


## Provider Guide – Entering Actuals (Bulk)

Log into the portal as normal (email, password and 2 randomly requested digits from 6 digit pin)

- Select '**Actuals**' from the taskbar or from the available tasks in the functional areas

Provider web interf



**City of BRADFORD** ContrOCC  
Bradford Provider Portal  
METROPOLITAN DISTRICT COUNCIL

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

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

- Select the applicable service (if more than one service is provided)

Home **Actuals** One-Off Claims Invoices/Credit Notes Scheduled Payments

Back **Services**

Ally Pally Ltd

**Current Services**

**Ally Pally Home Care**

**Ally Pally Home Care**

DTA

Include Historical

Submit Actuals Online

Please select a Service on the left.

- Select the week required using the '**Actual Weeks**' calendar

Home **Actuals** One-Off Claims

**Actual Weeks**

<<< November 2021 >>>

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

« Prev | This Week | Next »

- 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							<a href="#">Add/Edit</a> <a href="#">Confirm</a>
<b>Mr Dennis Priestley</b>	bb846000							<a href="#">Add/Edit</a> <a href="#">Confirm</a>
<b>Miss Fallon Sherrock</b>	ab836000							<a href="#">Add/Edit</a> <a href="#">Confirm</a>
<b>Mr Sid Waddell</b>	8c846000							<a href="#">Add/Edit</a> <a href="#">Confirm</a>
<b>Mr Jocky Wilson</b>	c9836000							<a href="#">Add/Edit</a> <a href="#">Confirm</a>
<b>Mr Peter Wright</b>	e0946000							<a href="#">Add/Edit</a> <a href="#">Confirm</a>


Total: £0.00 of £0.00

Pages: 1

[Confirm Actuals](#) [Generate Actuals](#)

- Go back to 'Actuals' page and click 'Actuals Bulk Export'

Home **Actuals** One-Off Cla

Back  Services

**Ally Pally Ltd**

**Current Services**

- [Ally Pally Home Care](#)
- [Ally Pally Home Care DTA](#)

Include Historical

**Bulk Import/Export**

It is also possible to bulk-import or export actuals data from a CSV file

- [Actuals Bulk Import](#)
- [Actuals Bulk Export](#)
- [Commissioned Care Export](#)

- Enter the start date and end date (Monday to Sunday) and then click 'Export'

 Bulk Export of Actuals

Please select the required time period for the export

Start Date:

End Date:

[Export](#)

- This will open a CSV file which contains the information regarding all service users planned services for that week

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	Service	ServiceLe	SSRef	Date	IsTimetab	Timetable	Timetable	Timetable	Timetable	WeeklyAc	WeeklyFri	WeeklyMi	WeeklyEx	WeeklyNu	Comment	CarePacka	Timetabled	WeekHas	NoDelivery
2	Ally Pally	Homecare	96836000	20211129	0					7	0	0	0	7		1523			
3	Ally Pally	Homecare	c9836000	20211129	0					14	0	0	0	14		1524			
4	Ally Pally	Homecare	96836000	20211129	0					1	0	0	0	1		1526			
5	Ally Pally	Homecare	ab836000	20211129	0					1	0	0	0	1		1562			
6	Ally Pally	Homecare	e0946000	20211129	0					1	0	0	0	1		1563			
7	Ally Pally	Homecare	8c846000	20211129	0					1	0	0	0	1		1564			
8	Ally Pally	Homecare	bb846000	20211129	0					14	0	0	0	14		1575			

- For guidance note purposes, the columns relating to timetabled services have been hidden on the following screenshots as these will not be required.

