Provider Guide – Entering Actuals (Bulk)
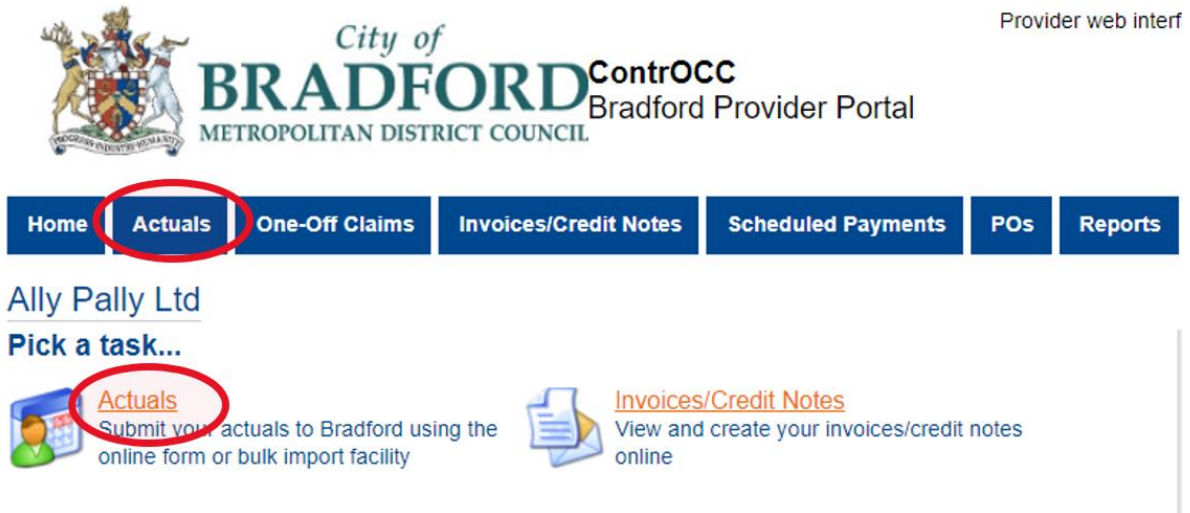
Log into the portal as normal (email, password and 2 randomly requested digits from 6 digit pin)

- Select '**Actuals**' from the taskbar or from the available tasks in the functional areas
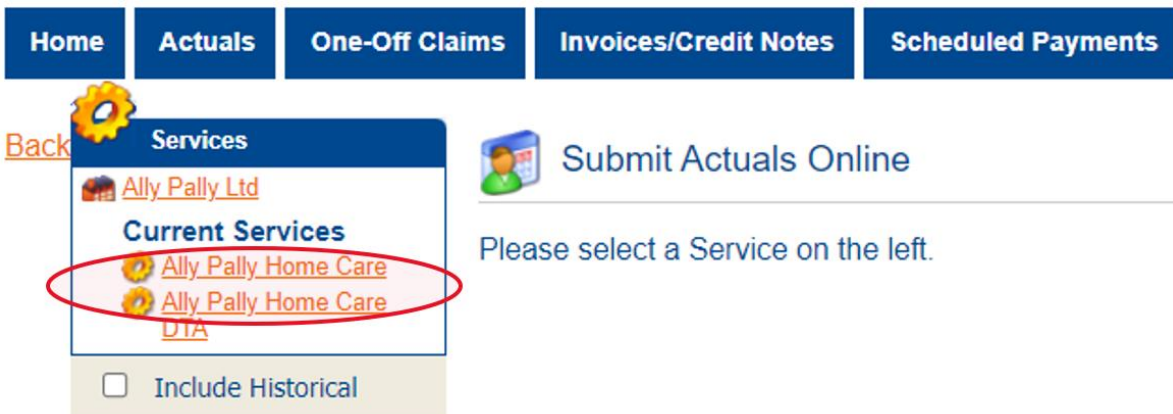
- Select the applicable service (if more than one service is provided)
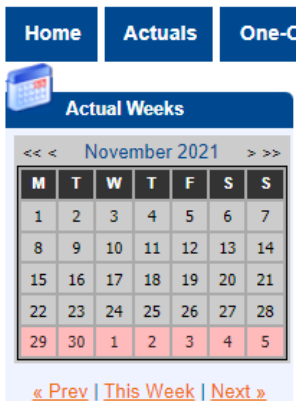
- Select the week required using the '**Actual Weeks**' calendar

- Click '**Generate Actuals**'

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

- Enter the start date and end date (Monday to Sunday) and then click '**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	WeeklyFr	WeeklyMi	WeeklyEx	WeeklyNu	Comment	CarePacka	TimetabledWeekHasNoDelivery		
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 attempted but were unsuccessful e.g. Carer refused entry or service user not home as expected. 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 will 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:

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

Carer arrived for a planned call but client wasn't home and was later established they'd 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 provided explaining reason for difference

