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Suffolk Provider Portal Headcount Guidance

Enter the Provider Portal and select the “Headcount” button on the homepage.

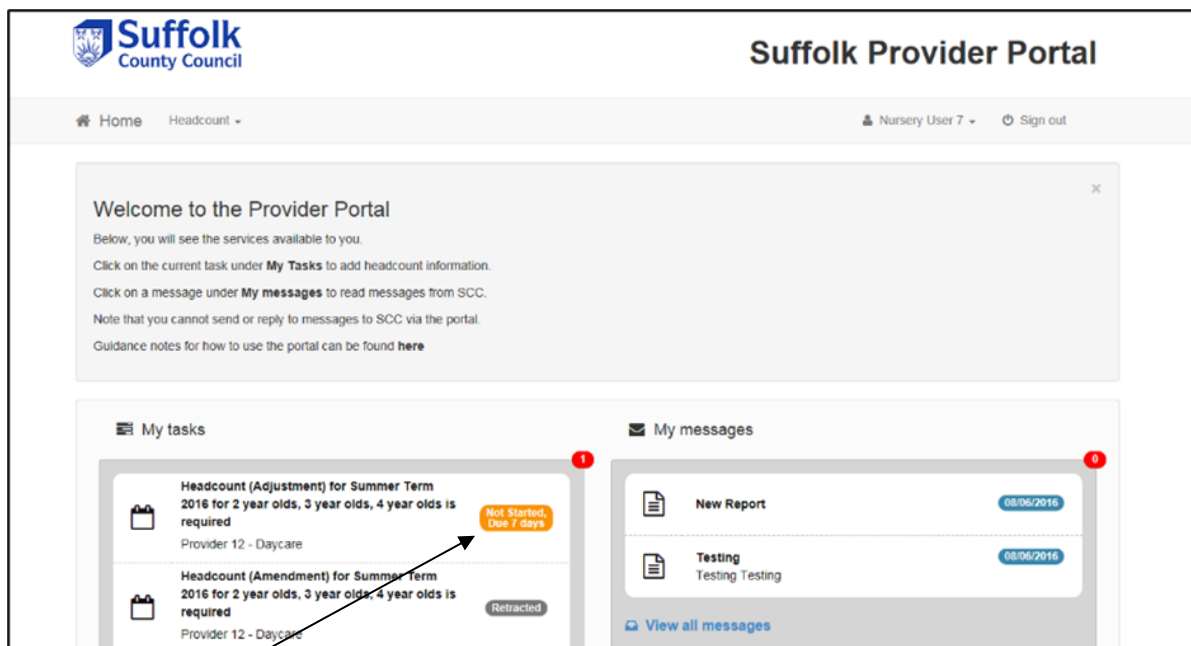
Viewing Your Tasks

Your tasks will be displayed in the box to the left.

Click on a task to open it.

The Portal uses a red-orange-green ‘traffic light’ system to make you aware of upcoming deadlines and task submission status:


- Orange tasks have either not been started and are due soon or have been started but not yet submitted.
- Red tasks have not been started and are due very soon.
- Green tasks have been either not been started and are not due for some time or have been submitted.



Your messages will be displayed in the box to the right.

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 automated email letting you know when a new message is available.




Headcount (Actual) for 2, 3 & 4 year olds
Status: Edited but not yet submitted
Deadline: 08 September 2017

• You can edit, save and submit this information at any time until the deadline of 08 September 2017. X







T

Add Child

Edit Headcount

Download

Submit

	Legal Forename	Legal Surname	Funding	Date of birth	Funding Age	Start Date	Weeks Attended for term	Average Hours Attended per week	Hours Attended for term	Funded/Universal Hours Claimed per week	Funded/Universal Hours Claimed for term	Expanded/Extended Hours Claimed per week	Expanded/Extended Hours Claimed for term	
			<input type="checkbox"/>				0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Jane	Smith		14/08/2015	2	01/09/2017	0.00	0.00	0.00	0.00	0.00			
	Joe	Smith		22/08/2013	4	01/09/2017	0.00	0.00	0.00	0.00	0.00			
	John	Smith		11/08/2014	3	01/09/2017	0.00	0.00	0.00	0.00	0.00			

Overview of Your Headcount Task

On this page, you will see an overview of your headcount task. You should see all the children that you have claimed for in the previous term.

