Online Provider Portal help guide

How to claim child-level funding (Actuals) – Updating claims for existing children

About this guide

This is a step-by-step guide for how to claim child-level funding (also known as Actuals) using the Online Provider Portal, which includes:

- Universal Early Years Funded Entitlement (EYFE) for for 3 and 4 year olds
- Local Authority (LA) Issued 2 year old EYFE
- EYFE for Working Families, including for 9 months plus, 2 year olds and Extended EYFE for 3 and 4 year olds
- Early Years Pupil Premium (EYPP)
- Disability Access Fund (DAF)

Inclusion funding does not require you to claim on the portal

You should follow <u>our introductory guide</u> first in order to access the actuals on the Online Provider Portal and delete any children who you no longer wish to claim for.

This guide is about updating claims for existing children only. Separate guidance is available for adding new children to your actuals.

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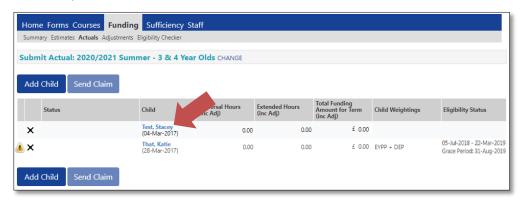


Editing children carried forward from last term

Children of eligible age are carried forward from the previous term, but with zero hours. This is a safeguard to prevent accidental and fraudulent claims.

Every child carried forward that you wish to claim funding for requires you to act, namely:

- reviewing the child's personal details, amending if necessary
- reviewing the parent's personal details, if applicable, amending if necessary
- adding the number of Universal and Extended (if applicable) hours you wish to claim (3 and 4 year olds)
- adding the number of LA Issued (Funded) or Working Families (Expanded) hours you wish to claim (2 year olds olds)
- adding the number of Working Families (Expanded) hours you wish to claim (9 Months Plus)
- claiming EYPP for the first time, if applicable
- claiming DAF for the first time, if applicable
- Use our introductory guide to navigate the the headcount you wish to amend. Click on a child's name to open their claim



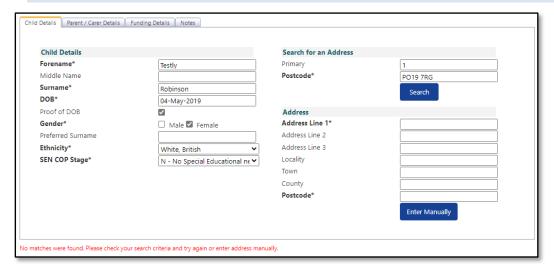
The claim opens, organised into five tabs of data. The Summary tab is the first one and is for your information only.



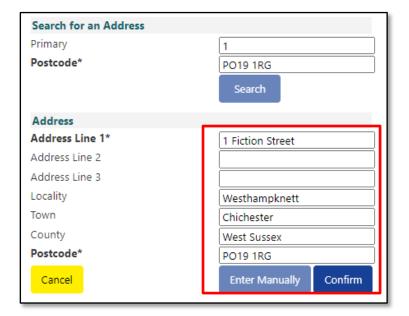


3. Go to the Child Details tab – review the details and amend them if anything has changed.

The **SEN COP Stage** will automatically be set to **No Special Educational Need**. If you need to amend this, set this to **SEN Support**. Please do not select any other options.



You can enter a house number and Postcode and search for an address rather than manually entering. However, if you get the red error message that reads "No matches were found. Please check your search criteria and try again or enter address manually", click 'Enter Manually, enter the information in the applicable fields, then click 'Confirm'.



- 4. You must complete this step if you wish to:
 - claim for EYFE for Working Families (note all claims for 9 months plus children require this)
 - claim for EYPP under economic criteria
 - check if a 2 year old approved for EYFE for Working Families but not already approved for LA Issued EYFE is eligible (2 year olds only)

You can skip to step 5 if:

- the child in question is claiming only Universal EYFE or 2 year old LA Issued EYFE, and either;
- you do not have consent to check for EYPP under economic criteria, or;
- the child is eligible for EYPP under non-economic criteria.