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

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

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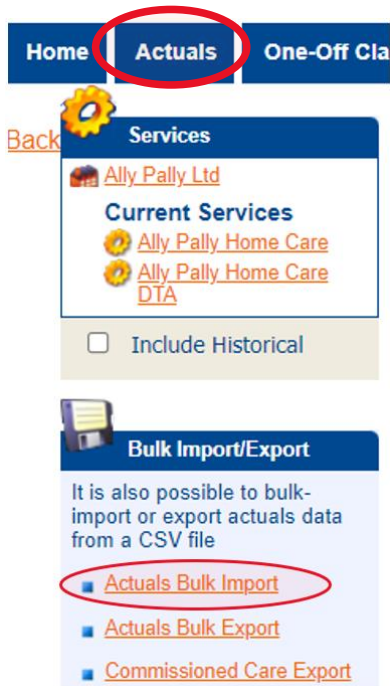
- Click '**Choose File**' and then select the CSV file you've just saved and then '**Import**'

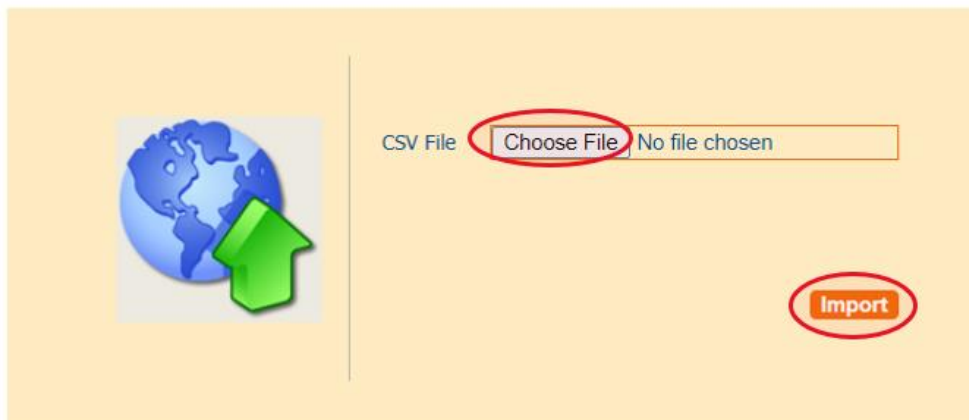- You will be taken to the following screen. If there are any errors or warnings, these will be detailed here. Click '**Cancel**' and you will have the opportunity to amend accordingly and then repeat the import process

Bulk Import of Actuals

Confirm Import

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

Imported Data

Number of records read	7
Number of new records	0
Number of updated records	6
Number of rejected records	1
Number of data quality issues	0

[Update System] [Cancel]

Errors and Warnings

Status Message	
Row Data	

[View] [Reset] [Save]

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	7
Number of new records	0
Number of updated records	7
Number of rejected records	0
Number of data quality issues	0

[Update System] [Cancel]

Errors and Warnings

Status Message	
Row Data	

[View] [Reset] [Save]

There are no errors or warnings to display.

- You will receive confirmation that the Import is complete. Now click '**Return**'
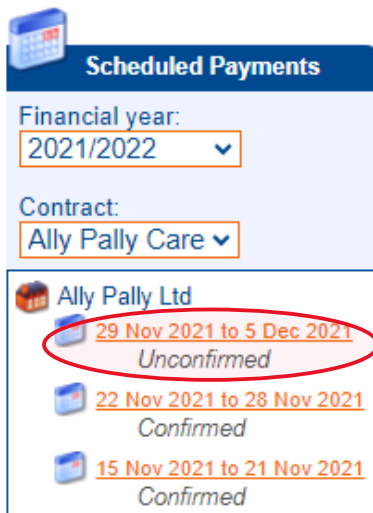
- On the taskbar, select '**Scheduled Payments**'

- 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'.

- 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		**Payable**	**Total** £1080.00
End Date:	05 Dec 2021		**Non-Payable**	£0.00
Status:	**Unconfirmed**			

Payable | Non-payable

Cost / Income	Reason for Payment	Applicable Dates	Amount	Status
Ally Pally Home Care 2021/2022				
Mr Eric Bristow (96836000) (Total: £180.00)				
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
Mr Dennis Priestley (bb846000) (Total: £280.00)				
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	29/11/2021 - 05/12/2021	£280.00	Pay
Miss Fallon Sherrock (ab836000) (Total: £20.00)				
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	29/11/2021 - 05/12/2021	£20.00	Pay
Mr Sid Waddell (8c846000) (Total: £20.00)				
Cost	Homecare Flexible - Bradford - Single-handed (Hour), Spot.	29/11/2021 - 05/12/2021	£20.00	Pay
Mr Jocky Wilson (c9836000) (Total: £560.00)				
Cost	Homecare Flexible - Bradford - Double-handed (Hour), Spot.	29/11/2021 - 05/12/2021	£560.00	Pay
Mr Peter Wright (e0946000) (Total: £20.00)				
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		
End Date:	05 Dec 2021	**Payable**	**£1080.00**
		Non-Payable	**£0.00**
Status:	**Unconfirmed**		**Total**

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		
End Date:	05 Dec 2021	**Payable**	**£1080.00**
		Non-Payable	**£0.00**
Status:	**Confirmed**		**Total**
Comment:	All adjustments have been made where service users received different hours to the planned care		

- You can now log out of the portal