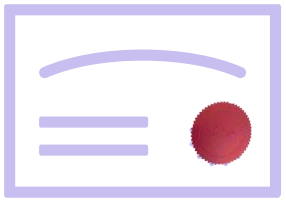
SCSA | SOCIAL CARE STANDARDS AUTHORITY

E-FORMS & LICENSING PROCESS

Ms Cynthia Deguara – Licensing Manager



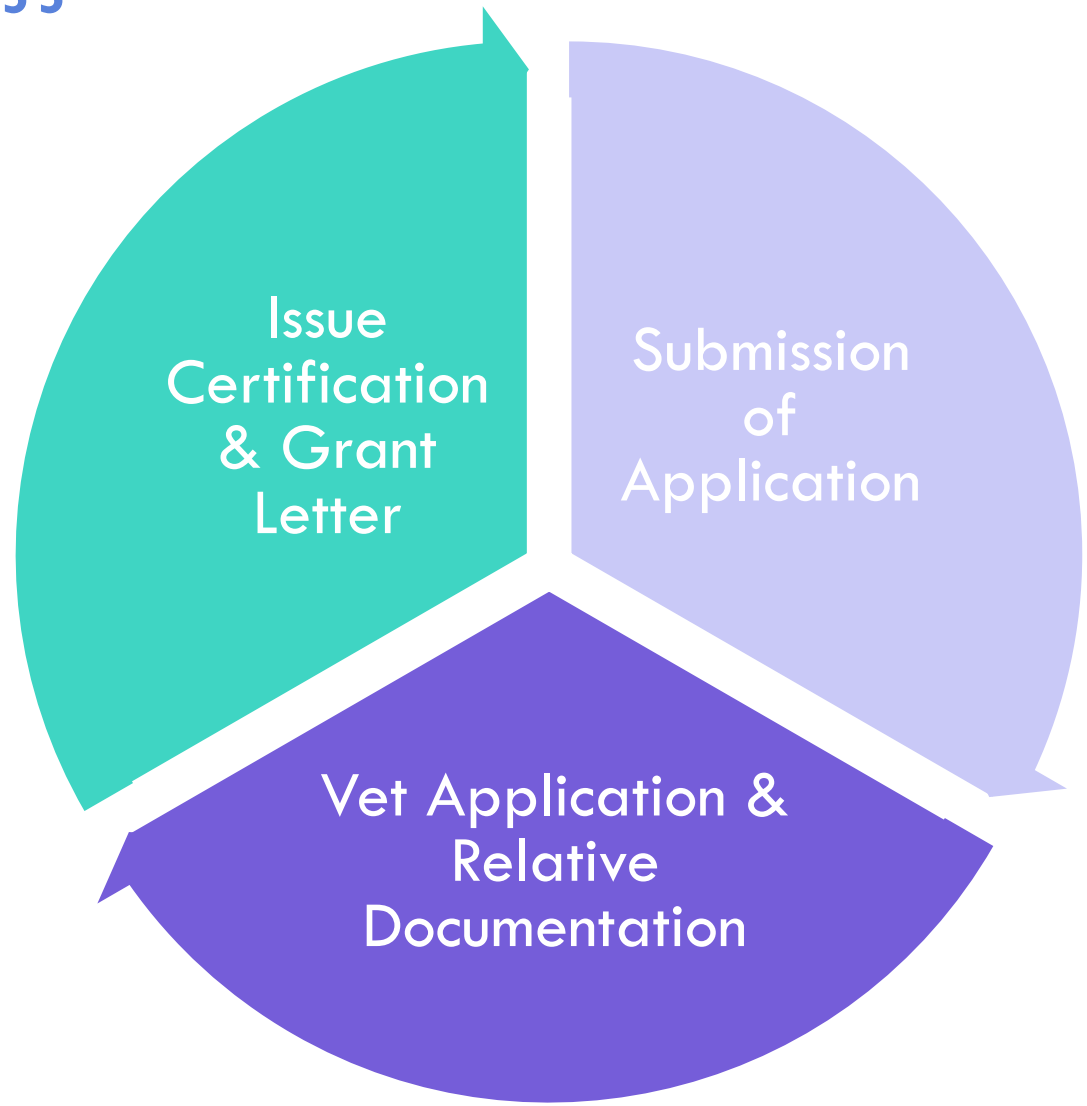
Licensed Service

SCSA SOCIAL CARE STANDARDS AUTHORITY

SCSA Office

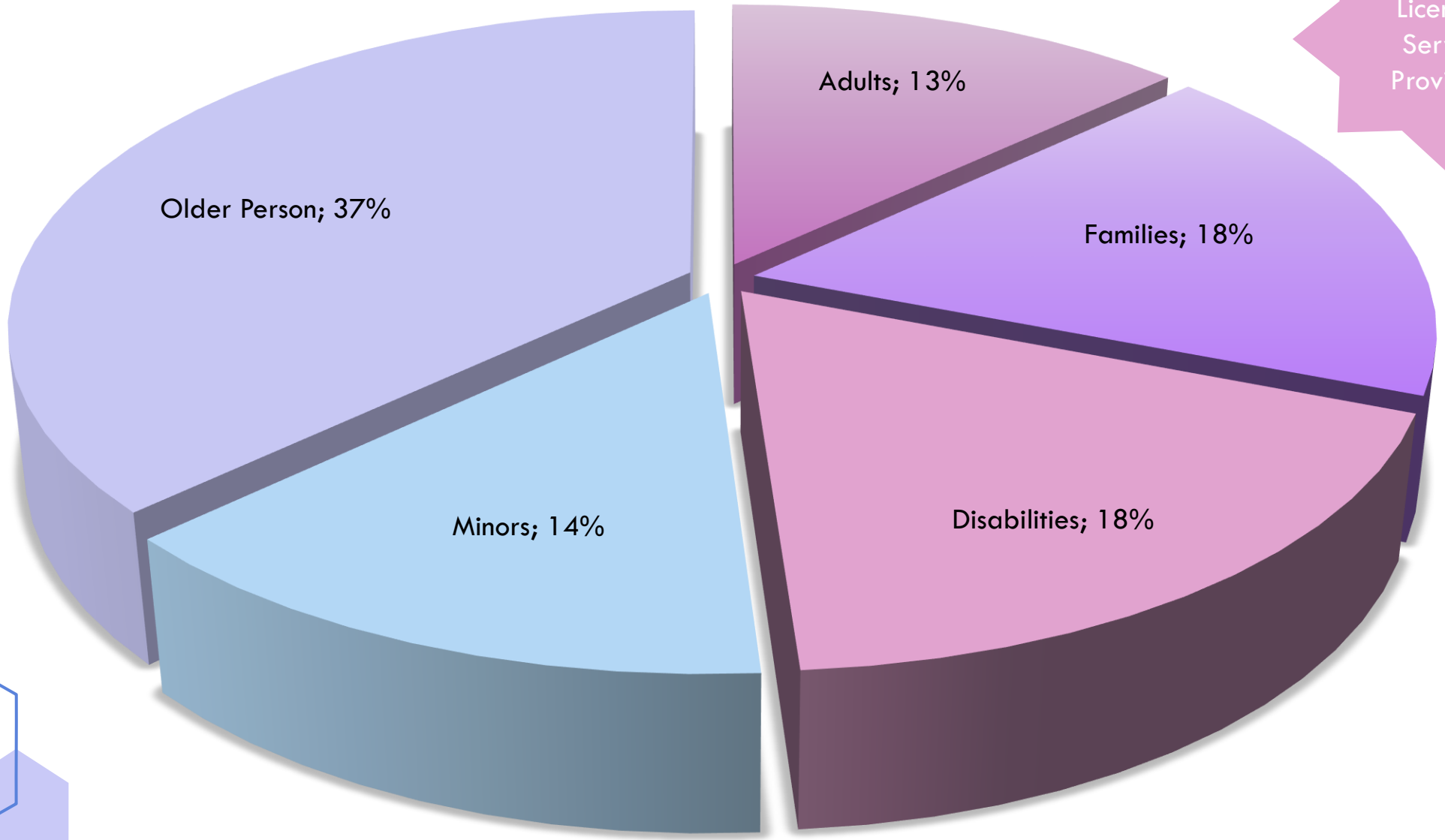
