



# Children’s Portal Training Guide

Durham County Council will use the Provider Portal to share payment information with Foster Carers and Supported Lodgings Providers who care for Children and Young People.

Foster Carers and Supported Lodgings Providers will be able to access the portal to:

- View Scheduled Payments which includes payments that are currently being processed (about to be paid) as well as those that have been finalised (already paid)
- View Remittance Advice which breaks down the payments you have received and shows what each one is made of and which child(ren) they relate to in more detail
- View Annual Reports which shows a summary of your payments for the previous financial year
- Send messages to the Children’s Service Finance Team
- Submit Mileage claims

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# 1. Accessing the Portal

We recommend that you use Chrome to access the website, by copying the link below

<http://durham.gov.uk/fcpayments>

This will take you to the main landing page. Click on “Children’s Provider Portal” link highlighted below to access the portal system.

Durham County Council

Residents News & Events Business Council

Home / Residents / Children & Families / Looked after children and care leavers / Fostering / Fostering support / Manage your fostering / supported lodgings payments online

## Manage your fostering / supported lodgings payments online

Use our secure Children's Provider Portal to manage your payments with us.

Login to **Children's Provider Portal** to manage your payments online.

When you are logged in, you can:

- view your payments (scheduled, in process, already paid)
- view remittance advice by time period
- view annual reports (payment totals) by financial year
- contact our finance team directly
- submit mileage claims

If you would like to register to manage your payments online please speak to your social worker or contact us.

If you need help to use our online system, [contact us](#).

Please note - the Children's Provider Portal is supplied by ContrOCC and may be called the ContrOCC Provider Portal once you are logged in.

Contact us

Document downloads

Children's Provider Portal Training Guide (PDF, 890.0kb)

Website feedback

This link will take you to the main portal page:

Durham.gov.uk

Durham County Council

ContrOCC Durham County Council Children's Provider Portal

Provider web interface for Durham County Council Children's social services

Home Help

## Welcome to the Durham County Council Children's Provider Portal

The site acts as an online portal for providers that deal with the Durham County Council Children's local authority. It is a means to view and interact with contract and service delivery information, directly with the local authority. Some of the benefits include;

### Submit Actuals

Submit your actuals directly to the local authority quickly and easily via the simple online form. Alternatively, upload actuals data in bulk using the import facility.

### Invoice Management

Access the electronic record of invoices and credit notes sent to the local authority. And now, you can also create and submit actuals payable invoices directly, online.

### Purchase Orders

To help manage your financial records, all purchase orders are available to view and downloaded.

### Reporting

The provider portal also features powerful reporting tools which can help you to generate your returns.


Start...

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

Click on the "Access secure services for providers" link to log into the portal.

## Log in to your Provider Portal

Please log in to access the secure services.



E-mail

Password

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

If you do not have a login or you can't remember your password, please contact the Children's Services Finance Team.


## 1.1. Changing Password

Once you have entered your temporary password, you will be asked to change it.

You must enter your Current password, before choosing a new one – choose a password with at least 9 characters including lower- and upper-case letters, numbers and symbols. You will need to type this twice and then click on “OK”

### Change Provider Portal Password

Use this form to change your password



Current Password

New Password

Confirm Password

✘ You must change your administrator-assigned password

## 1.2. Adding a security code

You will now also be asked to set a security code. This is 6 digits long.

### Change Security Code



You must enter a six-digit security code before you can continue using the Provider Portal.


