

## FACT SHEET – HEADCOUNT

### What is the Headcount?

Completion of a headcount task allows providers to inform the local authority of eligible children on roll at their setting during the funded period. All children to be claimed for should be on register at the provision on or prior to the submission of the headcount task.

If there aren't any children at your setting that require FEEE funding in the current period, there is no need to send the headcount task back as a nil return.

Providers should note that where a headcount task is not submitted, no funding will be paid for the actual payment, and you may receive an invoice for monies paid in the initial / estimate payment.

Providers should also note that they must not make a claim until they have confirmation of the child's eligibility such as a birth certificate, passport or medical card, and in the case of the 2-year-old funding whose families are receiving some additional forms of government support (the Disadvantaged funding) or the Working Parent Entitlement, a valid eligibility code. Please note that funding could be reclaimed if this documentation is missing when a compliance visit is carried out. All parents claiming must complete a Parental Statement of Undertaking (PSOU). This document should be amended in line with any alterations to the funded hours throughout the year. You can find a copy of the latest PSOU on our website under the FEEE Payments section.

During every spring period, all registered FEEE providers will be asked to complete and submit the Census as requested by the DfE, regardless of whether you are claiming for the FEEE funding or not at this time. The Census determines how much funding the local authority will receive from the DfE, so that it can be passed on to providers, therefore it is imperative that this is completed and sent back by the advertised return date. Failure to complete this form may mean that a provider be removed from the Directory of FEEE providers.

### Frequently Asked Questions:

#### When do I need to complete the headcount?

If you have eligible children wanting to claim funding with you, then you will need to complete the headcount task on the Provider Portal every period they are with you. The dates when the headcount task is open can be found on the FEEE Calendar. The FEEE Team will also send an email to notify you when the headcount task is open and provide you with the necessary information you need to complete it accurately.

## **Who can complete the headcount task?**

The headcount task is completed on the Provider Portal. A maximum of two members of staff per setting can have access to the Portal.

You can access the [Provider Portal](#) and view the user guides by visiting our [dedicated webpage](#).

If you have previously logged in and have forgotten your password, it is likely you will need to reset your password - you can do this yourself from the homepage – please see [The Provider Portal factsheet](#).

If you have locked your account, have issues with 2FA or have NOT previously logged in and cannot locate your login details, please email [feee@leics.gov.uk](mailto:feee@leics.gov.uk) and they will get the technical team to unlock your account or re-issue your login details.

## **Where do I send the headcount to?**

The headcount is completed on the Provider Portal when the task is open. You can complete the task as many times as you wish during the time it is open. Once you press submit, it is automatically stored on our system and is accessed by the FEEE Team who are then able to process the data.

## **When will the headcount task be released?**

Please refer to the [FEEE Calendar](#). You will also receive an email from the FEEE team containing all the information regarding the headcount task release.

## **Do I need to complete a headcount if I do not have any changes from the previous period?**

Yes. If you have children on roll at your setting you MUST complete the headcount task. If you do not complete the headcount task, the system will assume you do not have any FEEE children in attendance and will reclaim all the funding the local authority paid you at the initial / estimate payment date.

## **Do I need to complete the headcount if I have received an initial / estimate payment?**

Yes, if you don't, the local authority will recoup all of your initial / estimate payment.

## **How do I complete the headcount task?**

The headcount needs to be completed on the [Provider Portal](#) when the task is open. There is guidance on our [dedicated webpage](#) on how to add information to the Provider Portal.

If a child is new to your setting, from the 'Funding' tab in the top toolbar, click on which task is currently open, either Actuals (the headcount task) or Adjustments and choose the age relevant task.

### **2-year-old children:**

If a child is eligible for the 2-year funding for families receiving some additional form of government support (the Disadvantaged funding), the parent should have provided you with confirmation of their voucher code. For children who have received their voucher code from Leicestershire, you will need to choose the 'Enter EY Voucher' button, which will then automatically show you the child's details. If the parent gives you a voucher code from another local authority, you will need to press the 'Add Child' button and manually enter the child's details, and upload a copy of the evidence letter from the other local authority in the 'Documents' tab. On the 'Funding Details' tab, you will need to select 'Disadvantaged Funding' and request the number of hours you wish to claim.

If a child is eligible for the Working Parent Entitlement for 2-year-olds, the parent should have provided you with confirmation of their 11-digit eligibility code. You will need to press the 'Add Child' button and manually enter the child's information on the 'Child Details' and 'Parent / Carer Details' tab. Ensure that you tick the consent box under 'Working Family Eligibility'. On the 'Funding Details' tab, you will need to select 'Working Family Funding'. You will then be given a box to input the Working Parent Entitlement code. Input the code's details and then press the blue box called 'Check Eligibility Code' – this will let you know if the code is correct and if it is valid for the period, or not. If eligible, you will then need to request the number of hours you wish to claim.

### **3- & 4-year-old children:**

If a child is eligible for the Working Parent Entitlement for 3 and 4-year-olds, the parent should have provided you with confirmation of their 11-digit eligibility code. You will need to press the 'Add Child' button and manually enter the child's information on the 'Child Details' and 'Parent / Carer Details' tab. Ensure that you tick the consent box under 'Working Family Eligibility'. You will then be asked to input the funded hours. Input the code's details and then press the blue box called 'Check Eligibility Code' – this will let you know if the code is correct and if it is valid for the period, or not.

If the child is existing, you can edit the current details held.