Service Provider

Application Process



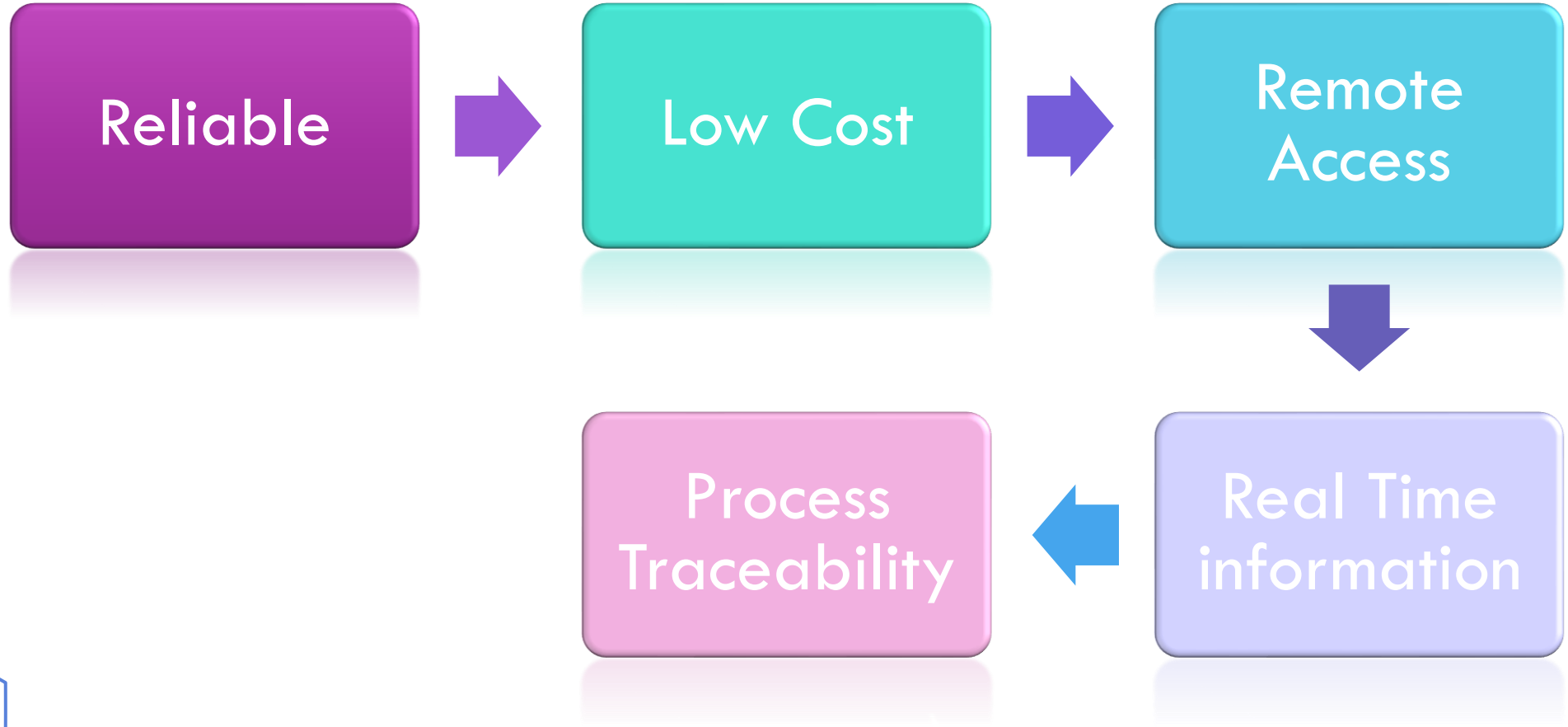
STATISTICS – Licences issued between Apr'22-Mar'23

