

Provider Portal User Guide

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1 Introduction

This document contains guidance for using Stockport MBC’s version of ContrOCC Provider Portal for the contractual and financial administration of adult social care.

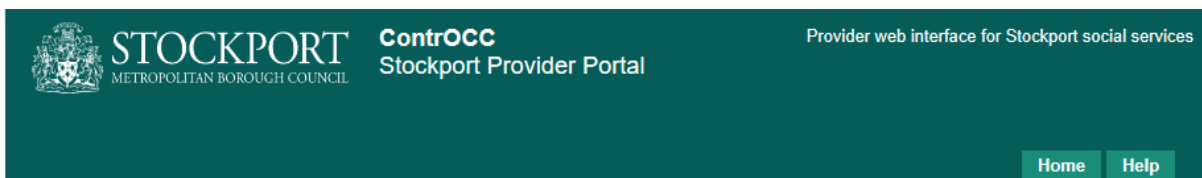
This user guide is supported by video clips showing the use of the key functions of the Provider Portal in real time. Links to the video clips are provided within each applicable section.

This guide will be updated as and when the Provider Portal is changed, so it is recommended to use the supplied web link to this document as opposed to printing or storing locally.

2 Logging on to the Provider Portal

The Provider Portal is entirely web-based and can be accessed using any modern browser such as Microsoft Edge or Google Chrome.

The link for the Provider Portal is <https://providerportal.stockport.gov.uk/Adults/secure/home.aspx>



Welcome to the Stockport Provider Portal

This Site is an online portal for providers in adult social care who work with Stockport Council. It is a means to view and interact with contract and financial information with the Council.

- It is a secure means for you to view the information we hold in relation to the care we have commissioned from you on behalf of our residents
- It is also the means by which you submit information to the Council about the actual care delivered against those commissions
- You can view all the payments we have made – and are planning to make – in relation to adult social care
- It also enables you to interact directly with our Adults Social Care teams, including care managers, finance officers and contracts staff

Start...

[Access secure services for providers](#)
All communications are encrypted

Start using the provider portal today.

If you don't yet have access to the Provider Portal please contact an existing user within your organisation and ask them to request access on your behalf through the Portal.

Please refer to the latest [User Guide](#) when using the Provider Portal.

Click on the “Access secure services for providers” link on the right-hand side.

On the next screen (below) you will be asked to enter your email and password. If you do not have a login, please ask someone within your organisation who does have access to request a new user to be established using the [Contacts](#) icon.

You should not share login credentials with others. The Provider Portal records access and aspects such as contract acceptance are legally binding with the person logged in.

[Skip top navigation](#)



STOCKPORT
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ContrOCC
Stockport Provider Portal

Provider web interface for Stockport social services

[Home](#) [Help](#)

Log in to your Provider Portal

Please log in to access the secure services.

The login form features a large yellow padlock icon on the left. To its right, there are two input fields: 'E-mail' and 'Password'. Below the 'Password' field is a blue link labeled 'change password'. At the bottom of the form are two buttons: 'Login' and 'Cancel'.

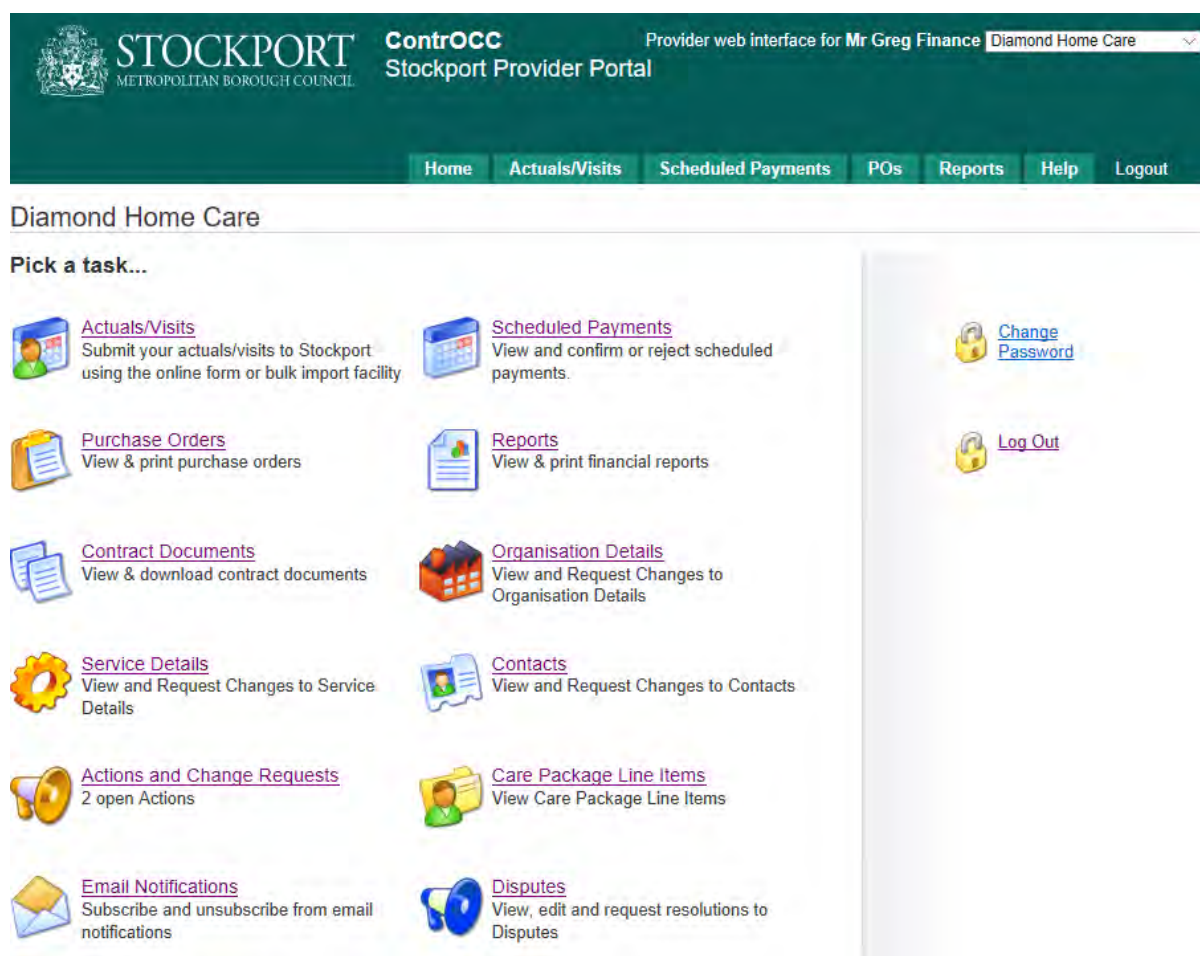
By logging in, you consent to the use of cookies. See the [Privacy Policy](#) for details.

On entering the Provider Portal for the first time you will be asked to change your password.



3 Provider Portal Home Page

After entering your login credentials, you will then be taken to the home page of the Provider Portal:



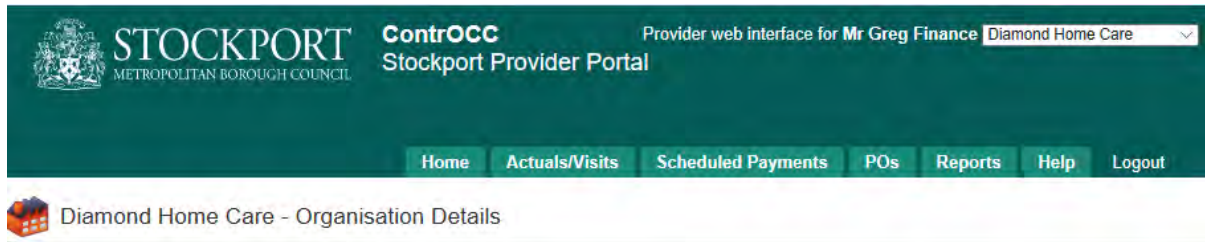
The green tabs across the top (Home, Actuals/Visits etc) are shortcuts to some of the most frequently used functions and are present on all screens. The Help tab on the far right provides a broad overview, however, we recommend using this guide for specific guidance on using Stockport MBC's version of the Provider Portal.

