

## Quick 'How To' Guides

[New user](#)

[Forgotten password/reset password](#)

[Actuals](#)

[Exception \(Exclamation\) alert](#) 

[View pending payments and non-payable items](#)

[View Remittance Advice](#)

[Responding to Disputes](#)

[Communicating with the Local Authority](#)

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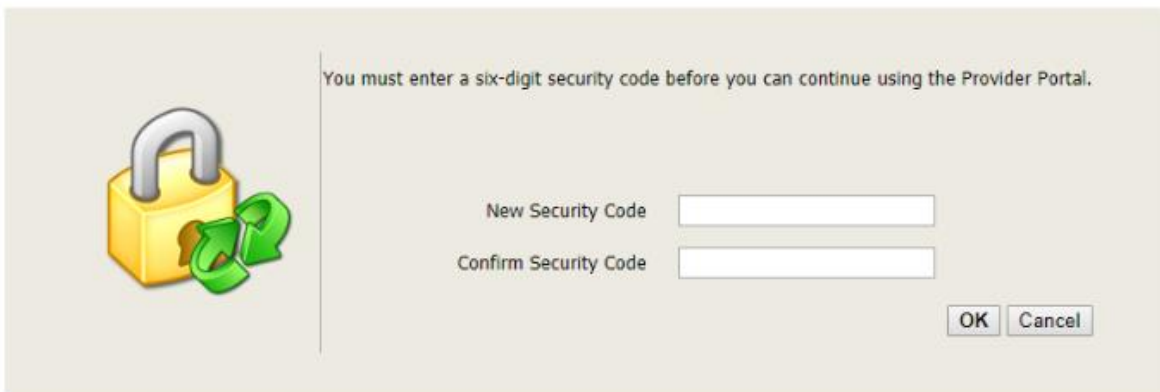
### New User:

New user accounts will be created by Bradford Council. Once your account has been created, you will be notified of the email address and password you will need to log in. You will also be given a link to the Provider Portal.

When you first log in, you will be required to also create a six-digit security code.

#### Change Security Code

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You must enter a six-digit security code before you can continue using the Provider Portal.

New Security Code

Confirm Security Code

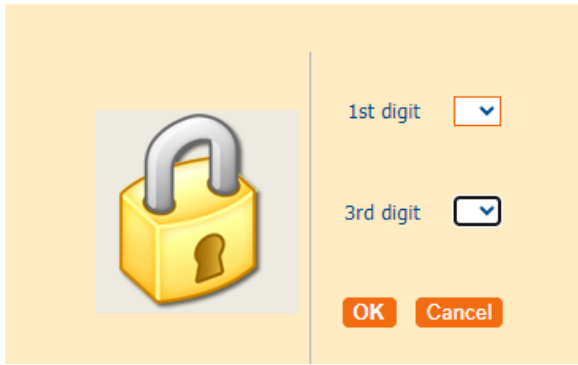
OK Cancel

Your security code must follow these rules:

- Exactly 6 digits
- Only 0-9
- Must be different from the previous security code
- No digit appears more than 4 times
- No sequences of more than three consecutive digits up or down (e.g. security codes containing 1234 or 4321 are not allowed)

Whenever you log in, you will be asked to enter specified digits from your code

[Log in to your Provider Portal](#) Please enter the following digits from your six-digit security code.



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## Forgotten password/Reset password

If you have forgotten your password or are locked out, you will need to email [provider.portal@bradford.gov.uk](mailto:provider.portal@bradford.gov.uk) to request the account unlocking,

Your account will be locked if you have not accessed the Provider Portal within the last 90 days.

If you wish to reset your password and/or your six-digit security code, you can do this from the Provider Portal home page.



[Change Password](#)



[Change Security Code](#)

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## Actuals

- *Important Note: The contract management system does not generate or accept actuals beyond the current week*
- Each actual has a coloured background indicating its status with respect to the planned delivery:  
Grey: Actual units/hours equal planned units/hours  
Green: Actual units/hours exceed planned units/hours  
Red: Actual units/hours are less than planned units/hours
- If you see the message 'There are no actuals for this week', it is because there were no clients receiving services that week.