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

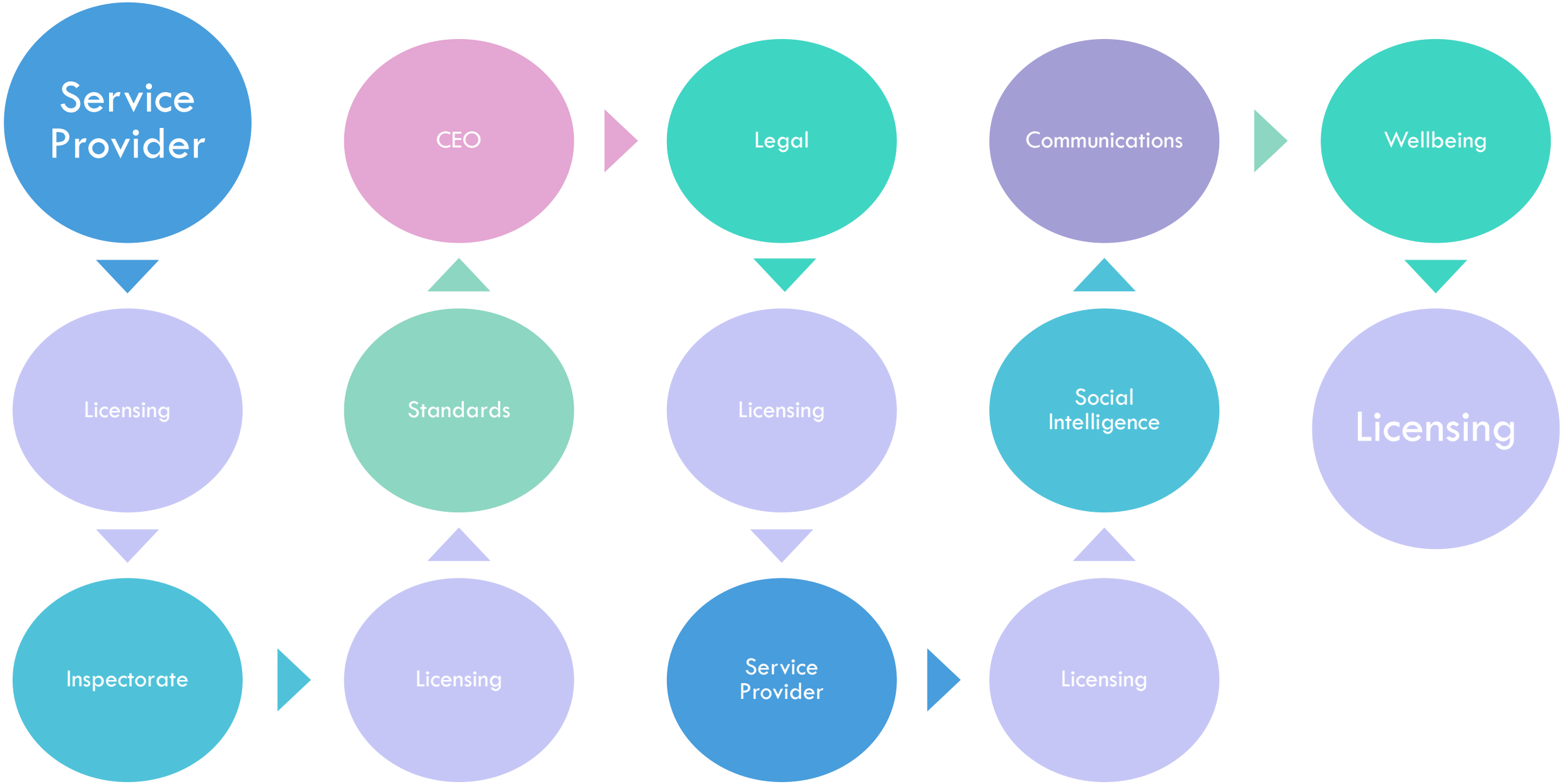
- Quick Response Times;
- Cost Savings;
- Any Device;
- Any Location;
- Flexibility;
- Business Continuity….

