Children Young People and Education Directorate

Submitting an Actuals/Headcount Claim Via the Synergy FIS Provider Portal
- All entitlements

Guidance for Free Early Education Providers

Contents

FEE Team Management Information   Synergy FISO

Introduction

The Synergy Family Information Service (FIS) Provider Portal is used by childcare providers to claim for 9 months + and 2, 3 and 4 year old Early Years funding.
The Portal links directly into the Synergy system that the Early Years Management Information team use to process funding payments.

Eligibility

3 and 4 year olds are eligible for 15 hours over 38 weeks a year or 12 hours over 48 weeks a year (stretched) childcare funding until they are statutory school age (or until they are on a school roll).

Eligible working parents of children between 9 months and 4 years are also able to apply to HMRC for 15 hours of childcare. For 3 and 4 year olds this is in addition to 15 hours per week universal hours.

To apply, each parent needs to be working and earning the equivalent of 16 hours a week at national minimum or living wage and under £100,000 adjusted net income per year. Once confirmed as eligible, HMRC will issue an 11 digit eligibility code per child. Parents will need to take the eligibility code to their chosen provider to secure a funded place. More information is available here: The Working Parents Entitlement - KELSI

If a family is in receipt of certain benefits, they may be able to get up to 15 hours over 38 weeks a year or 12 hours over 48 weeks a year (stretched) free childcare for their two-year-old. This is known in Kent as the Free for 2 or 'FF2' scheme. Parents will be given a 6-digit alpha numeric code to take to providers.
More information is available here: Free For Two (FF2) Funding - Disadvantaged Two-Year-Olds – KELSI

Please note that families cannot claim both Free for Two and Working Parent Entitlement at the same time.

Accessing the Provider Portal via Kelsi

When you receive an email from the Early Years Management Information team advising you that the Provider Portal is open for submission you will need to login to the system to submit your claim.

Please always log onto the Portal through this Kelsi page and not through a saved link as this can cause problems in submitting:
https://www.kelsi.org.uk/school-management/data-and-reporting/management-information/early-years-free-entitlement

Once this page has loaded, please scroll to the section "Synergy Provider Portal" and use the link to log on.

Synergy Provider Portal
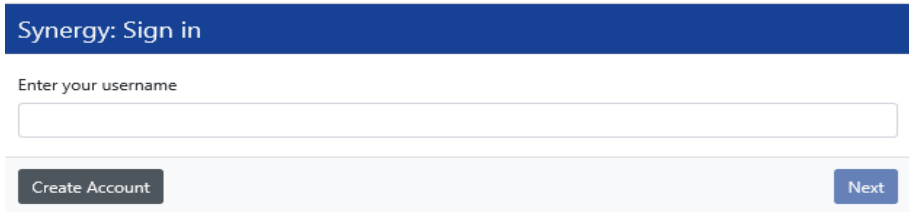
Please use the link below to access the provider portal:

- Synergy FIS Provider Portal login ↗

Logging onto the Provider Portal

When you open the link, please enter your "User Name" as shown below. The "User Name" is the 6-digit DfE URN for your setting.
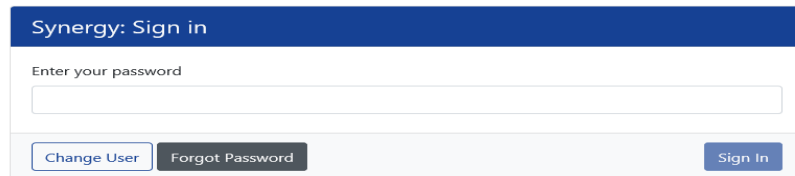**Please <u>do not</u> use your email address.**
Click on Next.

Synergy: Sign in

Enter your username

[   ]

Create Account   Next

Enter your 'Password' as shown below.
Click 'Sign In'.

Synergy: Sign in

Enter your password

[   ]

Change User   Forgot Password   Sign In

If you cannot remember your 'password' you can reset this. Please refer to the 'Synergy Passwords' document on KELSI for details on how to do this.
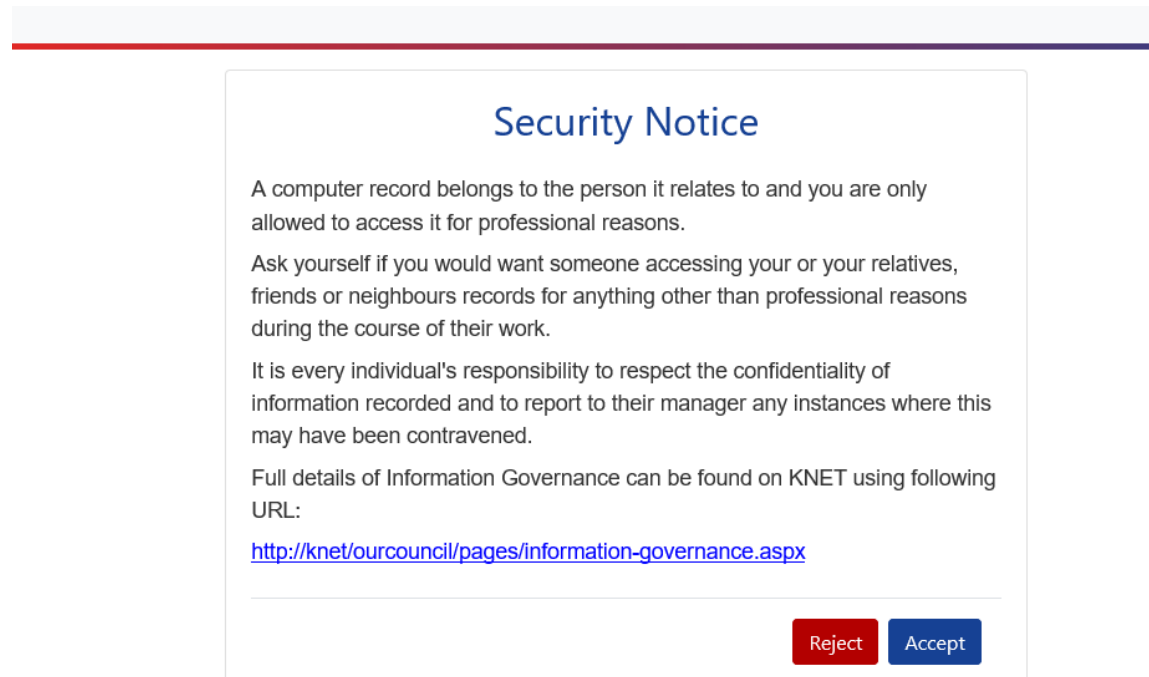If you have locked your 'password', please telephone or email the Early Years Management Information team on 03000 421612 or miearlyyears@kent.gov.uk and we will reset this for you.

