Enfield FIS Early Years Funding

Provider Portal User Guide

April 2021 v.2

ENFIELD
Council

Contents

Information for the User

General Information
The Synergy FIS Provider Portal allows childcare providers to securely submit and access funding information through the internet.

The Portal enables the effective collection and submission of Free Early Years Entitlement Funding claims data for 2, 3 and 4-year-old children.

The Portal:

➢ Provides a system that ensures Enfield Council Early Years Team needs and monitoring requirements are met
➢ Provides a standardised method for date collection and maintains data integrity
➢ Provides a standardised and efficient method for administering funding for all providers

This user guide explains how to use the funding element of the Portal. This user guide is by no means exhaustive as the Portal has many purposes other than the funding element in which this guide explains. Any other uses of the Portal will be communicated to the user as and when is necessary.

Enfield Council Early Years Team will:
➢ Provide user training to all providers.
➢ Support all providers with the usage of the system.
➢ Provide user access to the system.
➢ Undertake ad hoc audits to ensure data quality and integrity.
➢ Provide relevant documentation that can be accessed by users.
➢ Notify providers of updates/changes to the system through nominated representatives/managers.

Childcare providers will:
➢ Ensure accurate information about children attending the setting is submitted to the LA by the set date. Failure to do this will lead to delays in processing and therefore receipt of monies due.
➢ Ensure accurate data quality and integrity.
➢ Ensure access is granted to the right members of staff by the LA.
➢ Co-operate fully with the audits set out by Enfield Council.
➢ Ensure all staff comply with General Data Protection Regulations 2018.
➢ Inform all relevant staff about updates or changes to the system as notified by the LA.

Data Protection - Early Years and Childcare Data Protection Statement:
The information you provide within portal is subject to the provisions of the Data Protection Act and is collected on behalf of Enfield Council as the Data Controller. It will be used for the purposes of identifying children who a registered for funding with providers and to carry out other statutory functions for which Enfield Council is responsible. We may share this information with other organisations and departments within Enfield Council in receipt of/or handling public funding. Enfield Council must protect public funds and so may use the information you have provided on this form to ***prevent and detect fraud***. For further information on how your data will be used please use link https://new.enfield.gov.uk/if/gdpr/
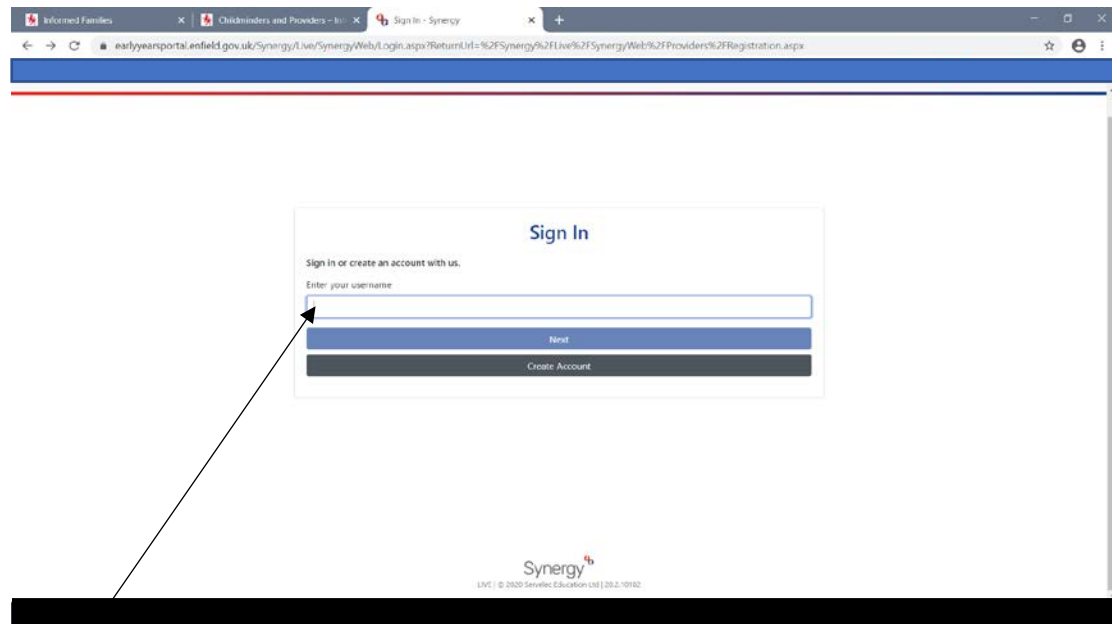
2. ACCESSING FIS PROVIDER PORTAL

