

FACT SHEET – UNPAID CLAIMS NOTICES

What is an unpaid claims notice?

Unpaid claims notices are notifications that providers receive via Anycomms+ explaining why a FEEE payment has not been made for either a headcount or amendment task claim that has been submitted on the Provider Portal.

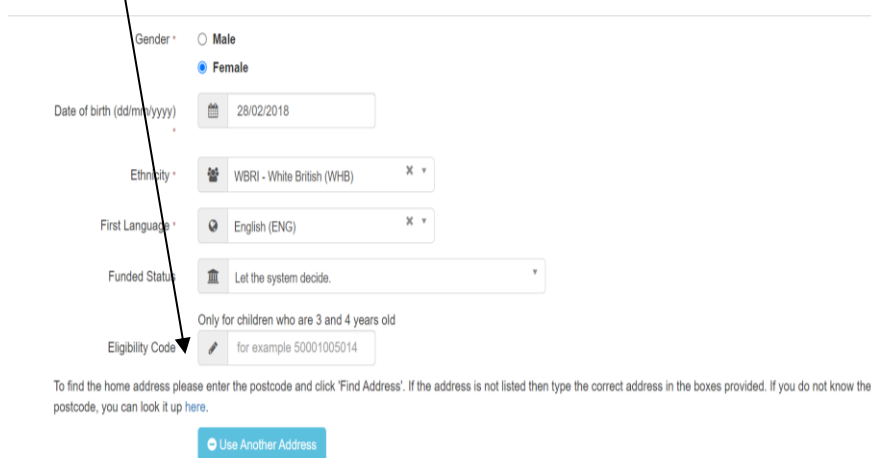
The most frequent unpaid claims reasons are:

A 30 hour code has not been validated on the Provider Portal

A 30 hour claim cannot be processed unless the 30 hour code has been validated on the Provider Portal. There are step by step instructions on how to do this within the Validating 30 hours DERN through Provider Portal user guide which is located on the login page on the Provider Portal.

No 30 hour code been inputted onto the task

The 'Eligibility Code' box on the headcount task is only to be used for those children that have 30 hour codes. This box must be completed with a valid and verified 30 hour code, otherwise funding will not be allocated to the child. We do not require you to enter the 2 Year old code in this box. Please see below:



The screenshot shows a form with the following fields:

- Gender*: Male, Female
- Date of birth (dd/mm/yyyy): 28/02/2018
- Ethnicity*: WBRI - White British (WGB)
- First Language*: English (ENG)
- Funded Status: Let the system decide.
- Eligibility Code: Only for children who are 3 and 4 years old. for example 50001005014

Below the Eligibility Code field, there is a note: "To find the home address please enter the postcode and click 'Find Address'. If the address is not listed then type the correct address in the boxes provided. If you do not know the postcode, you can look it up here." and a button labeled "Use Another Address".

A 30 hour code is not valid

A 30 hour code may also be invalid if it has been inputted incorrectly. It may also be invalid if a parent has given you an incorrect National Insurance Number. The National Insurance Number required must be the same number that the parent used when applying for the 30 hour code on the their gateway account to HMRC. E.g. if Dad applied you will need Dad's NI Number; Mum's NI will be invalid.

The 30 hour code has an incorrect start date

The start date of a 30 hour code must be in date for a valid claim to be made each period.

- Claims for the Autumn Period must have a start date on or before 31st August
- Claims for the Spring Period must have a start date on or before 31st December
- Claims for the Summer Period must have a start date on or before 31st March

The 30 hour code has expired or was not renewed in time

Parents must renew their codes every 3 months via their HMRC gateway account, otherwise their codes will expire. Each code has a start date, expiry date and a grace period. We will only pay valid claims until the end of the grace period and no further.

A 2 Year Old code is not valid

When parents/carers apply for 2 Year Old Funding, they will be issued with a code from the local authority whether they are eligible or not. Please do not accept the code without the confirmation email the parent/carer will have received to confirm the child is eligible for funding. It is therefore extremely important that you check your 2 Year Old Code is valid before claiming funding, otherwise you will not be paid.

2 year 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.

2 year funding – Child is not eligible for 2 year funding

You need to provide the LA with a valid 2 year old code before you can claim funding. 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 Anycomms+, as we will be unaware of these eligible codes.

Too Many hours have been claimed in a Period

There is a limit on how many hours can be claimed by each child for each period. For example, the limit in the Autumn Period could be 225 for a child claiming the 15 hours Universal offer or 450 hours for a child claiming the 30 hours extended offer. If your setting exceeds these hours, the hours 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 rejected.

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 down accordingly. To ensure your claims are rectified, you must supply the FEEE Team with the child's PSOU form and we may also request registers as proof of attendance. We will 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 15 weeks and settings open all year round that offer stretched funding, maybe 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.

Too Young – Child is too young to claim

A child is eligible for FEEE funding the period after their 3rd birthday (or 2nd birthday if they are eligible for 2 Year Old funding). Please see the dates below:

Child's birthday between:	When you can claim
1 st January and 31 st March	From the 1 st April following their 2 nd or 3 rd birthday
1 st April and 31 st August	From the 1 st September following their 2 nd or 3 rd birthday
1 st September and 31 st December	From the 1 st January following their 2 nd or 3 rd birthday

Provider – due to Ofsted grade unable to claim

Leicestershire County Council will fund providers rated:

- **Outstanding, Good or 'Met' by Ofsted:** for all children aged 3 and 4 and eligible 2 year olds.
- **Requiring Improvement by Ofsted:** for all children aged 3 and 4 years old.

Leicestershire will not fund eligible 2 year old children in settings rated as 'Requiring Improvement/Satisfactory' by Ofsted. Where providers already claim for eligible 2 year olds and subsequently receive a 'Requiring Improvement' judgement by Ofsted, **no newly eligible** 2 year olds will be funded in that provision until the Ofsted grade is improved upon. However, funding will continue to be paid for children who have previously been claimed for.

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 funding policy](#).

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

How to rectify an unpaid claim notice received following a Headcount Task

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

How to rectify an unpaid claim notice received following an Amendment Task

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



Leicestershire County Council, Early Years Inclusion and Childcare Service

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For more FEEE information for Providers, please visit our [FEEE Guidance and Policies page](#)