Go to the Parent / Carer details tab

If claiming EYPP (economic criteria only) or EYFE for Working Families for this child:

- add the parent/carer details
- tick the box to say whether you are supplying an NI or a NASS number
- tick the relevant box[es] to state which funding is applicable



If adding or changing anything, read the instruction text on the page and note the following:

EYPP

- Only one parent's details are required as household income is reflected across both parents' National Insurance records at HMRC
- Parental details are only required for EYPP claims under economic criteria EYPP claims under non-economic criteria are covered in a later step

Working Families EYFE

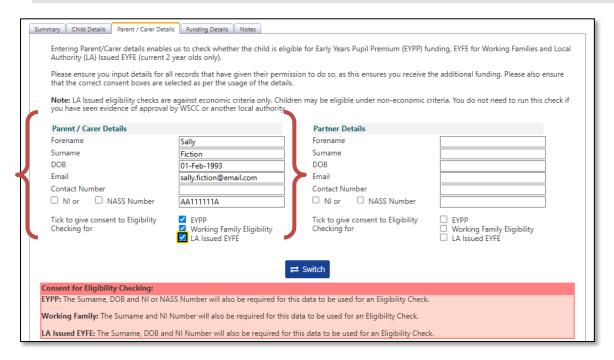
The parent/carer must be the one who applied for the eligibility check with HMRC

LA Issued EYFE (for 2 year olds claiming Working Families EYFE only

- This check is only for children not already approved for LA Issued EYFE who have been approved for Working Families EYFE, and is to check if the child is eligible for both. If the parent has provided evidence of approval by either WSCC or another Local Authority, you do not need to check eligibility on the online provider portal.
- Only one parent's details are required as household income is reflected across both parents'
 National Insurance records at HMRC
- Please add an email address so we may send confirmation to the parent of approval if they are found to be eligible.
- Note this only checks against economic criteria. The child may be eligible under other criteria.
 You should signpost the parent to <u>westsussex.gov.uk/fundedchildcare</u> to apply.

Consent

- The parent provided consent when they completed the Parent Declaration form through you
- Without consent the system will prevent you from carrying out an eligibility check

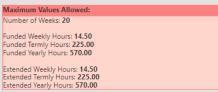




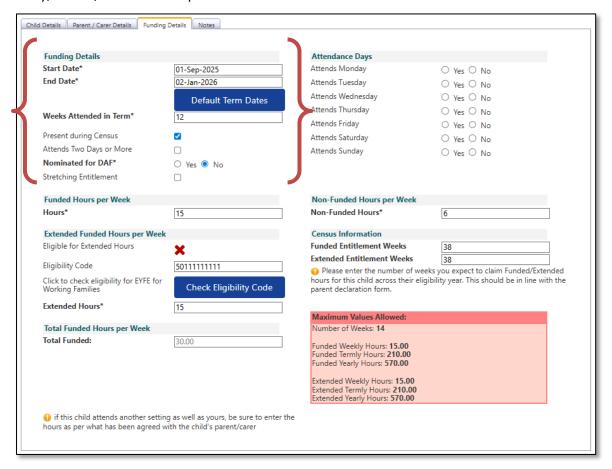


5. Go to the Funding Details tab

Note for providers claiming stretched funding only - the portal calculates the Maximum Values Allowed for the child in a red box (bottom right). These are based on the system maximum, and are not specific to your setting or any individual child. For example, if your provider stretches EYFE for 19 weeks over Summer term, you may find the maximum weeks says 20. You should still claim only 19 weeks. If the Maximum Values Allowed do not meet your expectations, contact us.



Firstly, review, amend or complete the items below:



Start and End dates - Do not amend these dates from the Default dates displayed. If no dates are showing, press the 'Default Term Dates' button to populate them.

Weeks attended in Term - If you are claiming on a term-time only or self-stretched basis, enter the number of weeks you are claiming for, up to the standard number of weeks in a term (Autumn 14, Spring 12 and Summer 12). If claiming stretched funding you can increase these up to the number shown in the Maximum Values Allowed box. This figure must be a whole number.

Present during census - You must tick this box every term – it denotes that the child attended during headcount week.

Attends two days or more - Answer not required.