FIS Provider Portal is best accessed from the Informed Families website using the link below:
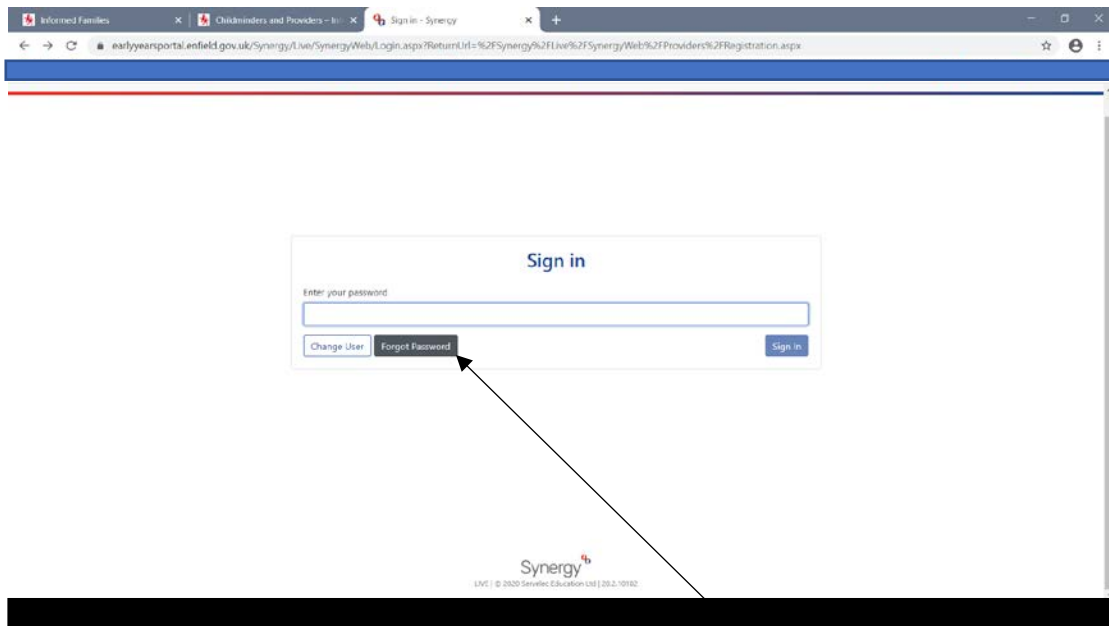
https://new.enfield.gov.uk/if/
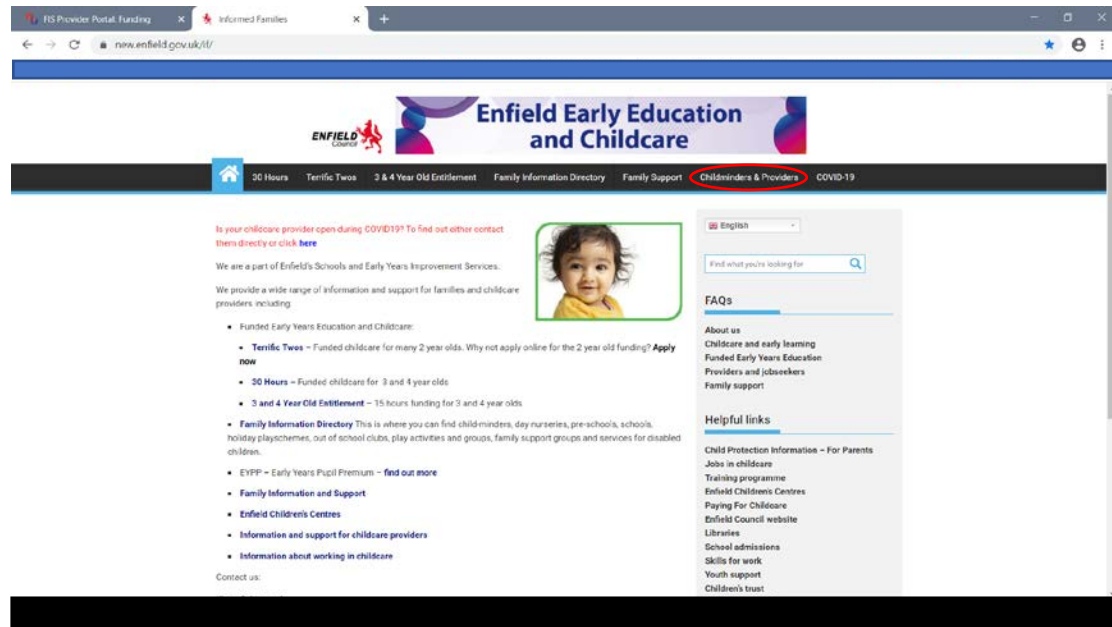
NB: To access the most up-to-date Provider Portal please login via the Informed Families website and not via a saved link
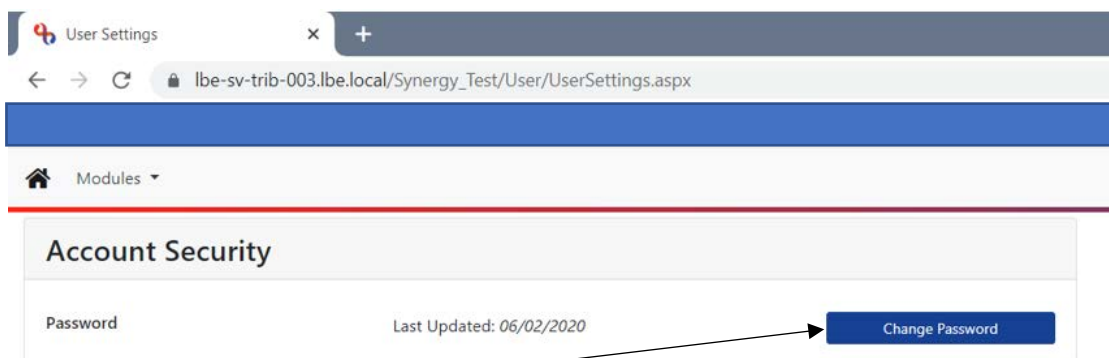

Enter your Username and Password.

Please note: The Password is case sensitive.

If you have forgotten your password, simply click on *Forgot Password.*

2.1 Changing your Password

If you would like to change your password, select your User ID from the top right-hand corner of the screen [TT] click on the icon and select Account Management

Click on 'Change Password' and type in your old password followed by your new password then re-confirm your new password.

If you are locked out of the system or you have any other problems, please contact the Informed Families Team via email if@enfield.gov.uk or telephone 020 8379 8400.

2.2 Logging In

Your username will be in the format of ***first capital initial of forename followed by surname in lower case*** and the password will have been provided to you by the Informed Families Team.

When you have typed in the password it will appear as black dots.