Note that the above screen shows all the functions available in the Provider Portal. Actuals/Visits and Disputes will not be available to providers who are not paid based on actuals eg. Residential or Nursing care providers.

The following sections explain each of the Provider Portal's functions and how they are to be used when working with Stockport MBC.

4 Organisation Details

'Organisation' represents a Provider's head office or main administrative contact details.



The screenshot shows the top navigation bar of the Stockport Provider Portal. It includes the Stockport Metropolitan Borough Council logo, the text 'ControCC Stockport Provider Portal', and a dropdown menu for 'Diamond Home Care'. Below the navigation bar are several menu items: Home, Actuals/Visits, Scheduled Payments, POs, Reports, Help, and Logout. The main content area is titled 'Diamond Home Care - Organisation Details' and features a table of details with an 'Edit' button highlighted in a red box.

<input type="button" value="Edit"/>	
Name	Diamond Home Care
Address 1	24 Acacia Drive
Address 2	Heaton Norris
Address 3	
Town	Stockport
County	
Postcode	SK9 9AA
Country	
UPRN	
USRN	
Mobile	
Telephone	01612479999
Fax	
Email	info@diamonhomecare.co.uk

Changes to these details can be requested using the 'Edit' button. The change request will be reviewed by SMBC and then put into effect, at which point a notification will appear in the [Actions and Change Requests](#) area.

5 Service Details

Some Providers will have more than one location from which Services are provided. Each location will be listed in the Current Services area on the left of the screen below.

The screenshot shows the Stockport ContrOCC Stockport Provider Portal. The header includes the Stockport Metropolitan Borough Council logo, the ContrOCC logo, and the text "Stockport Provider Portal". It also indicates the user is logged in as "Mr Greg Finance" and is viewing the "Diamond Home Care" service. The navigation menu includes Home, Actuals/Visits, Scheduled Payments, POs, Reports, Help, and Logout.

The main content area is titled "Diamond Home Care - Marple - Service Details". On the left, there is a "Services" sidebar with a gear icon. Under "Current Services", there are two entries: "Diamond Home Care - Marple" (selected) and "Diamond Home Care - Tame Valley". An "Include Historical" checkbox is also present. An "Edit" button is highlighted with a red box next to the selected service.

Name	Diamond Home Care - Marple
Address 1	21 High Street
Address 2	Marple
Address 3	
Town	Stockport
County	
Postcode	SK9 9NQ
Country	
UPRN	
USRN	
Telephone	
Fax	
Email	

Like Organisation details, Services detail amendments can be requested using the Edit button, which will then be put in place by SMBC and notified through the [Actions and Change Requests](#) area.

6 Contacts

Provider employees who use the Portal are listed in the Contacts area.

The screenshot displays the Stockport Metropolitan Borough Council's ContrOCC Stockport Provider Portal. The header includes the council logo, the name 'ContrOCC Stockport Provider Portal', and a dropdown menu for 'Diamond Home Care'. A navigation bar contains links for Home, Actuals/Visits, Scheduled Payments, POs, Reports, Help, and Logout. On the left, a 'Contacts' sidebar lists 'Diamond Home Care', 'Finance, Greg', 'New Finance, Dawn', and 'New Contact'. The main area, titled 'Mr Greg Finance - Contact Details', features an 'Edit' button and a form with the following fields: Title (Mr), Forename (Greg), Surname (Finance), Address 1 (123 Demo Street), Address 2, Address 3, Town (Stockport), County, Postcode (SK1 3ES), Country, UPRN, USRN, Mobile, Telephone, Fax, and Email. Below the form is a 'Roles' section with a table:

For	Role	
Organisation: Diamond Home Care	Head of Finance and Information	<input type="button" value="Request Role Removal"/>
Organisation: Diamond Home Care	administrator	<input type="button" value="Request Role Addition"/>

Existing contacts' details can be amended using the Edit button at the top of the form.

New contacts can be requested using the 'New Contact' link underneath the list of current contacts on the left of the screen. Note that for simplicity, the options for Role Titles have been limited to be one of Finance, Manager or Administration.

Like any changes to details, they will be checked by SMBC and a notification will be received in the [Actions and Change Requests](#) area.

To remove a contact, please raise an action with the following criteria:

Type: Other

Related To: Contact

Entity: select the contact to be removed from the drop-down list

Assign To: Adult Social Care Systems Team (IT)

Title: Contact Deletion Request

Text: Please remove this contact.

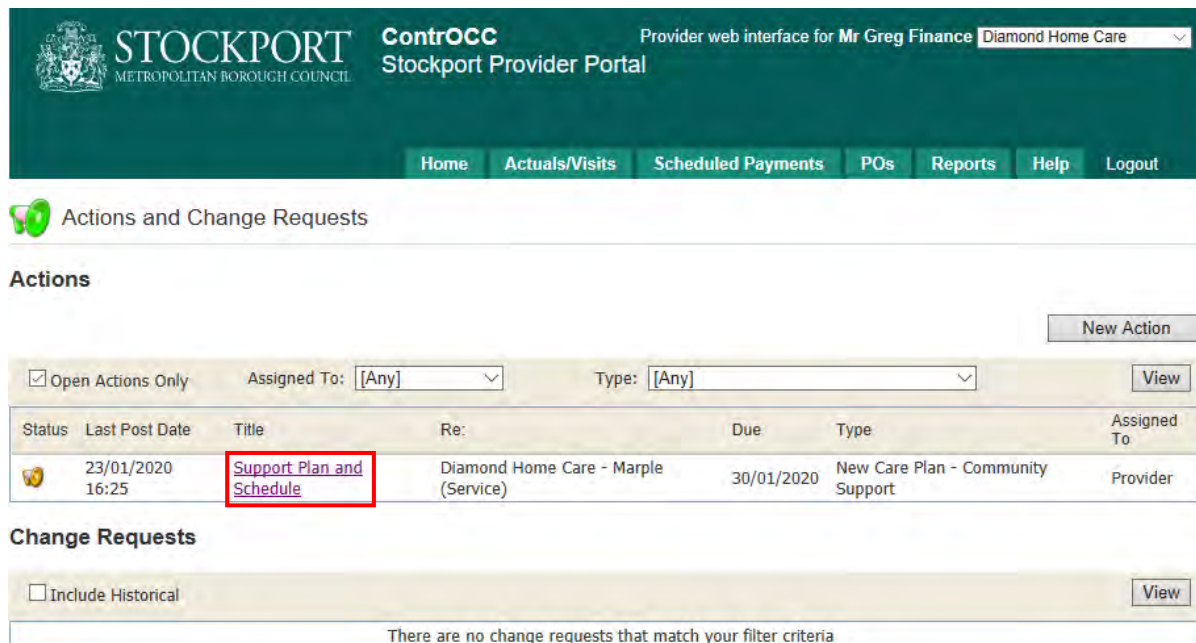
The Systems team will then remove the contact and close the action.

7 Actions and Change Requests (1) – Service Plans and Schedules

Applicable to Non-Residential Providers delivering Community Support, Extra Care Housing and Home Care contracts.

This guide covers the Actions and Change Requests area twice to reflect the chronology of setting up a client service and then the ongoing activity of providing the service, which is covered in [section 14](#).

When new care plans are commissioned, the process previously delivered through MAV has been replicated in the form of a message (action) delivered to the Actions and Change Requests area.



The screenshot shows the 'Actions and Change Requests' page in the ContrOCC Stockport Provider Portal. The page header includes the Stockport Metropolitan Borough Council logo and the text 'ContrOCC Stockport Provider Portal'. The user is logged in as 'Mr Greg Finance' for 'Diamond Home Care'. The navigation menu includes 'Home', 'Actuals/Visits', 'Scheduled Payments', 'POs', 'Reports', 'Help', and 'Logout'. The main content area is titled 'Actions and Change Requests' and features a 'New Action' button. Below this, there are filter options: 'Open Actions Only' (checked), 'Assigned To: [Any]', and 'Type: [Any]'. A 'View' button is present. The main table displays one action with the following details:

Status	Last Post Date	Title	Re:	Due	Type	Assigned To
	23/01/2020 16:25	<u>Support Plan and Schedule</u>	Diamond Home Care - Marple (Service)	30/01/2020	New Care Plan - Community Support	Provider


Below the table, there is a 'Change Requests' section with an 'Include Historical' checkbox and a 'View' button. A message at the bottom states: 'There are no change requests that match your filter criteria'.