Nominated for DAF - If you wish to claim <u>Disability Access Funding (DAF)</u> for a child, you should select 'Yes' next to Nominated for DAF. By selecting this, you are confirming that the child is in receipt of Disability Living Allowance (DLA), and this must be recorded on the Parent Declaration form. You do not need to select "Yes" if you have received DAF within the last year.

Each time you wish to claim DAF (maximum once per year), you must submit required evidence to us via our <u>DAF evidence form</u>. A fully completed parent declaration and evidence of current approval for Disability Living Allowance (DLA) are required.

Stretching entitlement (only visible to providers that claim stretched) – If claiming stretched funding for this child, tick the box. If claiming term-time only or self-stretched for this child, untick the box.

Attendance Days - Answer not required.

- For 9 months plus and 2 year olds, continue to step 6.
- For 3 and 4 year olds: proceeds to step 7.



6. Step 6 is for 9 Months Plus and 2 year olds only

All claims are subject to the following limitations:

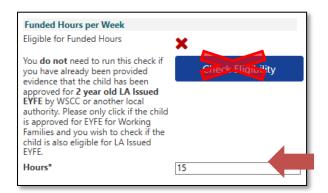
- Half hour increments are permitted, for example 7.5
- For term-time or self-stretched claims, the maximum total number of hours per week is 30
- If a child is eligible for both LA Issued EYFE and EYFE for Working Families, LA Issued EYFE should be used first. The maximum claim from each entitlement is 15 hours per week.
- For stretched claims, the maximum is the number shown in the Maximum Values Allowed box

A) 2 year old LA Issued EYFE

The Funded Hours per week section should only be used if:

- you have seen evidence of approval for 2 Year Old LA Issued EYFE by WSCC or another local authority, or;
- you have not seen evidence, but are submitting a claim for EYFE for Working Families and have consent from the family to check if the child is also eligible for 2 Year Old LA Issued EYFE.

If you have seen evidence of approval for 2 Year Old LA Issued EYFE, you do not need to click 'Check Eligibility'. Simply enter the number of hours per week in the 'Hours' field up to a maximum of 15 hours.







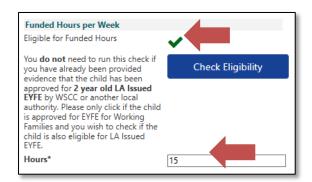
If you have not seen evidence of approval, but are submitting a claim for EYFE for Working Families and have consent from the family to check if the child is also eligible for 2 Year Old LA Issued EYFE (and no evidence of a prior approval is available), click 'Check Eligibility'



If the check is successful, a green confirmation banner will appear at the top of the screen, and the red cross next to 'Eligible for Funded Hours' will change to a tick.



You can now enter up to 15 hours (per week) in the hours field. Proceed to B) to add EYFE for Working Families hours.

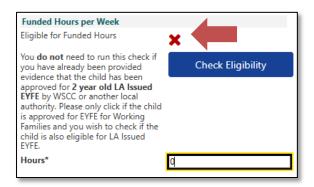


If the check is unsuccessful, a yellow banner will appear at the top of the screen, and the red cross next to **Eligible for Funded Hours** will remain.





Whilst you can still enter hours in the **Hours** field, these will be declined if no pre-existing approval exists, so you should enter '0'. All hours should be claimed via EYFE for Working Families instead. Proceed to B) to add EYFE for Working Families hours.

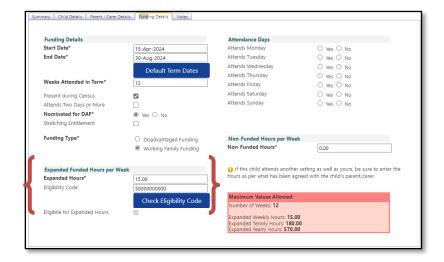


B) Working Family Funding (9 Months Plus and 2 year olds with Working Families eligibility codes only)

Enter the number of **Expanded Hours per week.** This can be up to 30 hours (unless the claims if for a 2 year old also eligible for LA Issued EYFE, in which case the maximum is up to 15 hours, with the rest claimed via LA Issued EYFE).