Click on the [Sign In] button. You will then be on the Home page.
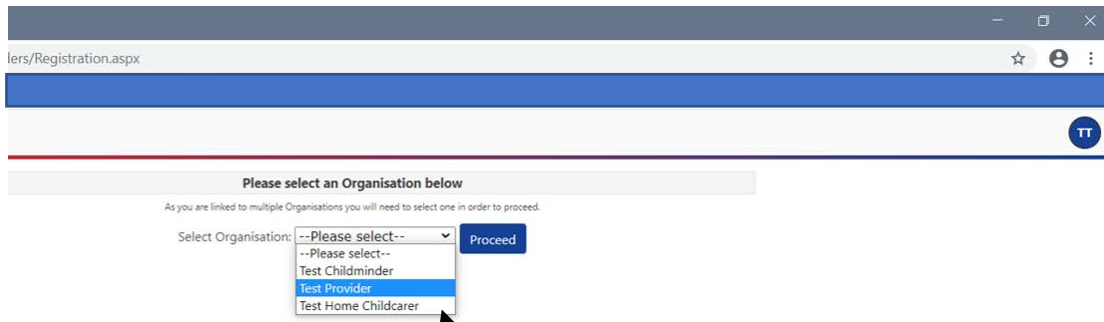
2.3 Multiple Users

For those Provider Portal users who have access to more than one setting, you will use your universal login as normal, but then be met with a list of the multiple settings you have access to.

The contents will appear in a drop-down list and simply select the setting you wish to access.

NB: If you wish to move between settings, please remember to save any inputs before you log out of one setting and into another. This can be done by clicking on the change icon

Change next to the Organisation name in the main heading.

3. HOME PAGE

This will then take you to the Home Page of the setting you selected.
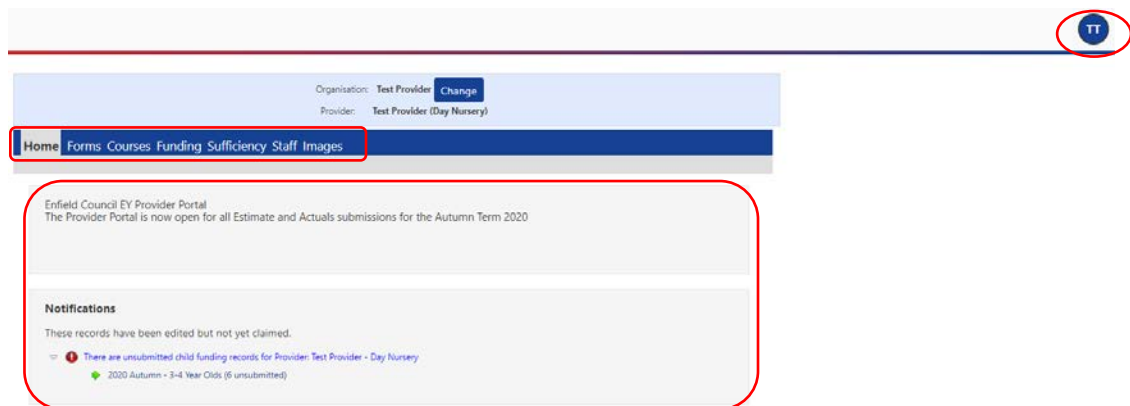
There are three main areas within the Home page as shown above:

1. This area will tell the user who they are **'Signed in'** as. It also allows you to logout of the portal by clicking on the **'Sign Out'** link.

2. The dark blue strap line allows you to do the following:

Home –clicking on the link **'Home'** will take you back to the home page

Forms –clicking on the link **'Forms'** will allow you to complete/update any forms that are accessed via the portal.

Funding –clicking on the link **'Funding'** will take you to the funding section of the portal.

3. This area gives a '*Welcome*' message to you and contains any current important information and links, to Providers, regarding submission dates or deadlines. The information on this page is updated by the Early Years Team.

4. FUNDING

Click on the Funding tab from the Home page, from the Funding tab you can:

- ➢ View your termly summary (funding breakdown of Estimates and Actuals)
- ➢ Submit Estimates and Actuals funding claims (headcount)
- ➢ Review Adjustments paid or pending
- ➢ Use the Eligibility Checker to check the 30hr Extended funding codes

4.1 Summary – view paid Headcount

First, select the term and age group you wish to view. These are shown within the collective financial year.

Once you have selected your year & term combination, you will then be required to select the age-group detail you require.

This will take you directly to the summary tab for that term and age group.

If you select 'Change' this will take you back a step to allow you to change the term and age group for the setting.

4.2 Estimates

You must submit Estimates on a termly basis. This is used to calculate your advance payment for the beginning of that funding period.

Within the Funding tab select Estimates and then select the relevant term. You will be able to see which term is currently open for submissions as it will have a green icon next to the term - it will also show the relevant submission dates for that term.

Any previous term's Estimates will have a red icon next to the term to denote the term is closed but still show the relevant submission dates for that term. However, you can view the estimated hours you submitted in the previous term

Once you have selected your term you then need to select the age group required. This will take you to the following screen.

You need to input the number of total estimated hours per week of all your children in the relevant age group and 'Send Claim'.

You then need to repeat the process for the other age group, if applicable.

If you select 'Change' this will take you back a step to allow you to change the term and age group for the setting.


You will see a message in a green box to verify that you have submitted your claim successfully.

Important Note for the Provider on Resubmissions:

While the portal remains open for Estimate submissions, you can send estimates in as many times as you like. For example, if you have submitted 100 hours and you then need to add another 10 hours, to make 110 hours, you can repeat the submission process as detailed in this section. Your new submission would then be 110 hours and not just the additional 10 hours. The Funding team will only approve the latest submission.

