

**Frequently Asked Questions for Headcount tasks**

**Working Parent Entitlement codes not working**

* If you are running a check on the portal where the code is showing as ‘not eligible’ or ‘not found’; this will be because the details the parent has provided do not match the details, they entered on the application. This is the only reason why a code would not be eligible, and the parent must contact HMRC to double check the information.

*\*please note: a parent who does not meet the eligibility criteria will not have been issued a code by HRMC, in the first instance.*

* If you have run a check on a code which show is showing as ‘eligible’, but the system is not allowing you to enter the hours, please look at the ‘***eligible to date,***’ of the code. If the code expires before 01/09/2024 then the code is not eligible for the Autumn term and the parent must reconfirm the code before the deadline of 31/08/2024.
* If the child is new to the provision or claiming expanded or extended hours for the first time, please **ignore** the grace period date. The grace period only applies if the child claimed hours with you in the previous term. If a parent does/cannot reapply before you submit your interim forecast, as long as the parent renews the code before the deadline, you can enter the information on the Actual headcount task for the October headcount.

**Funding column on the headcount task**

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| EH | Stands for expanded or extended hours. Any child under the age of 3 entitled to the working parent funding can only currently access the expanded hours columns.  |
| N | The blue N is notifying you that the child is not eligible for the targeted 2YO funding, and they can only claim the expanded hours. |
| P | The green P is informing you that the child is eligible for EYPP. |
| 2 | The green 2 is confirming that the child is or has been eligible for the targeted 2YO funding and therefore you can access the universal/funded hours. |
| EH | The EH operates on a traffic light system* **Green** = the code is not expiring for a while,
* **Amber** = the code is expiring soon
* **Red** = the code is now in the grace period. This is the last term in which you will be able to claim EH for this child. In order to be able to claim EH in the spring term, the parent must reconfirm their eligibility before the 31/12/2024

*Please note: the system will not allow you to enter hours for a child who is no longer eligible.* |