

Provider Guidance for Submitting Home Support Adjustments and Variations **(Provider Portal)**

Definitions

- ▶ **Provider Adjustment Requests:** A request for a permanent change to **planned** home support hours or a temporary change for more than 7 days requested by a provider. Adjustments can be for ending services (moving into care home, deceased etc), increases (including changes from single handed to double handed support) and reductions in weekly hours. Requests for adjustments from providers need to be approved by the Independence Advice Hub (formerly called Access), BEST or a Social Work team. Providers should complete a 'Request for Adjustment to Current Service Form' (formerly SS243 Form) via the online link: https://onlineforms.bradford.gov.uk/ufs/CHANGE_OF_PROVIDER.eb

Even if a change is likely to be temporary and not permanent, a 'Request for Adjustment to Current Service Form' must be submitted if the temporary change is provided for 8 days or more.

Please note: Adjustments can also be requested by Social Work teams following Care Act Support Plan reviews, in these cases Social Workers must confirm the change with the provider and ask for confirmation that any increases or reduction in hours can be accommodated by the provider. Providers must ask the Social Worker to confirm the request via email.

- ▶ **Variations:** A temporary change to **planned** home support hours requested by a provider, either an increase or decrease, for example because of short term illness, family carer being away on holiday, service user going on holiday etc. Providers should add any variations to the Provider Portal, you must add a comment to the comments box stating the reason for the variation. Increases to **planned** services are monitored and processed by Support Options and are paid for up to one week. If an increase to **planned** service exceeds 7 days, then providers **must** submit a 'Request for Adjustment of Current Service Form' to the Support Options Team, **increases to planned services exceeding 7 days will be rejected for payment in the Provider Portal.**

Providers should always note in the Provider Portal the reason they have delivered an increased or reduced service in the comments box. Failure to do this will result in delays in payments for increased support or potential complaints from service users where support has been reduced and they are being charged by the Council for the higher amount.

You must not submit any adjustments and variations for services that are not part of the **planned** support because they will not have been identified as an assessed need as part of a service users support plan. For example, you should not start providing domestic services, social inclusion or sitting services if these services are not part of the existing **planned** hours. If you identify that a service user is socially isolated or there is a concern around healthy and safety in the home you should raise these concerns with the allocated Social Worker or Home Support Reviewing Team.

Provider Payments

To support the prompt payment of variations and adjustments, providers should ensure that they submit the 'Request for Adjustment of Current Services Form' as per the terms of the 2023-30 Locality contract 'Providers must submit the Request for the Adjustment Form within fourteen (14) days of the Provider increasing or decreasing the service'.

Any Request for an Adjustment Form submitted for service increases after fourteen (14) days of the start of the increase in service will be paid from the date of submission and not backdated if it is approved by an authorised officer of the Council. The Council will respond promptly to requests for adjustments.

The provider must have processes and procedures in place that meet the business requirements of the Council, a mechanism that supports the completion of the Provider Portal so that they are completed accurately and submitted no later than 5 working days after the end of each weekly period.

Completing the online 'Request for Adjustment of Current Service Form'

An individual online form must be completed for each service user that providers are requesting an adjustment for.

If there is an increase *and* a reduction for a service user, starting on the same date, the request should be submitted on one individual online form. If there are different start dates for the increase and reduction, then two separate individual online forms need to be completed.

Service Users Missing in the Provide Portal

Where you find that you are providing home support to a service user and their payments are missing from the Provider Portal, please e-mail Support-Options@bradford.gov.uk with service users details i.e. NHS number, full name, address and post code and Support Options will look into.