If you are not claiming for any children, then you do not have to submit a claim. We will treat any unsubmitted tasks as a nil claim.

Children who are ineligible by age (too old) or who did not claim any hours previously will be automatically removed from your task.

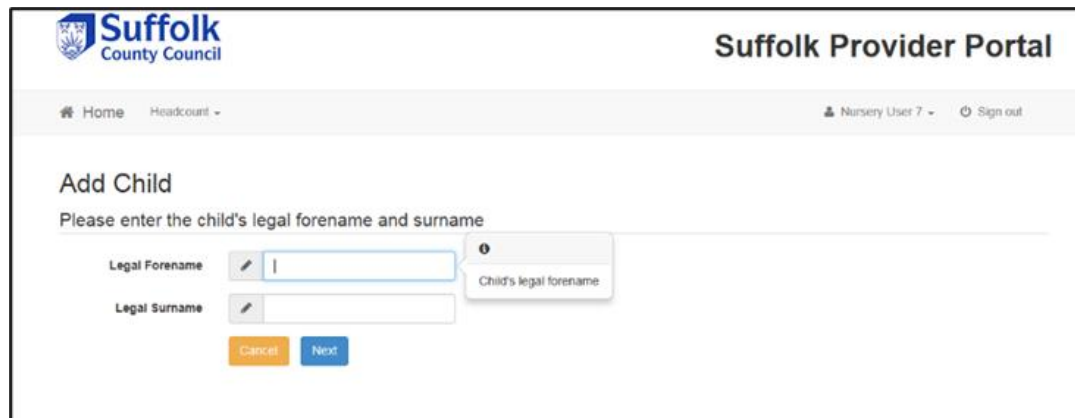
Multiple submissions will increase the processing load on the Early Years and Childcare Service and potentially slow the payment process down.

This page has several buttons at the top:

- **Add Child** is used to add new children to your task. You should not add new 2-year-olds who are eligible under the 'disadvantaged/non-economic' entitlement. These children should be linked to your task. Please refer to the ['Provider Portal Two-Year-Old Checker Guidance'](#).
- **Edit Headcount** is used to fill in the hours for your claim.
- **Download** can be used to download an Excel spreadsheet copy to your 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 processing. Please remember to submit only once you have added all new children and filled in the hours you are claiming for.

Adding a Child to Your Task

- Click the “Add Child” button from your overview.
- Enter the child’s **legal forename** and **legal surname**, as they appear on the date of birth evidence you have seen. This information should be:
 - Accurate.
 - Properly Capitalised.
 - Entered in the correct field.
- Click “Next”.



Adding a Child with Expanded/Extended Hours Eligibility

If you are adding a child who you have previously run an expanded/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 expanded/extended hours for them.

If you are struggling to add the child’s expanded/extended hours, see our [troubleshooting page](#).



	Legal Forename	Legal Surname	Date of birth	Gender	Current Address	Ethnicity	First Language	Extended 30H Code
Select	John	Smith	11/08/2014					50012345678

Add Child

Legal Forename *

 John

Legal Middle Name (s)



Legal Surname *

 Smith

Gender *

☒ Male
☐ Female

Date of birth (dd/mm/yyyy) *



Ethnicity *

 Please select ▼

First Language *

 Please select ▼

SEND Status

 Please select ▼

Adding a Child's Details

- 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.
- All information marked with a * is mandatory. If the information was not provided by the parent/carer 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**.

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.

Adding a Child's Address

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 click **"select"**.

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](#).

Postcode *

[Find Address](#) [Enter Address Manually](#)

91, Brunswick Road, Ipswich, IP4 4BT

93, Brunswick Road, Ipswich, IP4 4BT

95, Brunswick Road, Ipswich, IP4 4BT

95, Brunswick Road, Ipswich, IP4 4BT

97, Brunswick Road, Ipswich, IP4 4BT

[Select](#)

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](#).