Please note that the system will not let you add any extended funded hours if the Working Parent Entitlement code has not been validated first or is not valid. As long as you have no additional documents you wish to add to the child's record, you can click on Save. Please refer to our [dedicated webpage](#) and view our user guides on how to complete the headcount / adjustment tasks.

If you are aware that a child attended another setting previously or they are attending more than one provider at the same time, the local authority would advise that before submitting your headcount task, that you attach a copy of the child's PSOU form to the 'Documents' tab in the child's record. This is to ensure that the FEEE Team pay you the correct funding for the period.

### **What happens if I have new children starting or leaving after the headcount task deadline?**

Full details of children starting or leaving after the headcount task deadline has closed should be added to the adjustment task on the Provider Portal when it becomes available. This is your second chance to submit your headcount for the current period. The FEEE Team will send you an email to notify you when the adjustment task is open. Please view the [FEEE Calendar](#) for actual dates.

### **What happens if existing children change hours after the headcount task deadline?**

Any child that changes hours after the headcount task deadline has closed should be added to the adjustment task on the Provider Portal when it becomes available. This is your second chance to submit your headcount for the current period. The FEEE Team will send you an email to notify you when the adjustment task is open. Please view the [FEEE Calendar](#) for actual dates.

### **What happens if a child has left my setting?**

When the headcount task is open, if a child has left or will be leaving the setting at some point during the period, the end date and number of weeks should be amended to reflect the child's attendance. For example, if a child leaves 4 weeks into the period, the number of weeks inputted needs to be amended to 4. Synergy will then multiply this by the funded hours claimed per week. If you do not do this, you will receive an overpayment for that child and you will then have to ensure that you include their end date and the reduction of hours on the adjustment task. The local authority will then have to recoup that overpayment at a future payment point.

When the adjustment task is open, you must amend the end date, but at this point the weeks field will be blanked out, so to amend your funding, you must do a reduction on the "pending adjustment" tab, to say how many less hours you are requesting.

### **What is the end date? What date do I put in this field?**

The 'end date' is the date that needs to be completed when a child leaves your setting. A child can leave a setting at any time. If you choose the 'Default Term Dates', the system will assume that the child is attending your setting for the full period. If you amend the end date, please ensure that you enter the correct number of weeks that the child will be attending and only claim for the correct number of hours. The local authority will recover any overpayments made at a future payment point.

Please note that if the child leaves your setting before completing the settings notice period, you cannot claim for this time as the funding has to follow the child. Therefore, you will have to record the child's last day of attendance on the headcount / or adjustment tasks. In these cases, parents / carers can be charged privately for any notice periods which they do not stay for, as long as they had originally signed a contract abiding to your conditions of attendance.

For summer leavers who are leaving a term time provision in July, you should still click on the Default Term Dates and leave the 31<sup>st</sup> August as the end date. You should, however, make sure that you claim for the correct weeks in the summer period.

### **How do I add a child to a task?**

To add a child onto the headcount / adjustment tasks, you will need to log in to the Provider Portal and click on the latest task available. For further support, please view our [dedicated webpage](#) and access the headcount task guide.

### **I can't open the headcount / adjustment task on the system, what do I do?**

Check the [FEEE Calendar](#) for dates when the tasks are open. You can only access the headcount / adjustment tasks and input information onto the Provider Portal when it is open – if a task is open you will see a green paper aeroplane next to the named task.

### **How do I know you have received my headcount data?**

Once you press the 'Submit' button you will receive confirmation on the Provider Portal that it has been submitted and you will see the message 'Awaiting Local Authority Download'. You should check to make sure there is no red exclamation marks appearing next to any of your children. If there is, hover over the icon to see the reason it is there. If it states "unsubmitted child / claim" then this means that we have not received this child's data. It is likely that there are errors with the child that require resolving which is why it is not allowing you to submit them.

### **How do I know if I filled my headcount in correctly on the Provider Portal?**

You can view previously submitted headcount / adjustment tasks on the Provider Portal. Please see the guidance documents on our [dedicated webpage](#).

### **What happens if I make any errors e.g., mis-spell a child's name, what do I do?**

If the headcount task is still open on the Provider Portal, you can amend the error and resubmit the claim. If not, you can correct the error when the adjustment task is open. Please note that the local authority may ask you for a copy of the child's birth certificate, so the records can be correctly amended. These will need to be sent via AnyComms+.

### **What happens if I miss the headcount deadline?**

If you have missed the headcount deadline, you will need to make sure you add your information to the adjustment task when it is open. This is the last chance you will have to input your information on the Provider Portal for that period. If you miss the adjustment task deadline, the local authority do not backdate payments after that date.

### **When will I receive the headcount payment?**

Providers receive an advance payment at the beginning of each period if you submit an estimate to us, this is called your initial / estimate payment. Any changes that occur to your figures during the headcount will be made on the actual payment date. Please view the [FEEE Calendar](#) for actual dates.

### **If I owe money back from the headcount task, how do I pay this back?**

Any monies the setting owe back to the local authority will be deducted off the future payment runs until it is cleared, or you will be invoiced.

### **Where can I view my payment summary?**

You can find details of your headcount payments made by logging into the Provider Portal and looking on the 'Summary' tab. Please note that whilst the FEEE Team are processing the submission, the data you see may change daily – please do not contact the FEEE Team until it has been confirmed that the payments have been fully processed, as they could be amended until this date.



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**For more information see: [FEEE information for Providers](#)**