If you type either your user name, password or both incorrectly, you will see "Username or Password are invalid" . **You cannot go back a stage to the user name screen, so click on the Provider tab to close the link and re-open it again from the Kelsi page.**

Should you need to change your password, please remember that passwords must be a minimum of 7 characters in length, contain at least one capital letter, one number and cannot be the same as the "User Name". Please be aware that the same password cannot be used more than once.

Security Notice
Once you click on "Sign In", you will now see this screen:

Please click on "Accept". A message will appear saying "redirecting you". This will take a few seconds and then the 'Home Screen' will be displayed.
If you accidently click on "Reject", it will sign you out and you will need to log in again.

Home Screen

Once you have logged in the 'Home Screen' will be displayed.
In the top right-hand corner you will see a button with "EY".

If you click on the button it will give you two options:
* "Account Management" if you wish to change the password;
* "Sign Out".
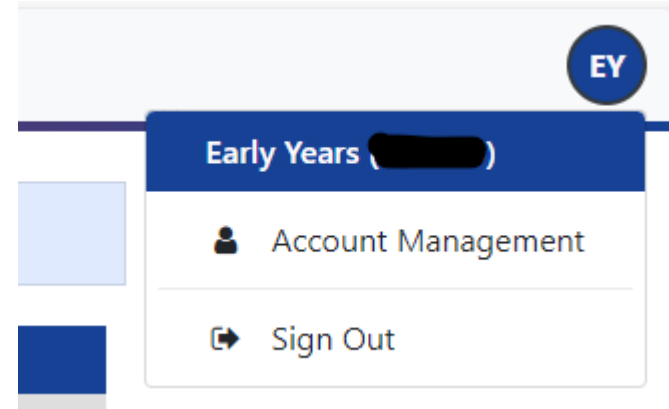
You will now see three tabs; 'Home', 'Forms' and 'Funding'. Various notifications and messages will also be displayed on this screen from time to time.

To submit headcount data, click on 'Funding'.

Funding Deadlines

The latest funding calendar, which can be found on KELSI using the link below, shows all the submission date deadlines for the term.
https://www.kelsi.org.uk/school-management/data-and-reporting/management-information/early-years-free-entitlement

FEE Team Management Information   Synergy FISO

Claiming Funding

The Funding screen will be displayed which has five tabs at the top of the screen: 'Summary', 'Estimates', 'Actuals', 'Adjustments' and "Eligibility Checker".

Home	Forms	**Funding**

Summary Estimates Actuals A...ents Eligibility Checker

Summary Head Count Records for 2024 - 2025 - Autumn

2024 - 2025
Autumn
2023 - 2024
2022 - 2023
2021 - 2022
2020 - 2021
2019 - 2020

Funding Type

2 Year Olds - Disadvantaged (FF2)

2 Year Olds - Working Entitlement

3 & 4 Year Olds

9 Months + Working Entitlement

Please note: for 2024-25 the different 2-year-old entitlements have been split into separate funding types. Continuing children should appear under the funding type that they claimed under in the previous term.

Opening Actuals/Headcount (to submit new starters & continuing claims)

Select the relevant term (1)
Select the appropriate funding (2)
Select the **Actuals** Tab (3)

Ensure that the right term and funding type has been opened, if not click on 'CHANGE' to go back to the Summary and select the correct term and funding type.

Continuing Claims

A list of children claimed by your setting last term, that are still in the eligible date of birth range for the new term, will appear.
You must work through this list before adding any new children to the system.

Deleting existing children

Firstly, please check if any of the children have either left your setting, or are no longer claiming the funding with you.
If they need to be deleted, click on the black X to remove them from the list.

Submit Actual: 2024 - 2025 Autumn - 3 & 4 Year Olds CHANGE

⚠️ In grace period

Add Child   Send Claim

	Status	Child	Funded Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
✕		▬▬▬ -Nov-2020)	0.00	0.00	£0.00		28-Nov-2023 - 20-Mar-2024 Grace Period: 31-Aug-2024
✕		▬▬▬ Sep-2019)	0.00	0.00	£0.00		12-Jun-2022 - 18-Mar-2024 Grace Period: 31-Aug-2024
⚠️ ✕		▬▬▬ Nov-2020)	0.00	0.00	£0.00		13-Jan-2024 - 07-Jun-2024 Grace Period: 31-Dec-2024

The following message will appear. If the child is no longer claiming with you and you meant to delete them, click on the 'Yes' button.