NB. Typically, there will be other open actions in this list.

Select the action using the underlined title.

 Action Details

[Back](#)

Support Plan and Schedule
 Re: Diamond Home Care - Marple (Service)  Pending
Type: New Care Plan - Community Support
Due Date: 30 Jan 2020

23 Jan 2020 16:24 Dale, Knowles
 Please find attached
 Assigned to Diamond Home Care
Due Date set to 30 Jan 2020
[Download Attachment](#)

23 Jan 2020 16:25 Dale, Knowles
 Schedule
[Download Attachment](#)

Related links: [Service details for Diamond Home Care - Marple](#)
[Actuals/Visits for Diamond Home Care - Marple](#)
[Purchase Orders for Diamond Home Care - Marple](#)

[Comment](#) [Reply](#) [Request Closure](#)

Clicking the 'Download Attachment' links will allow you to open or save the attached documents, which are PDF files. If you do not have a PDF reader, it can be downloaded from here:

<https://get.adobe.com/uk/reader/>

If you have any queries, they should be raised using the 'Reply' button, which follows the same process as closure below.

Once you have viewed and/or saved the Support Plan and Schedule, and you are happy with the documents, you will need to confirm to SMBC that you have received them by clicking the 'Request Closure' button, which presents the following:

Request Closure

Comment


Attachment [Browse...](#)

Assign To [Please Select]
Brokerage Team (Community Support)

Due Date 24 / 01 / 2020


Submit Cancel

For Closures Requests, comments are not necessary, but you may have been requested to confirm the date the care started in the notes, in which case, that should be entered in the comments. To complete the closure, you are required to select the Brokerage team from the drop down and then press 'Submit'.

 Actions and Change Requests

Actions

Open Actions Only Assigned To: [Any] Type: **New Care Plan - Community Support**

Status	Last Post Date	Title	Re:	Due	Type	Assigned To
	17/01/2020 14:07	Support Plan	Miss Monica Geller (Client)	24/01/2020	New Care Plan - Community Support	LA (Brokerage Team (Community Support))

Note that once SMBC have completed the closure Care Plan documents will be removed from the Action list. It is possible to view any closed actions relating to Care Plan documents by un-checking the 'Open Actions Only' box, selecting 'New Care Plan – Community Support' from the Type filter and then clicking 'View'.

For further details on Actions and Change Requests, please see [section 14](#).

Be aware that amended care plans follow the same process but are received under the action type 'Amended Care Plan – Community Support'.

8 Contract Documents

Services for all Providers are agreed through the Contract Documents area.

Service: [No Selection] Client: [No Selection]
Status: Published Updated Since: 02 / 12 / 2019 View Reset

Document Type	Client	SSRef	Care Pkg Ref	Service	DateRange	Notes	
<u>Home Care - Individual Service Contract</u>	Buffay, Phoebe	PB123		Diamond Home Care - Tame Valley	19/12/2019 - 19/12/2020	Published by scn\dale.knowles on 19/12/2019	Agree Reject

If there is a long list in the Contracts area, it is possible to filter it by Service, Client, Status (whether it is Agreed, Rejected, Terminated or Published (ie awaiting agreement)). The 'View' button must be pressed whenever the filters are changed. Note that contracts, whatever the status, are always retained in the Provider Portal, so there is no need to retain your own copies separately.

A contract can be viewed by selecting the underlined title on the left, which will allow you to open or save the attached document. The documents are PDF files; if you do not have a PDF reader, it can be downloaded from here: <https://get.adobe.com/uk/reader/>

If the contract is correct, press the 'Agree' button on the right.

Agree Document - Home Care - Individual Service Contract

[Download Document](#)

By entering your password below and clicking 'Accept' you agree to this document. This is contractually binding.

Password

Agree Cancel

You will then be prompted to enter your password which represents a signature to a binding contract.

If there are any issues with the contract and you are not in a position to accept it, press the 'Reject' button (next to 'Accept' in the contract list view).

 Reject Document - Home Care - Individual Service Contract

[Download Document](#)

By entering your password below and clicking 'Reject' you reject this document. You must specify a reason.

Rejection Reason:




Enter some notes to explain the reason for rejection in the box at the top, then your password, then press the 'Reject' button. [We have found that some browsers populate the rejection reason field with your username/email address – please delete this and enter a valid rejection reason.]

A new (not amended) contract will be produced once the issue has been resolved and appear in the contract document list.

Note that contract terminations will also appear as a formal document in this area as they arise.

Residential and Nursing Providers are required to physically sign contracts and also obtain signatures from the client and third party. Please see [Appendix 1](#) for further details.

9 Care Package Line Items


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Provider web interface for Mr Greg Finance Diamond Home Care

Home
Actuals/Visits
Scheduled Payments
POs
Reports
Help
Logout

Care Package Line Items

Service: [All Services]

Client: [All Clients]

Service Level: [All Service Levels]

Include Historical:

View Reset

SSRef	Client	Service	Service Level	Start Date	End Date	Cost	Pricing	CarePackageRef
PB123	Buffay, Phoebe	Diamond Home Care - Tame Valley	Home Care - Single Assist Fixed Rate	08/07/2019	-	£56.56 Weekly	3.5 x Hours at £16.16 (Spot)	Submit Action
MG123	Geller, Monica	Diamond Home Care - Marple	Home Care - Single Assist Fixed Rate	24/06/2019	-	£226.24 Weekly	14 x Hours at £16.16 (Spot)	Submit Action
JT123	Tribbiani, Joey	Diamond Home Care - Marple	Home Care - Double Assist Fixed Rate	24/06/2019	-	£56.56 Weekly	3.5 x Hours at £16.16 (Spot)	Submit Action
JT123	Tribbiani, Joey	Diamond Home Care - Marple	Home Care - Single Assist Fixed Rate	24/06/2019	-	£56.56 Weekly	3.5 x Hours at £16.16 (Spot)	Submit Action

Care Package Line Items (CPLIs) are the individual care services which can be provided to a client and are the key building blocks of contracts, invoices, payments etc.

The list of CPLIs will typically be long, particularly as there will be a record for every client receiving each Care Package.

This area can be used as a quick way to establish what care an individual client is receiving, or which clients are receiving a particular care package.

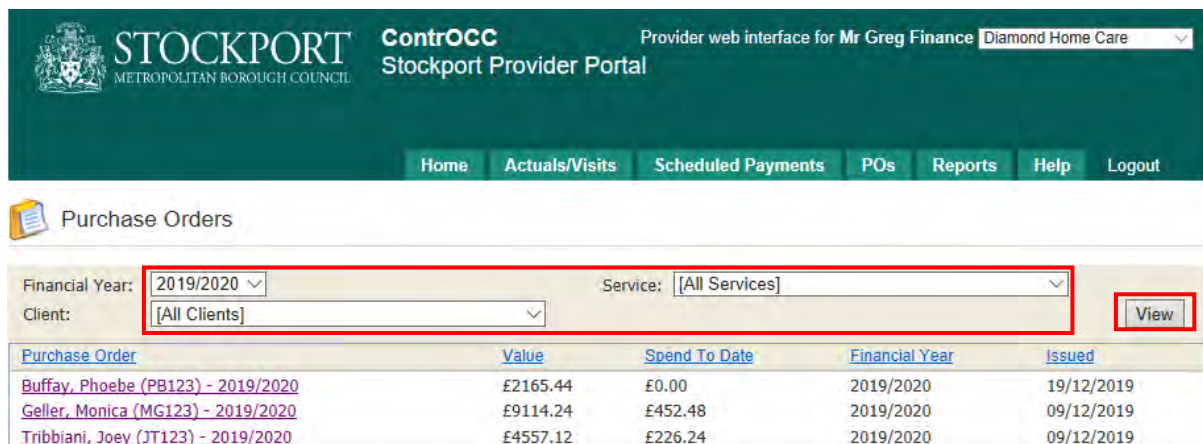
The list can be filtered by Service, Client and Service Level making it easy to find specific Care Packages for specific clients. Additionally, the 'Include Historical' checkbox can be ticked to include closed CPLIs. Remember to press the 'View' button to see the effects of any filter changes.