New Security Code

Confirm Security Code

Your security code must follow these rules:

- Exactly 6 digits
- Only 0-9
- Must be different from the previous security code
- No digit appears more than 4 times
- No sequences of more than three consecutive digits up or down (e.g. security codes containing 1234 or 4321 are not allowed)

If you need to change your password again in future, you can do so using this link:

 [Change Password](#)






If you need to change your security code in future, you can do so using this link


 [Change Security Code](#)


## 2. The Home screen

The home screen will allow you to navigate to different areas of the portal, change your password and log out of the system

### Pick a task...

 <a href="#">Scheduled Payments</a> View and confirm or reject scheduled payments.	 <a href="#">One-Off Claims</a> View and create One-Off Claims
 <a href="#">Purchase Orders</a> View & print purchase orders	 <a href="#">Reports</a> View & print financial reports
 <a href="#">Actions and Change Requests</a> No open Actions	

  
[Change Password](#)

  
[Log Out](#)

### 3. Scheduled Payments

Scheduled Payments are payments that are in progress or have been paid.



#### Scheduled Payments

View and confirm or reject scheduled payments.

You will be able to see payments for future, current and previous financial years, broken into the Durham County Council payment periods.

To view these, use the pick lists on the left of the screen to choose the relevant period.

Clicking on the period will bring up the details of that payment.

This period is current and can be amended by the Children’s Service Finance Team.

Sausage Sandwich - 30 Sep 2019 to 6 Oct 2019		CURRENT			
Start Date:	30 Sep 2019	Total: £	656.11		
End Date:	06 Oct 2019	Excl VAT	£ 0.00		
<b>Status:</b>	<b>Unconfirmed</b>	<b>Total Payable:</b>	<b>£ 656.11</b>		
Purchase Order	Excl VAT	VAT	Total	Contract	Period
S, Bart (C2000020)	£ 353.08	£ 0.00	£ 353.08	Sausage Sandwich	30/09/2019 - 06/10/2019
T, CLA (C2002198)	£ 303.03	£ 0.00	£ 303.03	Sausage Sandwich	30/09/2019 - 06/10/2019

Older periods will show Finalised.

**Scheduled Payments**

Financial year:  
2019/2020

Contract:  
Sausage Sandwich

- Sausage Sandwich  
[16 Sep 2019 to 22 Sep 2019](#)  
*Unconfirmed*
- [9 Sep 2019 to 15 Sep 2019](#)  
*Unconfirmed*
- [2 Sep 2019 to 8 Sep 2019](#)  
*Unconfirmed*
- [26 Aug 2019 to 1 Sep 2019](#)  
*Unconfirmed*

## Sausage Sandwich - 16 Sep 2019 to 22 Sep 2019

FINALISED

Start Date:	16 Sep 2019	Total: £	1,089.01	£	Excl VAT		VAT	0.00
End Date:	22 Sep 2019							
<b>Status:</b>	<b>Unconfirmed</b>	<b>Total Payable:</b>		£				<b>1,089.01</b>

Purchase Order	Excl VAT	VAT	Total	Contract	Period
S, Bart (C2000020)	£ 353.08	£ 0.00	£ 353.08	Sausage Sandwich	16/09/2019 - 22/09/2019
T, CLA (C2002198)	£ 735.93	£ 0.00	£ 735.93	Sausage Sandwich	16/09/2019 - 22/09/2019

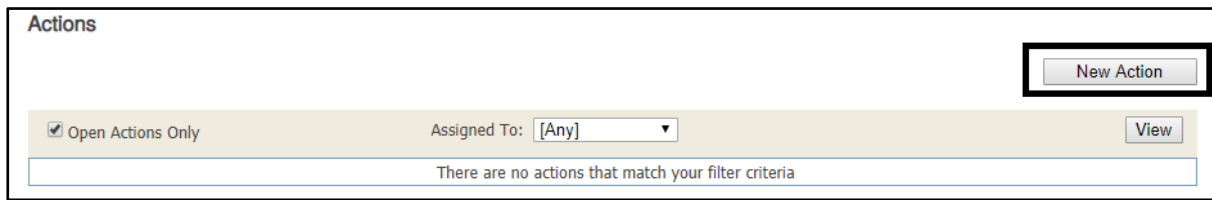
If you have a query on this payment, you will need to use the Actions and Change Requests section to send a message to the Children's Service Finance Team.