The backward black arrow and 'Awaiting LA Deletion' will now show next to the relevant child's name, as shown.

Once this task is complete, you will now have the children that are continuing with you from last term to amend.

Adding the funded hours to continuing children

Synergy will <u>not</u> carry forward hours/weeks from previous terms. Therefore, you now need to add the details of the funded hours and weeks to the rest of the continuing children already on your list. If you do not work on any children's records the "Send Claim" button will be greyed out", so you are unable to send the claim.

Click on the child's name and it will open up their record on the summary tab:

Select the **Child Details Tab** and check that the information shown is still correct. Please make sure all mandatory fields marked by an asterisk (*) are still completed, as you amend any details.

If a child has changed their name by deed poll or following the completion of an adoption order, please contact the Early Years Management Information team on 03000 421612 for guidance. **Please do not amend the child's name in the Provider Portal. If names are overwritten in the Provider Portal, it could lead to funding being missed for children. See page on "Notes".**

Please <u>do not</u> make any changes to the "SEN COP Stage" box shown below. This information is determined by KCC's SEN Team and they will alter it if needed.

If the child's address has changed, click the blue 'Update Address' button. Enter the name/number of the address in the 'Primary' box and then enter the postcode. Click 'Search'.

If the address is correct, click 'Confirm'.

Otherwise, click 'Enter Manually' if you are sure the address and postcode are correct. You will need to click 'Confirm' once you have entered all lines of the address.

Select the **Parent/Carer Details Tab** and check that the information shown is still correct, if information was previously input.

<u>Completion of this tab is mandatory for children who are eligible for the Working Parent Entitlement.</u>
Part 6 of the Parental Declaration form must be completed and Part 7 must be signed by the parent before completing this section.
Enter the Parent names and National Insurance number and <u>tick the consent box for checking eligibility for the Working Family Eligibility Check.</u>

You must have carried out a Working Parent Entitlement validation check through the KELSI website prior to claiming the extended hours in this section.
If the child is not eligible for the extended hours, the completion of this tab is optional, but you will need to either complete all the fields or leave it blank.
Partner details do not need to be completed.

Early Years Pupil Premium (EYPP)

Please note that the process for claiming EYPP has changed. In order to claim EYPP under the economic criteria, you must complete the Parent / Carer Details including the parent names, National Insurance number and parent DOB. Tick the consent box for checking eligibility for EYPP (Early years Pupil Premium).

Part 6 of the Parental Declaration form must be completed and Part 7 must be signed by the parent before completing this section.

| Summary | Child Details | Parent / Carer Details | Funding Details | Notes |

Entering Parent/Carer details enables us to check whether the child is eligible for Early Years Pupil Premium (EYPP) funding, and whether the child is eligible for expanded hours.

Please ensure you input details for all records that have given their permission to do so, as this ensures you receive the additional funding. Please also ensure that the correct consent boxes are selected as per the usage of the details.

Parent / Carer Details

Field		**Partner Details**	
Forename	▆▆▆	Forename	
Surname	▆▆▆	Surname	
DOB	▆▆▆	DOB	
Email		Email	
Contact Number		Contact Number	
☑ NI or ☐ NASS Number	▆▆▆	☐ NI or ☐ NASS Number	

| Tick to give consent to Eligibility Checking for | ☑ EYPP
☐ Working Family Eligibility | Tick to give consent to Eligibility Checking for | ☐ EYPP
☐ Working Family Eligibility |

Save   **Cancel**   *denotes mandatory fields

Select the **Funding Details Tab** and the following screen will show. Mandatory fields are marked by an asterisk (*), including non-funded hours.

Please note:
The Funding Details start and end dates are set for the academic period, as defined by the Department for Education. The start date is the date **the Child started** in that term. This may not be the first day of term, however, it must be during Headcount Week. **Please be aware that if an inputting error is made, the term dates will return to the default, so please ensure these dates are correct before submitting your information.**

The red box shows the maximum hours that can be claimed each week and the maximum termly hours.

Please check that the tab is showing the correct number of weeks for your setting based on whether you are claiming over 38 weeks or 48 weeks.
For any children stretching the funding, where you are claiming as a 48-week pattern, the Stretching Entitlement box will show.

If you cannot see this box, please contact the Early Years Management Information team and we will update Synergy for you.

The maximum weeks for each term are as follows:

38 Week Offer			48 Week Stretched Offer	
Autumn Term	14 Weeks		Autumn Term	16 Weeks
Spring Term	11 Weeks		Spring Term	14 Weeks
Summer Term	13 Weeks		Summer Term	18 weeks

Please note, the 'Funding Details' tab has some differences, depending on the type of funding that is being claimed for the child.

Currently, 3&4 year olds can all claim universal hours (funded hours in Synergy) and some can claim Working Parent Entitlement hours which are listed as 'Extended Hours' in Synergy.

2-Year-old Disadvantaged Funding (Free for 2) is entered in the 'Funded Hours' box.

All other Working Parent Entitlement funding is entered in the 'Expanded Hours' box.

Instructions 1 to 6 on the coming pages are for all claims but instructions 7 onwards will vary slightly depending on the funding type. Please ensure you are following the correct list.