4.3 Validate Eligibility codes for 30 Hours 'Extended Entitlement'

Before offering places for the extended entitlement you should validate the 11-digit code that is provided by the parent/carer. In order to do this, select 'Eligibility Checker' from the Funding screen.
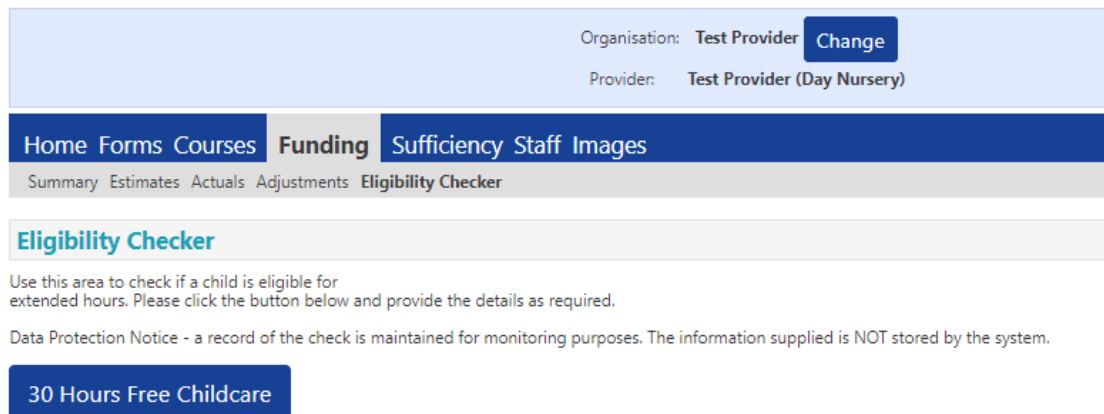
Select the '30 Hours Free Childcare' button and the following screen will appear.

Complete the fields shown using the information the parent has provided (those fields marked * are mandatory). Please ensure that you also tick the "Eligibility Check box" as this gives consent for an eligibility check to be completed. Then choose the "Submit" button.

If the code is valid you will see the following message:

The response will detail the Code Start and End Date and the Grace Period End Date. You should make a note of this information for future reference.

In keeping with Data Protection, the eligibility check details are not stored in the system. The information will need to be added to the child's record in the Actuals tab.

If the 30 Hour Code is invalid you will receive the following message, **do not** offer extended hours for the child.

You will need to ask the parent/carer to check the details they have provided. The code will only be valid if the 11- digit code is matched against the child's date of birth, and the parent/carer National Insurance number or NASS number.

Once you have completed all of your '30 Hour checks' – Sign Out.

Important note for the Provider on 30hr codes:

Please note the application deadlines for each term below:

A child turning 3 on or between:	Final Deadline for application:	To start your 30 hour place from:
1st April and 31st August	Before the 31st August	1st September following their 3rd birthday
1st September and 31st December	Before the 31st December	1st January following their 3rd birthday
1st January and 31st March	Before the 31st March	1st April following their 3rd birthday

A 30hr code application cannot be supported for funding in the term the application was made in. The funding entitlement will only be available the term following the successful application.

Parents issued with Temporary codes should contact HMRC to ensure they receive a permanent code in order for funding to continue. Parents who are experiencing technical problems when reconfirming their codes should be directed back to HMRC on 0300 1234097

5. ACTUALS

The Actuals tab will list funding headcount forms where you can submit information about the children attending your setting. This is listed on a term by term basis within a financial year. A green icon ✈ next to the term name will indicate that this term is open for submissions. A red icon ⊘ will indicate that the deadline has passed for actual submissions.

➢ As with the Estimates, if you have already been paid for the term, you will only have access to view the details.

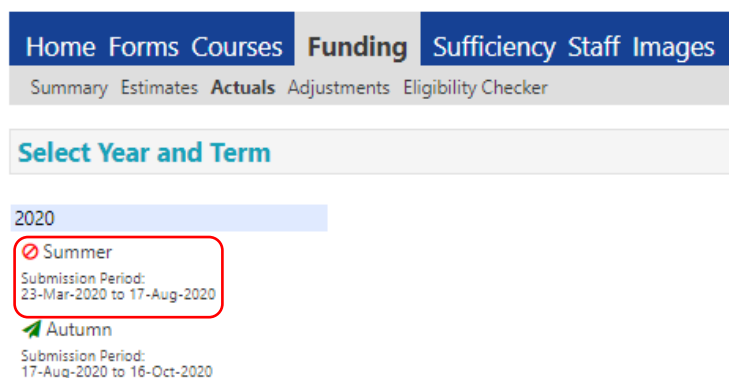➢ You can add child details at any point once the portal has been opened, up to and including the agreed final submission date which will be communicated to you in advance of the term. The submission dates are available on the Home Page of the Provider Portal.

➢ If you had made changes that need to be submitted the icon would change to a dark blue colour

5.1 Viewing Previous Actuals
If you click on the previous term, this allows you to see what actual children you have submitted and have been approved in previous terms.
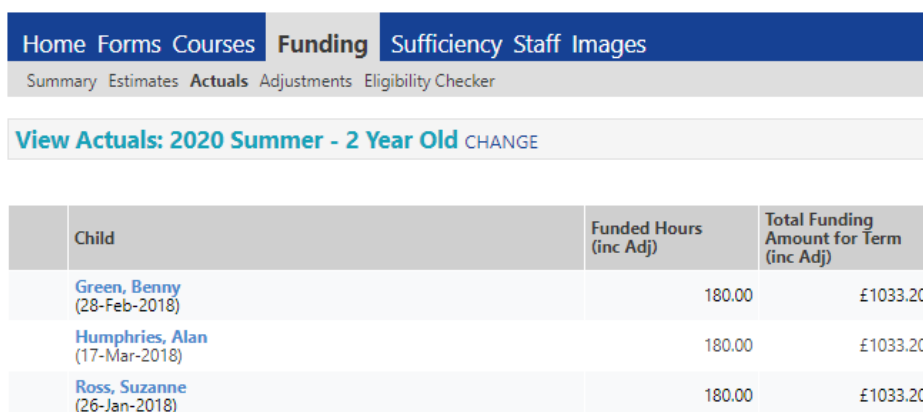
For example, if you click on the Summer term, you will see the children submitted as shown below. These submissions cannot be changed as the Actuals have been paid.