[Actions and Change Requests](#)

No open Actions

## 4.Actions and Change Requests

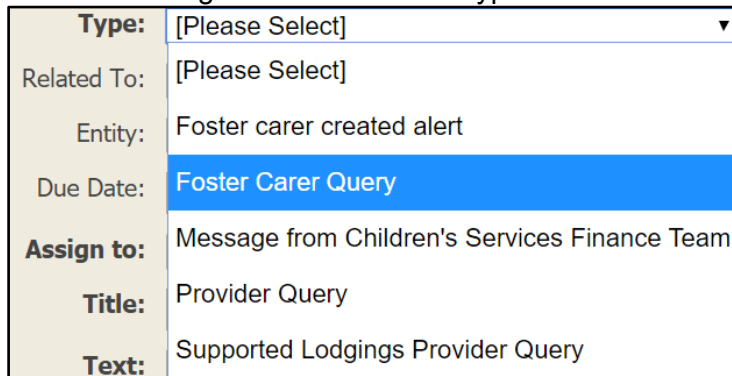
Messages are sent to and from the Children’s Service Finance Team through the Actions and Change Requests screen.



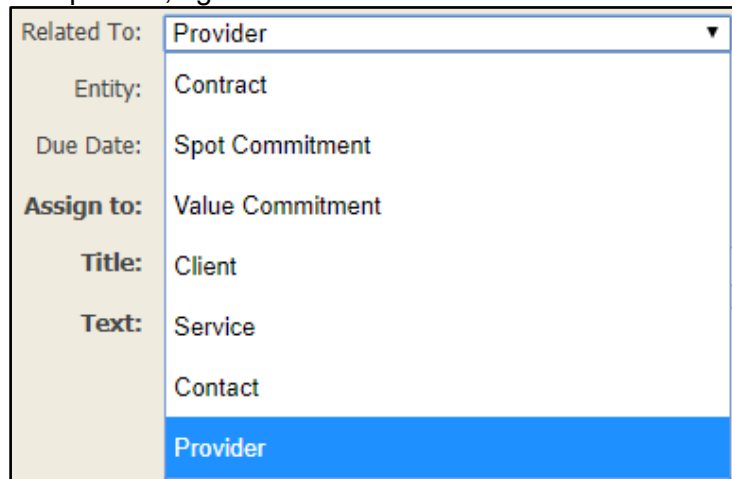
To send a new message to the team, use the New Action button.

If you are a Foster Carer, select “Foster Carer Query” from the Type drop down list.

If you are a Supported Lodgings Provider, select “Supported Lodgings Provider Query” from the Type drop down list. Please ignore the rest of the types.



In the “Related To” drop down, again select “Provider”



You must then select “**Childrens Services Finance**” from the Assign To drop down

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*Please note: if you do not select this, the message will not go to the correct team and will not be actioned.*

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Add in a title for your enquiry including your name at the start and then enter the body of the message. You can add attachments if required



For example: **Dawn Stockton Query about my next payment**

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*Please do not use this section for submitting Mileage claims*

---

Click onto “Create Action” to submit the enquiry



You will then return to the actions and change requests screen and your query will be listed – it shows who it is assigned to, so when the team responds, this will change from LA (Childrens Services Payments) to Provider.

Status	Last Post Date	Title	Re:	Due	Type	Assigned To
	02/10/2019 11:27	<a href="#">Query about my payments</a>	Sausage Sandwich (Provider)	--	Provider Query	LA (Childrens Services Finance)

If you click onto the link, you will go into the action and you can add comments, reply to messages or request that the action is closed. If you comment, the response will appear in the conversation for yourself and the Children’s Services Finance team, however the conversation will not be passed back to the other person.