Any amendments to the care being provided to a client are to be agreed between the Provider and the Social Worker which will result in a new contract/care plan being issued.

Please do not use the 'Submit Action' button(s) on this screen as they will not be actioned by anyone at SMBC.

10 Purchase Orders

Purchase Orders (POs) are effectively the financial information contained within a contract.



Purchase Order	Value	Spend To Date	Financial Year	Issued
Buffay, Phoebe (PB123) - 2019/2020	£2165.44	£0.00	2019/2020	19/12/2019
Geller, Monica (MG123) - 2019/2020	£9114.24	£452.48	2019/2020	09/12/2019
Tribbiani, Joey (JT123) - 2019/2020	£4557.12	£226.24	2019/2020	09/12/2019

The filters at the top of the list can be used to set search criteria, the results of which can be seen by pressing the 'View' button.

The list shows the total value of the Purchase Order along with the amount spent to date.

Clicking the name on the left will show the details of the PO:

Purchase Order View Close and return to list

Items:
Geller, Monica (MG123) - 2019/2020, Diamond Home Care

Details	Date	Disc (%)	Amount
Service 'Diamond Home Care - Marple', Level 'Home Care - Single Assist Fixed Rate (Hour)', 14 Hours every week @£16.16	24/06/2019 - 31/03/2020		£9,114.24
Total (ex VAT):			£9,114.24

Page 1 of 1.

Once you have reviewed the PO, click the 'Close and return to list' button in the top right.

11 Actuals/Visits

This option is only available to those Providers who provide Actuals based services and will therefore not appear on the Portal for Providers of just residential services, for example.

Submitting actuals is the most frequently performed task in the Provider Portal, hence its prominence on the top row of the green shortcuts shown on every screen.

STOCKPORT METROPOLITAN BOROUGH COUNCIL **ControCC** Stockport Provider Portal Provider web interface for Mr Greg Finance Diamond Home Care

Home **Actuals/Visits** Scheduled Payments POs Reports Help Logout

The submission of actuals is a crucial process to ensure Providers are paid correctly, on time and clients are charged correctly. Errors in this process create administration, delays and probable upset for clients.

A typical Actuals/Visits screen will look as follows:

The screenshot displays the 'Actuals/Visits for Diamond Home Care - Marple' interface. At the top, the navigation bar includes 'Home', 'Actuals/Visits', 'Scheduled Payments', 'POs', 'Reports', 'Help', and 'Logout'. The left sidebar contains four panels: 'Actual Weeks' (calendar for January 2020), 'Services' (listing 'Diamond Home Care' with 'Current Services' for 'Marple' and 'Tame Valley'), 'Bulk Import/Export' (with links for 'Actuals Bulk Import', 'Actuals Bulk Export', and 'Commissioned Care Export'), and 'Related Invoices' (stating 'There are no invoices that relate to these actuals.'). The main content area is split into two sections: 'Visits' and 'Actuals'. The 'Visits' section includes filters for Service Level, Client, Visit Type, and Status (New, Matched, Unmatched, Missing Data), with 'View' and 'Reset' buttons. Below it, it states 'There are no items to display.' The 'Actuals' section includes filters for Service Level, Client, Show Clients with Actuals, and Actuals (Unplanned, Planned, Intermittent, Locked), with 'View' and 'Reset' buttons. A table lists actuals for 'Miss Monica Geller MG123' and 'Mr Joey Tribbiani JT123', with a total cost of £0.00. A 'Generate Actuals' button is located at the bottom right.

In the top left is a calendar which allows you to choose a specific week for either viewing previously submitted Actuals or entering a new set of Actuals.

Immediately below the calendar is a list of services (sites) owned by the Provider. The Actuals being displayed/processed at any one time are shown in the title at the top of the page.

Note that Stockport MBC is not using the Bulk/Import feature, nor Invoice/Credits notes (the other options on the left of the page) so they should be ignored. Similarly, the Visits pane at the top of the page is not used.

11.1 Posting Actuals

The screenshot displays the 'Actuals/Visits for Diamond Home Care - Marple' page. The top navigation bar includes 'Home', 'Actuals/Visits', 'Scheduled Payments', 'POs', 'Reports', 'Help', and 'Logout'. The main content area is titled 'Week Beginning 13 January' and features a 'Visits' section with filters for Service Level, Client, and Status. Below this, a message states 'There are no items to display.' The 'Actuals' section includes a table with columns for Actual, Service Level, PI, Frstd, Msd, Xtr, Vst, Total Cost, and Comments. Two entries are listed: Miss Monica Geller (MG123) and Mr Joey Tribbiani (JT123). A 'Generate Actuals' button is located in the bottom right corner.

Firstly, select the appropriate week in the calendar and then, if the Provider has multiple Services/sites, choose the appropriate service from the list underneath the calendar.

The Actuals pane will then list all clients for all Service Levels at that Service/Site. It is possible to use the filters at the top of the pane to limit the list if necessary. This may be useful depending on how you record Actuals within your organisation.

Given that, in the main, actuals will be delivered as per plan each week, pressing the 'Generate Actuals' button in the bottom right of the screen will perform the bulk of the work in terms of producing a set of actuals for the week based on what was planned. There then remains the relatively smaller task of amending the calculated actuals in the event of any under or over delivery of service.

Actuals

Service Level: Client:
 Show Clients with Actuals: Actuals: Unplanned Planned Intermittent Locked

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments	
Miss Monica Geller MG123								£226.24 of £226.24	<input type="button" value="Add/Edit"/>
14 x Hours	Home Care - Single Assist Fixed Rate	14	0	0	0	14	£226.24 = 14 (Actual + Frstd) Hours x £16.16		
Mr Joey Tribbiani JT123								£113.12 of £113.12	<input type="button" value="Add/Edit"/>
3.5 x Hours	Home Care - Double Assist Fixed Rate	3.5	0	0	0	3	£56.56 = 3.5 (Actual + Frstd) Hours x £16.16		
3.5 x Hours	Home Care - Single Assist Fixed Rate	3.5	0	0	0	3	£56.56 = 3.5 (Actual + Frstd) Hours x £16.16		
Total: £339.36 of £339.36									

Note that in this example (for Home Care), actuals are measured in hours. The unit of actuals will vary according to the type of service delivered – it will either be hours or sessions.

Where an entry needs to be amended either up or down, click the 'Add/Edit' button.



Edit Actuals for Diamond Home Care - Marple, Miss Monica Geller (MG123)

Week Beginning 13 Jan 2020

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
<input type="text" value="14"/> x Hours	Home Care - Single Assist Fixed Rate	<input type="text" value="14"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="14"/>	£226.24 = 14 (Actual + Frstd) Hours x £16.16	<input type="text"/>
Add Actual: Unplanned <input type="text" value="[No selection]"/>								<input type="button" value="Add"/>

Week Total: £226.24

Before editing any actuals, it is important to understand the various boxes in which values can be added.

PI = the planned number of hours (or sessions) as agreed in the contract/CPLI and cannot be edited.

Frstd = the number of frustrated hours where the client was not available to receive the care (and did not cancel/rearrange in advance).

Msd = the number of missed hours where the service was not delivered by the Provider either through unplanned non-delivery of care (eg. carer unwell) or by prior arrangement with the client.

Xtr = the number of extra hours provided. This should have been pre-arranged with the Social Worker and the Variation Code supplied by the social worker for any extra hours should be recorded in the Comments box.

Vst = the number of Visits made to deliver the care. This is purely informational – it is not used in payment calculations and does not need to be updated.


Whenever values are updated, it is important to update the total actuals figure on the far left based on the calculation:

$$\text{Actual} = \text{Planned} - \text{Frustrated} - \text{Missed} + \text{Extra}.$$

Please note that when adding actuals, the Portal provides an option to add an unplanned actual for non-commissioned CPLIs. This feature should NOT be used. Instead, please contact your Social Worker for the CPLI to be added. It may be necessary to record this actual at a later date; be aware that the Portal will allow amendments to previously submitted weeks.

