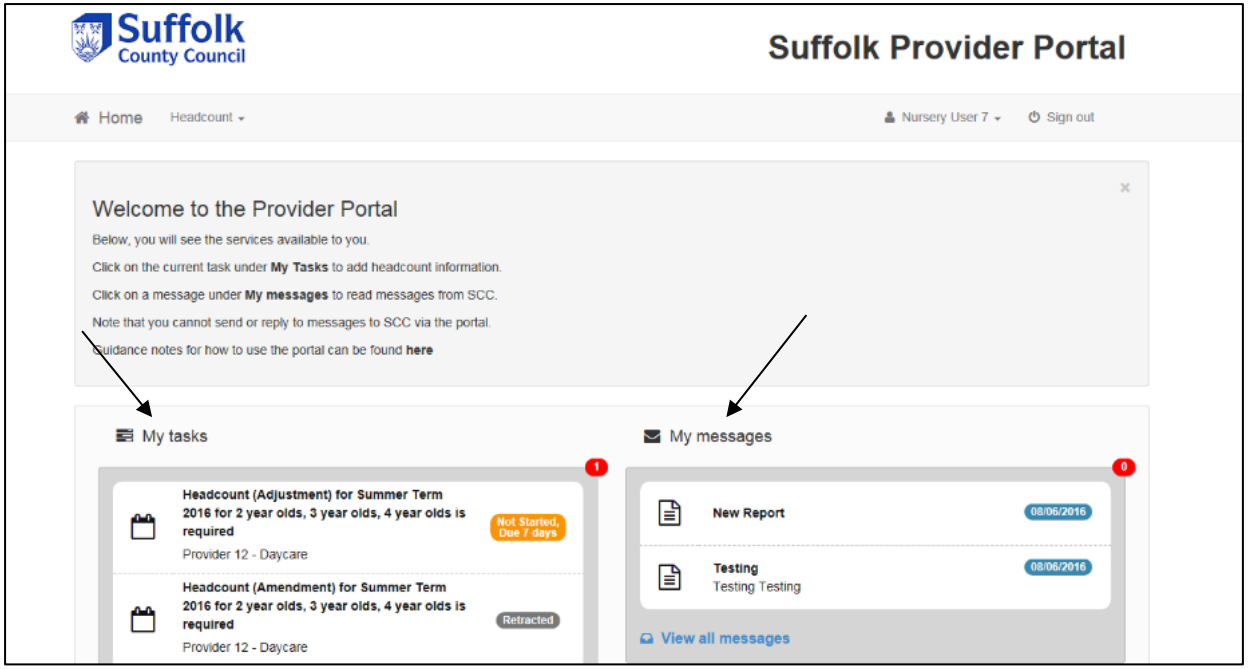
Suffolk Provider Portal Headcount Guidance



After selecting the 'headcount' button on your homepage, or accessing it via the dropdown menu, you will see this screen.

Any currently open headcount tasks will be on the left side, under the heading My Tasks.

You will see your messages on the right, under the heading **My Messages**. Messages that you receive from the Portal could include reminders about open tasks, warnings about outages, and your termly and yearly funding statements. You will receive an email letting you know when a new message is available.

The Portal uses a red-orange-green 'traffic light' system to make you aware of upcoming deadlines and task submission status at a glance. Orange tasks have been started but not yet submitted, red tasks have not been started and are due very soon, while green tasks have been submitted.

If you are concerned about whether your task has been submitted correctly, check the icon next to it – it should be green and state 'submitted'.

Click on a task to open it.

On this page, you will see an overview of your funding claim. You should see all the children that you have claimed for in the previous term – children who are ineligible by age or who did not claim any hours previously will be automatically removed.

This page has several buttons at the top:

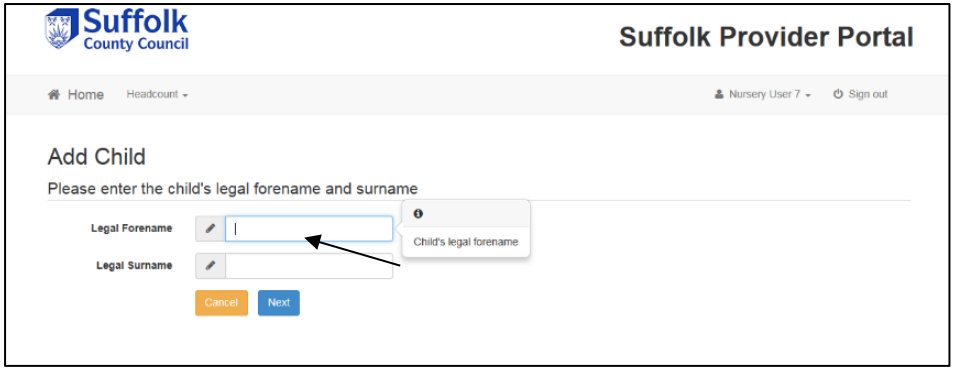
Add Child is used to add new children to your task. You will only need to add new eligible children who you have not claimed for the previous term.