If you claimed for Expanded hours previously, the Eligibility Code will be present, otherwise enter it.

Eligibility must be checked electronically to be able to progress with the claim. Press the **Check Eligibility Code** button. Proceed to step 9.





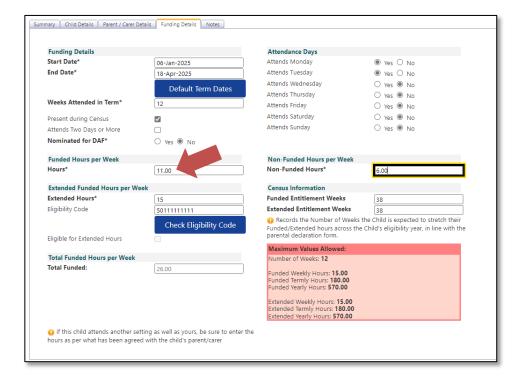


7. Steps 7 and 8 are for adding hours for 3 and 4 year olds only.

All claims are subject to the following limitations:

- Half hour increments are permitted, for example 7.5
- For term-time or self-stretched claims, the maximum number is 15
- For stretched claims, the maximum is the number shown in the Maximum Values Allowed box

Enter the number of Universal hours you wish to claim per week in **Funded Hours per week**, or enter zero if not claiming Universal hours



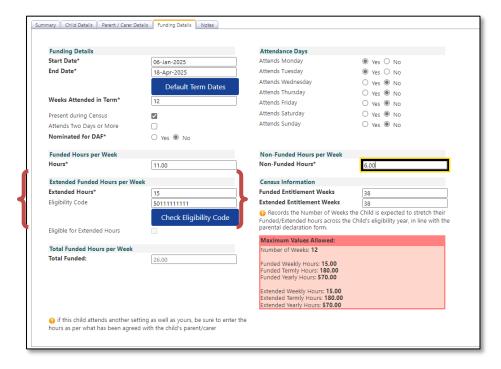


8. Enter the number of Extended Funded Hours per week

If you are not claiming extended hours, enter zero and go to step 10 now

If you claimed for extended hours previously the Eligibility Code will be present, otherwise enter it.

Eligibility must be checked electronically to be able to progress with the claim. Press the **Check Eligibility Code** button.



9. This step relates to EYFE for Working Families claims only

The portal displays the results of the eligibility check with either a green or red coloured banner

Green banner (Eligibility code check successful)

A green banner denotes that the eligibility check was successful, and a tick appears next to **Eligible for Extended/Expdanded Hours** to indicate that the check is complete. Go to step 20 to continue the claim.



Red banner (Eligibility code check unsuccessful)

An error message in a red banner denotes that the check was unsuccessful. There are three possible errors - follow the guidance below to attempt to resolve your particular error:

You cannot claim EYFE hours if this check is unsuccessful.

- If, after completing this step, eligibility cannot be verified, for **3 and 4 year olds**, you must enter a zero for Extended hours and claim Universal hours for the child only. If you resolve the issue with the parent before the submission deadline, re-enter the Extended hours into the claim and re-check eligibility.
- For 2 year olds, you will be unable to claim EYFE for Working Families, and must not enter
 any hours or submit a claim unless the child has been approved for 2 year old LA Issued
 EYFE.
- For **9 Months Plus** you will be unable to claim EYFE for Working Families, and must not enter any hours or submit a claim.

• Unable to perform the check



The check was unsuccessful because at least one of the items listed in the error message is missing, or not in the correct format. Fix the mistake, then press the **Check Eligibility Code** button again.

Eligibility not obtained



The portal checked this claim electronically with HMRC, but it is not a match. Check that the eligibility code, child's date of birth, and parent details are correct, noting that the parent that applied for the code must be in the Parent/Carer tab. Fix the data, then press the **Check Eligibility Code** button again.





