

Please note Financial Support Services offices are closed during the Christmas and New Year period from Thursday 25th December 2025 and will not reopen until Monday 05 January 2026.

Non-Residential Provider Payments

Payment Officers will process your payments on Wednesday 17th December 2025, covering period 08th to 14th December 2025. You can expect payment into your bank account on Monday 22nd December 2025. **You must submit your actuals and confirm in the portal by close of business Tuesday 16th December 2025.**

Payment Officers will process your payment on Monday 22nd December 2025, covering 15th to 21st December 2025. Your payments covering this period will be based on planned services as we understand there is insufficient time for you to enter your data in the portal. You can expect payment into your account on Monday 29th December 2025.

Payment Officers will process your next payment again on Tuesday 23rd December 2025, covering period 22nd to 28th December 2025. You can expect payment into your account on Tuesday 30th December 2025. This is an advance payment and therefore there will be no payment to your bank account Monday 05th January 2026. Your payments covering this period will be based on planned services as we understand there is insufficient time for you to enter your data in the portal.

You must submit your actuals in the portal and confirm by close of business Tuesday 06 January 2026 for services provided for periods below. Your payments will be adjusted accordingly.

15th to 21st December 2025

22nd to 28th December 2025

29th December 2025 to 04th January 2026

If you have any queries regarding your payments, please do not hesitate to e-mail the Payments Team at fss.payments@bradford.gov.uk

Residential Provider Payments

Period	Confirm Payments Before	Payment Run	Monies available in bank
1/12/25 to 14/12/25	16/12/25	17/12/25	22/12/25
15/12/25 to 28/12/25	22/12/25	22/12/25	Before 5/1/25

Any payments that remain unconfirmed on the portal, for period 15/12/25 to 28/12/25, will be paid. Please ensure you advise the Residential Contracts Team of any changes during this period as soon as possible, to ensure any adjustments can be made in the next payment run.

If you have any queries regarding residential payments, please contact the team by email fss.contractsteam@bradford.gov.uk.

Direct Payments

Direct Payments are paid on a 4-weekly basis. The most recent payment credited client accounts on 1/12/25, and the next payment is therefore due to reach recipients on Monday 29/12/25.

We have agreed with our Payment's team that a payment will be processed on 23/12/25, which allowing for weekends and bank holidays, should reach client accounts on the due date of 29/12/25. We therefore do not anticipate any delays in funds being available which would prevent services being purchased or paid for as usual.

Support Options Team

The Support Options team (this includes Commissioned Services, Direct Payments and Care Home Brokerage) working pattern during the festive period will be as follows:

Thursday 25th December 2025 – Closed

Friday 26th December 2025 – Closed

Monday 29th December 2025 – Open normal working hours

Tuesday 30th December 2025 – Open normal working hours

Wednesday 31st December 2025 – Open normal working hours

Thursday 1st January 2026 – Closed

Friday 2nd January 2026 – Closed