Edit Headcount is used to fill in the hours for your claim. See below for further guidance on this.

Download can be used to download an Excel spreadsheet copy to your local computer.

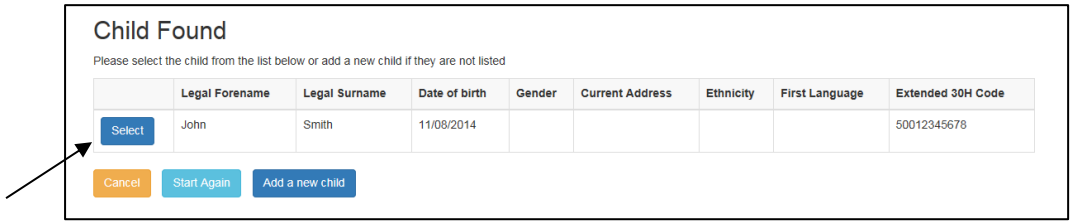
Submit is used once you have finished inputting all your hours to confirm that your task is complete and send it to us for processes. Please remember to submit only once you have added all new children, and completely filled in the hours you are claiming for. Multiple submissions will increase the processing load on Early Years and potentially slow the payment process down.

If you are not claiming for any children this term, you do not have to submit a claim. We will be treating any unsubmitted tasks as a nil claim.



Once you have clicked **Add Child** you will see this page. You must enter the child's **legal forename** and **legal surname** as they appear on the date of birth evidence you have seen. Please enter this information accurately, with proper capitalisation and ensuring the forename and surname are in the correct boxes. This helps with matching the children to our records.

Click **Next.**



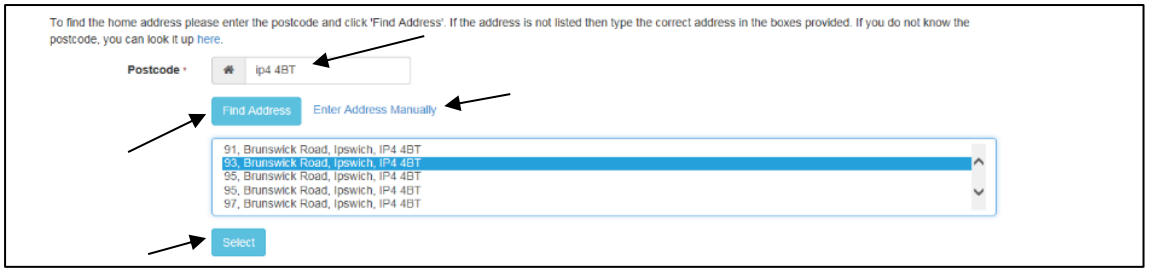
If you are adding a child who you have previously run an extended hours eligibility check for, you will now be asked to link that check to this new child. Make sure that you have typed the name here exactly as it was entered into the checker – otherwise the code won't be linked to the child and you won't be able to claim extended hours for them.

The child's forename and surname will auto populate from the information provided on the previous page.