Similarly, please avoid using CPLIs which you have agreed to change with the Social Worker, but have not yet become available in the Portal. The new CPLI will be visible as soon as it has been set up by the Social Worker and the Brokerage team.

If, on saving changes (using the 'Save' button) then pressing 'Back', the Actuals calculation does not hold true, a warning triangle is displayed next to the edited row:

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments	
Miss Monica Geller MG123								£226.24 of £226.24	Add/Edit
 14 x Hours	Home Care - Single Assist Fixed Rate	14	0	1	0	14	£226.24 = 14 (Actual + Frstd) Hours x £16.16		

Clicking on the triangle will result in a text box being displayed which helps explain the issue. It is necessary to amend the values until they are accurate, and the calculation holds true.

Note that the row will change colour depending on whether actual care delivered is greater (green) or less (red) than planned. This is for information to highlight over or under delivery of care in relation to planned care. The red rows do not need to be corrected unless a warning triangle is present advising that the actuals calculation is amiss.

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments	
Miss Monica Geller MG123								£210.08 of £210.08	Add/Edit
13 x Hours	Home Care - Single Assist Fixed Rate	14	0	1	0	14	£210.08 = 13 (Actual + Frstd) Hours x £16.16		

The cost of service is recalculated whenever the values are edited. Payments to Providers are based on the following calculation:

$$\text{Payment} = \text{Actual} + \text{Frustrated} + \text{Extra} - \text{Missed}.$$

Once all amendments have been made for one service (bear in mind there may be multiple pages), remember to repeat the process for all Services/sites within your Organisation.

STOCKPORT METROPOLITAN BOROUGH COUNCIL **ContrOCC** Stockport Provider Portal

Provider web interface for Mr Greg Finance **Diamond Home Care**

Home Actuals/Visits Scheduled Payments POs Reports Help Logout

Actual Weeks

January 2020

M	T	W	T	F	S	S
30	31	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	31		

Actuals/Visits for Diamond Home Care - Marple

Week Beginning 13 January

Visits

Service Level: [All Service Levels] Client: [All Clients]

Visit Type: [All Visit Types] Status: New Matched Unmatched Missing Data

View Reset

There are no items to display.

Pages: 1

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
Miss Monica Geller MG123								£226.24 of £226.24 Add/Edit
14 x Hours	Home Care - Single Assist Fixed Rate	14	0	0	0	14	£226.24 = 14 (Actual + Frstd) Hours x £16.16	
Mr Joey Tribbiani JT123								£113.12 of £113.12 Add/Edit
3.5 x Hours	Home Care - Double Assist Fixed Rate	3.5	0	0	0	3	£56.56 = 3.5 (Actual + Frstd) Hours x £16.16	
3.5 x Hours	Home Care - Single Assist Fixed Rate	3.5	0	0	0	3	£56.56 = 3.5 (Actual + Frstd) Hours x £16.16	
							Total: £339.36 of £339.36	

Pages: 1

A video demonstrating the submission of actuals is available via this [link](#).

11.2 Viewing and Amending Previously Posted Actuals

Whenever actuals have been generated/entered, it is possible to use the calendar and filters to view actuals for any period of time (since migration to the Provider Portal). This method may also be used to amend a previously posted actual in the event of a query from a client being raised with the Provider which results in the posted actual needing to be changed.

The screenshot shows the 'Actuals/Visits for Diamond Home Care - Marple' page. The page header includes the Stockport Metropolitan Borough Council logo and the ContrOCC Stockport Provider Portal title. The main content area is titled 'Week Beginning 13 January' and shows 'Visits' and 'Actuals' sections. The 'Actuals' section contains a table with columns for Actual, Service Level, PI, Frstd, Msd, Xtr, Vst, Total Cost, and Comments. The table lists actuals for Miss Monica Geller and Mr Joey Tribbiani. The filter controls at the top of the 'Actuals' section are highlighted with a red box, showing options for Service Level, Client, Show Clients with Actuals, and Actuals (Unplanned, Planned, Intermittent, Locked). The 'Services' sidebar on the left is also highlighted with a red box, showing options for Diamond Home Care - Marple and Diamond Home Care - Tame Valley. The calendar on the left is also highlighted with a red box, showing the week beginning 13 January 2020.

The key controls to viewing previously posted actuals are highlighted above.

The calendar has various options to choose a specific week.

The Services box (below the calendar) allows the selection of the specific service/site the Provider is responsible for, if there is more than one.

The filter list at the top of the Actuals pane allows for specific controls once the correct week and service/site have been selected. It is possible to use one or all filters simultaneously.

The Service Level filter allows for the selection of the specific service level provided at the site.

The Client filter will allow a single client to be selected.

The 'Show Clients with Actuals' filter is useful to see which clients have not had actuals posted (by selecting 'No'). This will be a good check at the end of each submission period.

The checkboxes for Unplanned, Planned, Intermittent and Locked are not used and serve no purpose.

Whenever any filter is changed, the 'View' button must be pressed in order to refresh the results.

Each client row has an 'Add/Edit' button which may be used to amend the posted actual (for example when it has been challenged by a client). The amendment will be picked up on the next billing/payment cycle.

12 Disputes

This section relates to disputes relating to posted actuals, so is not relevant to Providers who are not paid on an actuals basis.

STOCKPORT METROPOLITAN BOROUGH COUNCIL ContrOCC Stockport Provider Portal

Provider web interface for Mr Greg Finance Diamond Home Care

Home Actuals/Visits Scheduled Payments POs Reports Help Logout

Disputes

Client: [All Clients] Actuals/Visits from: [] / [] / [] [] / [] / [] [View] [Reset]

Status: In Dispute Resolution Requested Resolved to: [] / [] / [] [View] [Reset]

Last Modified	Client	Status	Reason	Details	Response	Date Range	
23/01/2020	Tribbiani, Joey	In Dispute	Care not delivered	Client advises visit on 13/1 did not take place.		13/01/2020 - 19/01/2020	[Edit]

The dispute area defaults to showing all currently open/unresolved disputes. There are several filters to limit the list if required, including the ability to view resolved disputes. As with all filters, the 'View' button must be pressed to refresh the results list.

There are a number of reasons a dispute may be raised by SMBC against actuals which will appear in the rejection reason description, with more information provided in the Details section.

Actual does not match planned – more detail required

Actuals query

Care not delivered

Charged when cancelled in advance

Client deceased

Client in hospital/respite

Client query


Issue with care provided

Variation code missing

Other


Pressing the 'Edit' button at the end of the dispute row will take you to the following screen:

Client: Tribbiani, Joey
Status: In Dispute
Reason: Care not delivered
Details: Client advises visit on 13/1 did not take place.
Response:


Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
Week Beginning 13 Jan 2020 (Diamond Home Care - Marple)							£56.56 of £56.56	<input type="button" value="Add/Edit"/>
 3.5	x Hours Home Care - Double Assist Fixed Rate	3.5	0	0	0	3	£56.56 = 3.5 (Actual + Frstd) Hours x £16.16	

Pages: 1

You will see that there is the facility to enter a response, and also see the specific actual row in dispute with the ability to edit it.

 Edit Actuals for Diamond Home Care - Marple, Mr Joey Tribbiani (JT123)

Week Beginning 13 Jan 2020

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
 <input type="text" value="3.5"/>	x Hours Home Care - Double Assist Fixed Rate	3.5	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="3"/>	£56.56 = 3.5 (Actual + Frstd) Hours x £16.16	<input type="text"/>

Week Total: £56.56

Responses will obviously vary according to the circumstances but, generally speaking, there will be a requirement to amend the actuals record (up or down), enter a comment or variation code in the comments box, 'Save' it and then press 'Back'.

This will take you back to the first screen where some notes can be added to the response box and then the 'Request Resolution' button pressed.

If the dispute has been addressed satisfactorily, it will be removed from the list when it is closed by Stockport MBC.

If there is a need for further dialogue to address the dispute, Stockport MBC's Quality and Contract team will get in touch either over the phone or using a note in the [Actions and Change Requests](#) area.

13 Scheduled Payments

This area enables a Provider to view past and future payments.

