

FACTSHEET – COMMON REASONS FOR UNPAID CLAIMS AND REDUCTIONS OF HOURS

What is an unpaid claim?

An unpaid claim is a FEEE payment that has not been made for either a headcount or adjustment task claim that has been submitted on the Provider Portal.

Any claim that has been **reduced** will state the reasons why in the child's 'Notes' tab on the Provider Portal. If you can resolve the unpaid claim on the next task available, please ensure that the child/ren's hours are increased to what you originally wished to claim and attach the relevant evidence to the 'Documents' tab in the child's record.

If the unpaid claim has been **rejected**, once you log in to the Provider Portal, you will see a notice on your home page stating, 'There are rejected child funding records for Provider: Name of provider'. You will be able to see which children have been rejected by opening the 'Actuals' tab. Any child that has been rejected will have a red exclamation mark next to their name. If you hover over the red exclamation mark, it will say 'Claim Rejected'. You will need to double click on the child's name, which will open the child's summary page. In here, you will see a red box which will state the reason for the rejection. If you can resolve the unpaid claim on the next task available, for example, you forgot to attach the 2-year evidence, please delete the rejected record, do not amend this, as the claim will not be received by us correctly. You will then need to re-add the child again and ensure that the child/ren's hours are increased back to what you originally wished to claim and attach the relevant evidence to the 'Documents' tab in the child's record.

The most frequent unpaid claims reasons are:

The 2-year-old code for families who are in receipt of additional forms of government support (the disadvantaged funding) is not valid:

When parents / carers apply for the disadvantaged 2-year-old funding, they will be issued with a voucher code if eligible, from the local authority. Please do not accept the voucher code without the confirmation email the parent / carer will have received to confirm the child is eligible for funding. It is extremely important that you check the 2-Year-Old Voucher Code is valid before claiming funding, otherwise you will not be paid.

The 2-year-old code for families who are in receipt of additional forms of government support (the disadvantaged funding) – trying to claim before code was effective:

You can only claim 2-year-old funding from the date that the code is valid. If you try to claim before this date, the claim or part of the claim will be rejected. Please refer to the confirmation letter from the local authority which will state the date that the funding can be claimed from.

The 2-year-old code for families who are in receipt of additional forms of government support (the disadvantaged funding) – Child is not eligible for 2-year funding:

You need to provide the local authority with a valid 2-year-old code when applying for the funding on the headcount task. If a code has been issued by another local authority, we will need to see this evidence by submitting the code and supporting official letter / email via the 'Documents' tab of the child's record in the Provider Portal as we will be unaware of these children if they have not previously claimed in Leicestershire.

Too many funded hours have been claimed in a period:

There is a limit on the number of funded hours that can be claimed by each child in each period. For example, the limit in the Autumn Period could be 240 for a child claiming the 15 hours universal offer or an additional 240 hours for a child claiming the Working Parent Entitlement extended offer if the setting is open for 16 term time weeks. If your setting exceeds the maximum hours allowed, they will automatically be reduced.

Reduced as no banked hours available:

You can only claim banked hours if a child has accumulated hours from a previous period. If a child does not have any banked hours, the claim will be reduced.

Two Providers are making a claim for the same child and the maximum number of hours are exceeded:

If two or more settings are claiming for a child and the maximum number of hours are exceeded, we will reduce the claim accordingly and state a reason in the child's 'Notes' tab.

If your claim for the child is fully rejected, you will see a notice on the home page as detailed at the top of this factsheet.

To ensure your claims are rectified in the following task, you must supply the FEEE Team with the child's PSOU form by attaching it to the child's 'Documents' tab in the Provider Portal and increasing the child's hours back up on the adjustment task. If needed, we may also request registers as proof of attendance, this will need to be sent over via Anycomms+. We will also check this information when we complete compliance visits. Always check with parents to obtain accurate information regarding the hours they are claiming for their children at other settings before submitting your claim.

Too Many Weeks have been claimed:

There is a maximum number of weeks that can be claimed for in each period. For example, in the Autumn Period, term time settings may be able to claim a maximum of 16 weeks and settings open all year round that offer stretched funding, might be able to claim 18 weeks. If these weeks are exceeded, the claim will be reduced. Please always refer to the [FEEE Calendar](#) to check the maximum number of weeks you're able to claim for each child within each period.

When processing your claims, the FEEE Team will always look at the weeks your setting has claimed for a child compared to the start and end dates you input. For example, in the autumn period, if you put a start date of the 4th September and an end date of the 8th September but submit 16 weeks, your claim will be reduced to 1 week because of the start and end dates given.

Provider – due to their Ofsted grade, they are unable to claim:

Leicestershire County Council will fund providers rated:

- **Outstanding, Good or 'Met' by Ofsted:** for all children aged 9 months and over who are eligible for FEEE.
- **Requires Improvement by Ofsted:** for all children aged 9 months and over who are eligible for FEEE, excluding children who are entitled to the 2-year-old funding for families who are in receipt of additional government support (known as the disadvantaged funding). Where providers receive a 'Requires Improvement' judgement by Ofsted, funding will continue to be paid for existing eligible 2-year-olds for families who are in receipt of additional government support who have previously been claimed for, however **no new eligible 2-year-olds** entitled to this offer will be funded in that provision until the Ofsted grade is improved upon.

For those providers who are rated **Inadequate or 'Not Met'** the Council reserves the right to withdraw funding. Leicestershire will consider each case individually and act in accordance with its [Removal of FEEE Funding Policy](#).

In all cases, providers must ensure that their grading is improved to that of at least 'Requires Improvement' at the time of the next Ofsted inspection and will be expected to work with relevant officers of the local authority.

My DAF application was rejected. Why?:

Generally, the reason why a DAF application has been rejected is due to the evidence to confirm the child's eligibility is missing i.e., their DLA letter and PSOU form. To rectify this, you will need to reapply in the following task and attach both pieces of requested evidence to the child's 'Documents' tab.

Why have I not received any EYPP for a child?:

One of the reasons why EYPP may not have been paid is if the parent / carer details tab has not been completed correctly. You should ensure that the parent's surname, forename, DOB, National Insurance Number is filled in, as well as the EYPP consent box for ESC check is ticked.

If the child splits their funding between 2 or more providers, please note that EYPP can only be paid up to a maximum of 15 hours per week over 38 weeks. If it has been paid incorrectly to the other setting, you will need to claim the hours on the following task and attach a copy of the PSOU completed by the parent to the 'Documents' tab in the Provider Portal. The FEEE Team will then process this with the next payment run and reallocate the hours so that your setting receives the EYPP correctly.

If a new child is eligible for EYPP following the headcount task submission, a provider will receive a payment based on the total number of hours claimed for up to a maximum of 15 hours per week. However, if a child becomes eligible for EYPP following the Adjustment task, EYPP will only be paid if the child has an increase in hours (up to 15 hours per week) since the previous headcount was submitted, as the system will not allow the local authority to pay EYPP on hours that have already been paid at headcount. If a child becomes eligible for EYPP during the late adjustment period, EYPP will only be paid if the child has an increase in hours (up to 15 hours per week) since the previous headcount and adjustment was submitted.

How to rectify an unpaid claim following a Headcount Task

You will need to action the relevant reason why it was rejected and increase the hours on the adjustment task, if necessary.

How to rectify an unpaid claim following an Adjustment Task

If the provider provides evidence to support a valid claim, we can then increase the hours when you submit a late adjustment form. Please note, we do not backdate funding from before the adjustment task deadline as per our policy if the setting is at fault.



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

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