	A	B	C	D	J	K	L	M	N	O
1	Service	ServiceLevel	SSRef	Date	WeeklyActualQuantity	WeeklyFrustratedQuantity	WeeklyMissedQuantity	WeeklyExtraQuantity	WeeklyNumberOfVisits	Comments
2	Ally Pally	Homecare Flexible - Bradford - Single-handed	96836000	20211129	7	0	0	0	7	
3	Ally Pally	Homecare Flexible - Bradford - Double-handed	c9836000	20211129	14	0	0	0	14	
4	Ally Pally	Homecare Flexible - Bradford - Double-handed	96836000	20211129	1	0	0	0	1	
5	Ally Pally	Homecare Flexible - Bradford - Single-handed	ab836000	20211129	1	0	0	0	1	
6	Ally Pally	Homecare Flexible - Bradford - Single-handed	e0946000	20211129	1	0	0	0	1	
7	Ally Pally	Homecare Flexible - Bradford - Single-handed	8c846000	20211129	1	0	0	0	1	
8	Ally Pally	Homecare Flexible - Bradford - Single-handed	bb846000	20211129	14	0	0	0	14	

The file details the following:

**Service** – Name of service provider

**Service level** – Single-handed, double-handed etc

**SS Ref** – This is what you will use to identify the service user you are making any amendments to

**Date** – This relates to the week the actuals are for. The format is Year/Month/Date.

**Weekly Actual Quantity** – This is the numbers of hours that were actually provided to the service user

**Weekly Frustrated Quantity** – This is the number of hours for calls which were not provided due to hospital admission. **This should only be used for Hospital Week 1 & 2.** These will be payable but it is important that they are **not** included on the ‘Weekly Actual Quantity’

**Weekly Missed Quantity** – This is the number of hours not provided e.g. calls had been cancelled in advance or the carer was unable to attend as expected

**Weekly Extra Quantity** – This is the number of additional hours provided in addition to the expected planned service

**Weekly Number Of Visits** – *Do not amend this figure regardless of whether full planned service was provided*

**Comments** – This **must** be completed with the reason(s) why the full planned service was not provided or where claims for additional services are being made. **Failure to complete this may result in payment being rejected.**

- If full planned service provided entirely, you do not need to make any amendments
- If the actual service delivered differs to the planned service, you **must** amend the 'Weekly Actual Quantity' and also enter a corresponding figure in the relevant 'Frustrated', 'Missed' or 'Extra Quantity' column

**Example of Frustrated: Frustrated is ONLY to be used for hospital admission**

Planned level of service was 7hrs (7x 1hr calls)

One call was not provided as client had been admitted to hospital

The 'Weekly Actual Quantity' would therefore be changed to 6hrs as client only received 6hrs

The 'Weekly Frustrated Quantity' would show the 1hr

Do **not** make any changes to 'Weekly Number Of Visits'

**Comment** – This **must** be 'Hospital Week 1' or 'Hospital Week 2'

C	D	J	K	L	M	N	O
SSRef	Date	WeeklyActualQuantity	WeeklyFrustratedQuantity	WeeklyMissedQuantity	WeeklyExtraQuantity	WeeklyNumberOfVisits	Comments
96836000	20211129	6	1	0	0	7	Hospital Week 1

**Example of Missed:**

Planned level of service was 14hrs (14 x 30min calls)

Client had provided prior notice that they wouldn't require 3 of the calls (total of 1hr 30mins)

The 'Weekly Actual Quantity' would be changed to 12.5hrs as this is what was provided to the client

The 'Weekly Missed Quantity' would show the 1.5hrs not provided

Do **not** make any changes to 'Weekly Number Of Visits'

**Comment** provided explaining reason for difference

C	D	J	K	L	M	N	O
SSRef	Date	WeeklyActualQuantity	WeeklyFrustratedQuantity	WeeklyMissedQuantity	WeeklyExtraQuantity	WeeklyNumberOfVisits	Comments
c9836000	20211129	12.5	0	1.5	0	14	Calls canx in advance

**Example of Extra:**

Planned level of service was 1hr

Client was found to be unwell upon arrival and carers waited with them until the ambulance arrived

The 'Weekly Actual Quantity' would be changed to 1.5hrs as this is what was provided to the client

The 'Weekly Extra Quantity' would show the additional 30mins

Do **not** make any changes to 'Weekly Number Of Visits'

**Comment** provided explaining reason for difference

C	D	J	K	L	M	N	O
SSRef	Date	WeeklyActualQuantity	WeeklyFrustratedQuantity	WeeklyMissedQuantity	WeeklyExtraQuantity	WeeklyNumberOfVisits	Comments
96836000	20211129	1.5	0	0	0.5	1	Client unwell - waited for ambulance

**Claiming payment for attempted visits or late cancellation:**

There may be occasions where the service was not actually provided but you would still require payment. Instances could be short-notice cancellation, the person not being home as expected or refusal of entry.