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 ….


Service Provider
Licensing
Inspectorate
CEO
Standards
Licensing
Legal
Licensing
Service Provider
Communications
Social Intelligence
Licensing
Wellbeing
Licensing

Wellbeing
Standards
Licensing
Social
Intelligence
Communications
Legal
Inspectorate

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)

SCSA SOCIAL CARE STANDARDS AUTHORITY

SOCIAL CARE STANDARDS AUTHORITY

LICENCE APPLICATION

To be marked with an 'X' when applicable	
Type of Application	Type of Licence
☐ New Licence	☐ Full Licence
☐ Renewal of Licence	☐ Emergency Licence
☐ Change of Licence	☐ Temporarily Licence

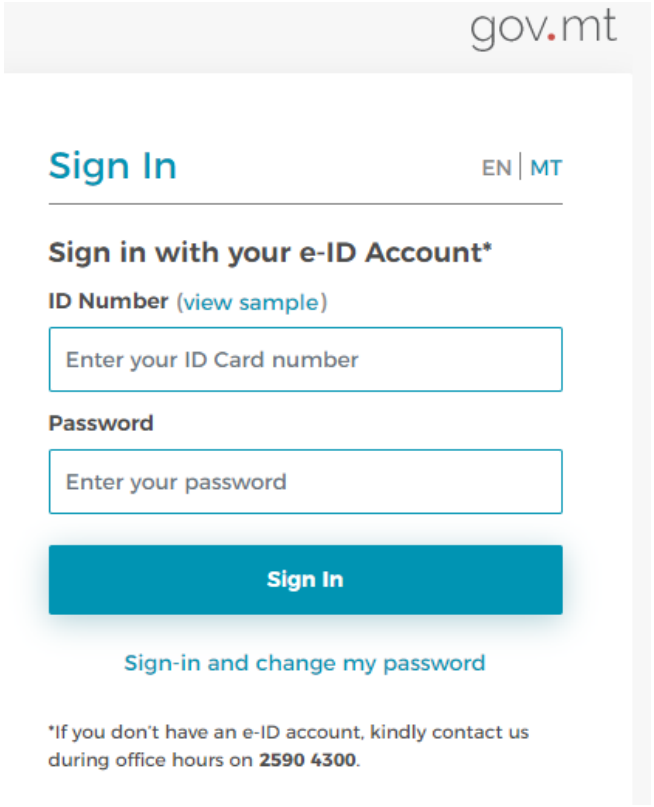
Current Application Approach

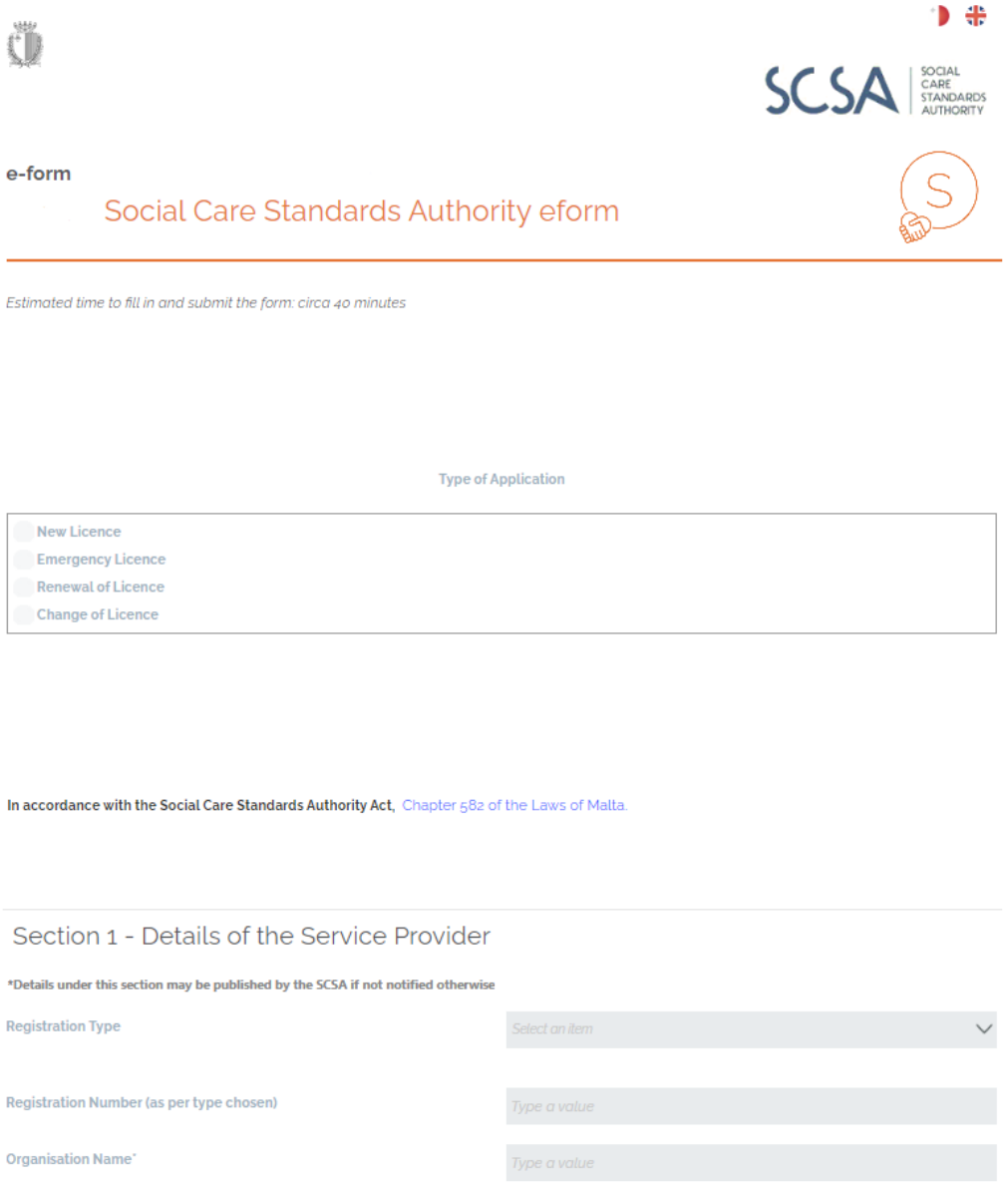
E-mails submitted from SCSA to Service Provider will

- 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





- Service Provider receives automatically a notification that application was submitted