- If you see the client name(s) but no details of the service, click '**Generate Actuals**'

Service Level: [All Service Levels] Client: [All Clients]  
 Show Clients with Actuals: [No Selection] Actuals:  Unplanned  Planned  Intermittent  Locked

**View** **Reset**

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
<b>Mr Eric Bristow</b> 96836000 <span>Add/Edit</span> <span>Confirm</span>								
<b>Miss Fallon Sherrock</b> ab836000 <span>Add/Edit</span> <span>Confirm</span>								
<b>Mr Sid Waddell</b> 8c846000 <span>Add/Edit</span> <span>Confirm</span>								
<b>Mr Jocky Wilson</b> c9836000 <span>Add/Edit</span> <span>Confirm</span>								
<b>Mr Peter Wright</b> e0946000 <span>Add/Edit</span> <span>Confirm</span>								

Total: £0.00 of £0.00

Pages: 1

**Confirm Actuals** **Generate Actuals**

### Exception (Exclamation) alert




Exception settings are alerts which highlight a possible issue with your submission. These are also brought to the attention of the Local Authority.

Whenever you see the Exception alert, you can hover over the icon which will advise that you can view the details by clicking on the icon

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
<b>Mr Eric Bristow</b> 96836000							<b>£180.00 of £180.00</b>	<span>Add/Edit</span> <span>Confirm</span>
1 x Hour	Homecare Flexible - Bradford - Double-handed	1	0	1	0	1	£40.00 = 1 (Actual + Frstd) Hour x £40.00	Call cancelled this week
This Actual has one or more exceptions. Click to view details.								
7 x Hours	Homecare Flexible - Bradford - Single-handed	7	0	0	0	7	£140.00 = 7 (Actual + Frstd) Hours x £20.00	

The following are three examples of exceptions which are triggered because of the actuals claimed.

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
<b>Mr Eric Bristow</b> 96836000							<b>£180.00 of £180.00</b>	<input type="button" value="Add/Edit"/> <input type="button" value="Confirm"/>
 1 x Hour	Homecare Flexible - Bradford - Double-handed	1	0	1	0	1	£40.00 = 1 (Actual + Frstd) Hour x £40.00	Call cancelled this week
7 x Hours	Homecare Flexible - Bradford - Single-handed	7	0	0	0	7	£140.00 = 7 (Actual + Frstd) Hours x £20.00	
<b>Miss Fallon Sherrock</b> ab836000							<b>£60.00 of £60.00</b>	<input type="button" value="Add/Edit"/> <input type="button" value="Confirm"/>
 2 x Hours	Homecare Flexible - Bradford - Single-handed	2	1	0	0	2	£60.00 = 3 (Actual + Frstd) Hours x £20.00	Client not home
<b>Mr Sid Waddell</b> 8c846000							<b>£60.00 of £60.00</b>	<input type="button" value="Add/Edit"/> <input type="button" value="Confirm"/>
 3 x Hours	Homecare Flexible - Bradford - Single-handed	1	0	0	2	1	£60.00 = 3 (Actual + Frstd) Hours x £20.00	Extra calls req by SW

### Exception Example 1:

In this example (Eric Bristow), the exception advises that the **Actual does not add up**. The full service was not provided as it had been cancelled in advance.

The planned service was 1

The actual claimed is 1 (the actual defaults to the planned service and you are required to amend this accordingly)


There is 1 missed call recorded

The total cost is showing that 1 is being claimed

### Exceptions

Actual does not add up The Actual (Mr Eric Bristow (96836000), 06/06/2022, Ally Pally Home Care - Homecare Flexible - Bradford - Double-handed) value: 1 does not equal the result Actual (0) of planned - frustrated - missed + extra.

