

Online Provider Portal help guide

How to claim child-level funding (Actuals) – Post-submission guidance

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 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

This guidance covers how to view a summary of your claims, as well as how to resolve rejected claims. Visit the [EYFE actuals web page](#) for further guidance that covers the following:

- Introduction (includes how to delete child records)
- Updating claims for existing children
- Adding new children

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Dealing with 'Rejected' claims

1. There may be instances where we need to reject your claim for a particular child, for instance where you have submitted a claim for LA Issued 2YO funding, for a child that we don't appear to have approved them for it. You will receive an automated email from freentitlement@westsussex.gov.uk, with the email subject 'Urgent Action Required: Headcount Funding Claim Rejected', asking you to log back into the OPP for more information.
2. One logged in again, you will see a **Notification** about the issue. Click on the term details to be taken straight to the term the issue is on (you may have to enter your secret word again).

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Welcome to the Online Provider Portal

THE PORTAL IS: OPEN

Notices for Early Years and Childcare providers

- >Have you done your sufficiency update this term? Please follow the help guide to do your return.
- >Visit the [Help Section](#) for how to use the portal, submission dates, payment dates, FAQs and how to contact us.(Right-click on the link and choose 'Open in new tab' or 'window')

Notices for family activity and support providers

- Update your Family Information Service website advert by completing the 'FSD form' in the FORMS menu. If you have more than one activity or service, select the appropriate one from the list at the top of this page before you complete a form. Remember to press the SUBMIT button when you have finished the form. Please allow 10 days for your webpage to update.

Post-Headcount/Exceptional Payment Request form

To claim funding for children who request a place after headcount in exceptional circumstances, or children who are part of an Afghan family that has arrived in England under the Afghan Relocations and Assistance Programme (ARAP) or the Afghan Citizens Resettlement Scheme (ACRS), please [visit our webpage](#) and complete a Post-Headcount/Exceptional Payment Request form.

Notifications

These records have been edited but not yet claimed.

❗ There are rejected child funding records for Provider: Test Nursery - Z_Out of County

➡ 2024/2025 Autumn - 2 Year Old (0 unsubmitted, 1 rejected)

3. The child whose claim has been rejected will have a Status of 'Claim Rejected'. Click on the **child's name** to open the record.

Organisation: Testy Testy Test Test Reg
Provider: Test Nursery (Little moos) (Test)

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Summary Estimates **Actuals** Adjustments Eligibility Checker

Submit Actual: 2024/2025 Autumn - 2 Year Old [CHANGE](#)

[Add Child](#) [Enter EY Voucher](#) [Send Claim](#)

	Status	Child	Hours (inc Adj)	Expanded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
❗	Claim Rejected	Brioché, Apricot (19-Dec-2021)	203.00	0.00	£1678.81		

- Click on the **Summary tab**, for details of why we needed to reject the claim. This text may differ depending on the issue regarding the claim.

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Summary Estimates **Actuals** Adjustments Eligibility Checker

Name: Apricot Brioche DOB: 19-Dec-2021

Summary **Child Details** Parent / Carer Details Funding Details Notes

Term Start Date	02-Sep-2024
Term End Date	03-Jan-2025
No of weeks attended	14
Nominated for DAF	No

► **Provider Total Rate** £8.27

Claim Rejected

Dear Stacey,

This claim is rejected for the following reasons:
This child has not been approved for LA Issued 2YO funding within West Sussex.

The actions required are as follows:

* If approved for the funding from out of county, please detail the code given, code start date (if applicable) and the Local Authority who issued the code, within the notes box (step X of the portal guidance).

* If you meant to claim for Working Family entitlement, please tick the correct box, and add the child's code to the box, following step X of the portal guidance).

* If you added this child in error, please delete the child from your headcount claim.

* Finally, if the family wish to apply for LA Issued 2YO funding, they must do so by no later than X date to make sure that if eligible, they do not have to pay for any time attended until now.

Kind regards
Early Years Funding Team

Funding

Funded Hours Per Week	14.50
Funded Hours for Term	203.00

Funding Amount @ Provider Rate £1678.81

Child Weightings £0.00

Funding Amount £1678.81

Totals

Funded Hours Per Week	14.50
Funded Hours for Term	203.00
Total Funding (excl. Adj)	£1678.81
Total amount from Adjustments	£0.00
Total amount from Pending Adjustments	£0.00

Total Funding For Term (inc Adj) **£1678.81**

Save Cancel

*denotes mandatory fields

- Once you have rectified the issue and have amended the details required, you will be able to resend the claim.

About **Rejected Claims**

- The portal will allow you to submit the amended claim even after the portal has closed for submissions. However, we will only accept the claims during the week after the deadline, so for example, if the deadline for submission is midnight Friday 27 September, then the latest you could submit a correction to a rejected claim is Friday 4 October.

Resolving actuals queries

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.

It is important that you respond to the querying team directly. For example, if you receive a query from the FE Finance Team (fe.finance@westsussex.gov.uk), you must respond directly to them.

Likewise, queries received from the Early Years Funding Team (either by telephone or from free.entitlement@westsussex.gov.uk) should be responded to in kind.