View Actuals: 2020 Summer - 2 Year Old CHANGE

Child	Funded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)
Green, Benny (28-Feb-2018)	180.00	£1033.20
Humphries, Alan (17-Mar-2018)	180.00	£1033.20
Ross, Suzanne (26-Jan-2018)	180.00	£1033.20

5.2 Adding children via 'Add Child Button' incl. EYPP details for 3 & 4-year-old funded children

Click Actuals and select the Term you would like to add children and submit a claim for.

Next, select the age group required.

Select the appropriate funding and age group that you want to view to add or amend. Once you have chosen the correct term and age group you will be taken to that term's summary screen.

If you want to change the term or age group of the children being entered, you will need to click "Change" at the top of the screen and you will return to the main menu where you can then select the term you wish to view.
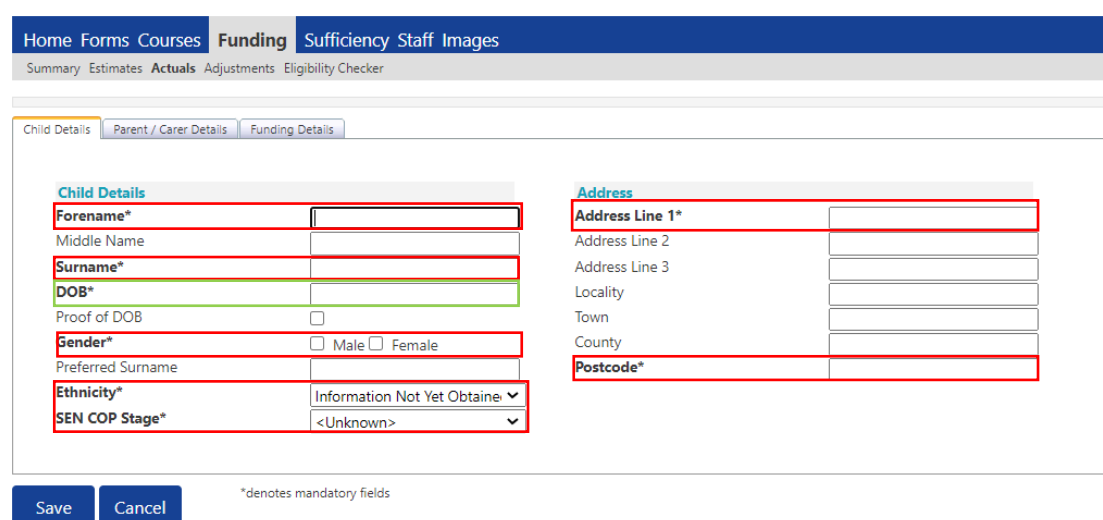
<u>Carried forward Children:</u>

Any children that have previously attended your setting will have automatically been carried forward with zero hours. Therefore, you will need to input the number of funded hours for each child carried forward to the current term and delete any child that has left your provision.

All two year old children who become eligible for the 3-4 year old Universal entitlement at the end of a term will automatically be deleted from the two year old funding and will **not** be carried forward to the following term. These children will have to be added to the 3-4 year old funding entitlement.

To add a new child, select the [Add Child] button:

Firstly, complete the Child's details tab:

Complete the child details in full - all fields marked with * must be completed. For the child's date of birth field, please use the format dd/mm/yyyy, a calendar will appear when you click into the box with the date of birth to ensure this is in the correct format when you submit your details to us.

Proof of DOB – this box should be checked to confirm you have seen proof of the child's date of birth.

Ethnicity – this information is required by the DfE and needs to be given to the setting by parents or carers of a funded child (completed on the Parental Declaration form) and then added by the setting. The parent may refuse to provide this information, in which case, 'Refused' is ticked in the drop-down box. It cannot be left as 'Information Not Yet Obtained'.

SEN COP stage - this must completed using the drop-down box. If the child does not have a special educational need please select – No Special Educational Need

You will then need to complete the child's address, including postcode, on the right.

Then select the Parent/Carer Details tab:

You must complete this section, in full, if you want to apply for the Early Years Pupil Premium (EYPP) for the child **or** if the child is in receipt of an 11-digit code and therefore eligible for the Extended Entitlement (30hrs).

To claim EYPP (Early Years Pupil Premium) complete:
- ➢ Parent Forename and Surname
- ➢ DOB – please use format dd/mm/yyyy
- ➢ NI or NASS number
- ➢ Tick EYPP eligibility consent box

Without all these details we will not be able to do the necessary check for EYPP and the resulting search will come back as "not found" and you may not qualify for funding that you are entitled to in this current term.

From the details supplied in this section, a batch check will be completed by us and confirmation of EYPP will be verified at this stage, for both your new starters for this term and those children still attending who were eligible from the previous term.

To claim 30 hours Extended Entitlement complete:
- ➢ Parent Forename and Surname
- ➢ DOB – please use format dd/mm/yyyy
- ➢ NI or NASS number
- ➢ Tick 30H eligibility consent box

Next, select the Funding Details tab:

Funding Details:

Complete all the information in the Funding Details tab.

Start Date:

This is the first day during the term the child will receive the Early Years Funding entitlement.

End Date:

This is the last day during the term the child will receive the Early Years funding entitlement.

Click the 'Default Term Dates' button to automatically populate the start and end dates. These dates should not be amended if your child attends all term. If the child starts later or finishes earlier in the term, please enter the Start Date or End Date.

Weeks Attended in Term:

Please input the number of weeks the child will receive funding. This may vary from child to child depending on their start and end dates.

Present during Census:

You should tick this box if the child is present on Census day or during Census week in each term.

Attends two days or more:

You should tick this box if the child attends for more than 10 hours per week (maximum hours allowed in one day is 10).