[Use Another Address](#)

House Number *

House Name

Street Name

District / Village

Town

County

Postcode *

* Required field

[Cancel](#) [Save](#)

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.

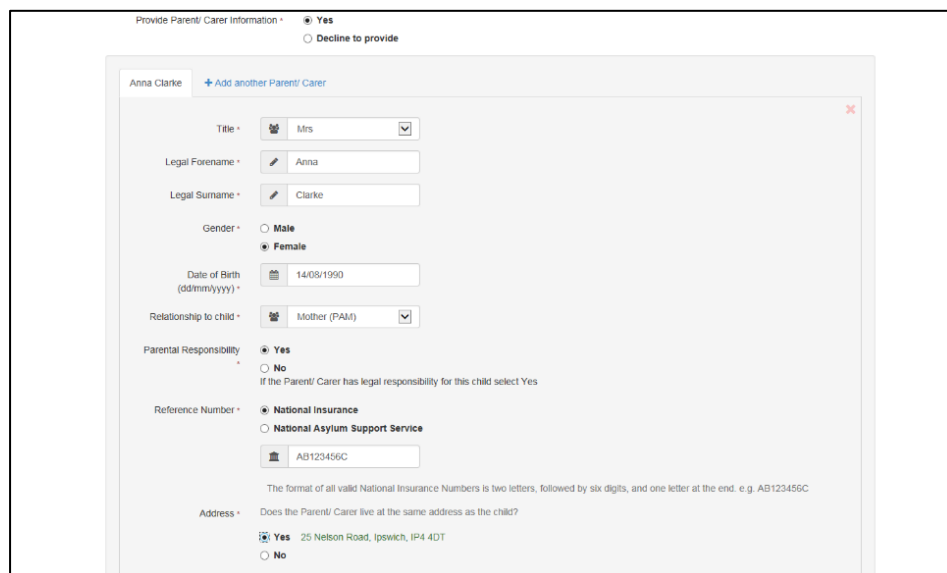
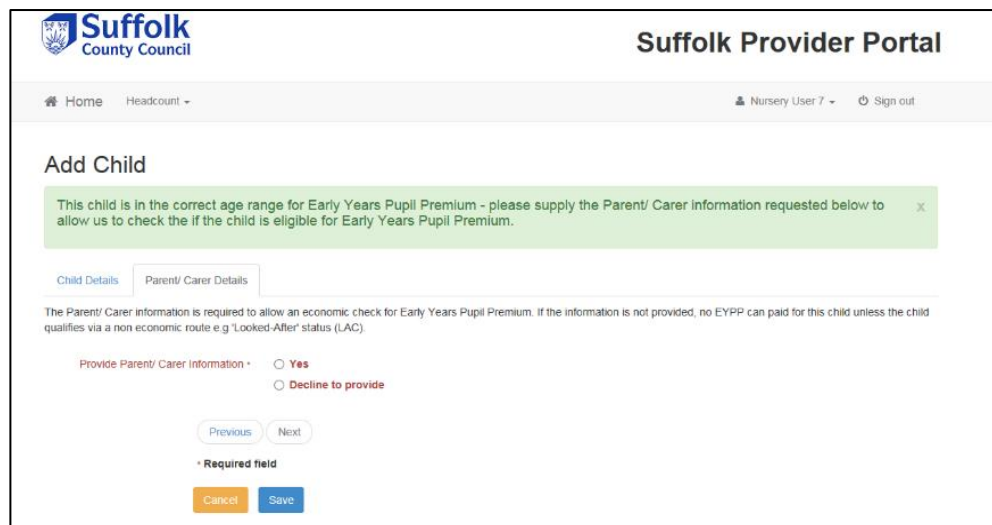
Once you have added the address, check that all the child's details are correct and click **"Save"**.

Suffolk Provider Portal Headcount Guidance

Adding Parent/Carer Details

Next, you will be directed to the parent/carers information tab.

If you have the parent/carers 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**”.



