

Over claim and minus balance information for Childcare Providers

Overclaims

An overclaim is where 2 providers or more have claimed hours for a child which exceed the maximum allowed. Any overclaims will need to be addressed on the additional task. **The children affected by an overclaim have had their funded hours set at zero to allow the rest of the payments to be processed. Your registered portal user will be emailed the details of any overclaim/s.**

To rectify an overclaim

Please follow the instructions from the overclaim email:

- Discuss with the parent and the other provider/s to clarify the hours to be claimed by each setting.
- Your registered portal user will need to re-add the hours to your additional headcount task. You will be paid for these hours towards the end of term.

****Important - Please ensure you claim on the additional task for an identified overclaim, there will not be another opportunity to rectify this at a later date.**

A minus balance

This is a situation whereby your actual claim has not covered the amount you were paid in your advance payment, therefore leaving a minus balance. If you are in a situation where there is a minus balance, then you will not receive a payment this time. If you have children to add to the additional task or an overclaim to sort out this may be resolved by the end of term.

If you are in a minus balance situation, then you will not be sent an additional task after half term. Instead, you will be sent another 'actual' task to complete after half term, which means you will need to re-add all of your children's hours. This is because a payment will not have been generated against any of your children, so the additional task would not include them.

If you are still in a minus balance situation at the end of term you will receive an invoice to repay the outstanding amount.

Provider Portal - reminder for users

- Registered portal users **MUST NOT** share their login details. To do so is classed as a data breach.
- Registered portal user absence- if your registered portal user has left your provision or will be absent during the task period, you must let us know **as soon as possible**.
- Please email: provider.portal@suffolk.gov.uk. Failure to let us know will affect our ability to process your claim.
- A £100 administration charge will be applied where a data breach is identified.