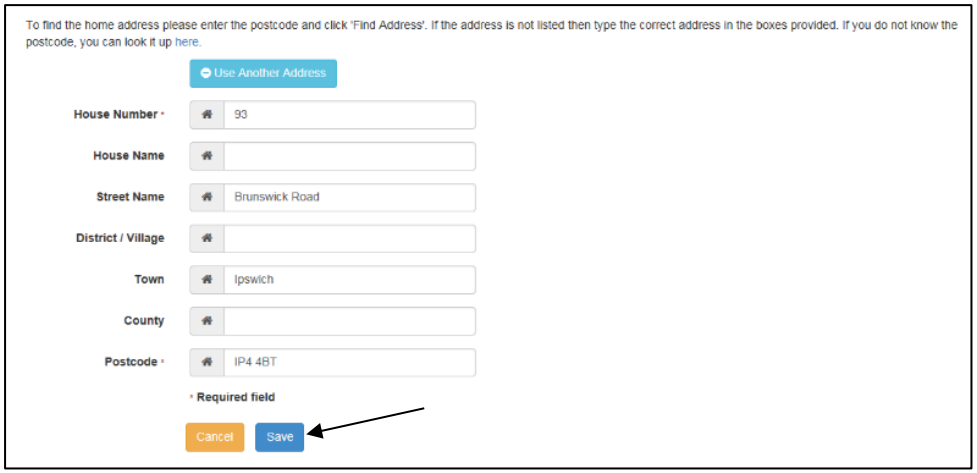
Enter the **legal middle name** if the child has one. If you have a child whose name is too long to fit in any of the boxes, please email provider.portal@suffolk.gov.uk for assistance.

All information marked with a * is mandatory. If the information was not provided by the parent on the PAF, please enter **NOBT – Not Yet Obtained** in the dropdown menus.

Valid **SEN codes** are **N – No Special Educational Needs**, **E – EHC Plan**, and **K – SEN Support.**



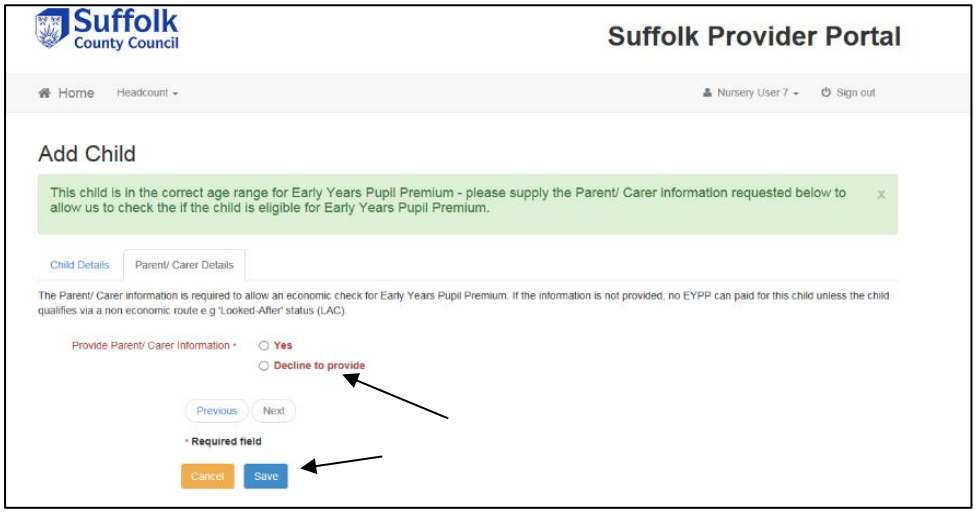
To add a child's address, you must first add the postcode into the **Postcode** box, then click **Find Address**. This will show you a list of all addresses registered on our system with this postcode. You should then select the full address from the dropdown and press **select**.



If the full address does not appear, you can click the **Enter Address Manually** button to type the complete address out. Please only do this if you cannot find it through the Find Address option.

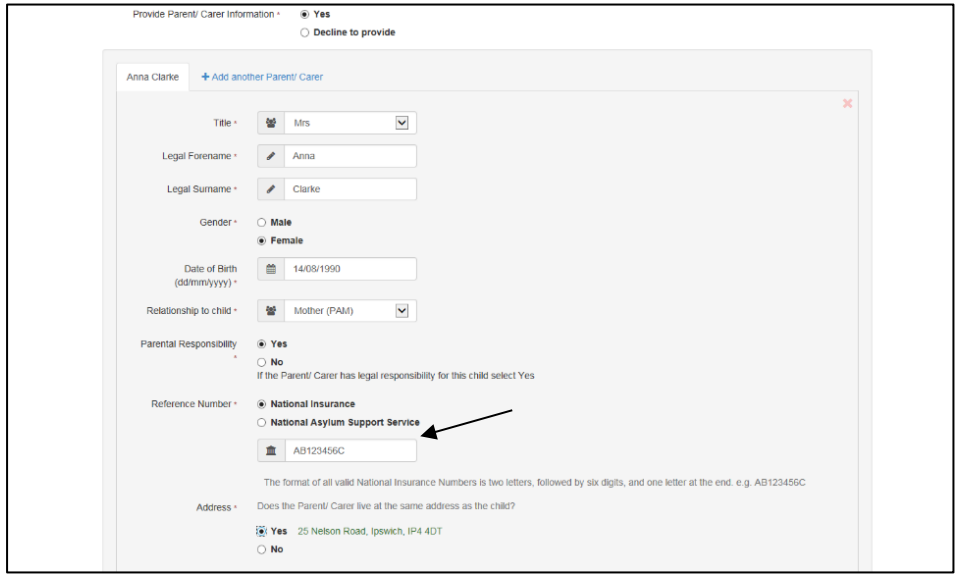
Once you have added the address, check that all the child's details are correct and click **Save**.