The **Reference Number** will be the parent/carers **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.

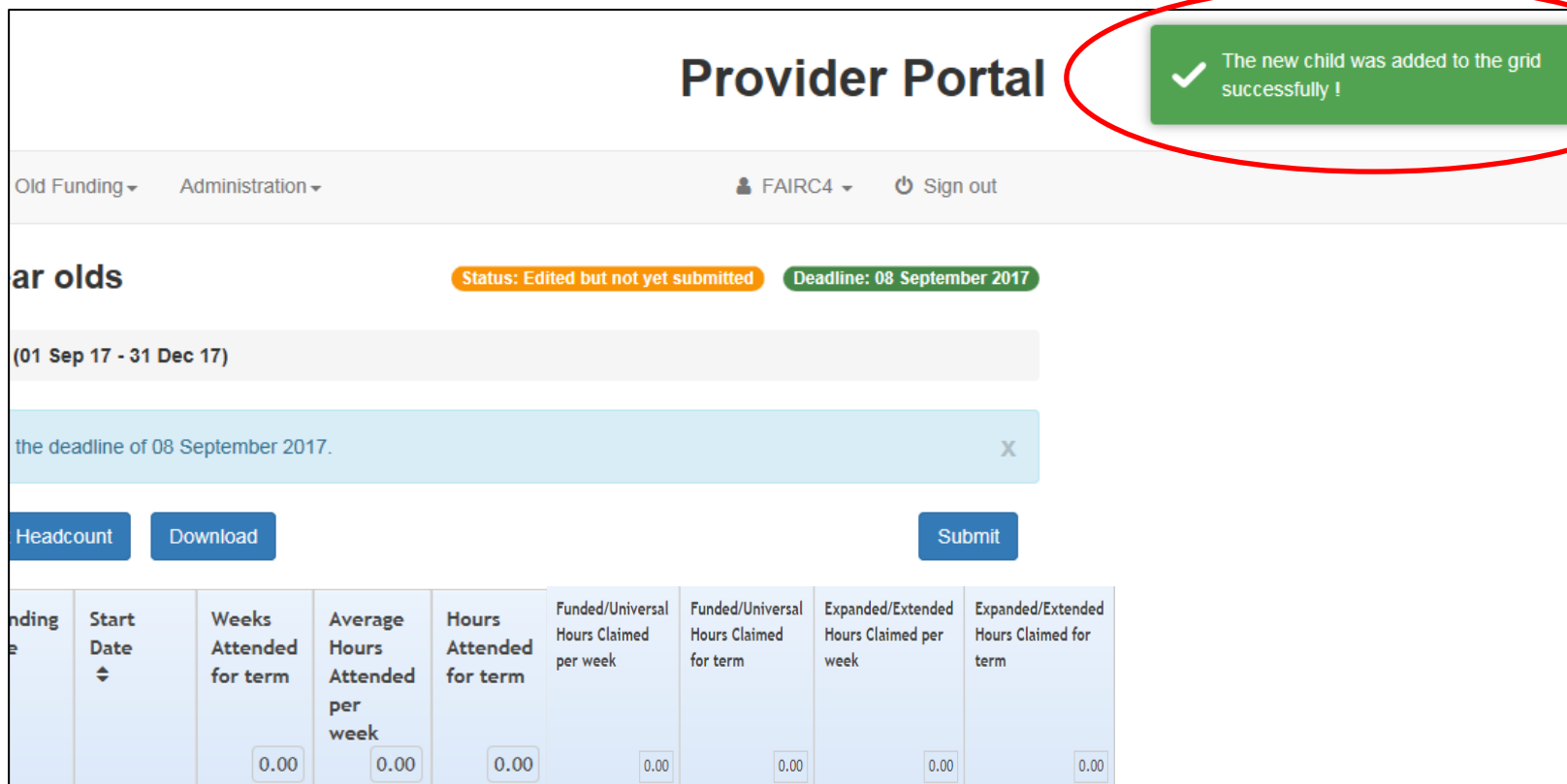
Click “**Save**”, and you will be redirected to your headcount task.

