

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 a nil return.

Providers should note that where a headcount task is not submitted, no funding will be paid for the final payment and you may receive an invoice for monies paid in the initial 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, or in the case of 2 year old funding or the 30 hours extended entitlement, a valid eligibility code. Funding will 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.

Frequently Asked Questions

When do I need to complete the headcount?

Providers need to complete the headcount task on the Provider Portal every period. The dates when the headcount task is open can be found on the [FEEE calendar](#). The FEEE Team will also send you 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.

- Access [Provider Portal login page](#) and view the [User Guides](#).
 - 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 fee@leics.gov.uk and we will re-issue them.

Where do I send the headcount to?

The headcount is completed on the Provider Portal when the headcount 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](#) and you will 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 we will assume you do not have any children on your roll and will reclaim all the money we paid you at the initial payment date.

Do I need to complete the headcount if I have received an initial payment?

Yes, if you don't, we will recoup all of your initial payment.

How do I complete the headcount task?

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

Remember, before you add a child that is claiming the extended offer, you MUST verify their DERN codes are valid before entering them onto the task. Please view guidance on the link above. Before adding a new 2 year old child, please ensure you check their code is valid. If they applied through another Local Authority you must upload a copy of their official letter confirming eligibility via AnyComms+.

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 amendment task on the Provider Portal when the task is open. 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 amendment task is open. Please view the [FEEE calendar](#) for actual dates.

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

For any child that changes hours after the headcount task deadline has closed should be added to the amendment task on the Provider Portal when the amendment task is open. 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 amendment task is open. Please view the [FEEE calendar](#) for actual dates.

What happens if a child has left my setting?

If a child has left your setting you must enter the date they left in the end date field on the Provider Portal when the headcount task is open. If you do not do this, you will continue to receive funding for that child and therefore receive an overpayment. You will then have to ensure that you include their end date on the amendment task. We will then have to recoup that money at a future payment point.

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 do not include an end date and the child leaves your setting, you will still receive payment for that child. We 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 amendment tasks.

I am unable to add a child, what do I do?

To add a child onto the headcount/amendment tasks, you will need to log in to the Provider Portal and click on the task available. Near the top of the task, you will see the button 'Add Child'. Click on this and enter the children's details.

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 Provider Portal when the amendment task opens. This is your second chance in the Period to submit your headcount task.

I can't open a form on the system, what do I do?

The headcount/amendment task won't open. You can only access the headcount/amendment tasks and input information onto the Provider Portal when it is open - Please view the [FEEE calendar](#) for actual dates.

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.

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

You can view the previously submitted headcount/amendment tasks on the Provider Portal. There is [guidance](#) on how to view previously submitted tasks on the Provider Portal.

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 amendment task is open. Please view the [FEEE calendar](#) for actual dates. Please note that the local authority may ask you for a copy of the child's birth certificate, so they can amend the records correctly.

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 amendment 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 amendment task deadline, we do not backdate payments after that date.

When will I receive the headcount payment?

Providers receive an advance payment at the beginning of the period, this is called your initial payment. Any changes that occur to your figures during the headcount will be made on the final 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 its cleared.

Where can I view my payment breakdowns?

You can find all your payment breakdowns in the Provider Portal and this will give you the breakdown for most payments. To access, login to the Provider Portal and click on 'Headcount'. You should see a section headed 'My Messages'. If not, click on 'Headcount' in the top tab on the home page and click on 'Reports'. If you have any un-viewed reports, you will see a highlighted number of them waiting to be viewed. If they have been read, click on 'View all messages' and you should see them listed there.

Please note that any breakdowns for deprivation payments made will be in Anycomms+, so you will need to log in and click on 'Download'. If someone has already viewed them, they will have moved into the 'Previously Downloaded Files' Tab and you can access the documents from there. If you are struggling to find reports on the Provider Portal, you may find it useful to read the '[User Guides](#)' we have developed, which can be found on the login page of the Provider Portal at the bottom of the screen.

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