ALL CHILDREN:

(1) Click on the "Default Term Dates" blue button and the dates for the academic period, as defined by the Department for Education, will populate. **Please change this** to reflect the start and end dates of the child's funding pattern for the term using the drop-down calendar to enter the dates. **Please do not type the dates, as this will cause an error.**

(2) Ensure that "Weeks Attended in Term" is correct and amend if necessary.

(3) In the **Spring Term only,** please tick the "Present during Census" box. If this is not ticked, we cannot guarantee that a payment will be processed.

(4) If the child attends your setting for more than 1 day a week, tick the "Attends Two Days or More" box. If a child attends your setting for 1 day only, they may claim a maximum of 10 funded hours a week. **A common error occurs here when providers do not tick this box and they are then told they cannot claim more than 10 hours.**

(5) **"Nominated for DAF" must be set to No**. Please note Management Information do not use the Synergy system for DAF (Disability Access Fund) applications. Please use the link to Kelsi to download an application form here: [Claiming EYPP and DAF - KELSI](#)

(6) If your setting offers stretched funding and the child is accessing their funding over the 48-week pattern, tick the "Stretching Entitlement" box. The number of weeks must also be amended in line with the 48-week pattern of funding (see page 17).

| Summary | Child Details | Parent / Carer Details | Funding Details | Notes |

Funding Details

Start Date*	01-Sep-2024
End Date*	31-Dec-2024

Default Term Dates

Weeks Attended in Term*	0.00
Present during Census	☐
Attends Two Days or More	☑
Nominated for DAF*	○ Yes ◉ No
Stretching Entitlement	☐

Funded Hours per Week

Hours*	0.00

Extended Funded Hours per Week

Extended Hours*	0.00
Eligibility Code	50_____

Check Eligibility Code

Eligible for Extended Hours	☐

Total Funded Hours per Week

Total Funded:	0.00

(7) **For 3&4 year olds,** enter the amount of Universal hours the child is claiming funding at your setting in the 'Funded Hours per Week' box. **You must always add hours to this box, if you are claiming funding.**

(8) Complete the attendance days.

(9) Complete the "Non-Funded Hours per Week" box if there are hours the child attends at your setting that the parent pays for. If the parent does not pay for any additional hours, please leave as zero.

Extended Entitlement. Please ensure that the "Parent/Carer Details" Tab has already been completed. You must have carried out a Working Parent code validation check through the Kelsi website prior to claiming the extended hours in this section. You would then have received an e-mail with the result. If you see the exclamation mark in a yellow triangle against a child, please see page 51.

(10) Enter the hours the child is claiming at your setting in the "Extended Funding Hours per Week" box. If there are no extended hours, please ignore this field, as zero hours will already be displayed.
Complete the 'Eligibility Code' field with the 11-digit code given to the parent from HMRC.

Click on the Blue button called 'Check Eligibility Code'.
This checks the code is eligible for funding in the current term.
 A message will appear at the top of the screen, please see page 24 for messages. **This must be clicked on, or you will not be able to proceed if you are claiming extended hours.**

(11) Press the **SAVE** button. (Please now proceed to page 24 in these instructions.)

| Summary | Child Details | Parent / Carer Details | Funding Details | Notes |

Funding Details

Start Date*	01-Sep-2024
End Date*	31-Dec-2024
	Default Term Dates
Weeks Attended in Term*	0.00
Present during Census	☐
Attends Two Days or More	☑
Nominated for DAF*	○ Yes ● No
Stretching Entitlement	☐

Funded Hours per Week

Hours*	0.00

Extended Funded Hours per Week

Extended Hours*	0.00
Eligibility Code	50▓▓▓▓
	Check Eligibility Code
Eligible for Extended Hours	☑

Total Funded Hours per Week

Total Funded:	0.00

Attendance Days

Attends Monday	○ Yes ○ No
Attends Tuesday	○ Yes ○ No
Attends Wednesday	○ Yes ○ No
Attends Thursday	○ Yes ○ No
Attends Friday	○ Yes ○ No
Attends Saturday	○ Yes ○ No
Attends Sunday	○ Yes ○ No

Non-Funded Hours per Week

Non-Funded Hours*	0.00

⚠ if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

Maximum Values Allowed:
Number of Weeks: **14.00**

Funded Weekly Hours: **15.00**
Funded Termly Hours: **210.00**
Funded Yearly Hours: **570.00**

Extended Weekly Hours: **15.00**
Extended Termly Hours: **210.00**
Extended Yearly Hours: **570.00**

(7) **For 2 year olds, first select the funding type.**

For Free for 2 (Disadvantaged Funding), enter the amount of hours the child is claiming funding at your setting in the 'Funded Hours per Week' box.

(8) Complete the attendance days.

(9) Complete the "Non-Funded Hours per Week" box if there are hours the child attends at your setting that the parent pays for. If the parent does not pay for any additional hours, please ignore this field, as zero hours will already be displayed.

(10) Press the **SAVE** button.

Funding Details

Start Date*	01-Sep-2024
End Date*	31-Dec-2024
	Default Term Dates
Weeks Attended in Term*	14.00
Present during Census	☑
Attends Two Days or More	☑
Nominated for DAF*	○ Yes ● No
Stretching Entitlement	☐
Funding Type*	● Disadvantaged Funding ○ Working Family Funding

Funded Hours per Week

Hours*	

Attendance Days

Attends Monday	○ Yes ○ No
Attends Tuesday	○ Yes ○ No
Attends Wednesday	○ Yes ○ No
Attends Thursday	○ Yes ○ No
Attends Friday	○ Yes ○ No
Attends Saturday	○ Yes ○ No
Attends Sunday	○ Yes ○ No

Non-Funded Hours per Week

Non-Funded Hours*	0.00

⚠ if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

Maximum Values Allowed:
Number of Weeks: **14.00**

Funded Weekly Hours: **15.00**
Funded Termly Hours: **210.00**
Funded Yearly Hours: **570.00**

(7) **For 2 year olds, first select the funding type.**

For the Working Parent Entitlement, select Working Family Funding.

