

FACT SHEET – PROVIDER AGREEMENT

Frequently Asked Questions:

What is a Provider Agreement?

You will be issued with a Provider Agreement once you have been approved to be on Leicestershire's Directory of Early Years Providers. You are expected to sign and return a Provider Agreement even if you are not yet claiming for funding. The Provider Agreement must be signed, dated and returned to us as soon as possible and by the deadline date, so that your first payment can be paid promptly. The Provider Agreement gives clear guidance about the expectations on providers to provide quality childcare.

Where can I find the new Provider Agreement?

The new agreement will be sent to you via AnyComms+.

I can't access the Provider Agreement in AnyComms+ as I am unable to get in, what do I do?

If you forget your login details, password, or get locked out of your account, please contact AM Admin Systems Support on 0116 305 7785 option 2 and then 4, or email AMAdminSystemsSupport@leics.gov.uk.

My Provider Agreement contains incorrect information, what do I do?

The Local Authority requires providers to inform them of any changes via a [Change of Circumstance form](#) if there are any significant changes to their business or administration. Once a Change of Circumstance form is received and actioned by the FEEE Team, they will then re-issue a new Provider Agreement which will show the correct details.

Who should sign the Provider Agreement?

The person signing the Provider Agreement must be the person recorded as the Ofsted 'responsible person', as per the Ofsted registration certificate. If the setting is run by a committee or a governing body, the Chair of that responsible body is required to sign the Provider Agreement. If the Provider Agreement shows incorrect information, please do not sign and return it. Please follow the process as mentioned in the question above.

How do I sign the document?

The Provider Agreement must be signed electronically (you can use a wet signature if you are able), dated and returned to us as soon as possible and by the deadline date, if given, so that your first payment can be paid promptly. You need to retain a copy for yourselves.

Do I just return the signed page, or do I need to return the whole document?

You will need to return all pages of the Provider Agreement including the signed page but excluding the appendices at the back (if any).

How do I return the Provider Agreement?

Please return the Provider Agreement either by email to feee@leics.gov.uk or AnyComms+. We will accept postal copies, but you will need to ensure that these are sent by Royal Mail Tracked, as we have had many instances in the past where agreements have been lost.

What happens if I miss the deadline?

Funding will only be paid to a provider when we have received the signed document back.

I have returned my Provider Agreement but haven't received confirmation that it has been received?

As we have to deal with a high volume of returns, it may take us some time to process your agreement. Nearer the deadline date, if the local authority has any missing agreements, each setting will be notified by email that it is still outstanding. You should let us know at this point if the agreement has already been sent and if so, by what mechanism, i.e., email / Anycomms+ / post. The team will then instruct you if anything further is required.

I need to report a change of circumstances, how do I do this and how soon do changes need to be reported?

If you have a change of circumstance relating to your business, it may affect your access to funding, and it is important that you make the local authority aware as soon as possible, therefore we will require you to complete the [Change of Circumstance form](#). You do not need to complete all aspects of the form – only the sections relating to your circumstance.

Where a change of bank details has taken place, we will require some evidence of the bank details i.e. a blank paying in slip or voided cheque, or a copy of your bank statement. The bank account name must reflect the registered provision name. Please note a change of bank details can take the Finance Service up to 6 weeks to process.

How do I withdraw from FEEE?

If you know that you will be closing, the local authority expects you to inform them as soon as possible to avoid any overpayments being issued. To withdraw officially from the FEEE directory you will need to complete the [Change of Circumstance form](#). You can send the form back to us by emailing feee@leics.gov.uk or by AnyComms+.



**Leicestershire County Council, Early Years Inclusion and Childcare Service
County Hall, Glenfield, Leicestershire, LE3 8RF**

For more FEEE information for Providers, please visit the [FEEE Website for Providers](#)