Economic EYPP

EYPP checks are carried out for all children who have parental details added to a task. Therefore, if you believe a child may be eligible for EYPP, you will need to get the parent/carer's consent to add their information. You will only need to enter their details once unless they change – in which case you will need to amend their details on the next available task.

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 Parent Authorisation Form (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 PAF. If a parent/carer would like to withdraw their application at any stage and remove their details from our database, please contact the Early Years and Childcare Service on their behalf and we can do this for you.



The screenshot shows the 'Provider Portal' interface. At the top right, a green notification box with a checkmark states: 'The new child was added to the grid successfully !'. Below this, the user is logged in as 'FAIRC4' and can 'Sign out'. The main section is titled 'ar olds' and shows a status of 'Edited but not yet submitted' and a deadline of '08 September 2017'. A date range '(01 Sep 17 - 31 Dec 17)' is displayed. A blue bar indicates the deadline. Below this are buttons for 'Headcount', 'Download', and 'Submit'. A table with columns for 'Funding', 'Start Date', 'Weeks Attended for term', 'Average Hours Attended per week', 'Hours Attended for term', 'Funded/Universal Hours Claimed per week', 'Funded/Universal Hours Claimed for term', 'Expanded/Extended Hours Claimed per week', and 'Expanded/Extended Hours Claimed for term' is shown. The first row of data has all values set to '0.00'.

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!”**.

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 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.

Edit Task

To edit your headcount task, you need to select “**Edit Headcount**” from your overview.

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, or the date when a ‘disadvantaged/non-economic’ 2 Year Old Funding application was completed.

If you have children on your task who are no longer attending at your setting, please fill in the “**End Date**” column, either with the last day the child attended with you or the last day of the previous term. [Click here for more information on end dates.](#)

Stretched Offers

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

Non-Economic EYPP

The **Stretched/EYPP** menu is also used to inform us of children who qualify for EYPP through **non-economic** means. This box does **not** need to be completed if the child is claiming 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.

Legal Name	Funding	Start Date	End Date	Stretched/ EYPP	Weeks Attended for term	Average Hours Attended per week	Hours Attended for term
Jane Smith		01/09/2017			0.00	0.00	0.00
Joe Smith		01/09/2017				0.00	0.00
John Smith	EH	01/09/2017				0.00	0.00

- Adopted From Care (AFC)
- Child In Care (CIC)
- CP / CIN (CIN)
- High Level SEN or Disability (HSD)
- Special Guardianship/Residence (SGO)
- Stretched (STR)
- Stretched / Adopted From Care (AST)
- Stretched / Child In Care (LST)
- Stretched / CP / CIN (CST)
- Stretched / HSD (HST)
- Stretched / SGO / RO (SST)

Adding Hours to your Task

Legal Name	Funding	Start Date	End Date	Stretched/EYPP	Weeks Attended for term	Average Hours Attended per week (funded+non-funded)	Hours Attended for term	Funded/Universal Hours Claimed per week	Funded/Universal Hours Claimed for term	Expanded/Extended Hours Claimed per week	Expanded/Extended Hours Claimed for term
					26.00	15.00	195.00	15.00	195.00	0.00	0.00
Jane Doe		01/04/2024		✓	13.00	15.00	195.00	15.00	195.00		
John Smith		01/04/2024		✓	13.00	0.00	0.00	0.00	0.00		

The remaining columns are used to input the children's hours. You **must** fill out **all relevant columns**, including the weeks and average hours attended.

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 the additional task, with the weeks reduced to reflect their attendance.

You will be paid based on the Funded/Universal and Expanded/Extended columns only. If you enter figures into the average hours column, but **not** the Funded/Universal or Expanded/Extended hours columns, you **will not be paid for the child**.

You will not be able to enter any information into the Expanded/Extended Hours columns without first using the Expanded/Extended Hours checker to **confirm eligibility** for that child. [See guidance on using the checker.](#)

Suffolk Provider Portal Headcount Guidance

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 and hours attended per week.