The screenshot shows the 'Scheduled Payments' section of the Stockport ContrOCC Stockport Provider Portal. The page title is 'Diamond Home Care - 8 Jul 2019 to 21 Jul 2019' with a 'CURRENT' status indicator. The left sidebar contains filters for 'Financial year' (2019/2020) and 'Contract' (Diamond Home Care). The main table displays the following data:

Purchase Order	Excl VAT	VAT	Total	Contract	Period
Tribbiani, Joey (JT123)	£ 226.24	£ 0.00	£ 226.24	Diamond Home Care	08/07/2019 - 21/07/2019
Geller, Monica (MG123)	£ 452.48	£ 0.00	£ 452.48	Diamond Home Care	08/07/2019 - 21/07/2019
Buffay, Phoebe (PB123)	£ 113.12	£ 0.00	£ 113.12	Diamond Home Care	08/07/2019 - 21/07/2019

Summary Totals:
 Start Date: 08 Jul 2019, End Date: 21 Jul 2019
 Total: £ 791.84 (Excl VAT), £ 0.00 (VAT)
 Status: Total Payable: £ 791.84

The cycle for payments remains unchanged, and payments are made against a contract.

Use the filters on the left to select the required financial year, contract and billing period. The pane will automatically refresh with a list of payments for each client.

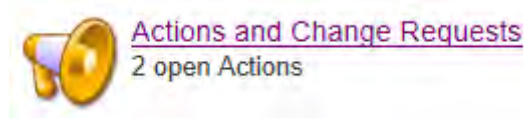
Note that the indicator on the top right of the pane will show 'Current' for an as yet to be paid billing period where actuals have been posted; it will show 'Finalised' for a billing period which has been paid (or, at least, been passed for payment).

14 Actions and Change Requests (2)

We have seen the Actions and Change Requests area already in [section 7](#), which covered the use of an action to issue Service Plans and Schedules to Home Care Providers at the beginning of the care provision lifecycle.

In this section, we look at the use of actions as part of the day-to-day delivery of care once it has been commissioned and is applicable to all Providers.

The first thing to note is that the megaphone icon will turn yellow on the Portal home page whenever there are open actions:



It will turn red if any outstanding actions have not been addressed within the due date set by Stockport MBC.

The Actions and Change Requests area will typically look something like this:

The screenshot shows the 'Actions and Change Requests' section of the Stockport ContrOCC Stockport Provider Portal. The header includes the Stockport Metropolitan Borough Council logo, the text 'STOCKPORT METROPOLITAN BOROUGH COUNCIL', 'ContrOCC Stockport Provider Portal', and 'Provider web interface for Mr Greg Finance' with a dropdown menu set to 'Diamond Home Care'. Navigation tabs include Home, Actuals/Visits, Scheduled Payments, POs, Reports, Help, and Logout.

The 'Actions' section features a 'New Action' button and a filter bar with 'Open Actions Only' checked, 'Assigned To: [Any]', and 'Type: [Any]', along with a 'View' button. Below is a table of actions:

Status	Last Post Date	Title	Re:	Due	Type	Assigned To
	24/01/2020 14:49	Amendment to Care Plan	Diamond Home Care - Tame Valley (Service)	29/01/2020	Amended Care Plan - Community Support	Provider
	24/01/2020 14:47	Support Plan & Schedule	Diamond Home Care - Tame Valley (Service)	31/01/2020	New Care Plan - Community Support	Provider

The 'Change Requests' section includes an 'Include Historical' checkbox and a 'View' button. Below is a table of change requests:

Status	Submitted	Last Updated	Type	Entity Name	Details	Rejection Reason
	27/01/2020	--	Update Service	Diamond Home Care - Marple		
	24/01/2020	24/01/2020	Update Organisation	Diamond Home Care		

14.1 Actions

Provider Portal Actions are a significantly better method of communication than email or telephone since actions can be linked to specific items or clients, automatically assigned to the correct SMBC team, and are retained indefinitely for future reference and auditability.

Actions can be raised either by the Provider or Stockport MBC and are usually a conversation of some form. The filters at the top of the pane enable the list to be limited by Open/Closed status, Assignment (to the Provider or SMBC), and Action Type. The 'View' button should be pressed whenever filters are changed to refresh the Action list.

The following action types exist in the Portal:

Action Type	Stockport MBC Team	Purpose
Amended Care Plan - Community Support	Brokerage Team (Community Support)	Covered in Section 7
New Care Plan - Community Support	Brokerage Team (Community Support)	Covered in Section 7
Signed Residential/ Nursing Contract	Brokerage Team (Residential/Nursing)	Covered in Appendix 1
Actuals Query	Payments & Contracts Team	Queries relating to Actuals
Client Contribution - Residential/Nursing	Social Care Charging Team	Queries relating to the amount of client contribution
Payment Query	Payments & Contracts Team	Queries relating to Provider payments
Telephone Call	Any – assign on creation	Request or record of a call
Other	Any – assign on creation	Non-specific query

To create a new action/conversation, press the 'New Action' button in the top right, you will then see this screen:

The screenshot shows the 'New Action' form with the following fields:

- Type:** [Please Select] (dropdown menu)
- Related To:** [Please Select] (dropdown menu)
- Entity:** (dropdown menu)
- Due Date:** [] / [] / [] (date picker)
- Assign to:** [Please Select] (dropdown menu)
- Title:** (text input field)
- Text:** (large text area)
- Attachment:** (text input field with a 'Browse...' button)

At the bottom of the form, there are two buttons: 'Create Action' (highlighted with a red box) and 'Cancel'.

Type: should be set to the Action type as highlighted in the table above.

Related to: allows for the action to be focussed on a specific subject eg. contract or client.

Entity: allows for a specific contract or client to be selected.

Due date: this can be set to highlight the urgency of the query.

Assign to: for action types Other and Telephone, the appropriate SMBC team should be selected. For all other actions, the correct team will be chosen based on the action type.

Title: a brief title to describe the query

Text: sufficient detail to describe the query so that it may be resolved in one visit.

It is possible to attach files to the query (eg a document or image) using the 'Browse' button.

Once all details have been entered, press the 'Create Action' button.

The new action will appear in the action list:

Actions

Status	Last Post Date	Title	Re:	Due	Type	Assigned To
	27/01/2020 15:31	Payment query	Miss Phoebe Buffay (Client)	31/01/2020	Payment Query	LA (Payments & Contracts Team)
	24/01/2020 14:49	Amendment to Care Plan	Diamond Home Care - Tame Valley (Service)	29/01/2020	Amended Care Plan - Community Support	Provider
	24/01/2020 14:47	Support Plan & Schedule	Diamond Home Care - Tame Valley (Service)	31/01/2020	New Care Plan - Community Support	Provider

When SMBC respond to the action, you will see that the Assigned To changes to Provider. (It may be worth periodically using the 'Assigned To' filter to show only those actions which are assigned to the Provider.)

To view an action, click the underlined link in the Title column.



Action Details

[Back](#)

Payment query
Re: Miss Phoebe Buffay (Client)
Type: Payment Query

Pending
Due Date: 31 Jan 2020

27 Jan 2020 15:31 Mr Greg Finance (Diamond Home Care)
We have not received payment for visit on 16/12/19.
Assigned to Payments & Contracts Team
Due Date set to 31 Jan 2020

27 Jan 2020 15:36 Dale, Knowles
Please amend the actual for that week and you will be paid in the next payment run
Assigned to Diamond Home Care

Related links:
[Purchase Orders for Miss Phoebe Buffay](#)
[Service details for Diamond Home Care - Tame Valley](#)
[Actuals/Visits for Miss Phoebe Buffay at Diamond Home Care - Tame Valley](#)

[Comment](#) [Reply](#) [Request Closure](#)

The conversation is listed in chronological order, with the latest response from SMBC at the bottom.

If you require further information, you can reply to an action by pressing the 'Reply' button. If the query has been resolved, press 'Request Closure'. All actions, once resolved, need to be closed using this method.

Request Closure

Comment

OK - will do. Thanks.

Attachment

Browse...

Assign To

Payments & Contracts Team

Due Date

31 / 01 / 2020

Submit


Cancel

Enter a comment and then press 'Submit'.