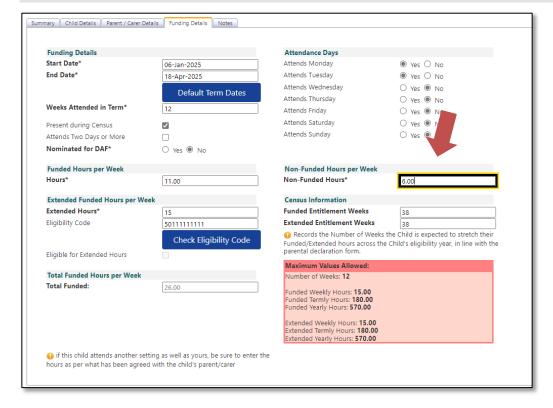
• Code found but does not cover the term start date



The Eligibility Code has been found but does not cover the standard term start date (x-x-20xx) therefore extended hours cannot be claimed this term. You may only claim for universal hours.

The code details are a match with HMRC, but the child is not eligible this term because the code start date is after the start of term. Use the portal's Eligibility Checker to obtain the eligibility start date (refer to the Eligibility Checker help guide for what to look for). If you believe the child should be eligible this term (because the parent has evidence of applying or reconfirming before the start of term) please complete a Working Families eligibility code query form.

- 10. Enter the number of **Non-Funded Hours per Week** that the child attends your provision, or enter zero if none
 - Half hour increments are permitted, for example 7.5
 - This figure has no bearing on your claim, but is part of the Census required for the DfE



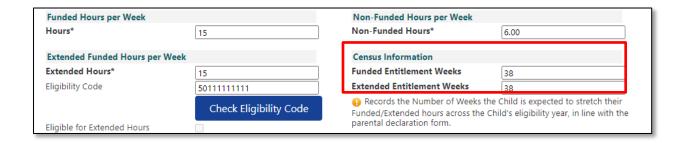


- 11. In 'Census Information' you will see one or two of three possible fields:
 - Funded Entitlement Weeks (This is for Universal EYFE and 2 year old LA Issued EYFE)
 - Extended Entitlement Weeks (This is for Extended EYFE for Working Families if child is accessing EYFE for 3 & 4 year olds)
 - Expanded Entitlement Weeks (This is for EYFE for Working Families if child is under 3)

You must enter the number of weeks you claim per year.

- For term time only, this will be 38 (or less)
- For stretched providers, this will be between 39 and 52
- For self-stretched, this will be 38

The submission will provider an error message if the contents of this field, multiplied by the number of hours per week is more than 570. For example, if 'Funded Hours per week' are 15, and 'Funded Entitlement Weeks' are 39 or more, this will error, and you will need to amend the information in order to save the record.

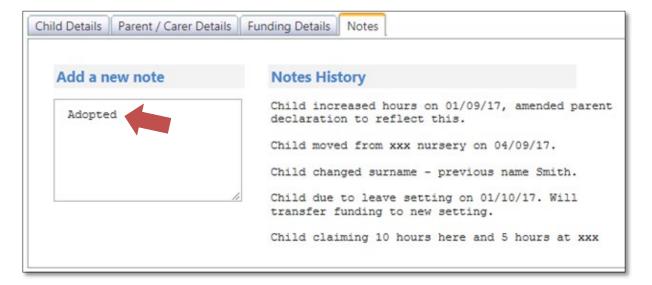




12. Go to the Notes tab

- Notes that may help support a claim now, or record changes to circumstances that may prove useful at a later date, can be added to the child's claim by either a provider or the Early Years Funding team
- Examples of things you may wish to record are shown in the screenshot below
- Notes that have been added previously on the current term show in the **Notes History** on the right hand side

If appropriate, Add a new note to the left hand side – it will be added to Notes History when you save the child's claim later





13. This step is only required when claiming EYPP under non-economic criteria for the first time

Go to the Notes tab

To claim EYPP under non-economic criteria, you must add the relevant criteria as a note for us to pick up – you only need to do this once for a child, it will remain in place in the child's claim

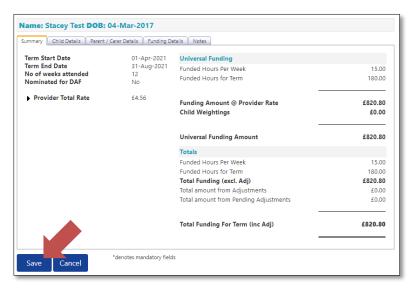
The permissible criteria are:

- Adopted you have seen evidence of an adoption certificate
- SGO you have seen evidence that the child left care under a Special Guardianship Order
- Residency you have seen evidence that the child left care under a Residency Order
- CLA (Name of local authority) you have been told that the child was looked after for one day or more in the current term. Specify which local authority and we will check and confirm eligibility. We attempt to identify these children early from our own records however we realise that parents may make this information known to you first

Add the relevant criteria as a new note – it will be added to **Notes History** when you save the child's claim later



14. You've now reviewed the child's claim and added the hours to be claimed - save it by pressing the Save button found at the end of any of the tabs within the child's claim





15. The screen changes back to your main claim screen

Note that the child that you just reviewed appears in the list with:

- a status of **Unsubmitted Claim** (because you have not yet sent it to us)
- for 3 and 4 year olds, the Funded hours (Universal) and/or Extended hours that you input
- for 2 year olds, the Funded hours or Expanded hours that you input
- for 9 Months Plus, the Expanded hours that you input
- a calculation of the Total Funding Amount for the Term



- 16. Open the next child on your claim that requires reviewing and repeat the steps.
 - You can see which children are left to review as they have zero hours in their Funded and Extended/Expanded column(s)
 - If you have lots of children on your claim, they will be arranged in pages of 10 ensure that you go through the pages to edit all children carried forward



- 17. Once you have completed all claims for existing children, you should now add any new children who do not already appear on your headcount. Follow our <u>guidance on adding new children</u>.
 - If you do not need to add any new children and have completed your claims for all children in this age group, go to the next section on how to send your claim.



Sending your claim to us

- 18. Before sending your claim to us, check your list of children to ensure that:
 - children to be funded have either Funded and/or Extended/Expanded Hours as required
 - children that are no longer to be funded have a status of Awaiting LA deletion

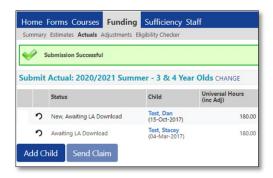
Press the **Send Claim** button



About the **Send Claim** button:

- It only sends your claim for the funding type that you are in (e.g. 3 and 4 year olds)
- It instructs the portal to send us anything that you have added, changed or removed (children with a status of unsubmitted)
- It will warn you if you have children with zero hours still on your claim, and give you the opportunity to fix it before you submit
- You must press it before submissions close for us to get your claim
- Press it again if you make further changes later on
- The button becomes unavailable after you press it because there are no changes waiting to be sent to us it will become active if you add, delete or edit a child
- The button disappears after submissions close

A green banner denotes that you have successfully submitted your claim. Children that had a status of **Unsubmitted** now have a status of **Awaiting LA Download** – when process your data the status of all your children will revert to blank



Remember: Claims for 9 Months Plus EYFE, 2 year old EYFE 3 and 4 year old EYFE are all seperate. Ensure you complete your claim for all funding types if applicable, **and send us all three** – you can move between age groups by pressing **CHANGE** from any claim screen



Once you have updated and added all children for all age groups you claim for, and clicked **Send Claim** on each age group, the process is completed. Note you may edit your claims after clicking **Send Claim** if you need to. The following section shows how to do this.

You may receive queries from the FE Finance Team or Early Years Funding Team following your submission. Queries can include routine data checks, or may be to resolve issues such as clashes of hours between multiple providers, or too many hours being claimed in one year. You may also in some circumstances find your claim has been rejected. To resolve these, you can follow our post-submission guidance.

Editing your claim further before the deadline

(Note this section is also included in our guidance for adding children)

19. You can make further changes to your claim after you have sent it to us, up to the submission deadline. When the deadline has passed, your claim becomes read-only and the buttons for Add Child and Send Claim disappear.

Add, remove or edit child claims as per the earlier steps in this guide. You can edit any child irrespective of their status. The **Send Claim** button becomes active after you change your claim, press it to send us your latest changes.







THIS IS THE END OF THIS GUIDANCE DOCUMENT

If you have any feedback for how this guidance could be improved, you can complete an Online Provider Portal Feedback Form found under Forms on the OPP.