(8) Complete the attendance days.

(9) Complete the "Non-Funded Hours per Week" box if there are hours the child attends at your setting that the parent pays for. If the parent does not pay for any additional hours, please ignore this field, as zero hours will already be displayed.

Expanded Entitlement. Please ensure that the "Parent/Carer Details" Tab has already been completed. You must have carried out a Working Parent code validation check through the Kelsi website prior to claiming the extended hours in this section. You would then have received an e-mail with the result. If you see the exclamation mark in a yellow triangle against a child, please see page 51.

(10) Enter the hours the child is claiming at your setting in the 'Expanded Funding Hours per Week' box. Complete the 'Eligibility Code' field with the 11-digit code given to the parent from HMRC.

Click on the Blue button called 'Check Eligibility Code'.
This checks the code is eligible for funding in the current term.
A message will appear at the top of the screen, please see page 24 for messages. **This must be clicked on, or you will not be able to proceed if you are claiming extended hours.**

(11) Press the **SAVE** button.

| Summary | Child Details | Parent / Carer Details | Funding Details | Notes |

Funding Details

Start Date*	01-Sep-2024
End Date*	31-Dec-2024

Default Term Dates

Weeks Attended in Term*	14.00

Present during Census ☑

Attends Two Days or More ☑

Nominated for DAF* ○ Yes ● No

Stretching Entitlement ☐

Funding Type* ○ Disadvantaged Funding
● Working Family Funding

Expanded Funded Hours per Week

Expanded Hours*

Eligibility Code

Check Eligibility Code

Eligible for Expanded Hours ☐

Attendance Days

Attends Monday	○ Yes ○ No
Attends Tuesday	○ Yes ○ No
Attends Wednesday	○ Yes ○ No
Attends Thursday	○ Yes ○ No
Attends Friday	○ Yes ○ No
Attends Saturday	○ Yes ○ No
Attends Sunday	○ Yes ○ No

Non-Funded Hours per Week

Non-Funded Hours* | 0.00

⚠ if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

Maximum Values Allowed:
Number of Weeks: **14.00**

Expanded Weekly Hours: **0.00**
Expanded Termly Hours: **0.00**
Expanded Yearly Hours: **0.00**

Save | Cancel | *denotes mandatory fields

(7) **For 9 month +** Working Parent Entitlement the page will be similar to the 2 year old working family screen but there is no entitlement type to be selected.

(8) Complete the attendance days.

(9) Complete the "Non-Funded Hours per Week" box if there are hours the child attends at your setting that the parent pays for. If the parent does not pay for any additional hours, please enter zero.

Expanded Entitlement. Please ensure that the "Parent/Carer Details" Tab has already been completed. You must have carried out a Working Parent code validation check through the Kelsi website prior to claiming the extended hours in this section. You would then have received an e-mail with the result. If you see the exclamation mark in a yellow triangle against a child, please see page 51.

(10) Enter the hours the child is claiming at your setting in the 'Expanded Funding Hours per Week' box. Complete the 'Eligibility Code' field with the 11-digit code given to the parent from HMRC.

Click on the Blue button called 'Check Eligibility Code'.
This checks the code is eligible for funding in the current term.
A message will appear at the top of the screen, please see page 24 for messages. **This must be clicked on, or you will not be able to proceed if you are claiming extended hours.**

(11) Press the **SAVE** button.

| Child Details | Parent / Carer Details | Funding Details | Notes |

Funding Details

Start Date*	
End Date*	

[Default Term Dates]

Weeks Attended in Term*	

Present during Census	☑
Attends Two Days or More	☐
Nominated for DAF*	○ Yes ○ No
Stretching Entitlement	☐

Expanded Funded Hours per Week

Expanded Hours*	
Eligibility Code	

[Check Eligibility Code]

Eligible for Expanded Hours	☐

Attendance Days

Attends Monday	○ Yes ○ No
Attends Tuesday	○ Yes ○ No
Attends Wednesday	○ Yes ○ No
Attends Thursday	○ Yes ○ No
Attends Friday	○ Yes ○ No
Attends Saturday	○ Yes ○ No
Attends Sunday	○ Yes ○ No

Non-Funded Hours per Week

Non-Funded Hours*	

⚠ if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

Maximum Values Allowed:
Number of Weeks: **14.00**

Expanded Weekly Hours: **10.00**
Expanded Termly Hours: **140.00**
Expanded Yearly Hours: **380.00**

[Save] [Cancel]   *denotes mandatory fields

You should receive a message saying that the eligibility for the Working Parent Entitlement has been confirmed at the top and the 'Eligible for Extended Hours' box will now be ticked on the **Funding Details** Tab.

✔️ The Eligibility Code has been found and eligibility for working family hours has been obtained.

However, you may receive one of the following two error messages which will need to be resolved before you can submit your claim.

1) A red message stating the eligibility code has been found, but does not cover the standard term start date:

❌ The Eligibility Code has been found, but does not cover the standard term start date (01-Sep-2024) therefore working family hours cannot be claimed this term.