Note that actions can only be closed by Stockport MBC, at which point they will be removed from the action inbox but can be viewed again by unchecking the 'Open Actions Only' box in the top left.

A video demonstrating Actions is available via this [link](#).

14.2 Change Requests



STOCKPORT
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ControCC
Stockport Provider Portal

Provider web interface for **Mr Greg Finance** Diamond Home Care



Home Actuals/Visits Scheduled Payments POs Reports Help Logout

Actions and Change Requests

Actions

[New Action](#)

Open Actions Only Assigned To: [Any] Type: [Any] [View](#)

Status	Last Post Date	Title	Re:	Due	Type	Assigned To
	24/01/2020 14:49	Amendment to Care Plan	Diamond Home Care - Tame Valley (Service)	29/01/2020	Amended Care Plan - Community Support	Provider
	24/01/2020 14:47	Support Plan & Schedule	Diamond Home Care - Tame Valley (Service)	31/01/2020	New Care Plan - Community Support	Provider

Change Requests

Include Historical [View](#)

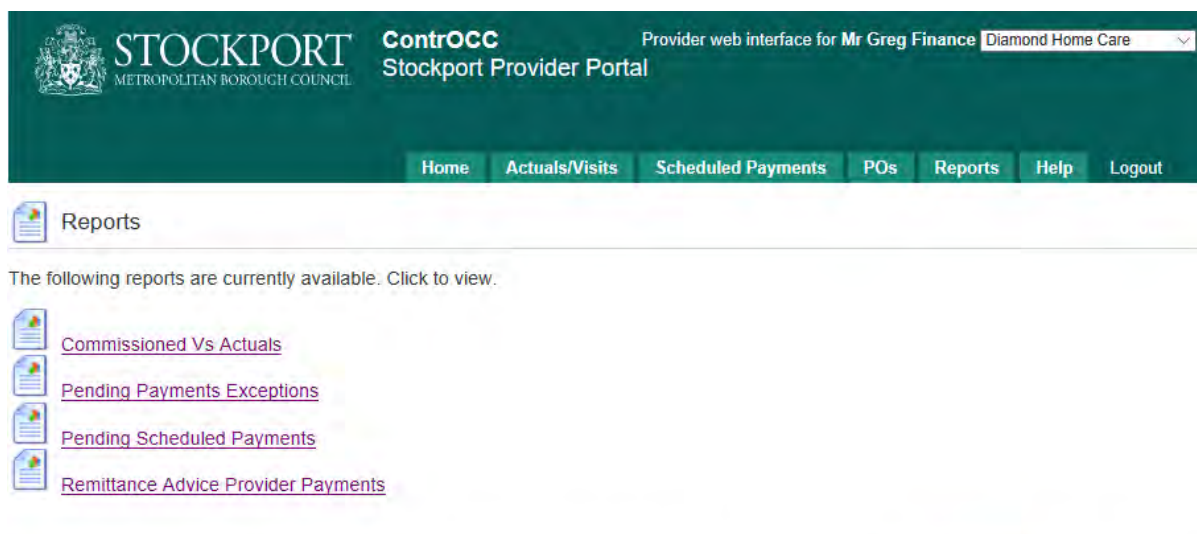
Status	Submitted	Last Updated	Type	Entity Name	Details	Rejection Reason
	27/01/2020	--	Update Service	Diamond Home Care - Marple		
	24/01/2020	24/01/2020	Update Organisation	Diamond Home Care		

The Change Requests pane is informational only and advises on whether Change Requests raised to amend a Provider's [Organisation](#), [Service](#) or [Contacts](#) details (sections 4, 5 and 6) have been approved or rejected by SMBC. Hovering over the 'i' in the Details will column will highlight the change requested and, if the request has been rejected, a reason will be provided in the Rejection Reason column.

Change requests can have the following status: Approved (Green), Rejected (Red) and Pending Review (Amber).

15 Reports

A number of useful reports are provided in the Reports area.



The screenshot shows the 'Reports' section of the Stockport Provider Portal. The header includes the Stockport Metropolitan Borough Council logo, the 'ContrOCC Stockport Provider Portal' title, and the user information 'Provider web interface for Mr Greg Finance' with a dropdown menu showing 'Diamond Home Care'. A navigation menu contains links for Home, Actuals/Visits, Scheduled Payments, POs, Reports, Help, and Logout. The main content area is titled 'Reports' and contains the text: 'The following reports are currently available. Click to view.' Below this are four report links, each with a document icon: 'Commissioned Vs Actuals', 'Pending Payments Exceptions', 'Pending Scheduled Payments', and 'Remittance Advice Provider Payments'.

Viewing reports requires the Adobe Reader plug-in for your browser. If you do not have this plug-in, visit the [Adobe website](#) to download it.

Each report has filters to allow customisation. Reports are displayed on screen, but it is also possible to download the data generated for off-system analysis.

Summaries of each report are as follows:

Commissioned v Actuals: compares planned care with actuals posted for any selected period.

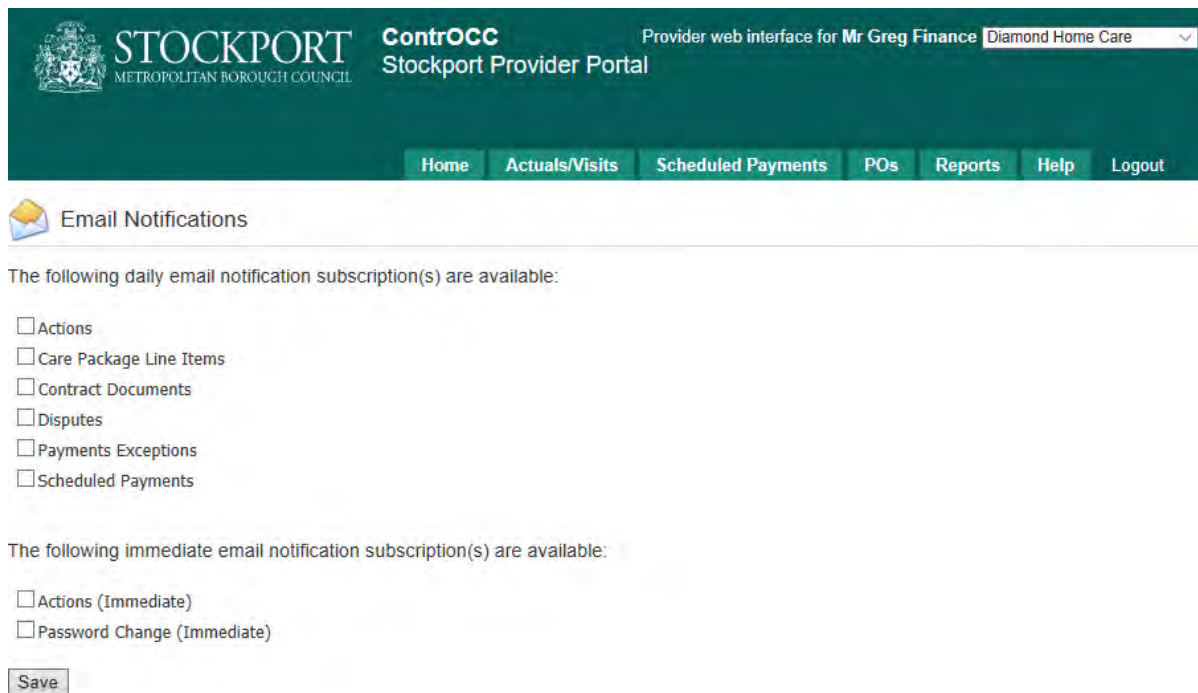
Pending Payments Exceptions: displays detail on adjustments due in the next payment run.

Pending Scheduled Payments: displays detailed scheduled payments down to CPLI level.

Remittance Advice Provider Payments: replicates the detailed remittance advices provided from CareFirst.

16 Email Notifications

This area enables the user to subscribe to various notifications which are issued to the user's email address.