To assist you with this, you will see a red box which displays the maximum hours per week you can claim for. If this box is unticked the 'Maximum Value Allowed' will appear as above. If the box is ticked it will appear as below –

Attends Two Days or More   ☑

Maximum Values Allowed:
Number of Weeks: **14.00**

Universal Weekly Hours: **15**
Universal Termly Hours: **210**
Universal Yearly Hours: **570**

Extended Weekly Hours: **15**
Extended Termly Hours: **210**
Extended Yearly Hours: **570**

Attendance Days:

Please ensure you submit the attendance days for each child. Please indicate which day/s the child receives their funding. This information is necessary, if a child moves settings mid-term, when calculating the adjustment and for Census Headcount.

Nominated for DAF:

Three and four year old children who are in receipt of child's Disability Living Allowance and are receiving the free early education funding are eligible for the Disability Access Fund (DAF). DAF is paid to the child's early years provider as a fixed annual rate of £615 per eligible child.

Children do not have to take up the full 570 hours of early education in order to receive the DAF. Children in receipt of the DAF will be eligible where they take up any period of free funding.

If the child is eligible for Disability Access Funding (DAF) eg. receives Disability Living Allowance and the parent/career has nominated your setting to receive the funding.

Please refer to DAF Procedure on the Informed Families website by clicking on the link and follow the guidance –

DAF Application Procedure for Settings

Please select 'Yes', otherwise select 'No'. You should have witnessed any evidence for any claims for DAF.

Universal Funded Hours per Week:

Enter the number of Universal funded hours the child is attending at your setting.

Non-Funded Hours per Week:

Enter the number of Non-Funded hours the child is attending at your setting (these are additional hours purchased by the Parent/Carer).

Extended Funded Hours per Week:

Enter the number of Extended funded hours the child is attending at your setting **and** the associated 30 Hours 11 digit eligibility code (use the Eligibility Checker on the Funding tab to validate the code before entering child details)

Then click on the 30 Hours Blue Free Childcare Box and this will process the eligibility confirmation at the top of the screen (green box). When the eligibility is confirmed the box 'Eligible for 30H' will show a tick as below.

The Eligibility Code has been found and eligibility for extended hours has been obtained.

Universal Funded Hours per Week
Universal Hours*   15

Extended Funded Hours per Week
Extended Hours*   15
30H Eligibility Code   50061496839

                        30 Hours Free Childcare

Eligible for 30H   ☑

Total Funded Hours per Week
Total Funded: 30.00

Non-Funded Hours per Week
Non-Funded Hours*   0

ⓘ if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

Maximum Values Allowed:
Number of Weeks: **14.00**

Universal Weekly Hours: **10**
Universal Termly Hours: **140**
Universal Yearly Hours: **380**

Extended Weekly Hours: **10**
Extended Termly Hours: **140**
Extended Yearly Hours: **380**

5.3 Stretched Entitlement
If you offer the Stretched funding, then complete the Funding Details tab as above and tick the 'Stretching Entitlement' as shown below. This only appears in your tab if you are set-up to offer the Stretched Entitlement.

| Home | Forms | Courses | **Funding** | Sufficiency | Staff | Images |

Summary Estimates **Actuals** Adjustments Eligibility Checker

Child Details | Parent / Carer Details | Funding Details | Notes

Funding Details
Start Date*
End Date*
                        Default Term Dates
Weeks Attended in Term*
Present during Census   ☐
Attends Two Days or More   ☑
Nominated for DAF*   ○ Yes ○ No
Stretching Entitlement   ☑

Universal Funded Hours per Week
Universal Hours*

Extended Funded Hours per Week
Extended Hours*
30H Eligibility Code
                        30 Hours Free Childcare
Eligible for 30H   ☐

Total Funded Hours per Week
Total Funded:

Attendance Days
Attends Monday   ○ Yes ○ No
Attends Tuesday   ○ Yes ○ No
Attends Wednesday   ○ Yes ○ No
Attends Thursday   ○ Yes ○ No
Attends Friday   ○ Yes ○ No
Attends Saturday   ○ Yes ○ No
Attends Sunday   ○ Yes ○ No

Non-Funded Hours per Week
Non-Funded Hours*

ⓘ if this child attends another setting as well as yours, be sure to enter t hours as per what has been agreed with the child's parent/carer

Maximum Values Allowed:
Number of Weeks: **15.00**

Universal Weekly Hours: **14.62**
Universal Termly Hours: **210**
Universal Yearly Hours: **570**

Extended Weekly Hours: **14.62**
Extended Termly Hours: **210**
Extended Yearly Hours: **570**

The 'Maximum Values Allowed' box will change depending on whether the 'Attends Two Days or More' box is also ticked.

If there is no 'Stretching Entitlement' check box, this means you are not able to deliver the 'Stretched Offer'. If this is required please contact the Informed Families team to request this.

5.4 Submitting an Actual
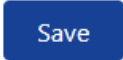
Save the details [Save] This will take you back to the page with a list of all the funded children for that age group and term.

Submit Actual: 2020 Autumn - 3-4 Year Olds CHANGE

[Add Child] [Send Claim]

		Status	Child	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
❗	↺	New, Unsubmitted Child	Chang, Cho (24-Jun-2017)	210.00	210.00	£2175.60		22-Aug-2020 - 22-Oct-2020 Grace Period: 10-Dec-2020
❗	↺	New, Unsubmitted Child	Csullog, Katrina (09-Jun-2016)	210.00	210.00	£2175.60		22-Aug-2020 - 11-Oct-2020 Grace Period: 17-Oct-2020
❗	↺	Unsubmitted Claim	Jenkins, Tucker (27-Oct-2016)	210.00	0.00	£1087.80	DEP1	
❗	↺	Unsubmitted Claim	Maguire, Zammo (04-Jan-2017)	210.00	0.00	£1087.80	DEP1	
❗	↺	Unsubmitted Claim	Mustafa, Erkan (01-Dec-2016)	210.00	0.00	£1087.80		
❗	↺	Unsubmitted Claim	Yates, Trisha (31-Mar-2017)	210.00	0.00	£1087.80		

[Add Child] [Send Claim]

Once you have completed this for all your children select 'Send Claim'.