Clashes of hours

When more than one provider claims EYFE for a child, there may sometimes be a “clash of hours”. This is where the two claims combined exceed the weekly (or possibly yearly) limit.

- A common issue is two providers claiming Extended hours for a 3 and 4 year old when one of the providers should have claimed Universal hours. This means more than 15 hours (or the stretched equivalent) have been claimed.
 - If the total number of hours claimed match the previous term, and it is evident one of the providers has moved their claim to another entitlement erroneously, we will automatically resolve the clash by moving that providers claim back to the other entitlement to end the clash. We will email both settings to confirm this has taken place.
 - If there are no claims from the prior term which indicate how this should be resolved, the FE Finance Team will query this with both providers, requesting they send copies of the parent declaration. Note that these may take some time to resolve, as the FE Finance Team need responses from both providers before a final decision on how to resolve can be made.

Yearly hours exceeded

When a claim is received that would result in a child exceeding the yearly limit of 570 hours (or 1140 for those eligible for EYFE for Working Families), the FE Finance Team will notify the provider that they have revised their claim to bring the total hours under the yearly limit. We will always revise claims to include as many hours as possible without exceeding the limit.

Common causes for this include:

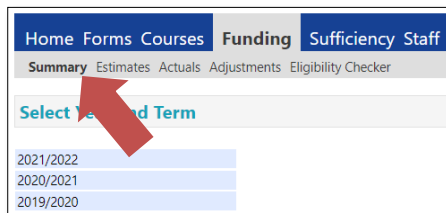
- Moving from a stretched provider or pattern of delivery to a term time only provider or pattern of delivery (or vice versa).
- Where a child’s eligibility year begins in April. Due to Easter holidays occurring at different dates each year, this means the eligibility year could be longer than usual. However, you still cannot exceed 570/1140 hours between the Summer and Spring terms.

School-aged child checks

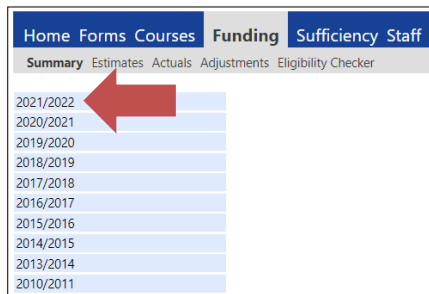
The Early Years Funding Team will routinely contact providers who have claimed for a child who is not yet statutory school-age, but is old enough to have started school. During this check, we will ask for confirmation that the child has not started school in any capacity. This is because EYFE must stop as soon as the child starts school, even if only part time. Please respond to these queries by replying to the email sent from free.entitlement@westsussex.gov.uk.

Viewing your payment summary (after payment)

6. You can view a summary of your payment on the portal after payment has been made – go to the **Summary** tab in the **Funding** sub-menu



7. Select a year to expand it to view the terms within



8. On the left hand side of the window select the appropriate term (Spring, Summer or Autumn), then select the **Funding Type** you wish to view on the right hand side of the window



9. A summary of your Actuals payment appears on the right hand side of the summary

Note that:

- The summary may be blank if your submission has not yet been accepted by us. More information will appear as your claims are accepted, EYPP eligibility verified, and DAF approved. Note that EYPP is not checked until after the portal is closed.
- Look for a **Processed Date** at the end of the summary to determine if the payment has been released.
- You can expand parts of the summary using ► to see further information.
- You can view a summary for another term or age group by pressing **CHANGE**.

Summary: 2023/2024 Summer - 3 & 4 Year Olds [CHANGE](#)

Rate x Hours may not equal Totals as rounding is applied per child.
The totals shown are the sum of the funding amounts per child.

Estimates		Actuals	
Term Length (Weeks)	12	Term Length (Weeks) Term Time	12
► Provider Rate applied	£5.51	Term Length (Weeks) Stretched	20
Estimate Funding		► Provider Rate applied to child funding	£5.51
Hours Per Week	0.00	Funding	
Term Funding Amount	£0.00	Funded Hours for Term	0.00
Interim %	70.00%	Funding Amount @ Provider Rate	£0.00
Interim Amount Payable	£0.00		
<hr/>		Funding Amount	£0.00
Total Interim Amount Paid to Date (before Adj)	£0.00	Extended Funding	
<hr/>		Funded Hours for Term	0.00
Interim Amount Payable Balance	£0.00	Funding Amount @ Provider Rate	£0.00
<hr/>		Extended Funding Amount	£0.00
		Totals	
		Funded Hours for Term	0.00
		Funding Amount @ Provider Rate	£0.00
		Child Weightings	£0.00
		Term Funding Amount	£0.00
		Interim Amount Paid (before Adj)	£0.00
		Term Funding Amount Balance	£0.00
		Adjustments Paid with Final Payment	£0.00
		Actual Amount Paid (Inc. Adj)	£0.00
Processed		No	
Processed Date			
		Processed	No
		Processed Date	

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.

Home **Forms** **Funding Sufficiency Reports**

[Fill In Forms](#) [View Forms](#)

Fill In Forms

Please select a form below to update your details:

- [Online Provider Portal Feedback Form](#)
- [Staff Update Form v2](#)
- [Termly Childcare Provider Update](#)