In this example, the planned service was 7hrs (7 x 1hr calls). The carer attempted to provide a call but the person was not home.

The **'Weekly Actual Quantity'** reflects the number of hours being claimed (the full planned 7hrs in this example)

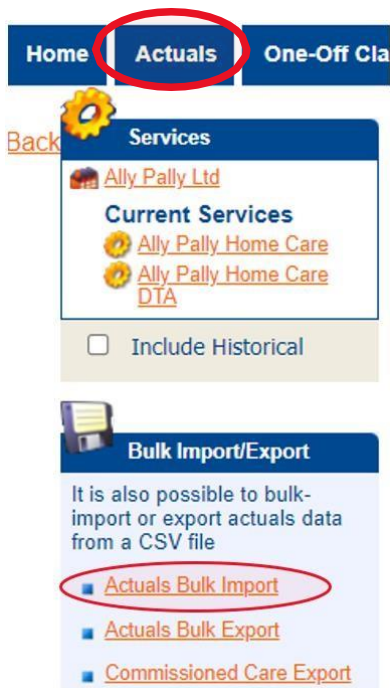
The **'Weekly Missed Quantity'** reflects the 1hr call attempted but not provided

Do **not** make any changes to **'Weekly Number Of Visits'**

**Comment** provided with details of the call(s) attempted but not delivered

C	D	J	K	L	M	N	O
SSRef	Date	WeeklyActualQuantity	WeeklyFrustratedQuantity	WeeklyMissedQuantity	WeeklyExtraQuantity	WeeklyNumberOfVisits	Comments
96836000	20211129	7	0	1	0	7	Client not home Monday pm call

- Once all amendments have been made, **Save** the file to a location of your choice e.g. desktop
- Go back to **'Actuals'** and then select **'Actuals Bulk Import'**



- Click **'Choose File'** and then select the CSV file you've just saved and then **'Import'**

 Bulk Import of Actuals

Please select a file to import



- You will be taken to the following screen. If there are any errors or warnings, these will be detailed here. Click **'Cancel'** and you will have the opportunity to amend accordingly and then repeat the import process

 Bulk Import of Actuals

### Confirm Import

Please check any errors and warnings and either update or cancel.


#### Imported Data

Number of records read	<input type="text" value="7"/>
Number of new records	<input type="text" value="0"/>
Number of updated records	<input type="text" value="6"/>
Number of rejected records	<input type="text" value="1"/>
Number of data quality issues	<input type="text" value="0"/>


### Errors and Warnings

Status Message

Row Data

Line	Status	Row Data
 2	'client' is not in the required format for the 'TimetabledWeekHasNoDelivery' column	Ally Pally Home Care,Homecare Flexible - Bradford - Single-handed,96836000,20211129,0,,,,,6,1,0,0,7,Client in hospital,1523,client

- If there are no errors/warnings or once corrections are made, you can proceed by selecting **'Update System'**

 Bulk Import of Actuals

### Confirm Import

Please check any errors and warnings and either update or cancel.

#### Imported Data

Number of records read	<input type="text" value="7"/>
Number of new records	<input type="text" value="0"/>
Number of updated records	<input type="text" value="7"/>
Number of rejected records	<input type="text" value="0"/>
Number of data quality issues	<input type="text" value="0"/>


### Errors and Warnings

Status Message

Row Data

There are no errors or warnings to display.

- You will receive confirmation that the Import is complete. Now click **'Return'**

 Bulk Import of Actuals

Review any errors and warnings and click Return once complete.