You will then get the following message –

Home Forms Courses **Funding** Sufficiency Staff Images
Summary Estimates **Actuals** Adjustments Eligibility Checker

✔️ **Submission Successful**

Submit Actual: 2020 Autumn - 2 Year Old CHANGE

and the status of any amended or new children's records will change to –

		Status	Child	Funded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)
❗	↺	New, Awaiting LA Download	Granger, Hermione (04-May-2018)	210.00	£1205.40
❗	↺	Awaiting LA Download	Green, Benny (28-Feb-2018)	210.00	£1205.40

This status will change when the EY Funding Team have imported and processed the child's record.

5.5 Editing / Deleting children from an Actual

You can change any child details before the final headcount submission date, this includes addresses and attendance dates/hours. *Please remember to submit your claim again if any changes have been made.*

		Status	Child	Funded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings
❗	↺	New, Awaiting LA Download	Granger, Hermione (04-May-2018)	210.00	£1205.40	
❗	↺	Awaiting LA Download	Green, Benny (28-Feb-2018)	210.00	£1205.40	
❗	↺	Awaiting LA Download	Humphries, Alan (17-Mar-2018)	210.00	£1205.40	
❗	↺	New, Awaiting LA Download	Lovegood, Luna (20-Sep-2017)	210.00	£1205.40	
❗	↺	Awaiting LA Download	Ross, Suzanne (26-Jan-2018)	210.00	£1205.40	

> ➢ From the Funding Tab, select Actuals and the age group the child is in - the children will be displayed as before.
> ➢ Select the child you wish to edit the detail for and click into child's name
> ➢ Make the relevant changes/updates and click Save.
> ➢ To delete a child's hours from the headcount, go to the icon on the left of the child's name on the summary list ↺ . An 'Undo Edit' message will appear.
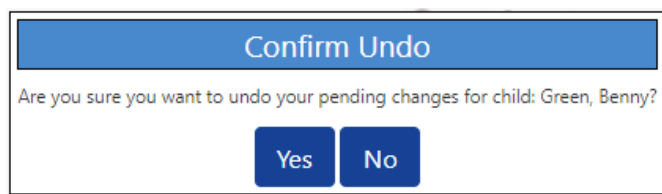
> ➢ Next, a warning message will be displayed to ensure you have not clicked this in error. Finally, click Yes.
> ➢ This will zero out the funded hours, but it will not delete the child's details from your Actuals

To delete a child completely from your Actuals –

- ➤ From the Funding Tab, select Actuals and the age group the child is in - the children will be displayed as before.
- ➤ Select the child you wish to delete the detail for, go to the icon ✕ on the left of the child's name on the summary list.
- ➤ A 'Request Delete' message will appear.

- ➤ Next, a warning message will be displayed to ensure you have not clicked this in error. Finally, click Yes.
- ➤ This delete the child's details from your Actuals but can be cancelled.

Please note: If you delete a child from your Actuals it will only be deleted from the current term only, but their details will remain in previous terms.

5.6 Starters and Leavers Prior to Actuals Payment date (Headcount Date)
Where a child starts or leaves the provision prior to the Actuals payment date (Headcount date), the child's details must also be added to the system with the number of weeks attended and starting/leaving dates adjusted accordingly.

6. ADJUSTMENTS

Funding adjustments should only be submitted after the Headcount date is closed. Adjustments submitted via the Provider Portal may need to be made, if for example:

➤ A provider has over claimed – this is where the providers Estimate is more than the Actual and the LA will retrieve the funding over paid

➤ A provider is to be paid more – when a child may have started at the setting, after Headcount date, mid to late term and the LA will pay what is owed

➤ A provider has over claimed - when a child leaves the provision after the Headcount date, the provider will have over-claimed and the LA will retrieve the funding over paid; this child will also need to be deleted from the following term's Headcount when the Actuals open.

Adjustments are now completed in a similar process to which you would have submitted your actual claims.

➤ Details of any late starters after you have submitted your actual headcount claim are submitted using the Adjustment tab.

➤ Details of any leavers after you have submitted your actual headcount are submitted using the Adjustment tab.

➤ Details of children changing their funded hours (both Universal hours and

➤ Extended Entitlement) after you have submitted.

The Adjustment tab can be accessed by selecting Funding, then Adjustments.

Next, select the age group for the term for which you wish to make an adjustment for. You will see a list of your existing funded children in that age group and term for whom you submitted an actual claim as below:-

Please refer to the Procedure for Completing the Pending Adjustment Tab on the Informed Families website by clicking on the link and follow the guidance –

[Procedure for Completing the Pending Adjustment Tab](#)

6.1 New Starters

If you are processing a new starter then click on the button 'Add Child' and complete the tabs as described in adding Actual children in section 4.4.1

You need to inform the EY Funding team of the number of funded hours that you wish to claim for in respect of this child for the remainder of the term and NOT funded hours per week.

When you have to add details on the Funding Details tab you will only be able to enter the term dates by clicking on the 'Default Term Dates' tab and manually amend the start date and/or end date to suit your requirements. You will not be able to add any funding information as this should be included in the Pending adjustment tab. However, you will still be required to indicate any DAF qualification, indicate whether the child attends two days or more and input the 11 digit code for Extended Entitlement hours eligibility and complete an eligibility check by clicking the '30Hours Free Childcare' box.

Next, choose the 'Pending Adjustments' tab. For any new starters please enter the hours you wish to claim for the remainder of the term as per the screen below. You should differentiate between Universal hours and Extended Entitlement hours in the claim and put in a brief description to validate your adjustment request, including the start date.

To complete the process for this child, click on the 'Save' button. This will take you back to the list of children for the term and age group and you will see the child you have added with

 icon. Complete the process above for any other new starters you wish to claim for.

