**PROVIDER PORTAL GUIDANCE**

***Day Activities Provider List (DAPL), Spot-purchased Day Activities and Supported Employment***

Providers must make their amendments directly into the portal for services provided in the previous week. You must confirm by close of business on Tuesdays. By doing this you are confirming that all payments and amendment are correct. Your payment will be based on what you have submitted.

Failure to submit and confirm with-in the specified time may result in non-payment, until such a time that you’ve submitted any amendments and confirmed.

Guidelines and videos can be found on [Connect to Support, Financial Support Service (Provider portal)](https://bradford.connecttosupport.org/provider-zone/financial-support-service-provider-portal/).

Any missing service lines already agreed and confirmed by a social worker are reportable by the Provider to the Support Options team via email at [support-options@bradford.gov.uk](mailto:support-options@bradford.gov.uk), once a 4-week period has elapsed. Please forward incoming communications you may have had with the social worker. Support Options team would then refer to the allocated social worker.

If you identify a change in a person’s need, i.e., you may consider the person would benefit from a change of service, you must contact either the or the relevant Adult Services Access Point. Providers should not change planned service delivery without prior authorisation from a social worker.

The relevant Adult Services Access Points are:

* People with a Learning Disability or Autism to AWD Review Team

[AWDReviewTeam@bradford.gov.uk](mailto:AWDReviewTeam@bradford.gov.uk)

* Mental Health to MH Duty Team

to be advised, but in the interim jointly e-mail both:

[Abida.Bibi-Ashiq@bradford.gov.uk](mailto:Abida.Bibi-Ashiq@bradford.gov.uk) and [Jennifer.Holroyd@bradford.gov.uk](mailto:Jennifer.Holroyd@bradford.gov.uk)

* Older Persons to Independence Advice Hub

[IAHInbox@bradford.gov.uk](mailto:IAHInbox@bradford.gov.uk)

For day care services funded by the Day Activities Provider List [DAPL] contract, and spot contracted services, payment is made against actuals.

If a person’s scheduled day/days of support fall on a bank holiday and the service is not open on bank holiday the provider does not receive payment - this applies to all providers.

Provider Guidance in relation to the reporting of service users who are absent from services is below.

**SERVICE-USER ABSENCE REPORTING PROCEDURE FOR DAY ACTIVITIES PROVIDERS**

**Absence Management Process**

If a service user is not able to attend an agreed support session, the Provider will look to find out the reason for non-attendance as soon as possible, and the Provider will log that absence and the reason in their own records, as well as in the comments box next to the service line in the Provider Portal.

**Planned absence**

In the event of a pre-planned period of absence (whether this is by way of a holiday or a stay in hospital/ convalescence) and the period of absence from service is likely to exceed 4-weeks, then the Provider will immediately notify either the person’s allocated social worker, or the Council’s relevant Adult Services Access Point. The Provider will log the absence, and the reason, in their own records, as well as in the comments box next to the service line in the Provider Portal.

**Unplanned short-term absence**

On the first day of any unplanned absence, the reason for the absence will be established; the Provider will contact the service user’s family to ascertain the whereabouts, and safety of, the service user and record this. Individual circumstances may determine that the Provider should immediately notify either the allocated social worker, or the Council’s relevant Adult Services Access Point or Safeguarding Adults Team depending on the circumstances. The Provider will log the absence, and the reason, in their own records, as well as in the comments box next to the service line in the Provider Portal.

**Unplanned long-term absence**

If a period of unplanned absence exceeds 2 weeks, then the Provider will advise either the allocated social worker, or the Council’s relevant Adult Services Access Point. The Provider will log the absence in their own records, as well as in the comments box next to the service line in the Provider Portal.

**Sporadic / predictable absence**

Regular absences with a pattern (e.g. same day each week) will trigger the provider to notify either the allocated social worker, or the Council’s relevant Adult Services Access Point in order to check whether the number of planned sessions is actually needed. The Provider will monitor and log all such absences, and the reason, in their own records as well as in the comments box next to the service line in the Provider Portal.

**Communication**

There is an aspiration towards closer and more regular communication between Day Activities services and the Social Worker teams. This will include each party keeping the other regularly updated about the circumstances of individual cases where social workers are involved.

**Review of non-attendance**

If an individual service user’s attendance falls below 70% in a rolling 3-month period, then the Provider will either advise the relevant allocated social worker, or the Council’s relevant Adult Services Access Point. The Provider will log such absence in their own records, as well as the Provider Portal. Where this applies, the Provider will notify the service user that their support package is being referred for review by a social worker.

If the social worker informs the Provider that this placement is no longer needed, then the provider will instigate the contractual notice period.