OK

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
 1 x Hour	Homecare Flexible - Bradford - Double-handed	1	0	1	0	1	£40.00 = 1 (Actual + Frstd) Hour x £40.00	Call cancelled this week
7 x Hours	Homecare Flexible - Bradford - Single-handed	7	0	0	0	7	£140.00 = 7 (Actual + Frstd) Hours x £20.00	
Add Actual: Unplanned [No selection]								<input type="button" value="Add"/>

**Solution – The actual needs to be amended to 0 (zero) as no service provided**

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
<input type="text" value="0"/> x Hours	Homecare Flexible - Bradford - Double-handed	1	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="1"/>	£0.00 = 0 (Actual + Frstd) Hours x £40.00	Call cancelled this week
<input type="text" value="7"/> x Hours	Homecare Flexible - Bradford - Single-handed	7	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="7"/>	£140.00 = 7 (Actual + Frstd) Hours x £20.00	

Add Actual: Unplanned

Week Total: £140.00

**Exception Example 2:**

In this example (Fallon Sherrock), the exception advises that the **Actual does not add up**. Although carers attempted to provide the calls, the client was not at home when carers attended one of the planned visits.

The planned service was 2

The actual claimed is 2

There is 1 frustrated call

The total cost is showing that **3** is being claimed as it's looking at the 2 in the actuals and 1 in frustrated

**Exceptions**

**Actual does not add up** The Actual (Miss Fallon Sherrock (ab836000), 06/06/2022, Ally Pally Home Care - Homecare Flexible - Bradford - Single-handed) value: 2 does not equal the result (1) Actual of planned - frustrated - missed + extra.

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
<input type="text" value="2"/> x Hours	Homecare Flexible - Bradford - Single-handed	2	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="2"/>	£60.00 = 3 (Actual + Frstd) Hours x £20.00	Client not home

Add Actual: Unplanned

Week Total: £60.00

**Solution – The actual needs to be amended to 1 (one) as only one call was actually provided, the other call was frustrated. This would still ensure that you are paid for the 2 calls but accurately reflects what was actually provided to the person.**

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
<input type="text" value="1"/> x Hours	Homecare Flexible - Bradford - Single-handed	2	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="2"/>	£40.00 = 2 (Actual + Frstd) Hours x £20.00	Client not home

Add Actual: Unplanned

Week Total: £40.00

### Exception Example 3:

In this example (Sid Waddell), the exception advises the **Plan exceeded for week**. This is because the planned level of service was 1 and a total of 3 are being claimed.

This has been accurately recorded, the actuals reflect the 3, the correct number of extras are shown and a reason has been stated.

**Exceptions**

Plan exceeded for week    The Actual (Mr Sid Waddell (8c846000), 06/06/2022, Ally Pally Home Care - Homecare Flexible - Bradford - Single-handed) exceeds the planned service level    Actual by 200%.

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
<input style="width: 40px; border: 1px solid red;" type="text" value="3"/> x Hours	Homecare Flexible - Bradford - Single-handed	1	<input style="width: 40px; border: 1px solid red;" type="text" value="0"/>	<input style="width: 40px; border: 1px solid red;" type="text" value="0"/>	<input style="width: 40px; border: 1px solid red;" type="text" value="2"/>	<input style="width: 40px; border: 1px solid red;" type="text" value="1"/>	£60.00 = 3 (Actual + Frstd) Hours x £20.00	<input style="width: 150px; border: 1px solid red;" type="text" value="Extra calls req by SW"/>
<b>Add Actual:</b> Unplanned <input style="width: 150px; border: 1px solid red;" type="text" value="[No selection]"/> <input style="float: right;" type="button" value="Add"/>								

Week Total: £60.00

There isn't anything further that needs to be done with this claim.

**\*\*IMPORTANT\*\*** Whenever this exception is triggered, the entire payment for that client will be suspended pending approval/rejection by Bradford Council.

