

Invoicing Guidance for Day Opportunities post 26th June 2021

Providers are advised that, following the effective suppression of the emergency phase of COVID-19 and the ongoing recovery phase of day opportunities; Essex County Council will be resuming the pre-COVID invoicing arrangements for all managed day service provision with immediate effect. Please be advised that the following provisions will apply to all day opportunities support irrespective of whether it is delivered either via building-based provision or outreach support (or a combination thereof) but will not apply to any block funded placements or direct payments. The following requirements represent a resumption of the Council's standard invoicing procedure and does not constitute any variation of the existing terms for day opportunities placements which remain in effect, unless otherwise explicitly stated below.

For the avoidance of any further doubt, please be advised that the use of the adjustments for "frustrated visits", which was utilised during the emergency phase of the ongoing pandemic to support day opportunity providers and mitigate the risk that individuals were charged for services which they did not receive, no longer applies to day opportunities placements (unless specifically reinstated at the Council's sole discretion). Therefore, providers must not utilise the "frustrated visits" functionality within Extranet for any day opportunities sessions which have actually been delivered will be paid for to mitigate any future charging related issues. In addition, please be advised that any variation of your pricing or the number of sessions which your organisation is delivering to an individual must be communicated to the Council's Service Placement Team (SPT) to enable the requisite review of the proposed new unit rate or updated number of sessions to be conducted prior to uploading the approved information onto Extranet.

Invoicing Procedure:

1. Providers are required to submit electronic invoices to the Council via Extranet which detail the number of sessions which an individual has actually attended and confirming whether the provider has delivered transport to facilitate access to the service. In addition, these invoices must confirm the number of sessions which an individual has not attended, for any reason as these are not billable.
2. Providers are required to login to the Council's electronic payment platform, Extranet and self-receipt for each 4 weekly payment period in line with the following system guidance – [Please click here to access the guidance.](#)
3. Providers are required to record an individual's attendance at each planned day opportunities session and retain an accurate attendance log which the Council reserves the right to inspect to verify the corresponding invoices represent an accurate reflection of the support which has been delivered. Please note that this approach will apply irrespective of whether the support was delivered within a building-based provision/outdoors setting or if outreach support was conducted virtually via an online platform. However, if your organisation has provided outreach provision via an activity pack, the Council requires your organisation to secure confirmation of the individual's completion of the applicable exercises and detail their progression towards their specified outcomes as detailed within their tailored support plan. The Council reserves the right to inspect this information as part of a future social care review to assess the individual's social care needs.

If your organisation requires any further support in relation to the above guidance, please contact the Council's non-residential payments team via:

NRPayments@essex.gov.uk