From: workflow@gov.mt <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,

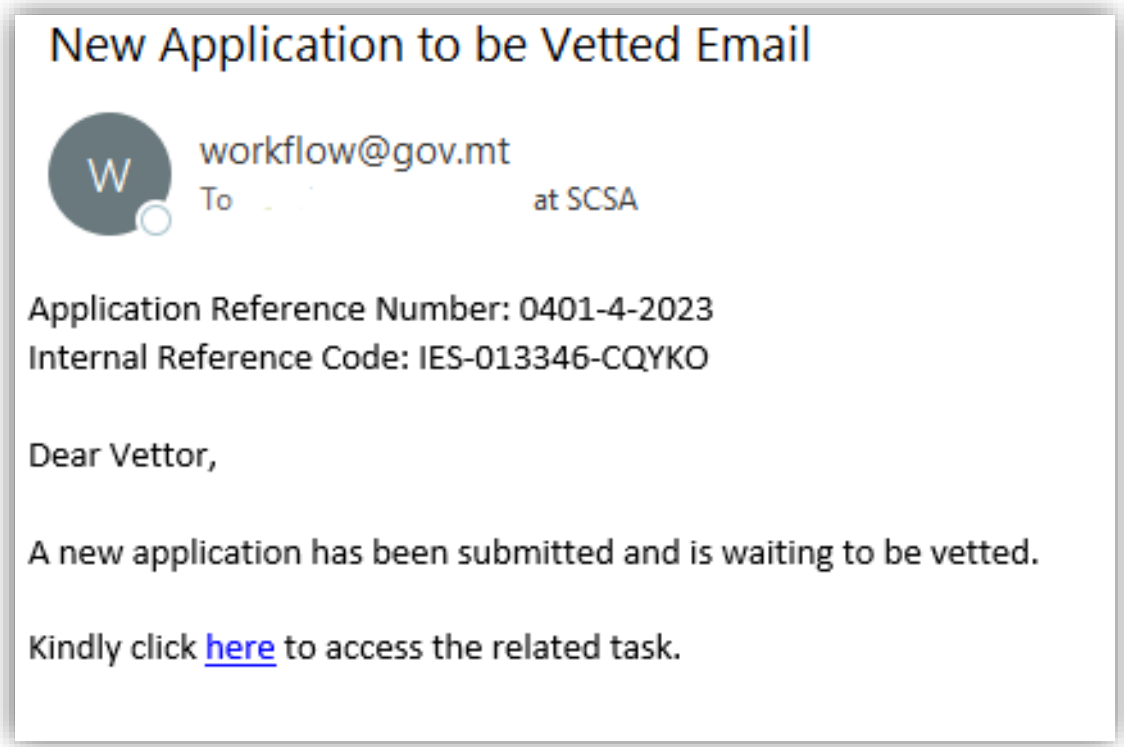
Thank you for your submission. A copy of the application submitted is attached to this email in PDF format. The application will be validated and processed shortly. You can monitor the progress and the relevant outcome of your application by visiting the Citizen Portal using your e-ID credentials.

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

W workflow@gov.mt

To at SCSA

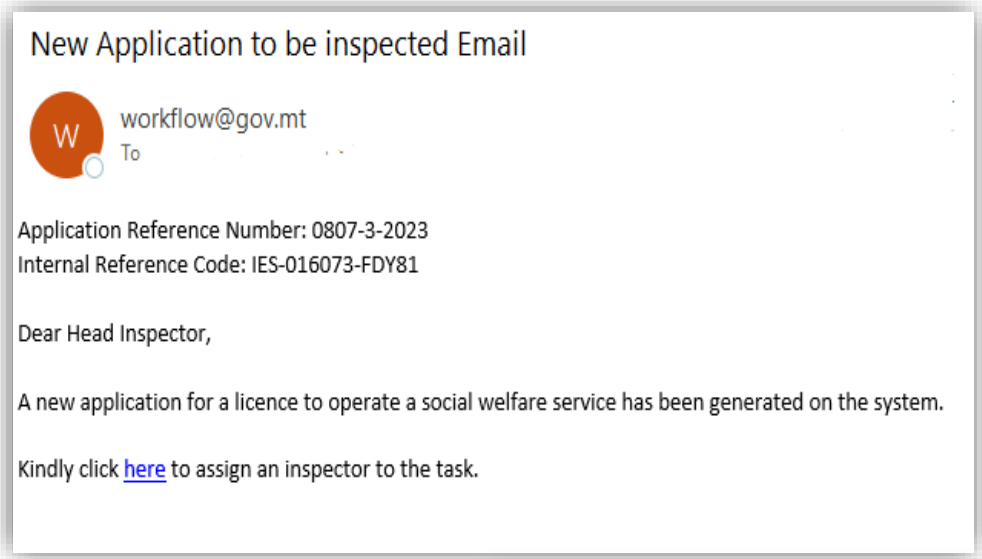
Application Reference Number: 0401-4-2023
Internal Reference Code: IES-013346-CQYKO