If the child is a 2 year old, you will now be taken back to the headcount task. If the child is 3 or 4, you will be directed to the parent/carer information tab. If you have the parent's details, please enter them in the same way you did the child's details. If the parent has not provided you with information, click **Decline to Provide.**



Please remember that EYPP checks are carried out for all children who have parental details, so if you believe a child may be eligible for that additional funding, you will need to get the parent's consent to add their information to the Portal.

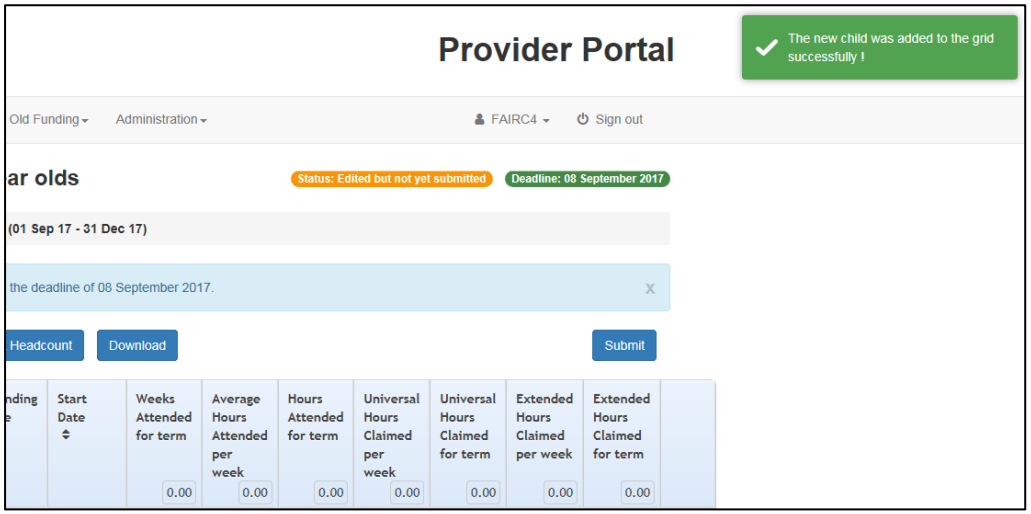
The Portal will **only** check for **economic** EYPP. If a child qualifies through non-economic means you will have to claim by a separate method, explained later in this guidance.



The parent/carer must have signed the declaration on the PAF to confirm they are happy for this information to be shared with the Local Authority. The parent/carer will not be contacted but this information will be held on record for future benefit checks. This is also stated in the Parent Authorisation form. If a parent would like to withdraw their application at any stage and remove their details from our database, please contact the Family Information Service on their behalf and we can do this for you.

The **Reference Number** will be the parent's **National Insurance Number** or **National Asylum Support Service Number**. This number will be used to carry out the EYPP check – **make sure** it is in the right format and correct.

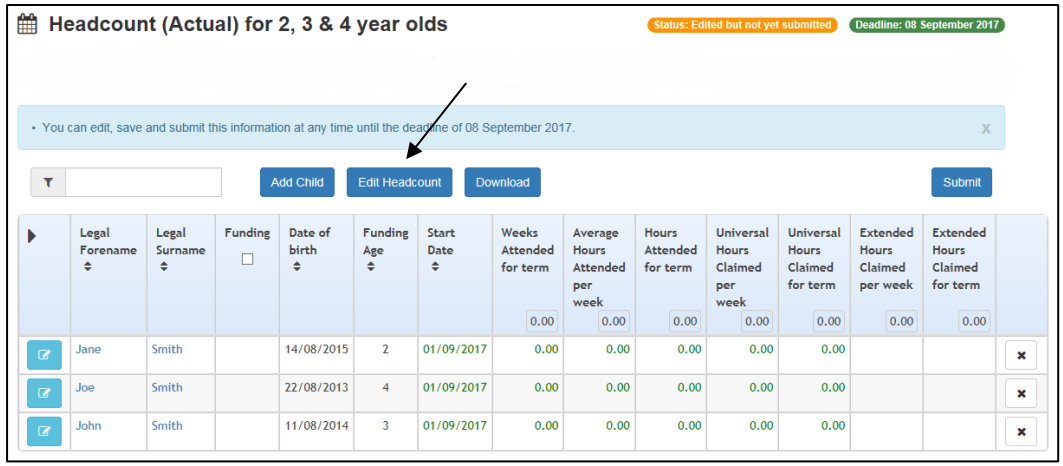
Click **Save**, and you will be redirected to your headcount task.



