

# Headcount Claiming FAQs for Providers

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## General Questions

This section provides details to commonly asked questions about headcount and adjustment periods.

### **When does the portal open and close?**

You can find out when the portal opens and closes on the [Headcount Important Dates and Deadlines](#) document.

### **How many weeks and hours can I claim?**

Please see the [Headcount Important Dates and Deadlines](#) document for the maximum hours remembering that a child needs to have been in attendance for all of that time to receive the maximum hours. A child has a maximum of 570 hours per year (or 1140 if eligible for extended hours).

### **How do I know how many hours are left for a child?**

The “Balance of Hours” report is available through the Provider Portal and is sent out at the beginning of each funding period.

### **If a child has left to go to school, how do I check that I’ve claimed all possible hours?**

Unfortunately, if the next funding period has begun it is not possible to check or claim additional hours.

### **Can I do shared care with another setting?**

Yes, but you must discuss with the other provider what hours each of you are claiming to ensure there are enough hours for both. Also use the balance of hours report to check the hours a child has remaining.

### **Can I do a mixture of standard and stretched?**

Yes, but you must make sure there are enough hours left. This can be checked on the “Balance of Hours” report through the Provider Portal.

### **How do I claim SEN funding?**

In certain circumstances providers can apply for additional funding from the SEN Inclusion Fund. Full details of the criteria, application and approval process can be found in the guidelines document which is available on the Services for Young Children website, along with the application form: [Childcare provider resources | Children and Families | Hampshire County Council \(hants.gov.uk\)](#)

### **What should I do if a child has been decelerated/deferred/home-schooled?**

You will need to complete [Deferred / Decelerated/ Home Schooled Form](#).

### **Do I need a new Parent Declaration Form for each funding period? Does this need a “wet” signature?**

One form can be used annually, however, if the parent changes the days, hours of attendance then they must sign for the form to show agreement of those changes. A ‘wet’ signature is required again from September 2021.

## Eligibility Criteria

This section provides answers to commonly asked questions around children's eligibility.

### **How do I check a 2-year-old code or a 30-hour code?**

Codes can be checked on the Provider Portal using either the Two-Year-Old Funding menu or 30 Hours Free Childcare menu. Further information on how to do this can be found in the guidance documents below:

- [2YO application search](#) (section 3, page 8)
- [Running a 30-hour eligibility check](#)

### **When can a 30-hour eligible child start?**

All 30-hour codes must be applied for and received before the 31 August, 31 December and 31 March to be used in the following funding period. Codes **cannot** be used if the start date is after those dates.

### **How can I check if a 30-hour code is running out?**

Use the "Eligibility Dashboard" in the provider portal to check when codes are running out. This is a very useful and easy to use tool, and you should be looking at this fairly frequently.

### **If a parent thinks they may be eligible for 2-year-old funding, what do they need to do?**

Please signpost them to our website where they can check if they qualify for 2-year-old funding and apply: [2-Year-Old Funding - Check if you qualify and apply](#)

### **I think I have a child who is eligible for EYPP, what do I need to do?**

Ensure that you have added all parental information into your headcount claim. Once the submitted data has been through data checks the EYPP check will be run. Any eligible children will be paid for and shown in your funding summary report.

### **I think I have a child who is eligible for DAF, what do I need to do?**

Please apply for DAF using the Provider Portal - there is a tile for DAF. You will need the DLA information to hand so it can be attached to the form.

## Completing Your Claim

This section provides some troubleshooting questions that are commonly asked when providers are completing their claims.

### **I have a problem with my portal access, what do I do?**

Please contact Services for Young Children either by calling 01962 847070, option 1, or by emailing [childcare@hants.gov.uk](mailto:childcare@hants.gov.uk).

### **I've tried to enter the 30-hour information, but the boxes are greyed out, what do I do?**

Make sure that you have run the 30-hour check to ensure the code is eligible. If the child is eligible and the start date is prior to 31 (August, December, March) then the code should be eligible, and the grey boxes should now allow you to enter the claiming information.

### **How do I add a second line for a child to my headcount claim?**

The provider portal user guide explains how to add a second line for a child where the attendance pattern has changed: [Provider Portal user guide](#) (page 18)

### **How can I work out the hours for several children doing different attendance patterns?**

We have a *Claim Calculator Tool* on our website. There are different tools for stretched and standard offers. These can be found here: [Early Years Education Funding - Calculate Your Claim](#)

## **Changing Your Claim**

This section gives providers information about what to do if they want to make changes to their claim

### **I've missed a child off, or have claimed too many hours for one child what do I do?**

You will be able to amend this during an adjustment task. If you have missed the last adjustment of the funding period, please email [childcare@hants.gov.uk](mailto:childcare@hants.gov.uk) with all of the details including your Ofsted number.

### **I want to change the universal/ extended hours, what do I do?**

You will need to wait for the next adjustment task to make this change.

### **What do I do about a child who was attending but has now left?**

At the next adjustment task you need to end date the child and then reduce the number of hours claimed.

## **Payment**

This section provides answers to commonly asked questions about payment of funding following a claim.

### **When will I get paid?**

You can find out when payment will be made on the [Headcount Important Dates and Deadlines](#) document.

### **My remittance doesn't look correct, what do I do?**

Please check the funding summary report which is sent out after payments have been made. This details each child with the number of hours they have been paid

for. It is broken down into Universal, Extended, EYPP and IDACI payments. If you notice anything incorrect, please email [childcare@hants.gov.uk](mailto:childcare@hants.gov.uk).

**Why have I only been paid for some children or not received all hours I claimed?**

Please check the funding summary report which is sent out after payments have been made. This details each child with the number of hours they have been paid for. It is broken down into Universal, Extended, EYPP and IDACI payments. If you notice anything incorrect, please email [childcare@hants.gov.uk](mailto:childcare@hants.gov.uk)