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### [View pending payments and non-payable items](#)

- Go to Scheduled Payments

HomeActualsOne-Off ClaimsInvoices/Credit NotesScheduled PaymentsPOs

#### Ally Pally Ltd

#### Pick a task...



##### Actuals

Submit your actuals to Bradford using the online form or bulk import facility



##### Invoices/Credit Notes

View and create your invoices/credit notes online



##### Scheduled Payments

View and confirm or reject scheduled payments.



##### One-Off Claims

View and create One-Off Claims

- Select the applicable financial year and period (week)

**Scheduled Payments**

Financial year: **2022/2023**

Contract: **Ally Pally Care**

**Ally Pally Ltd**

- 8 Jun 2022 to 12 Jun 2022**  
Unconfirmed
- 30 May 2022 to 5 Jun 2022**  
Confirmed
- 23 May 2022 to 29 May 2022**  
Confirmed
- 16 May 2022 to 22 May 2022**  
Confirmed

- This will detail what is due to be paid for that week
- It will also show any payment(s) **not** due to be paid
- This page defaults to the Payable tab. Further details can be found by selecting the Non-Payable tab

Start Date:	06 Jun 2022	<table border="1"> <tr> <td></td> <td><b>Total</b></td> </tr> <tr> <td><b>Payable</b></td> <td>£760.00</td> </tr> <tr> <td><b>Non-Payable</b></td> <td>£60.00</td> </tr> </table>		<b>Total</b>	<b>Payable</b>	£760.00	<b>Non-Payable</b>	£60.00
	<b>Total</b>							
<b>Payable</b>	£760.00							
<b>Non-Payable</b>	£60.00							
End Date:	12 Jun 2022							
Status:	<b>Unconfirmed</b>							

Payable		Non-payable		
Cost / Income	Reason for Payment	Applicable Dates	Amount	Status
<b>Ally Pally Home Care 2022/2023</b>				
<b>Mr Eric Bristow (96836000) (Total: £140.00)</b>				
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	06/06/2022 - 12/06/2022	£140.00	Pay
<b>Miss Fallon Sherrock (ab836000) (Total: £40.00)</b>				
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	06/06/2022 - 12/06/2022	£40.00	Pay
<b>Mr Jocky Wilson (c9836000) (Total: £560.00)</b>				
Cost	Homecare Flexible - Bradford - Double-handed (Hour), Spot.	06/06/2022 - 12/06/2022	£560.00	Pay
<b>Mr Peter Wright (e0946000) (Total: £20.00)</b>				
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	06/06/2022 - 12/06/2022	£20.00	Pay

**Confirm/Reject**

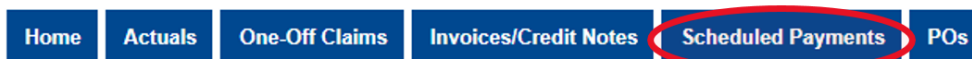
- Any payment(s) that are Non-Payable will be detailed here including the status e.g. 'Suspend'

Start Date:	06 Jun 2022		<b>Total</b>
End Date:	12 Jun 2022		£760.00
		<b>Payable</b>	
		<b>Non-Payable</b>	£60.00
<b>Status:</b>	<b>Unconfirmed</b>		

Payable	Non-payable			
Cost / Income	Reason for Payment	Applicable Dates	Amount	Status
<b>Ally Pally Home Care 2022/2023</b>				
<b>Mr Sid Waddell (8c846000) (Total: £60.00)</b>				
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot. (Adj)	06/06/2022 - 12/06/2022	£60.00	Suspend

### Confirming Actuals:

- Once the actuals have been updated accordingly, you need to confirm them.
- This acts as Bradford Council's notification that you have submitted all actuals for that week
- Go to Scheduled Payments



### Ally Pally Ltd

#### Pick a task...



#### Actuals

Submit your actuals to Bradford using the online form or bulk import facility



#### Invoices/Credit Notes

View and create your invoices/credit notes online



#### Scheduled Payments

View and confirm or reject scheduled payments.