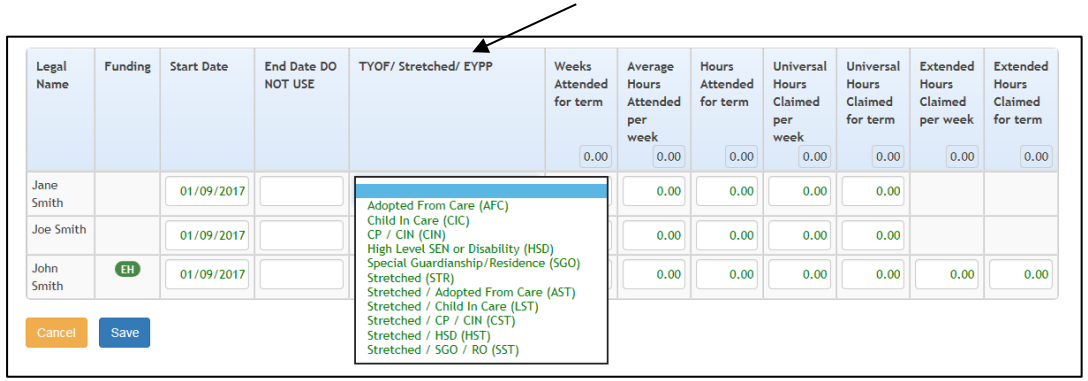
When you have successfully added a child and return to the headcount task, you will see a green notification in the top right of the page that says '**The new child was added to the grid successfully!**'. Look out for this message – if there has been a problem adding the child you will not get this acknowledgement and the child will not appear on the headcount task.

Keep repeating the **Add Child** process until all of your funded children have been added to your task.

If you make a mistake while adding a child, you can remove them from your task with the **X** on the right hand side of their record and re-add them again.



To start adding the hours to your claim, you need to click the **Edit Headcount** button. This will open up all the columns for you to begin inputting hours – you cannot input hours without selecting **Edit Headcount**.

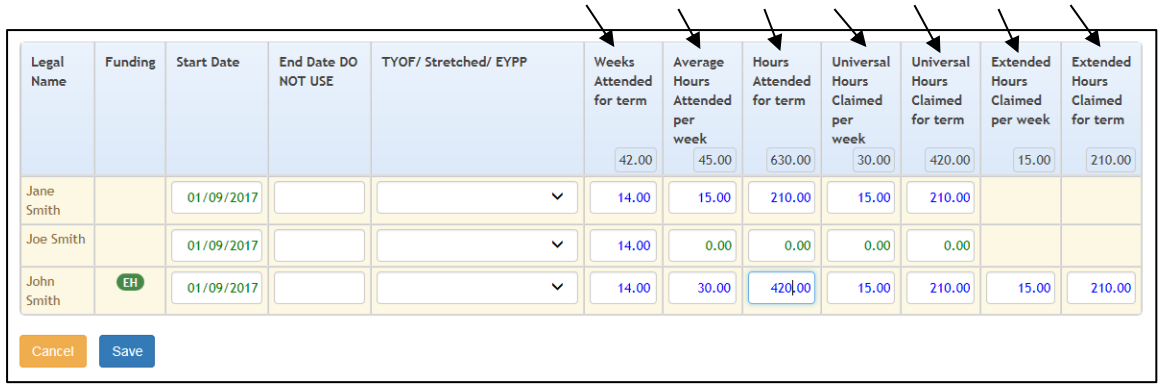


You will now see the editable version of your claim. The **start date** for all new children will default to the start of the term. You should leave the **end date** blank.