Funded/Universal Hours Claimed per week

- Enter the total number of funded/universal hours you would like to claim for.
- The funded/universal hours field will automatically populate based on the average hours attended figure, but you can change it if the hours attended do not match the hours to be claimed.
- Please note: this column will not be able to be populated for 2-year-old children who have not been linked using a 'TYF' code from an eligible 'disadvantaged/non-economic' entitlement application or for 2-year-old children who have a 'working parent family' entitlement code.

Funded/Universal Hours Claimed for term

- This figure will automatically populate based on weeks attended and funded/universal hours claimed per week.

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

Expanded/Extended Hours Claimed per week

- Enter the total number of expanded/extended hours you would like to claim for.
- The expanded/extended hours field will automatically populate for 2-year-olds eligible for the 'working parent family' entitlement based on the average hours attended figure, as long as the Expanded/Extended Hours checker has been used to check the child's eligibility. You can change it if the hours attended do not match the hours claimed.
- The field will also automatically populate for 3 and 4-year old children if the hours attended column has more than 15 hours entered, as long as the Expanded/Extended Hours checker has been used to check the child's eligibility.
- If you have run a check but can't fill in this column, please see the [troubleshooting section at the end of this guidance](#).

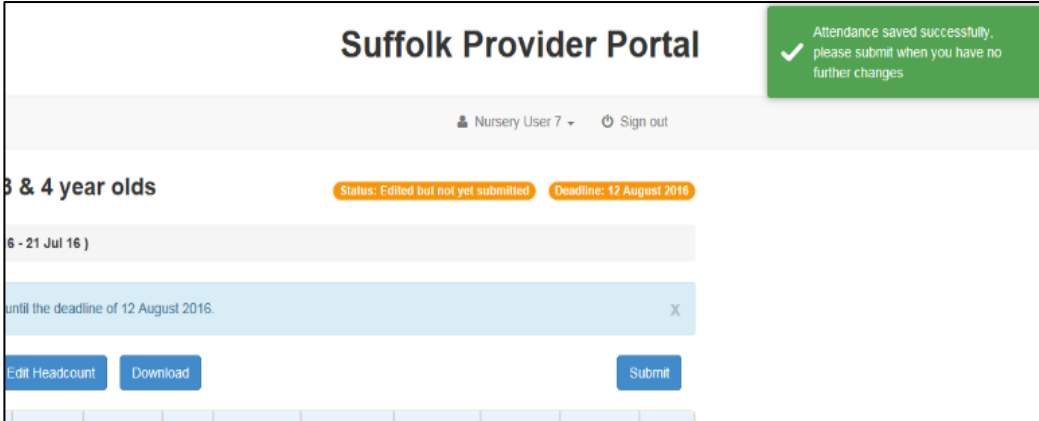
Expanded/Extended Hours Claimed for term

- This figure will automatically populate based on weeks attended and expanded/extended hours claimed per week.

Save Your Task

Once you have added all the hours for all your children, have stated if they are using stretched offers or qualify for EYPP through non-economic means using the dropdown menu, you can **Save** the task (button is at the bottom of the page). A green text box will appear at the top of the page 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.

Saving your task does not mean it has been submitted.



The screenshot shows the Suffolk Provider Portal interface. At the top, there's a header with the title "Suffolk Provider Portal" and a user profile "Nursery User 7" with a "Sign out" button. A green notification box at the top right states: "Attendance saved successfully, please submit when you have no further changes". Below the header, the main content area shows "3 & 4 year olds" with a status "Status: Edited but not yet submitted" and a deadline "Deadline: 12 August 2016". A date range "16 - 21 Jul 16" is displayed. A blue box contains the text "until the deadline of 12 August 2016." with a close button "X". At the bottom, there are buttons for "Edit Headcount", "Download", and "Submit".

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 your data in one go. You can save this task and come back to it as many times as necessary.

Please remember that you must complete every column for every child – we require **all** this information to pay your claims and advance payments.

Submitting Your Task

You are ready to submit when:

- All funded children have been added.
- All columns have been completed.
- Stretched offers have been noted.
- Non-economic EYPP has been noted.