#### One-Off Claims

View and create One-Off Claims

- Select the applicable financial year and period (week)



**Scheduled Payments**

Financial year:  
2022/2023

Contract:  
Ally Pally Care

Ally Pally Ltd

- 6 Jun 2022 to 12 Jun 2022  
Unconfirmed
- 30 May 2022 to 5 Jun 2022  
Confirmed
- 23 May 2022 to 29 May 2022  
Confirmed

- You will see details of the claim for that week and that the status is **'Unconfirmed'**
- Select the **Confirm/Reject** button

Start Date:	06 Jun 2022			<b>Total</b>
End Date:	12 Jun 2022			£760.00
			<b>Payable</b>	
			<b>Non-Payable</b>	£60.00
<b>Status:</b>	<b>Unconfirmed</b>			

Payable		Non-payable		
Cost / Income	Reason for Payment	Applicable Dates	Amount	Status
<b>Ally Pally Home Care 2022/2023</b>				
<b>Mr Eric Bristow (96836000) (Total: £140.00)</b>				
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	06/06/2022 - 12/06/2022	£140.00	Pay
<b>Miss Fallon Sherrock (ab836000) (Total: £40.00)</b>				
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	06/06/2022 - 12/06/2022	£40.00	Pay
<b>Mr Jocky Wilson (c9836000) (Total: £560.00)</b>				
Cost	Homecare Flexible - Bradford - Double-handed (Hour), Spot.	06/06/2022 - 12/06/2022	£560.00	Pay
<b>Mr Peter Wright (e0946000) (Total: £20.00)</b>				
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	06/06/2022 - 12/06/2022	£20.00	Pay

**Confirm/Reject**

- Details of the Care Package Line Items will be detailed.
- You can then add any relevant comments. Once done, click **'Confirm'**

Start Date:	06 Jun 2022		<b>Total</b>
End Date:	12 Jun 2022		£760.00
		<b>Payable</b>	
		<b>Non-Payable</b>	£60.00
<b>Status:</b>	<b>Unconfirmed</b>		

Comments:  
 All actuals submitted for period 6th - 12th June  
 Please consider suspended payment of £60 for Sid. Planned 1hr provided plus additional 2hrs as requested by Social Worker

**Confirm** **Reject** **Cancel**

Care Package Line Items

SSRef	Client	Service	Service Level	Start Date	End Date	Cost	Pricing	CPLI ID
96836000	Bristow, Eric	Ally Pally Home Care	Homecare Flexible - Bradford - Single-handed	05/04/2021	-	£140.00 Weekly	7 x Hours at £20.00 (Spot)	1523
ab836000	Sherrock, Fallon	Ally Pally Home Care	Homecare Flexible - Bradford - Single-handed	14/03/2022	-	£40.00 Weekly	2 x Hours at £20.00 (Spot)	1708
8c846000	Waddell, Sid	Ally Pally Home Care	Homecare Flexible - Bradford - Single-handed	05/04/2021	-	£20.00 Weekly	1 x Hour at £20.00 (Spot)	1564
c9836000	Wilson, Jocky	Ally Pally Home Care	Homecare Flexible - Bradford - Double-handed	05/04/2021	-	£560.00 Weekly	14 x Hours at £40.00 (Spot)	1524
e0946000	Wright, Peter	Ally Pally Home Care	Homecare Flexible - Bradford - Single-handed	12/07/2021	-	£20.00 Weekly	1 x Hour at £20.00 (Spot)	1563

- The Status will change to Confirmed

Start Date:	06 Jun 2022		<b>Total</b>
End Date:	12 Jun 2022		£760.00
		<b>Payable</b>	
		<b>Non-Payable</b>	£60.00
<b>Status:</b>	<b>Confirmed</b>		
<b>Comment:</b>	All actuals submitted for period 6th - 12th June Please consider suspended payment of £60 for Sid. Planned 1hr provided plus additional 2hrs as requested by Social Worker		