If you want a reply from the other person, you must click on “Reply”

**Query about my payments**  Pending  
Due Date: --

Re: Sausage Sandwich (Provider)  
*Type: Provider Query*

---

**02 Oct 2019 11:27 Sausage Sandwich (Sausage Sandwich)**  
Please can you tell me when I'll get paid for the mileage I submitted?  
*Assigned to Childrens Services Finance*

Related link: [Organisation Details](#)

Once the Actions are completed, the Payments Team closes them. If you would like to close a request, you can send a closure request to the payments team.

To view closed actions, click to the check box next to “Open Actions Only” and then click on “View”

<input type="checkbox"/> Open Actions Only	Assigned To: <input type="text" value="[Any]"/>					<input type="button" value="View"/>
Status	Last Post Date	Title	Re:	Due	Type	Assigned To
	25/09/2019 09:13	<a href="#">Test2</a>	Bart Simpson (Client)	--	Provider Query	

## 5. Reports

There are several reports you can view and print from here.





### Reports

View & print financial reports

Clicking on this option will give you a list of reports available:

The following reports are currently available. Click to view.

-  [Annual Statement Of Foster Carer Payments](#)
-  [Remittance Advice Provider Payments](#)

### 5.1. Annual Statement of Foster Carer Payments

This option can be run for the previous financial years and will display your full data for the financial year


Organisation	Sausage Sandwich	<input type="button" value="View"/>	<input type="button" value="Download Data"/>
Tax Year	2018/2019		

This report requires parameters. Please complete the fields above and press the View or Download Data button.

You can select “View” to see on screen or you can “Download data” to get a CSV file with the information downloaded to your device.

If you are viewing on a mobile device, the report may not display in the same way and in fact on some devices you may need to click to view:

Scheduled (Pay on actuals: Never) 10/02/2019 Weekly Net  
13/10/2019 - 19/10/2019

  
ActiveReports.ar9

This will open the report on your device.

## 5.2. Remittance Advice Provider Payments

This will allow you to view any remittance advice split for the period you choose:



The screenshot shows a web interface for generating a report. At the top, there is a title "Remittance Advice Provider Payments Report" and a "Close and return" link. Below the title is a form with the following fields:

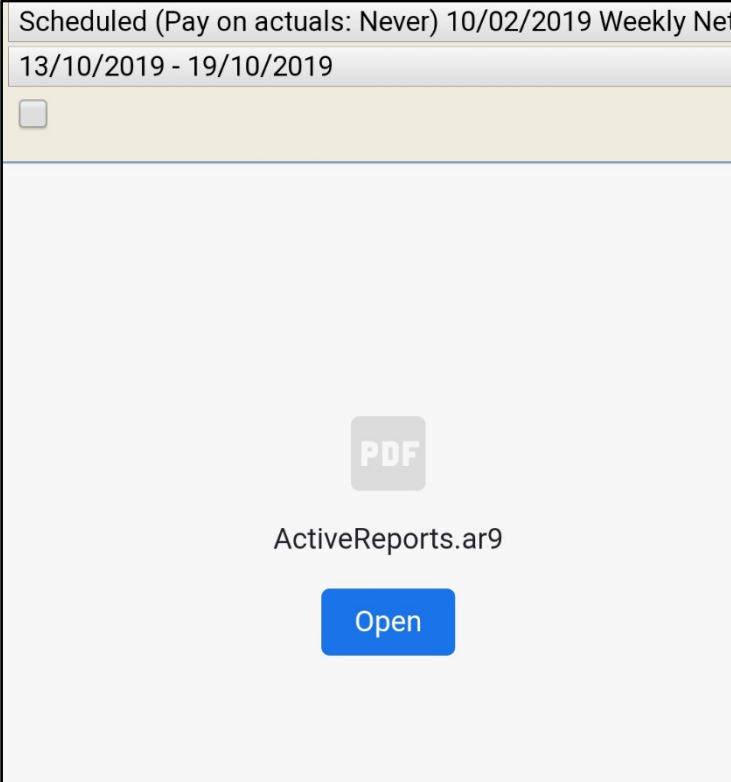
- Contract: Sausage Sandwich
- Payment Method: Scheduled (Pay on actuals: Never) 04/02/2019 Weekly Net
- Period (\* Partially finalised payment periods): 23/09/2019 - 29/09/2019
- Summary:

There are "View" and "Download Data" buttons to the right of the form. Below the form, the main content area displays "Remittance Advice: Provider Payments" and a table with the following data:

Contract	Reference
Sausage Sandwich	741254

You can click onto "Download data" to get a CSV file with the information downloaded to your device.

If you are viewing on a mobile device, the report may not display in the same way and in fact on some devices you may need to click to view:



The screenshot shows a mobile interface with the following text:

Scheduled (Pay on actuals: Never) 10/02/2019 Weekly Net  
13/10/2019 - 19/10/2019

PDF

ActiveReports.ar9

Open

This will open the report on your device.

## 6. One off claims

This is the area where you will submit your mileage claims.



### [One-Off Claims](#)

View and create One-Off Claims

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*Please note that this should only be used if you currently submit mileage claims and have been approved to do so.*

*These claims will still have to go to the Finance Panels for authorisation.*

*You should still ensure that you keep detailed records for the breakdown of each claim and any receipts / parking fees etc as these will be required.*

---

You can view previously completed claims and see whether they have been accepted or rejected, as well as submit a new claim.

One claim can cover mileage for all of the children you look after as well as for any mileage and parking charges accrued for training etc.

To create a new claim, click onto "New claim" on the left.

The screenshot shows the 'Submit One-Off Claims Online' interface. On the left sidebar, there is a 'New Claim' button highlighted with a black box. Below it, a list of claims is visible, including one for 'Sausage Sandwich - Sausage Sandwich' dated '25/09/2019' which is marked as 'Accepted' and another dated '25/09/2019' marked as 'Rejected'. The main content area on the right contains the heading 'Submit One-Off Claims Online' and two lines of instructional text: 'Please select a One-Off Claim on the left.' and 'To create a new One-Off Claim, press the New Claim button on the left.'

You will now have a screen with two buttons:

**Date of Claim:** 15 / 10 / 2019

Notes:

Total Payable: £0.00

**Client Items**

[Add New Client Item](#)

No One-Off Claim Client Items

**Provider Items**

[Add New Provider Item](#)

No One-Off Claim Provider Items

- “Add New client item” will allow you to record the mileage per child
- “Add new provider item” will allow you to record mileage for training and events where appropriate.

When you create the overall claim, it will show as unsubmitted at the top right.

- Enter the date if different from today
- Add in a description of what it’s for in the notes section e.g. “Mileage claim for 1<sup>st</sup> - 6<sup>th</sup> September 2019”
- It is recommended that you submit a claim for each week, as you can only attach 1 file per client item.

To add mileage for each child:

- Click onto the “Add new Client Item” button
- A window will appear for you to enter each item:

- Enter a description e.g School mileage for Child A Sept 1<sup>st</sup> – 6<sup>th</sup>
- Select “In-house Fostering Placement – Mileage” from the “service level” drop down:

- Select the child the mileage relates to from the “Client” drop down
- Enter the “Quantity” as the number of miles you wish to claim for.
- Please click on the “Choose file” option to send in your completed forms that detail the mileage for each child so that they can be signed off by the Finance Panel.
- Please note that you can only attach 1 file per item.
- Ensure everything is completed and click on “create”:


- You can then see the item on the one of claims screen. You can edit this claim or remove if it was in error.

Description	Service Level	Client	Quantity	Unit Cost	Amount	Edit
School runs	In-House Fostering Placement - Mileage	Testing, CLA	150	£0.39	£58.05	<a href="#">edit</a> <a href="#">remove</a>

- You can now repeat this if you have claims to submit for other children in your care.

