Frequently Asked Questions (FAQs)

- Where can I find the dates for when the next Task is due?
  We send a monthly newsletter that includes important diary dates, the maximum capped hours and weeks for the three funding periods and a link to the payment calendar.

- Where do I find the maximum number of weeks available to claim in the next funding period?
  The entitlement is spread evenly over the year and a maximum is set each claim period. The maximum caps are usually in the newsletter. The maximum weeks and hours for universal hours are in the table below.

<table>
<thead>
<tr>
<th></th>
<th>1st January to 31st March</th>
<th>1st April to 31st August</th>
<th>1st September to 31st December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring</td>
<td>165 (11 weeks x max 15 hours)</td>
<td>195 (13 weeks x max 15 hours)</td>
<td>210 (14 weeks x max 15 hours)</td>
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<tr>
<td>Summer</td>
<td>148.2 hours (13 weeks x max 11.4 hours)</td>
<td>239.4 hours (21 weeks x max 11.4 hours)</td>
<td>182.4 hours (16 weeks x max 11.4 hours)</td>
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<tr>
<td>Autumn</td>
<td>38 weeks @ 15 hours = 570 hours</td>
<td>50 weeks @ 11.4 hours = 570 hours</td>
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<tr>
<td>Total</td>
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- What is the difference between universal and extended entitlement?
  **Universal** entitlement – this is the entitlement that all 3 and 4 year olds are entitled to. It is 570 hours a year which is sometimes taken as 15 hours a week over 38 weeks. This is referred to as a non-stretched claim. If parents want fewer hours over more weeks, it’s called a stretched claim.
  **Extended** entitlement – is available to working parents who meet the government criteria. It is an additional 570 hours a year. It can be delivered as non-stretched or stretched, as above.

- What does non-stretched and stretched claims mean?
  All three and four-year-olds can get free early education or childcare for 15 hours a week during term time for 38 weeks per year (non-stretched) or reduce the hours per week to 11.4 and spread them over 50 weeks per year (stretched). The entitlement for the year is 570 universal hours in total.

  Is it possible for two providers to share the funding as a stretched claim and a non-stretched claim alongside one another?
  Yes, it will depend on the number of hours the provision delivering stretch will claim as to the remaining hours for the non-stretched. If you email the EYF team the claim details we can give you an example of how to make the claims.

- The claim I have for a child is following the stretched pattern. In the Summer funding period we will only be open for 19 weeks of the 21 weeks. Can we still claim the maximum capped hours for stretched if we can deliver them over the 19 weeks instead of 21?
Yes, as long as you do not exceed the number of funded hours the Statutory Guidance states you can deliver in any one week. The maximum funded hours that can be delivered in anyone week are 15 universal and 15 extended hours (if eligible).

- The portal ‘reset password’ email I have received does not work - can you reset my password?
  Please try again and apply the following tips. Your USER ID contains four letters (capitals) and four numbers. If you copy and paste the reset temporary password, do not highlight and copy any blank spaces either side of the password or you will paste in blank characters. Or if you take down the password manually, when entering use the shift button rather than CAPS lock. You must use the link in the email to verify yourself and reset the password. The current password requested is the temporary password you have received in the email. If you are still unable to reset your password, please forward the ‘reset password’ email to the EYF team and tell us who you are so we can check your portal account.

- How do I edit an existing child record on task
  If you need to change some details, for example the DOB, for a child who already has a record on your task, you can. Rather than create a new record, there is a pencil icon on the child’s record and if you select this you can edit the child’s personal details.

- How do I view my submitted / in progress tasks after the deadline date?
  Once a task is no longer live to edit after the deadline date, it will no longer display on your provider homepage. You can search for it by using ‘view all tasks’ on your provider homepage, add the provision name in the search field ‘For’ and change the status from ‘current’ to ‘submitted’ or ‘in progress if you did not submit by the deadline, then search.

- What do I do if there’s a child on my task I no longer wish to claim for - can I delete or overwrite the record?
  You can put an end date but do not add any weeks or hours and this will show as a 0 claim. You will not be able to delete the row. Please NEVER overwrite a child’s record on your task with a new child’s details. Each child on your task is linked to a record in the Council’s database. By overwriting a record in your task, you also overwrite it in the Council system.

- Where do I add the code in the portal I have for a funded twos?
  Authorisation codes for funded twos do not need validating so you do not need to add them in the portal. Keep a record of the code on your parent/carer declaration form.

- I am making a claim for a three year old and I need a code for the portal but do not have one - what shall I do?
  It is not a requirement for the eligibility code field to be completed. Not all three year olds have eligibility codes. You do not need an eligibility code to claim universal hours.
I have run a check on an eligibility code in the portal and it states ‘no term available’ - what does this mean?