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

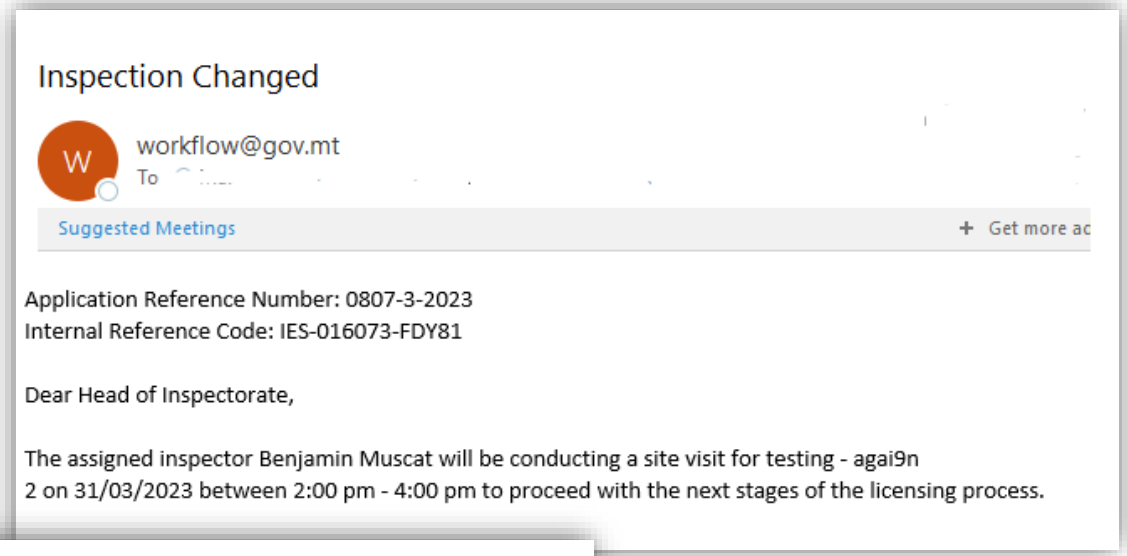
W workflow@gov.mt
To

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

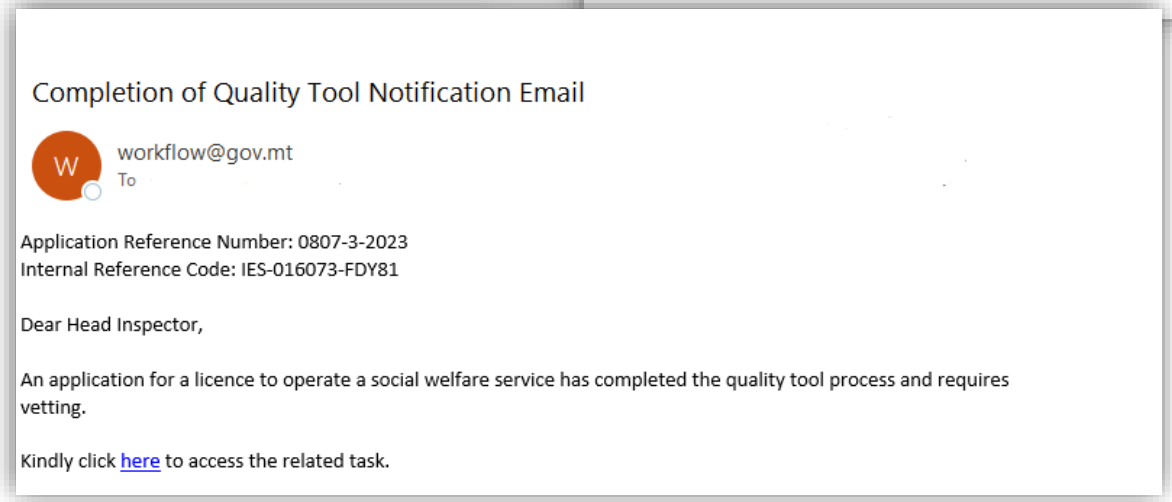
W workflow@gov.mt
To

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

W 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

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
externalrelations.scsa@gov.mt

Cynthia Deguara – Licensing Manager