Once you have completed all of your adjustments click on the 'Send Claim' button and you will get the following message to confirm your claim.
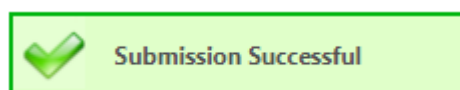
Please note: Any new starters that you add as an adjustment will need to be added as an ACTUAL on the next term's headcount process, as positive adjustments are not carried forward into the next term

6.2 Leavers

For any existing funded children who have left (and for whom you have received funding as part of your actual headcount claim), you should follow the same process by searching for them in the adjustment tab for the term and age group combination required. As they are an existing funded child in this term, then they will be present in the list of funded children (below).

You need to inform the EY Funding team of the number of funded hours that have been overfunded in respect of this child for the remainder of the term and NOT funded hours per week.

Submit Adjustments: 2020 Autumn - 3-4 Year Olds CHANGE

Add Child | Send Claim

	Status	Child	Pending Universal Adj Hours	Pending Extended Adj Hours	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Eligibility Status
✕		Chang, Cho (24-Jun-2017)	0.00	0.00	51.00	51.00	£528.36	02-Dec-2020 - 01-Feb-2021 Grace Period: 22-Mar-2021
✕		Csullog, Katrina (09-Jun-2016)	0.00	0.00	210.00	210.00	£2175.60	02-Dec-2020 - 21-Jan-2021 Grace Period: 27-Jan-2021
❗ ↺	Awaiting LA Download	Jenkins, Tucker (27-Oct-2016)	0.00	0.00	210.00	0.00	£1129.80	
✕		Maguire, Zammo (04-Jan-2017)	0.00	0.00	210.00	0.00	£1129.80	
✕		Mustafa, Erkan (01-Dec-2016)	0.00	0.00	140.00	0.00	£725.20	
❗ ↺	New, Awaiting LA Download	Potter, Beatrix (04-May-2017)	105.00	0.00	105.00	0.00	£543.90	
✕		Yates, Trisha (31-Mar-2017)	0.00	0.00	210.00	0.00	£1087.80	

Next, click on the child that has left your setting. You will be directed straight to the Pending Adjustment tab.

For any leavers please enter the hours you wish to return for the remainder of the term as per the screen below.

You should differentiate between Universal hours and Extended hours in the claim and put in a brief description to validate your adjustment request.

To complete the process for this child, click on the Save button. This will take you back to the list of children for the term and age group and you will see the child you have adjusted with an

 icon. Complete the process above for any other leavers you wish to claim for.

Once you have completed all of your adjustments click on the Send Claim button and you will get the following message to confirm your claim.
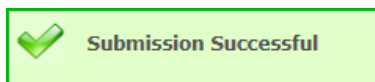
6.3 Change of Hours Attended

The funded hours of a qualifying child can also be amended by submitting an adjustment.

Follow the procedure above to select the child. You will be directed straight to the Pending Adjustment tab. You then select or and input the number of hours you wish to claim or refund along with a description to support your submission.

Once you have completed all of your adjustments click on the Send Claim button and you will get the Submission Successful message to confirm your claim.

These adjustments will then be processed and either an adjustment payment will be made to you or a recovery from your next payment(s) will be made.

7. Troubleshooting

Error Message	Correction
Forename must be entered (Child Details Tab)	Please enter the Child's forename as it appears on the birth certificate or other approved DOB evidence
Surname must be entered (Child Details Tab)	Please enter the Child's surname as it appears on the birth certificate or other approved DOB evidence
DOB must be entered (Child Details Tab)	Please enter the DOB in dd/mm/yyyy format or click in the box to select the date using the calendar
DOB is entered outside the range eligible to receive funding (Child Details Tab)	Please ensure that the child's DOB falls within the eligible DOB range for the current term
Gender must be entered (Child Details Tab)	Please tick either 'Male' or 'Female'
Ethnicity - value cannot be '<Unknown>' or '<Information not Provided>' (Child Details Tab)	Please select from the drop-down box
SEN COP Stage - value cannot be '<Unknown>' (Child Details Tab)	Please select from the drop-down box
Address Line 1 must be entered (Child Details Tab)	Please enter the house number and street name
Postcode must be entered (Child Details Tab)	Please enter the correct postcode
Extended Hours has been entered, must also enter the 30H Eligibility Code (Funding Details Tab) and Parent/Carer details (Parent / Carer Details Tab)	If you have entered extended hours, you must also enter a 30 Hour Eligibility Code and Parent / Carer details
11 digit Voucher must be entered (Funding Details Tab)	Please enter a valid 30 Hour Eligibility Code
Weeks Attended in Term: Value cannot be greater than 15.00000 (Funding Details Tab)	The number of funded weeks the child will receive during the current term cannot exceed the number of weeks set by the funding team
Forename must be entered, as some details have been entered (Parent / Carer Details Tab)	If you have entered any details in the Parent / Carer Details Tab then you must also complete the Parent / Carer Forename
Surname must be entered, as some details have been entered (Parent / Carer Details Tab)	If you have entered any details in the Parent / Carer Details Tab then you must also complete the Parent / Carer Surname
NI or NASS Number must be selected and Number entered, as some details have been entered (Parent / Carer Details Tab)	If you have entered a Parent / Carer Forename or Surname then you must enter either a National Insurance Number or NASS Number. If the details have been entered for an EYPP claim you must also enter the parents DOB
DOB must be valid (Parent / Carer Details Tab)	Please enter DOB in dd/mm/yyy format or click in the box to select the date using the calendar
NI number or NASS number must entered, as some details have been entered (Parent / Carer Details Tab)	All details must be completed if you start to complete the details in the Parent/Carer Tab
NI Number is invalid (Parent / Carer Details Tab)	Please enter NI number in AB123456C format
NASS Number is invalid (Parent / Carer Details Tab)	Please enter NASS number in YYMMNNNNN format - must compose of 9 digits