

FACT SHEET – ADJUSTMENT TASK

The adjustment task is open for at least 4 working days every period. To view the dates when the adjustment task is open, please access the [FEEE Calendar](#). Remember, at the beginning of each period providers receive an initial / estimate payment which is an advanced payment for the period ahead. Providers then submit their headcount information including actual child data, followed by completing their adjustment task, if there are any changes.

What is the Adjustment Task?

The adjustment task is available on the Provider Portal and is opened approximately one month after the headcount closes. This gives providers an opportunity to complete information that was missed or changed from the previous headcount submission. Providers can add new children who may have joined later in the period, input an end date for children that are leaving (and reduce the hours claimed on the 'pending adjustment' tab) or who have left in the current period, or amend details for children who may be increasing and decreasing their hours throughout the period (perhaps as part of a staggered induction). The task can also be used to rectify an unpaid claim from the previous headcount task. **You only need to submit an adjustment task if you have any changes to the original headcount submission / unpaid claims that you need to rectify.**

Frequently Asked Questions:

I have missed the headcount deadline this period, what do I do?

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, we do not backdate payments after that date.

When does the adjustment task open or close this period?

To view all of the adjustment task dates, please refer to the [FEEE Calendar](#).

When will the adjustment 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 adjustment task release.

Who can complete the adjustment task?

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

- You can access the [Provider Portal](#) and be able to view the [Provider Portal User Guides](#) here.
 - If you have previously logged in and are unable to access the Portal, it is likely you will need to reset your password - you can do this yourself from the homepage.
 - If you have NOT previously logged in and cannot locate your login details, please email feee@leics.gov.uk and we will re-issue them.

How do I amend the members of staff that have access to the Provider Portal?

To add or amend accounts on the Provider Portal, you will need to complete the correct sections (A and H) on the [Change of Circumstance form](#) and let us know which staff need access. The FEEE Team will then deactivate any staff appearing on the account who are not listed.

Do I have to complete the adjustment task if I have no changes at my setting?

No, you only need to complete the adjustment task if you have changes to make since the headcount submission or if we have made a reduction that you wish to rectify.

We have not been paid for all the hours requested on our headcount submission, how do I rectify this on the adjustment task?

If your headcount claim has been fully rejected, you will receive a rejection notice when you log into the Provider Portal. If a child's hours have been reduced, the reason for this will appear on their 'Notes' tab in the Provider Portal once the FEEE Team have processed your headcount submission. To rectify this in the adjustment task, we ask that if you had claimed correctly on the previous headcount task to upload a copy of the PSOU form via the 'Documents' tab in the Provider Portal, so that we have the evidence to support your claim and raise the claim back up on the 'pending adjustment' tab to what you originally requested. If you have claimed incorrectly, you will need to make any necessary amendments on the adjustment task.

How do I complete an adjustment?

All changes need to be completed on the [Provider Portal](#) when the adjustment task is open. You can visit our dedicated website where there is [Provider Portal User Guides](#) on how to add information to the adjustment task. Remember, before you add a child that is claiming the Working Parent Entitlement, we would suggest that you validate the eligibility code on the Provider Portal to check what dates it is valid for before entering them on the headcount / adjustment tasks. This will ensure that the eligibility code covers the period the child is wanting to claim the funding. Please note that if you try and input an eligibility code into the headcount / adjustment tasks that do not cover the period, the system will not let you add the details. For support on how to confirm a DERN code, see the [Guidance on how to Validate an Eligibility Code](#). When adding a new 2-year-old child to the 2-year adjustment task who is entitled to the Disadvantaged funding (for families who are in receipt of some additional forms of government support), who has applied for their code through another local

authority, please ensure you upload a copy of their official letter confirming eligibility via the child's record in the 'Documents' tab on the Provider Portal.

How do I increase or reduce children's hour's part way through a period?

You will need to work out the difference in hours that the child will now be attending, i.e., a child is claiming hours in the 15-week autumn period. On the headcount, you requested 5 hours per week over the 15 weeks = 75 hours in total, which were paid. The parent has now requested to increase their child's hours to 15 from the beginning of the 6th week. The child therefore has attended, 5 hours x 5 weeks = 25 hours, plus a further 15 hours x 10 weeks = 150 hours. Therefore, on the adjustment task, you will need to claim an increase of 100 hours. Please note that if a child leaves, you will need to ensure that you enter their end date. You will need to include an explanation for the reason of the increase / decrease.