If a child is using a stretched offer, please indicate this for our records by using the **TYOF/Stretched/EYPP** dropdown menu.

This menu is also used to inform us of children who qualify for 2 year old funding or EYPP through **non-economic** means. This box does **not** need to be completed it the child is claiming TYOF or EYPP through economic means. The EYPP checker only checks for economic eligibility, so if you have children who qualify through other means and you do not inform us with this menu, you will not get the additional funding for the child.

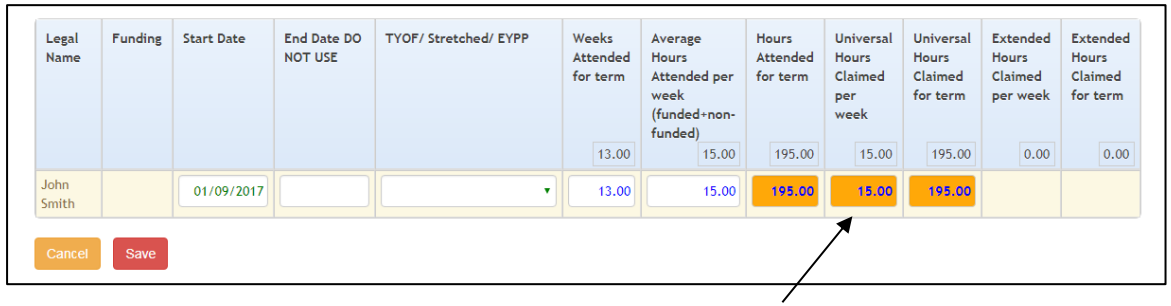
Please note that you will not be able to enter any information into the Extended Hours columns without using the Extended Hours checker to confirm eligibility for that child. Separate guidance for using that checker can be found on CPD Online.



Legal Name	Funding	Start Date	End Date DO NOT USE	TYOF/ Stretched/ EYPP	Weeks Attended for term	Average Hours Attended per week	Hours Attended for term	Universal Hours Claimed per week	Universal Hours Claimed for term	Extended Hours Claimed per week	Extended Hours Claimed for term
					42.00	45.00	630.00	30.00	420.00	15.00	210.00
Jane Smith		01/09/2017			14.00	15.00	210.00	15.00	210.00		
Joe Smith		01/09/2017			14.00	0.00	0.00	0.00	0.00		
John Smith	EH	01/09/2017			14.00	30.00	420.00	15.00	210.00	15.00	210.00

Cancel Save

Weeks Attended for Term – enter the number of funded weeks attended. Term lengths are always 14 weeks in Autumn, 11 in Spring, and 13 in Summer. If a child is accessing a stretched offer, enter the number of weeks in the term they are attending for, not the year. Children that join your setting after headcount week should be claimed for on an additional task, with the weeks attended reduced to match.

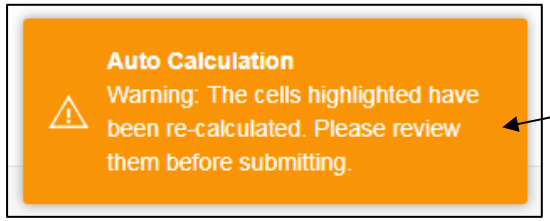


Legal Name	Funding	Start Date	End Date DO NOT USE	TYOF/ Stretched/ EYPP	Weeks Attended for term	Average Hours Attended per week (funded+non-funded)	Hours Attended for term	Universal Hours Claimed per week	Universal Hours Claimed for term	Extended Hours Claimed per week	Extended Hours Claimed for term
					13.00	15.00	195.00	15.00	195.00	0.00	0.00
John Smith		01/09/2017			13.00	15.00	195.00	15.00	195.00		

Cancel Save

Average Hours Attended per week – enter the total number of hours attended by the child per week, funded and non-funded.

Hours Attended for term – this figure will automatically populate based on weeks attended x hours attended per week.



