM

**To:**

**Subject:** Submission Acknowledgment Email

Application Reference Number: 0401-2-2023

Dear Applicant,

Thank you for your submission. A copy of the application submitted is attached to this email in PDF format. The application will be validated and processed shortly. You can monitor the progress and the relevant outcome of your application by visiting the [Citizen Portal](#) using your e-ID credentials.

Should you have any queries, kindly contact us on 25494447.

Kind Regards,


Social Care Standards Authority (SCSA) Licensing Team

---

This is a computer generated message. Kindly do not respond to this email.

Licensing Team receives automatically a notification that a new application was submitted:

**New Application to be Vetted Email**

 workflow@gov.mt  
To [redacted] at SCSA

Application Reference Number: 0401-4-2023  
Internal Reference Code: IES-013346-CQYKO

Dear Vettor,

A new application has been submitted and is waiting to be vetted.

Kindly click [here](#) to access the related task.

Once Licensing Team vet application, Inspectorate Team receive an automatic notification that they need to inspect a new application :

### New Application to be inspected Email



workflow@gov.mt

To

Application Reference Number: 0807-3-2023  
Internal Reference Code: IES-016073-FDY81

Dear Head Inspector,

A new application for a licence to operate a social welfare service has been generated on the system.

Kindly click [here](#) to assign an inspector to the task.

### Inspection Changed



workflow@gov.mt

To

Suggested Meetings

+ Get more ac

Application Reference Number: 0807-3-2023  
Internal Reference Code: IES-016073-FDY81

Dear Head of Inspectorate,

The assigned inspector Benjamin Muscat will be conducting a site visit for testing - agai9n 2 on 31/03/2023 between 2:00 pm - 4:00 pm to proceed with the next stages of the licensing process.

### Completion of Quality Tool Notification Email



workflow@gov.mt

To

Application Reference Number: 0807-3-2023  
Internal Reference Code: IES-016073-FDY81

Dear Head Inspector,

An application for a licence to operate a social welfare service has completed the quality tool process and requires vetting.

Kindly click [here](#) to access the related task.

# Service Provider receives a notification with every movement / transaction performed



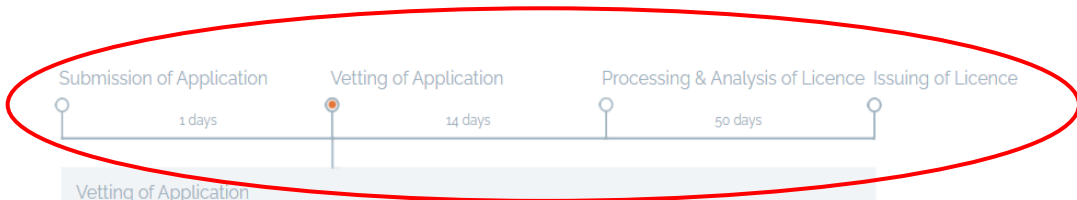
**SCSA** | SOCIAL CARE STANDARDS AUTHORITY

e-form - e-form is being accessed in debug mode

Social Care Standards Authority eform



submitted reference IES-013070-JDYDD service WEBTESTSCSA



### Vetting of Application

<b>address</b>	<b>tel</b>	<b>email</b>
Triq - Gigliozzi 116, Karmenu Vassallo Street werwerewrew IKLIN IKL1311 Malta	7900000	bus_stop_2@gmail.com

### Application Status

Status

Assigned



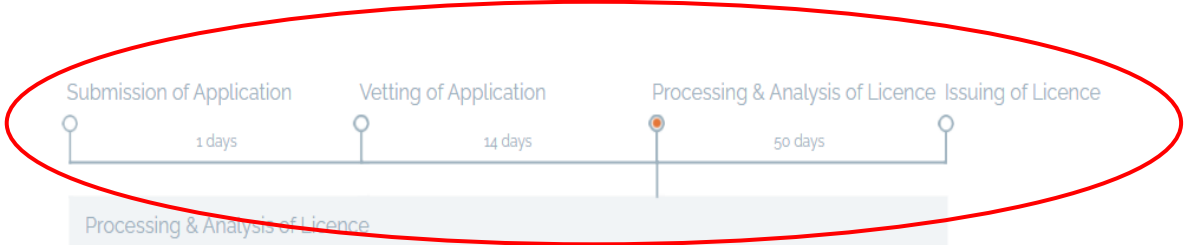
**SCSA** | SOCIAL CARE STANDARDS AUTHORITY

e-form - e-form is being accessed in debug mode

Social Care Standards Authority eform



submitted reference IES-012103-1IGQW service WEBTESTSCSA

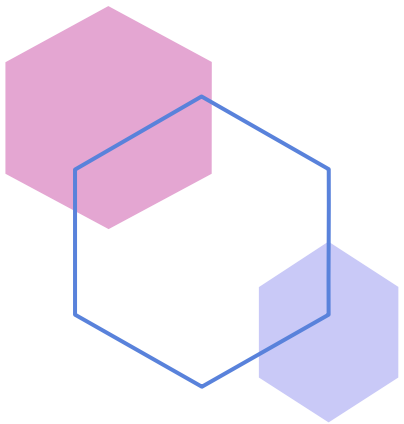
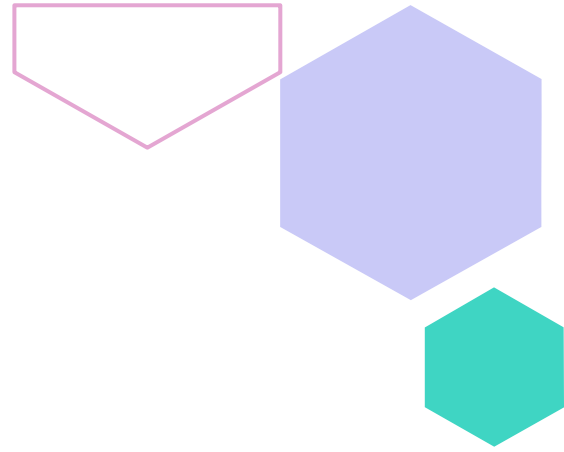


### Processing & Analysis of Licence

<b>address</b>	<b>tel</b>	<b>email</b>
Triq - Gigliozzi Karmenu Vassallo Street werwerewrew IKLIN IKL1311 Malta	7900000	bus_stop_1@gmail.com

# Way forward

- ✓ This process is still undergoing internal testing in co-ordination with programmers;
- ✓ Manuals will be setup for both External and Internal Use;
- ✓ Training to SCSA employees;
- ✓ Awareness sessions will be organised with Service Providers so as to go through the process prior to launch.





THANK YOU



Social Care Standards Authority,  
469, Bugeia Institute,  
Triq il-Kbira San Guzepp,  
Santa Venera, MALTA



(00356) 25494000



[www.scsa.gov.mt](http://www.scsa.gov.mt)



[externalrelations.scsa@gov.mt](mailto:externalrelations.scsa@gov.mt)

Cynthia Deguara – Licensing Manager