It either means that the parent missed the deadline dates (December 31st, March 31st and August 31st) for applying or reconfirming to be entitled in this funding period December 31st, March 31st and August 31st or it means the parent has a reconfirmation date (eligible to date) before the funding period starts and eligibility needs to be checked again before the extended hours can be applied.

I have run a check on an eligibility code, in the portal and it states ‘not found’ and to check the details - what does this mean?

The data you are entering in the portal to check eligibility is not matching the data the HMRC hold for this parent/child. Double check the child’s DOB and parent’ NI number and the code.

**Making amendments**, I have submitted my claim and the parent wants to change providers - can we do this?

It is expected that the Provider will negotiate during the first half of the funding period with the parent if they wish to leave their current provision and take up a place elsewhere. The Parent/Carer Declaration states that ‘The provider is not obliged to end the claim without reasonable notification and negotiation unless there are exceptional circumstances’. Please email the EYF team if you need to make an amendment after the [Actual headcount task in the portal has closed](#) has closed. **Please only include the child’s initial and surname in the email.** We will acquire further details securely if needed. We may be able to make it for you before the final payment or send you an amendment task after the payment. You should notify us of all reductions to your claim as soon as you know about them, to avoid over payment and over claims.

If our nominated portal user changes do we need to tell the EYF team?

Yes because the portal account is linked to a named person. If that person is no longer managing the funding data you need to tell us so we can close the existing account and get a new one created for the new nominated portal user.

Childminder payments, what should I do if the funded hours I am claiming significantly change (either increase or decrease)?

The first three payments are based on the hours you submit at interim, your forecast for the funding period ahead. If you make a significant change to the hours at Actual headcount claim, and want these to be reflected in the following three payments, instead of reconciling in the fourth payment, you need to email and notify us. There are over 700 claims and we do not have the resource to check if any claims have changed whilst we are matching and validating claims.

If you have significant changes to your claim after the interim submission, please contact the Early Years Funding team. It may be possible to amend your next payment accordingly. If your claim needs to be reduced because the child doesn’t attend, hours are reduced or a child leaves, please email the team as soon as you know so we can adjust your payments accordingly. This reduces the risk of owing money to the council.
• The EYPP report you sent is blank. I do have a funding claim so why is it blank?

Early Years Funding (EYF) is the claim you make to have the place funded for the child. The Early Years Pupil Premium (EYPP) is paid as a supplement on an hourly rate basis, linked to claimed hours for eligible children. The rate is 0.53p per hour. The EYPP is designed to narrow the attainment gap between young children from low-income families and their peers. All children aged 3 and 4 who meet the eligibility criteria can benefit from the funding.

If you add parent details in the portal, we will run an eligibility check for EYPP based on the economic criteria. This is optional and the parent does not have to provide this detail in order to receive the funded hours. There is an option in the portal for you to select ‘decline to provide’ the information.

If you have a LAC or PLAC child please inform us and do not add parent/carer details in the portal. LAC and PLAC children are eligible for EYPP so we do not want to check eligibility based on the economic criteria.

• What does the ‘Remaining Hours’ on payment schedule mean?

Children are entitled to their 570 hours in each 12 month period from the funding period they become eligible until they reach compulsory school age, the school term following their fifth birthday. If the child has taken up a school place in a state funded or independent reception class, they are not entitled to any funded hours outside of their reception class place.

The ‘Remaining Hours’ can assist in tracking the child’s remaining hours from their 570 allocation. If a child is a January baby, they’re entitled from summer and their hours are tracked summer, autumn and Spring and then a new allocation begins. The hours are not tracked over the academic year.

Children switching providers and switching method of claiming eg non-stretched to stretched may exceed the maximum of 570 hours early in their third funding period. So that this situation doesn’t arise, try to establish how the claim was made previously for new children so that the hours can be managed and refer to the ‘Remaining Hours’ on the payment schedule.

• Why can’t I view my payment schedule from last year?

After the final payment in the funding period we send a payment schedule via the provider portal with an alert email. This gives a full breakdown of your payment and any supplements paid. Please download and save electronically or print off for your records as it will archive after 4 weeks.

• Why can’t I apply for Disability Access Funding (DAF) via the portal? The child is three years old this funding period.

The child will be eligible the funding period after their 3rd birthday. It is not possible to submit a DAF claim for a child until they have an eligible DOB for EYF funding.

A claim can only be made once per year e.g. if the first claim was in spring 2019 the next claim can be made spring 2020

This is by no means meant to be an exhaustive list but does cover some of the key queries we receive on a regular basis. If you have further queries please contact the Early Years Funding Team: eyf@cambridgeshire.gov.uk