• You can edit, save and submit this information at any time until the deadline of 14 March 2024. X

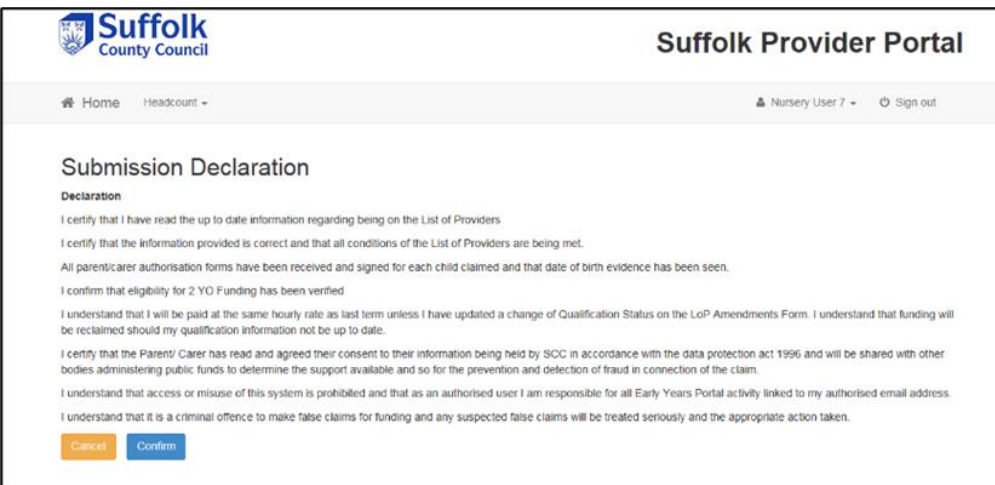
Add Child
Edit Headcount
Download
Submit

	Legal Forename	Legal Surname	Funding	Date of birth	Funding Age	Start Date	End Date	Weeks Attended for term	Average Hours Attended per week (funded+non-funded)	Hours Attended for term	Funded/Universal Hours Claimed per week	Funded/Universal Hours Claimed for term	Expanded/Extended Hours Claimed per week	Expanded/Extended Hours Claimed for term	
			<input type="checkbox"/>					26.00	30.00	390.00	30.00	390.00	0.00	0.00	
	Jane	Doe		31/12/2020	3	01/04/2024		13.00	15.00	195.00	15.00	195.00			
	John	Smith		31/12/2019	4	01/04/2024		13.00	15.00	195.00	15.00	195.00			

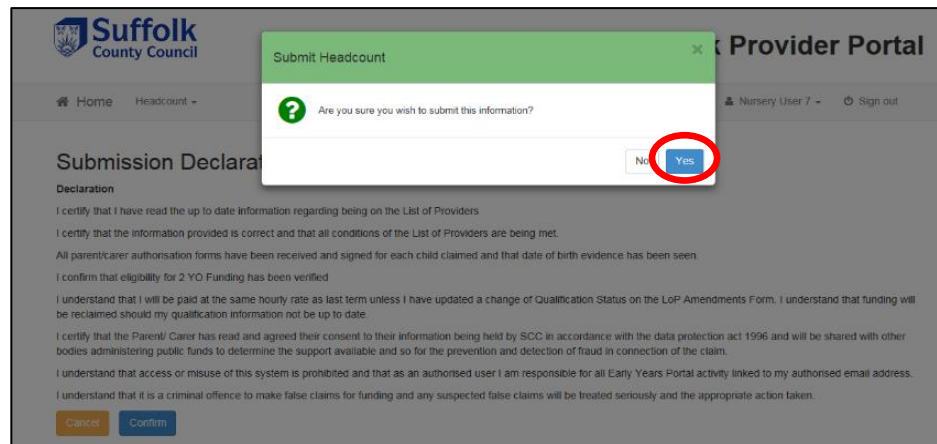
Submit your task when you are confident that you have included all funded children and that all the data is correct.

Suffolk Provider Portal Headcount Guidance

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 false information. By clicking **“Confirm”** you agree to and understand the declaration. You will be personally accountable for any discrepancies that may be found.