The Portal automatically calculates numbers based on what you have previously put in. Any box that has its value changed automatically will appear as orange – **please check these boxes to make sure the values are correct.**

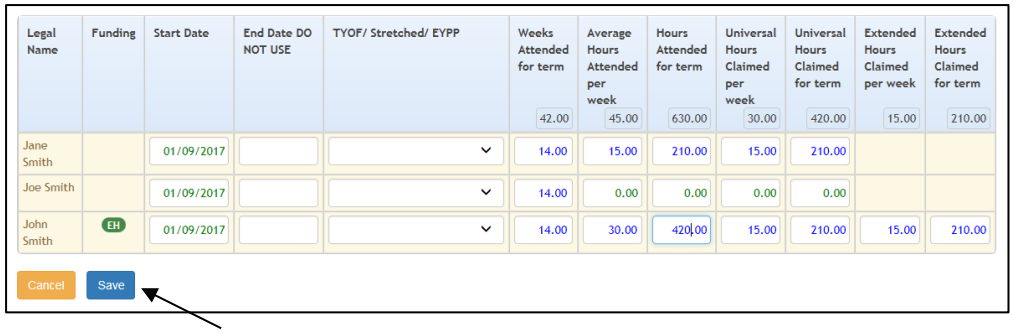
Universal Hours Claimed per week – enter the total number of universal hours you would like to claim for. This field will automatically populate based on the average hours attended, but you can change it if the hours attended do not match the hours claimed.

Universal Hours Claimed for term – this figure will automatically populate based on weeks attended x hours claimed per week.

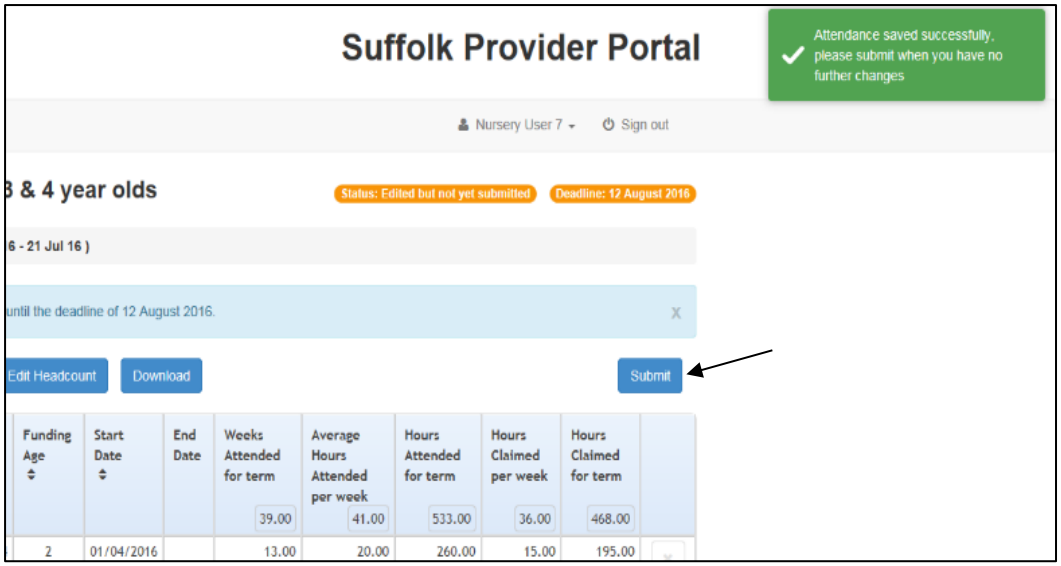
Extended Hours Claimed per week – enter the total number of extended hours you would like to claim for. If the average hours claimed is more than 15, this field will automatically populate with any hours over 15, but you can change it if the hours attended do not match the hours claimed.

Extended Hours Claimed for term – this figure will automatically populate based on weeks attended x hours claimed per week.

Once you have added all the hours for all of your children, and stated if they are using stretched offers or qualify for TYOF or EYPP through non-economic means using the dropdown menu, you can **Save** the task.