This means that a claim **cannot** be submitted, as the code is not valid for the current term. Please contact the Early Years Management Information team and they will investigate further. For 3&4 year olds, to enable you to submit the universal hours, set the extended funded hours to 0.00 whilst this is investigated (leave all other information in place).

2) A red message stating eligibility for extended hours was not obtained:

❌ Eligibility for working family hours was not obtained.

This means that the information submitted **is not correct.** Please confirm with the parent that the information entered into Synergy matches that supplied to HMRC when the parent applied for the extended entitlement **(the code, child's date of birth and the parent's National Insurance number).** When checked, add the details and resubmit your claim or contact Management Information if all information is correct and they will investigate further. For 3&4 year olds, to enable you to submit the universal hours, set the extended funded hours to 0.00 whilst this is investigated (leave all other information in place).

Please note:

For 2-Year-old funding under the Working Families entitlement, you may <u>not</u> claim for funded hours.

Please do <u>not</u> submit under disadvantage if you receive any error messages.
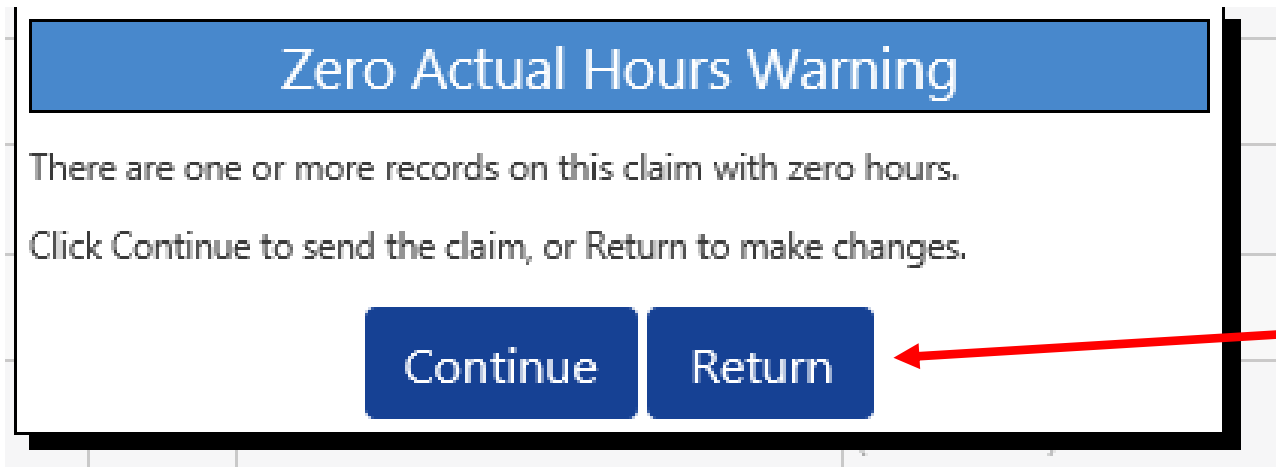
There is now a new tab called 'Notes'. This is <u>optional.</u>
Please use this tab if you wish to add **any notes about the child** e.g. they attend other settings or they have now changed their name by deed poll, or the original record had an incorrect dob, address etc.

You should save each child record as you amend them.

Once you have completed all the records for an entitlement then you should send the claim to Management Information. If you click on the "Send Claim button" when some of the existing children still have zero hours in their records, the following warning message will show:

Zero Actual Hours Warning

There are one or more records on this claim with zero hours.

Click Continue to send the claim, or Return to make changes.

Continue   Return

IMPORTANT!
If you submit a child's record with zero hours, the Early Years Management Information team will delete the child when you send the claim, so <u>YOU MUST</u> click on "Return" to find the relevant child/children to now add the hours.

Checking the claims before submitting

Each time a child is saved, it takes you back to the actuals screen and shows a list of the all the children and your amendments. The hours being claimed and the Total Funding Amount for Term are now displayed. It also shows the eligibility dates within the Eligibility Status column for any children claiming the Working Parent entitlement.

The status descriptions will either show "Awaiting LA Deletion", or "Unsubmitted Claim" meaning an **existing** child has been amended, **but not** submitted.

Sending the claim

Click on the 'Send Claim' button as shown below to submit the funding requests.

You must click on the 'Send Claim' button in order for the Early Years Management Information team to receive your submission.

If you see the status "Unsubmitted Claim", as shown below, this means you still need to click on "Send Claim".

What to check once claim has been sent

Once you have pressed the "Send Claim" button and the claim is submitted, a green bar with a tick and the words "Submission Successful" appear on the screen, as per below.

The status of the children now changes to "**Awaiting LA Download"** (or "Awaiting LA Deletion", if you have deleted them). This status may change, or no longer show, as the Early Years Management Information team process your claim.

ALERT:

Please take a screenshot of this screen, showing the date and time, including the green 'Submission Successful' message, the term and type of funding you are in and the "Awaiting LA Download" status against the individual children. Without this evidence, we will not be able to verify if you have had problems with your submission if it is subsequently not received by the Early Years Management Information Team.

Incorrect Submissions ** IMPORTANT**

Once you press "Send Claim" you then receive this green "Submission Successful" bar.

However, if the status next to your records shows 'Unsubmitted Claim', it means the claim has not been submitted correctly, due to a technical error.

The status should say 'Awaiting LA download' (as per the previous page), once it has actually been submitted.

If this happens to you, please e-mail miearlyears@kent.gov.uk with all your setting's details and a screen shot of this page to show the error, so the team can investigate.

If you have any new children to add, please proceed to the next page to start inputting them.
If you do not have any new children to add, please move to page 51.