The screenshot shows the 'Suffolk Provider Portal' header with the Suffolk County Council logo. Below the header is a navigation bar with 'Home' and 'Headcount' links. The main content area is titled 'Submission Declaration' and contains a 'Declaration' section with several lines of text. At the bottom of the declaration, there are two buttons: 'Cancel' (orange) and 'Confirm' (blue).



This screenshot shows the same 'Submission Declaration' page as the first, but with a green modal box overlaid. The modal box has a title bar that says 'Submit Headcount' and a question: 'Are you sure you wish to submit this information?'. At the bottom of the modal, there are two buttons: 'No' (white) and 'Yes' (blue). The 'Yes' button is circled in red.

When you click “Confirm” you will see a prompt - this is your last opportunity to confirm you are satisfied with the information you have provided. Once you click **“Yes”**, the information will be sent to the Early Years and Childcare Service to process, and your funding will be paid by the deadline on the ‘Payment Schedule for EEF’ on [Suffolk Learning](#).

Once submitted you will get a green notification that says, **“Attendance submitted successfully”**. If you see this notification, your task has been submitted and received.

Troubleshooting

Expanded/Extended Hours Columns

If you have run an eligible check, but the expanded/extended columns do not open on your task, check the following:

Start Date

- Codes that have start dates after the first day of term (01 September for Autumn, 01 January for Spring, 01 April for Summer), will not be eligible until the term after.
- There are exceptions to this known as amber cases, where a parent/carers has tried to reconfirm or get their code before that deadline but has been unable to receive/reconfirm their code because of HMRC having issues or requiring more information. If you believe you have an amber case, please email provider.portal@suffolk.gov.uk with the details.

Grace Period

- Children cannot start claiming expanded/extended hours at a **new setting** if they are in their grace period.
 - For example, a child has joined provider A in the Summer term, with an eligible code that expired on 21 March with a grace period until 31 August. Because the child has not claimed with provider A before, they will be unable to use that code for the Summer term. They will need to reconfirm the code before the Autumn term starts to be eligible for that term, even though the grace period covers the Summer. If the child had claimed expanded/extended hours with provider A during the Spring term, then the grace period would function as normal.

Additional Information

Inputting Stretched Offers

Calculating Stretched Offers

- Guidance on stretched offers, can be found at the link below: [PAF-Stretched Offer-Ethnicity codes – Suffolk Learning](#)
- The guidance also includes a Stretched Offer Calculator, to help you calculate the hours to claim in the portal.

Yearly Stretched Offers

- The Provider Portal will not allow you to claim for an entire year on a task. You will only ever be able to claim up to the total amount of hours available in a term. If you are offering a full year stretched offer, please work out how many hours in total you will need to claim for across the year, and make sure that you claim for enough across the three terms. This might involve you claiming for more hours in one term than the child attends to make sure you get enough hours – this is known as ‘banking’ hours.

Weekly Hours

- It is expected that, when you are inputting a stretched offer, the hours per week entered into the Portal might not accurately reflect the actual attendance pattern of a child. This is especially true when stretching over multiple terms or a year.
- To input these details into the Provider Portal, use the Stretched Offer Calculator to work out what your claim should look like. This is highlighted in section 4 of the Stretched Offer Calculator.

The Stretched Offer Calculator can be found at the link below:

[PAF-Stretched Offer-Ethnicity codes – Suffolk Learning](#)

Shared Stretched Offers

- Please take extra care when inputting stretched offers for children who are also attending at another setting. Make sure that both you and the other setting involved know exactly how many hours you need to claim for within the term before you submit.

End Dates

- Adding an end date to a child's record while a task is open will inform us that the child has left your setting and will stop them reappearing on your future tasks. Please make sure you are only adding end dates to children who have **left your setting**.
 - If the child left your provision during the Autumn term, enter **31/12/(YEAR)**.
 - If the child left your provision during the Spring term, enter **31/03/(YEAR)**.
 - If the child left your provision during the Summer term, enter **31/08/(YEAR)**.

Quick Guide