View Remittance Advice

- Go to Scheduled Payments

Home Actuals One-Off Claims Invoices/Credit Notes **Scheduled Payments** POs Reports Help Logout

- Select the financial year and contract that it relates to

**Scheduled Payments**

Financial year:  
2024/2025

Contract:  
Ally Pally Care

Ally Pally Ltd  
(No scheduled payments)

- Select the applicable week

Ally Pally Ltd

17 Oct 2022 to 23 Oct 2022  
*Unconfirmed*

10 Oct 2022 to 16 Oct 2022  
*Confirmed*

3 Oct 2022 to 9 Oct 2022  
*Confirmed*

26 Sep 2022 to 2 Oct 2022  
*Confirmed*

- This will open details of the payment period. Select the **Download Remittance Advice Report** button at the bottom of the page

[Download Remittance Advice Report](#)

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## Responding to Disputes

- When a dispute has been raised, an email notification will be sent which contains a link to the dispute. You will also see on the Portal Home page that there is a dispute awaiting action



- Click on Disputes to view details of the open dispute
- Click on the **Edit** button

Client:  Actuals/Visits from:

Status:  In Dispute  Resolution Requested  Resolved to:

[View](#) [Reset](#)

Client	Status	Reason	Details	Response	Date Range
Wilson, Jocky	In Dispute	Unauthorised extra	This extra was not agreed. If the service needs to be increased, please submit the relevant request. Please adjust the claim for only the planned hours delivered.		22/08/2022 - 28/08/2022

[Edit](#)

- To respond, type any comments in the response box and then select **Request Resolution**

**Client:** Wilson, Jocky  
**Status:** In Dispute  
**Reason:** Unauthorised extra  
**Details:** This extra was not agreed. If the service needs to be increased, please submit the relevant request. Please adjust the claim for only the planned hours delivered.

**Response:**

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Week Beginning 22 Aug 2022 (Ally Pally Home Care)							£640.00 of £640.00	<a href="#">Add/Edit</a>
16	x Hours	Homecare Flexible - Bradford - Double-handed	14	0	0	2 14	£640.00 = 16 (Actual + Frstd) Hours x £40.00	Service increased

Pages: 1 [Request Resolution](#) [Back](#)

## Communicating with the Local Authority

- To contact the Local Authority, go to **Actions & Change Requests**



[Actions and Change Requests](#)  
No open Actions

- Select **New Action**

[Actions and Change Requests](#)

### Actions

[New Action](#)

Assigned To:  Type:  [View Actions](#)


Include Done Actions

Status	Last Post Date	Title	Re.	Due	Type	Assigned To
There are no actions that match your filter criteria						

- Input the details as applicable – Fields shown in **bold** are mandatory
- Use the drop-down boxes to select Type, Related To and Entity

**Important – If option 'Client' is used in the 'Related To' field, it will AUTOMATICALLY populate the entity field with the name of the first client on the list. If the action is in relation to another individual, you must change the name**

- Assign the action to a person or team
- Once complete, select **Create Action**

 **New Action**

**Type:** Hospital Admission

**Related To:** Client

**Entity:** Bristow, Eric

**Due Date:** 22/03/2024

**Assign to:** Trevor Bland


**Title:** Planned hospital appointment


**Text:**  
Eric is going to hospital for planned procedure this weekend and will not require usual calls.

**Attachment:** Choose File No file chosen

**Create Action** Cancel

- The action has now been created and submitted
- To view the action, click the hyperlink within the title

 **Actions and Change Requests**


 **Action has been created.**

**Actions**

[New Action](#)

Assigned To: [Any] Type: [Any] [View Actions](#)

Include Done Actions

Status	Last Post Date	Title	Re.	Due	Type	Assigned To
	20/03/2024 14:16	<a href="#">Planned hospital appointment</a>	Mr Eric Bristow (Client)	22/03/2024	Hospital Admission	LA (Trevor Bland)