

## Over claim and minus balance information for Childcare Providers

### Overclaims

An overclaim is where 2 providers or more have claimed more than the available funded hours for a child. Overclaims will need to be addressed on the additional task. The children affected by an overclaim their funded hours set to zero, to allowing the rest of the payments to be processed. Your registered portal user will be emailed with 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.

### Total hours available per term:

Term	Funded weeks	Max number funded weeks available for stretched offer	Max number of funded hours		Max total available hours
			Universal (15)	Extended (30)	
Autumn	14	17	210	210	420
Spring	11	13	165	165	330
Summer	13	22	195	195	390
<b>Total</b>	<b>38</b>	<b>52</b>	<b>570</b>	<b>570</b>	<b>1140</b>

**\*\*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. If you have children to add to the additional task or an overclaim to sort out this can often resolve your minus balance.

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.

If you need to complete this task to add new children or to fix an overclaim, you will also need to re-add all of your existing children's hours to this task. This is because a payment will not have been generated against any of your children, so the additional task will 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.