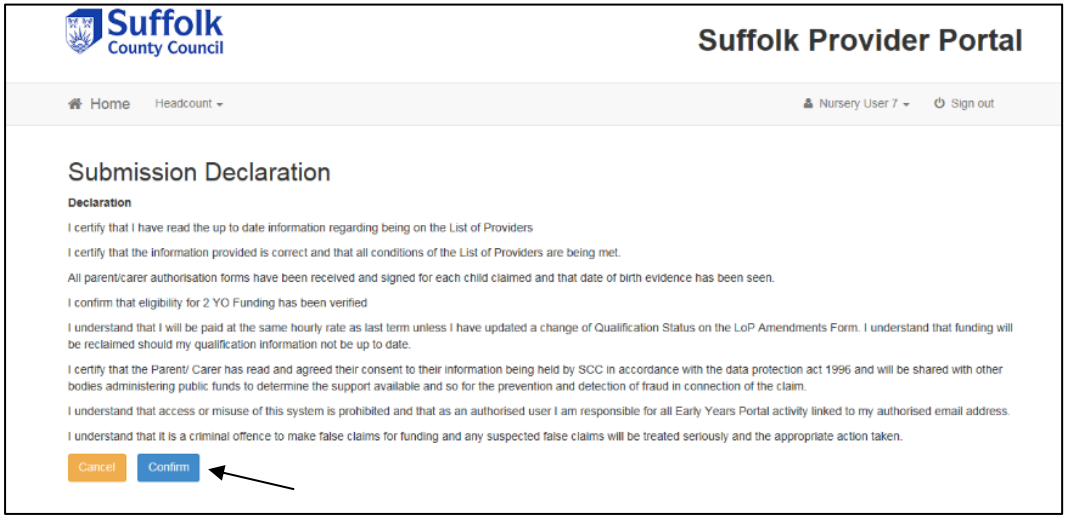


We recommend that you save on a regular basis if completing a large claim to minimise the risk of losing any data entered. You do not need to add all of your data in one go. You can save this task and come back to it as many times as necessary.



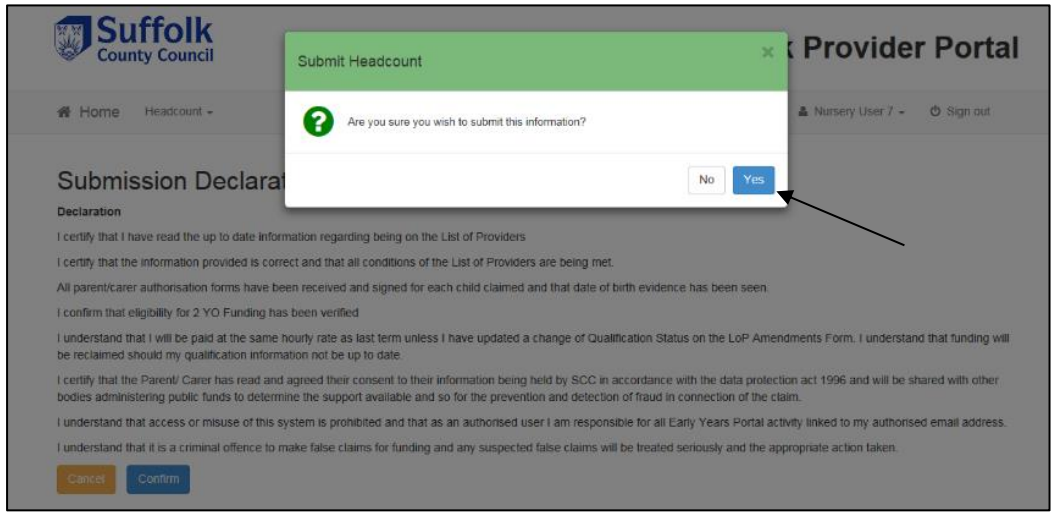
After saving the task, you will be taken back to the previous screen. You should see a green notification in the top right corner that says **'attendance saved successfully, please submit when you have no further changes'**. If you do not see this notification, then your task has **not** been saved – make sure all the hours have been entered and saved correctly before trying again.

When you have added all of your hours, you can **Submit** the task. Please submit your task once, with all the information added. Multiple submissions will increase the processing load on Early Years and potentially slow the payment process down. If you are stepping away from inputting information to come back to it later, just make sure you have saved the information in the **Edit Headcount** screen and exit the task.



Submit your task when you are confident that you have included all funded children and that all the data is correct.

Once you have submitted your task you will see your **Submission Declaration**. Please read this declaration very carefully. You are reminded that it is a criminal offence to knowingly submit any information you know to be false. By clicking **Confirm** you agree to and understand the declaration. You will be personally accountable for any discrepancies that may be found.



This prompt is your last opportunity to confirm you are happy with the information you have provided. Once you click **Yes**, the information will be sent and your funding will be paid up to 30 working days after the deadline date based on the information you have provided.

Once submitted you will get a green notification that says **'Attendance submitted successfully'**. As long as you see this notification, your task has been submitted and received.

If you have any further questions, please consult the Provider Portal FAQs, or the specific guidance available on logging in, using the extended hours checker, or submitting a DAF claim.

If you still cannot find the answer to your query, please contact us by emailing provider.portal@suffolk.gov.uk.