Why was I unable to access the adjustment task?

The adjustment task was not open. You can only access the adjustment task and input information onto the Provider Portal when it is open – view the [FEEE Calendar](#) for all key dates.

What happens if I miss the adjustment task deadline?

If you miss the adjustment deadline and your information is incorrect, you could be underpaid. If you have been overpaid at headcount and you miss the adjustment task, you will need to email the FEEE Team to let them know. Any overpayments will be recovered from future payment runs but we do not backdate any underpayments. The FEEE Team will email out a link to the late adjustment form for the period after the adjustment task deadline has passed and this will be available to use until the last funded day of the period (please see the [FEEE Calendar](#) for dates). Please be aware that we will not backdate positive payments that took place before the adjustment task deadline, as these should have been included on the headcount or adjustment tasks. It is a provider's responsibility to ensure that you are claiming for all children required on the relevant tasks.

What happens if I have new children starting or leaving after the adjustment task deadline?

Full details of children starting or leaving after the adjustment task deadline has closed should be included as a late adjustment. The FEEE Team will email out a link to the late adjustment form for the period after the adjustment task deadline has passed and this will be available to use until the last funded day of the period (please see the [FEEE Calendar](#) for dates). All providers will be notified via email when late adjustments have been processed (these will usually be paid at some point in the following period) and they will include a payment date.

What happens if existing children change hours after the adjustment task deadline?

Full details of children amending hours after the adjustment task deadline has closed should be added as a late adjustment. The FEEE Team will email out a link to the late adjustment form for the period after the adjustment task deadline has passed and this will be available to use until the last funded day of the period (please see the [FEEE Calendar](#) for dates). All providers will be notified via email when late adjustments have been processed (these will usually be paid at some point in the following period) and they will include a payment date.

What happens if I send a late adjustment in via Anycomms+?

If we receive any late adjustments in via Anycomms+, these will be disregarded. Late adjustments need to be submitted through the Microsoft Forms link that will be emailed to all providers by the FEEE Team after the adjustment task deadline has passed.

What is the difference between the adjustment task and late adjustments?

The adjustment task is the first opportunity for providers to inform us of any changes to their original headcount submission – providers have a minimum of 4 working days to submit this information and you will be paid at the end of the current period. Late adjustments are for any changes that occur after the adjustment deadline has passed. Any changes that are sent through with an earlier date than the adjustment deadline will not be paid in full, as we do not backdate hours that should have either been entered on the headcount or adjustment tasks. The provider has until the end of the period to submit the late adjustments and we aim to get any claims paid in the next period.

How do I send a register / PSOU form or Birth Certificate over to you securely?

You have two options when sending over documentation securely:

- [Provider Portal](#) – you can attach documentation in the ‘Documents’ tab of a child’s record and this will be a secure link – we would encourage all providers to submit a copy of children’s PSOU’s (if there were any issues in relation to the previous headcount submission) and DAF evidence via this route.
- [Anycomms+](#). We would urge providers to submit copies of birth certificates and registers via this route. Please note - members of staff do not have separate logins for Anycomms+. You will have a general login for the setting.

When will I receive the adjustment payment?

Providers will usually receive their adjustment payment approximately one month after the adjustment task has closed. For actual dates, please view the [FEEE Calendar](#).

If I owe money back from the adjustment task, how do I pay this back?

Any monies the setting owe back to the local authority will either be deducted off the next initial / estimate payment / future payment runs until its cleared or will be invoiced by the FEEE Team.

Where can I view my payments?

To view your adjustment payment in the Provider Portal, you will need to log in and access the relevant headcount for the period and click on the 'Adjustment' tab. You can see the total amount due to be paid under 'Paid as Adjustments'. If you click on the arrow to the left of this, you can view the children who have been processed and it will state what is going to be paid for each child. Please also refer to the 'Reason' column as this will show if your original claim has been reduced by the FEEE Team and for what reason. If the system states 'Not Paid' this will be because you owe the local authority funding back and it will show the amount owed in brackets, which will be deducted from your next payment.



Leicestershire County Council, Early Years Inclusion and Childcare Service

County Hall, Glenfield, Leicestershire, LE3 8RF

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