Adding New Starters

The Funding screen will be displayed which has five tabs at the top of the screen: 'Summary', 'Estimates', 'Actuals', 'Adjustments' and "Eligibility Checker".

Please note: for 2024-25 the different 2-year-old entitlements have been split into separate funding types. Please ensure you add children to the correct type. If you are unsure which to use for a child, please contact Management Information on 03000 421612.

Opening Actuals/Headcount (to submit new starters & continuing claims)

Select the relevant term (1)
Select the appropriate funding (2)
Select the **Actuals** Tab (3)

Ensure that the right term and funding type has been opened, if not click on 'CHANGE' to go back to the Summary and select the correct term and funding type.

Adding New Starters – Universal or Working Parent Entitlement

To add a child who is claiming Universal or Working Parent Entitlement hours, click on the 'Add Child' button.
A screen will appear with four tabs at the top; 'Child Details', 'Parent/Carer Details', 'Funding Details' and 'Notes'.
First complete the **Child Details** tab. Mandatory fields are marked by an asterisk (*).

Hints and Tips

- **Please do not make any changes to the 'SEN COP Stage' box – this must remain as "unknown". This information is determined by KCC's SEN Team and they will alter it, if needed.**

- **When entering the child's date of birth, please use the drop-down calendar.**
Click in the box and the calendar for the current month will appear. If you click on the year, you can then use the arrows to go back to another year and then select the correct month and date.

To add an address, enter the house name/number of the address in the 'Primary' box and then enter the postcode. Click 'Search'.

You will then be asked to select an address from a drop-down list.

If the address shown is correct, click 'Confirm'.
Otherwise, click 'Enter Manually' if you are sure the address and postcode are correct. You will need to click 'Confirm' once you have entered all lines of the address.

Adding New Starters – Disadvantaged Funding

For the Disadvantaged funding (Free for 2 / FF2) providers are encouraged to ask all parents of 2-year-olds whether they meet the FF2 criteria and **must** ensure the online application form is completed accordingly.

• Providers **must** obtain an EY Voucher code (6-character code) from the parent before accepting a child under the terms of the FF2 scheme. Payment cannot be backdated if eligibility has not been confirmed when applying under the economic criteria.

• The funded hours can only be claimed from the start of the week during which the EY Voucher code was received and after the child has taken up their funded place.

To use the EY Voucher, click on the 'Enter EY Voucher' button, the EY Claim pop-up window will appear with the fields; Voucher code, Child Date of Birth and Child Surname. All fields are mandatory before it will allow you to submit.

The data must match the parent/carer's application to locate the child. If the parent/carer has applied on the same day, you will need to wait for the following day to submit your claim, as the data is not yet been set up on Synergy.

If for any reason, Synergy is not accepting the EY Voucher, please continue and add them as a New Child.

If the EY voucher is successful, this will load the child's details.

If the parental declaration form holds a middle name or an updated address, please update accordingly on this page.
Please ensure you have seen 'Proof of DOB', and this box has been ticked before continuing.
Mandatory fields are marked by an asterisk (*).

To update the address, click on 'Update Address'.
Input the postcode and select an address from the drop down and click 'Confirm'.
If you are unable to locate the address from the list, please use the 'Enter Manually' button and click on 'Confirm' to accept the address given.

Select the **Parent/Carer Details Tab** and check that the information shown is still correct, if information was previously input.

Completion of this tab is mandatory for children who are eligible for the Working Parent Entitlement.
Part 6 of the Parental Declaration form must be completed and Part 7 must be signed by the parent before completing this section.
Enter the parent names and National Insurance number and <u>tick the consent box for checking eligibility for the Working Family Eligibility Check.</u>

You must have carried out a Working Parent Entitlement validation check through the KELSI website prior to claiming the extended hours in this section.
If the child is not eligible for the extended hours, the completion of this tab is optional, but you will need to either complete all the fields or leave it blank.
Partner details do not need to be completed.

Select the **Funding Details Tab** and the following screen will show. Mandatory fields are marked by an asterisk (*), including non-funded hours.

Please note:
The Funding Details start and end dates are set for the academic period, as defined by the Department for Education. The start date is the date **the Child started** in that term. This may not be the first day of term, however, it must be during Headcount Week. **Please be aware that if an inputting error is made, the term dates will return to the default, so please ensure these dates are correct before submitting your information.**

The red box shows the maximum hours that can be claimed each week and the maximum termly hours.

Please check that this is showing the correct number of weeks for your setting based on whether you are claiming over 38 weeks or 48 weeks.
For any children stretching the funding, where you are claiming as a 48-week pattern, the Stretching Entitlement box will show.

If you cannot see this box, please contact the Early Years Management Information team and we will update Synergy for you.

For information the maximum weeks for each term are as follows:

38 Week Offer		48 Week Stretched Offer	
Autumn Term	14 Weeks	Autumn Term	16 Weeks
Spring Term	11 Weeks	Spring Term	14 Weeks
Summer Term	13 Weeks	Summer Term	18 weeks

(1) Click on the "Default Term Dates" blue button and the dates for the academic period, as defined by the Department for Education, will populate. **Please change this** to reflect the start and end dates of the child's funding pattern for the term using the drop-down calendar to enter the dates. **Please do not type the dates, as this will cause an error.**

(2) Ensure that "Weeks Attended in Term" is correct and amend if necessary.

(3) In the **Spring Term only,** please tick the "Present during Census" box. If this is not ticked, we cannot guarantee that a payment will be processed.