- On the taskbar, select **'Scheduled Payments'**

Home

Actuals

One-Off Claims

Invoices/Credit Notes

POs

Reports

Help

Logout



- You will see a list of scheduled payments. Select the week which relates to the actuals you are submitting – it will state that they are currently ‘Unconfirmed’.

**Scheduled Payments**

Financial year:  
2021/2022

Contract:  
Ally Pally Care

**Ally Pally Ltd**

- 29 Nov 2021 to 5 Dec 2021  
Unconfirmed
- 22 Nov 2021 to 28 Nov 2021  
Confirmed
- 15 Nov 2021 to 21 Nov 2021  
Confirmed

## Scheduled Payments

Please select the scheduled period on the left

- This will now display all service users who were planned to receive service that week.

**Note** - This is based on the planned hours and is not showing any amendments that have been made.

- Click ‘**Confirm/Reject**’

**Ally Pally Care - 29 Nov 2021 to 5 Dec 2021** CURRENT


Start Date:	29 Nov 2021		<b>Total</b>
End Date:	05 Dec 2021	<b>Payable</b>	£1080.00
		<b>Non-Payable</b>	£0.00
<b>Status:</b>	<b>Unconfirmed</b>		

Payable		Non-payable			
Cost / Income	Reason for Payment	Applicable Dates	Amount	Status	
<b>Ally Pally Home Care 2021/2022</b>					
<b>Mr Eric Bristow (96836000) (Total: £180.00)</b>					
Cost	Homecare Flexible - Bradford - Double-handed (Hour), Spot.	29/11/2021 - 05/12/2021	£40.00	Pay	
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	29/11/2021 - 05/12/2021	£140.00	Pay	
<b>Mr Dennis Priestley (bb846000) (Total: £280.00)</b>					
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	29/11/2021 - 05/12/2021	£280.00	Pay	
<b>Miss Fallon Sherrock (ab836000) (Total: £20.00)</b>					
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	29/11/2021 - 05/12/2021	£20.00	Pay	
<b>Mr Sid Waddell (8c846000) (Total: £20.00)</b>					
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	29/11/2021 - 05/12/2021	£20.00	Pay	
<b>Mr Jocky Wilson (c9836000) (Total: £560.00)</b>					
Cost	Homecare Flexible - Bradford - Double-handed (Hour), Spot.	29/11/2021 - 05/12/2021	£560.00	Pay	
<b>Mr Peter Wright (e0946000) (Total: £20.00)</b>					
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	29/11/2021 - 05/12/2021	£20.00	Pay	

**Confirm/Reject**



- You will then be able to add a comment before selecting 'Confirm'

 **Ally Pally Care - 29 Nov 2021 to 5 Dec 2021** CURRENT

Start Date:	29 Nov 2021		<b>Total</b>
End Date:	05 Dec 2021	<b>Payable</b>	£1080.00
		<b>Non-Payable</b>	£0.00
<b>Status:</b>	<b>Unconfirmed</b>		

Comments:


All adjustments have been made where service users received different hours to the planned care

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 - Double-handed	05/04/2021	-	£40.00 Weekly	1 x Hour at £40.00 (Spot)	1526
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
bb846000	Priestley, Dennis	Ally Pally Home Care	Homecare Flexible - Bradford - Single-handed	06/09/2021	-	£280.00 Weekly	14 x Hours at £20.00 (Spot)	1575
ab836000	Sherrock, Fallon	Ally Pally Home Care	Homecare Flexible - Bradford - Single-handed	14/06/2021	-	£20.00 Weekly	1 x Hour at £20.00 (Spot)	1562
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 now show as 'Confirmed' and is the indication to Bradford Council that any amendments have been made and the actuals have been submitted

 **Ally Pally Care - 29 Nov 2021 to 5 Dec 2021** CURRENT

Start Date:	29 Nov 2021		<b>Total</b>
End Date:	05 Dec 2021	<b>Payable</b>	£1080.00
		<b>Non-Payable</b>	£0.00
<b>Status:</b>	<b>Confirmed</b>		
<b>Comment:</b>	All adjustments have been made where service users received different hours to the planned care		

- You can now log out of the portal