To add in claims for mileage that don't relate to a specific child, for example for training:

- click onto "Add new Provider Item"

**Date of Claim:** 15 / 10 / 2019 

Notes:

Total Payable: £0.00

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**Client Items**

No One-Off Claim Client Items

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**Provider Items**

No One-Off Claim Provider Items

A window will again appear for you to detail the claim:

**New One-Off Claim Provider Item**

Description:

Service Level:

Quantity:

Unit Cost: £

Unit:

Amount: £0.00

Attachment:  No file chosen

- Enter the description of the claim, e.g. mileage for training
- Select the service level as “In-house Foster carer – Foster carer mileage” (ignore the rest of the options as they will differ from person to person and you will not need to claim separately for any of these):

Service Level:	[No Selection] ▼
Quantity:	[No Selection]
Unit Cost: £	In-House Foster Carer - Foster Carer Mileage
	In-House Foster Carer - Equipment

- Enter the “Quantity” as the number of miles you wish to claim for.
- Please click on the “Choose file” option to send in your completed forms that detail the mileage as well as any receipts or parking charge tickets so that they can be signed off by the Finance Panel.
- Ensure everything is completed and click on “create”:

Several items can be added to one claim. Once all items have been added, you can enter a description for the claim at the top of the screen.

Then click on “Submit claim” when you are finished

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*Please do not use this option to claim for any other type of payment. If you believe you should be receiving another payment for something, please submit a query through the action screen.*

---

This will then show as a pending payment, which you can view. This will change to accepted or rejected once it has been considered by the Finance Panels. You will still then be able to view the claims.

<b>PENDING</b>								
<b>Date of Claim:</b> 02/10/2019 Notes: Total Payable: £58.05								
<b>Client Items</b>								
Description	Service Level	Client	Quantity	Unit Cost	Amount	Has LA Notes	Included	View
School runs	In-House Fostering Placement - Mileage	Testing, CLA	150	£0.39	£58.05	No	Yes	<a href="#">view</a>



## 7. Purchase Orders

Here you can view the totals you have already been paid for as well as the projected payments for the rest of the financial year



### Purchase Orders

View & print purchase orders

You can choose to view all clients (children) or select one by one and you can also choose which financial year you wish to view.

Financial Year: <input type="text" value="2019/2020"/>	Service: <input type="text" value="[All Services]"/>	<input type="button" value="View"/>
Client: <input type="text" value="[All Clients]"/>		
Please set filters and click the View button.		

Financial Year: <input type="text" value="2019/2020"/>	Service: <input type="text" value="[All Services]"/>	<input type="button" value="View"/>		
Client: <input type="text" value="[All Clients]"/>				
Purchase Order	Value	Spend To Date	Financial Year	Issued
<a href="#">One-Off Claims - 2019/2020</a>	£64.00	£64.00	2019/2020	25/09/2019
<a href="#">Daily, Arthur (C2000037) - 2019/2020</a>	£363.42	£363.42	2019/2020	27/09/2019
<a href="#">Simpson, Bart (C2000020) - 2019/2020</a>	£19,226.58	£9,759.60	2019/2020	25/09/2019
<a href="#">Testing, CLA (C2002198) - 2019/2020</a>	£9,290.34	£1,038.96	2019/2020	02/10/2019

When you click onto each line it takes you into the Purchase Order View. This will show you the total payments received for a child so far this financial year as well as what payments you could expect if that child remained with you. You can also see a total of all one off claims for mileage this year.

### Purchase Order View

[Close and return to list](#)

**Provider Address:**

1 The Gatehouse,  
Darlington,  
DL1 3HA

**Information:**

Purchase Order: 148 - 1  
Financial Year: 01/04/2019 - 31/03/2020  
Date Printed: 02/10/2019  
Payment Terms:

**Invoice Address:**

**Delivery Address:**

You can print these if required.