The screenshot shows the top navigation bar of the Stockport Provider Portal. It includes the Stockport Metropolitan Borough Council logo, the text 'STOCKPORT METROPOLITAN BOROUGH COUNCIL', 'ContrOCC Stockport Provider Portal', and 'Provider web interface for Mr Greg Finance' with a dropdown menu set to 'Diamond Home Care'. Below this is a menu with buttons for 'Home', 'Actuals/Visits', 'Scheduled Payments', 'POs', 'Reports', 'Help', and 'Logout'. The main content area is titled 'Email Notifications' and contains two sections of checkboxes for selecting notification types. The first section, 'The following daily email notification subscription(s) are available:', lists: Actions, Care Package Line Items, Contract Documents, Disputes, Payments Exceptions, and Scheduled Payments. The second section, 'The following immediate email notification subscription(s) are available:', lists: Actions (Immediate) and Password Change (Immediate). A 'Save' button is located at the bottom of the form.

There are two immediate options:

- **Actions (Immediate):** an email will be sent immediately if a Conversation/Action is assigned to the Provider, or if there is a response to an existing Conversation/Action.
- **Password Change (Immediate):** if the Contact's password is changed, an email will be sent immediately.

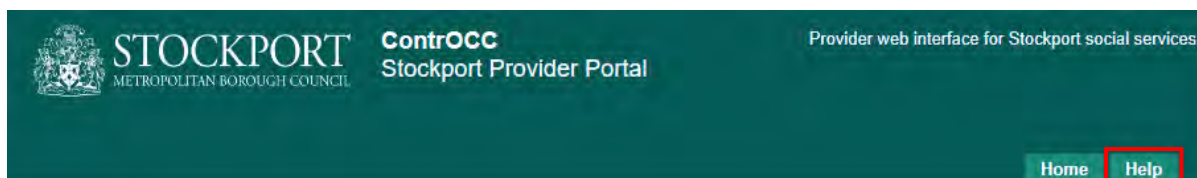
The other options are all included in the daily summary email.

- **Actions:** when a Conversation/Action is assigned to the Provider, or if there is a response to an existing Conversation/Action.
- **Care Package Line Items:** when a Care Package Line Item for the Provider is added or amended.
- **Contract Documents:** when a Contract Document for the Provider is added or amended.
- **Disputes:** when a Dispute is added or an existing Dispute is resolved or reopened.
- **Invoices/Credit Notes:** when an Invoice or Credit Note for the Provider is held, returned to the Provider, or authorised.
- **Payments Exceptions:** when a pending Payments Exception for this Provider is created.
- **Scheduled Payments:** when Scheduled Payments for this Provider are authorised or finalised.

Simply check each of the notification types you wish to receive and then press the 'Save' button.

17 Help and Support

A Help icon is present on every page of the Portal and will display general help for the page you were on.



Be aware that this online help is generic; this user guide provides more detailed instruction on using the Portal for SMBC.

The [Actions and Change Requests](#) section describes how to raise queries with the various teams at SMBC.

If the matter is urgent, please contact the appropriate team using the usual telephone numbers.

In the event the Portal appears to be unavailable, please review your emails for any updates from our IT Team; if there are no updates, please contact our IT Service Desk on 0161 474 5432.

18 Appendix 1 – Specific Notes for Residential and Nursing Providers

As well as electronically signing contracts as per the process described in [Section 8](#), Residential and Nursing Providers are required to physically sign contracts along with the client and third party. This will be clear in the contract itself.

Once the signatures have been obtained, the complete contract should be scanned into a single document and the steps below followed.

Enter the Actions area.

STOCKPORT METROPOLITAN BOROUGH COUNCIL
ContrOCC Stockport Provider Portal
Provider web interface for Mr Greg Finance Diamond Home Care

Home Actuals/Visits Scheduled Payments POs Reports Help Logout

Actions and Change Requests

Actions

Open Actions Only Assigned To: [Any] Type: [Any]

Status	Last Post Date	Title	Re:	Due	Type	Assigned To
	28/01/2020 09:28	Payment query	Miss Phoebe Buffay (Client)	31/01/2020	Payment Query	LA (Payments & Contracts Team)
	24/01/2020 14:49	Amendment to Care Plan	Diamond Home Care - Tame Valley (Service)	29/01/2020	Amended Care Plan - Community Support	Provider
	24/01/2020 14:47	Support Plan & Schedule	Diamond Home Care - Tame Valley (Service)	31/01/2020	New Care Plan - Community Support	Provider

Press the 'New Action' button.

New Action

Type: [Please Select]

Related To: [Please Select]

Entity:

Due Date: / /

Assign to: [Please Select]

Title:

Text:

Attachment:

Action Type: should be 'Signed Residential/Nursing Contract'

Related To: should be Client, and the appropriate client should be selected from the Entity list.

Due Date: does not need to be set.

Assign to: will be automatically set to the correct Brokerage team at SMBC.

Title: should be 'Signed Contract Attached'

Additional notes can be added in the Text box as required.

Attach a copy of the scanned contract using the Browse button underneath the Text box

Submit the contract using the 'Creation Action' button.

Stockport MBC will close the action upon receipt.

19 Appendix 2 – Specific Notes on Actuals Entry for Short Breaks

Actuals cannot be generated for these Services as they are not planned on a weekly basis. You will have agreed with the social worker how many nights the client can have in a year. As such, actuals are entered on an ad-hoc basis using the steps below, over the course of the year. You must not go over the agreed yearly allocation of nights. Any increase will need to be discussed with the client's social worker.

From the home page, select the Actuals/Visits area and you will be taken to a screen something like:

The screenshot shows the 'Actuals/Visits for Mill View - Short Breaks' page. At the top, there is a navigation bar with 'Home', 'Actuals/Visits', 'Scheduled Payments', 'POs', 'Reports', 'Help', and 'Logout'. The main content area is divided into several sections:

- Actual Weeks:** A calendar for January 2020. The week beginning 20 January is highlighted in red.
- Services:** A list of services including 'Mill View', 'Current Services', and 'Mill View - Short Breaks' (highlighted with a red box).
- Bulk Import/Export:** A section for bulk importing or exporting actuals data from a CSV file.
- Related Invoices:** A section indicating there are no invoices related to these actuals.
- Actuals/Visits for Mill View - Short Breaks:** The main section for entering actuals. It includes a 'Week Beginning 20 January' header and a 'Visits' form with dropdowns for 'Service Level' and 'Client', and checkboxes for 'Visit Type' and 'Status'. Below the form, it states 'There are no items to display.' and 'Pages: 1'. A note reads 'MIXTURE OF PAYABLE AND INFORMATIONAL ACTUALS'.
- Actuals:** A section for entering actuals. It includes a form with dropdowns for 'Service Level' and 'Client', and checkboxes for 'Show Clients with Actuals' and 'Actuals'. Below the form, there is a table with columns: 'Actual', 'Service Level', 'PI', 'Frstd', 'Msd', 'Xtr', 'Vst', 'Total Cost', and 'Comments'. The table is currently empty. A red box highlights the 'Add/Edit' button at the end of the first row.

At the bottom of the page, there is a 'Generate Actuals' button and a 'Total: £0.00 of £0.00' display.

Note that client names have been obscured in this and subsequent screen shots.

Choose the week for actuals to be entered from the calendar in the top left, and then choose the short break service from the Services list.

For each client, click the 'Add/Edit' button at the end of the client row.



Edit Actuals for Mill View - Short Breaks, [redacted]

Week Beginning 20 Jan 2020

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
There is no item to display								
Add Actual: Planned [No selection] <input type="button" value="Add"/>								

Week Total: £0.00

Choose the correct Service Level from the drop-down list and then press 'Add'.



Edit Actuals for Mill View - Short Breaks, [redacted]

Week Beginning 20 Jan 2020

Actual	Service Level	PI	Frstd	Msd	Xtr	Vst	Total Cost	Comments
0	x Nights Short Break - Nightly	--	0	--	--	1	--	

Week Total: £0.00

Enter the number of units (nights) in the Actual box the client received that week and any comments in the Comments. The Frstd and Vst boxes should be left untouched.

On completing the record, press 'Save', then 'Back' and you will be returned to the initial Actuals entry page.

Stockport MBC's finance system will automatically deduct the number of actuals (nights) from the allocated amount to the client (per year).

As actuals for each client will vary throughout the year, see [section 13](#) for when you can expect to be paid. These are fixed payment cycles.