(4) If the child attends your setting for more than 1 day a week, tick the "Attends Two Days or More" box. If a child attends your setting for 1 day only, they may claim a maximum of 10 funded hours a week. **A common error occurs here when providers do not tick this box and they are then told they cannot claim more than 10 hours.**

(5) **"Nominated for DAF" must be set to No**. Please note Management Information do not use the Synergy system for DAF (Disability Access Fund) applications. Please use the link to Kelsi to download an application form here: Claiming EYPP and DAF - KELSI

(6) If your setting offers stretched funding and the child is accessing their funding over the 48-week pattern, tick the "Stretching Entitlement" box. The number of weeks must also be amended in line with the 48-week pattern of funding (see page 38).

| Summary | Child Details | Parent / Carer Details | Funding Details | Notes |

Funding Details

Start Date*	01-Sep-2024
End Date*	31-Dec-2024
	Default Term Dates
Weeks Attended in Term*	0.00
Present during Census	☐
Attends Two Days or More	☑
Nominated for DAF*	○ Yes ● No
Stretching Entitlement	☐

Funded Hours per Week

Hours*	0.00

Extended Funded Hours per Week

Extended Hours*	0.00
Eligibility Code	50_____
	Check Eligibility Code
Eligible for Extended Hours	☐

Total Funded Hours per Week

Total Funded:	0.00

(7) **For 3&4 year olds,** enter the amount of Universal hours the child is claiming funding for at your setting in the 'Funded Hours per Week' box. **You must always add hours to this box if you are claiming funding.**

(8) Complete the attendance days.

(9) Complete the "Non-Funded Hours per Week" box if there are hours the child attends at your setting that the parent pays for. If the parent does not pay for any additional hours, please leave as zero.

Extended Entitlement. Please ensure that the "Parent/Carer Details" Tab has already been completed. You must have carried out a Working Parent code validation check through the Kelsi website prior to claiming the extended hours in this section. You would then have received an e-mail with the result. If you see the exclamation mark in a yellow triangle against a child, please see page 51.

(10) Enter the hours the child is claiming at your setting in the "Extended Funding Hours per Week" box. If there are no extended hours, please ignore this field as zero hours will already be displayed.
Complete the 'Eligibility Code' field with the 11-digit code given to the parent from HMRC.

Click on the Blue button called 'Check Eligibility Code'.
This checks the code is eligible for funding in the current term.
A message will appear at the top of the screen, please see page 20 for messages. **This must be clicked on or you will not be able to proceed if you are claiming extended hours.**

(11) Press the **SAVE** button. (Please now proceed to page 44 in these instructions.)

| Summary | Child Details | Parent / Carer Details | Funding Details | Notes |

Funding Details

Start Date*	01-Sep-2024
End Date*	31-Dec-2024
	Default Term Dates
Weeks Attended in Term*	0.00
Present during Census	☐
Attends Two Days or More	☑
Nominated for DAF*	☐ Yes ⦿ No
Stretching Entitlement	☐

Funded Hours per Week

Hours*	0.00

Extended Funded Hours per Week

Extended Hours*	0.00
Eligibility Code	50▅▅▅▅▅
	Check Eligibility Code
Eligible for Extended Hours	☑

Total Funded Hours per Week

Total Funded:	0.00

Attendance Days

Attends Monday	○ Yes ○ No
Attends Tuesday	○ Yes ○ No
Attends Wednesday	○ Yes ○ No
Attends Thursday	○ Yes ○ No
Attends Friday	○ Yes ○ No
Attends Saturday	○ Yes ○ No
Attends Sunday	○ Yes ○ No

Non-Funded Hours per Week

Non-Funded Hours*	0.00

⚠ if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

Maximum Values Allowed:
Number of Weeks: 14.00

Funded Weekly Hours: 15.00
Funded Termly Hours: 210.00
Funded Yearly Hours: 570.00

Extended Weekly Hours: 15.00
Extended Termly Hours: 210.00
Extended Yearly Hours: 570.00

(7) **For** For Free for 2 (Disadvantaged Funding), **first check that the correct funding is selected.**

Then enter the amount of hours the child is claiming funding at your setting in the 'Funded Hours per Week' box.

(8) Complete the attendance days.

(9) Complete the 'Non-Funded Hours per Week' box if there are hours the child attends at your setting that the parent pays for. If the parent does not pay for any additional hours, please ignore this field as zero hours will already be displayed.

(10) Press the **SAVE** button.

(Please now proceed to page 44 in these instructions.)

NB: The following error suggests that you are not within the correct funding type:

The following errors need to be fixed before the record can be saved:
15.00 funded hour(s) exceeds weekly maximum of 0.00 (Funding Details Tab).
Please re-check the funding type you are in and re-submit your claim in the correct funding type.

Funding Details

Field	Value
Start Date*	01-Sep-2024
End Date*	31-Dec-2024
	Default Term Dates
Weeks Attended in Term*	14.00
Present during Census	☑
Attends Two Days or More	☑
Nominated for DAF*	○ Yes ● No
Stretching Entitlement	☐
Funding Type*	● Disadvantaged Funding
	○ Working Family Funding

Funded Hours per Week

Hours*	

Attendance Days

Day	
Attends Monday	○ Yes ○ No
Attends Tuesday	○ Yes ○ No
Attends Wednesday	○ Yes ○ No
Attends Thursday	○ Yes ○ No
Attends Friday	○ Yes ○ No
Attends Saturday	○ Yes ○ No
Attends Sunday	○ Yes ○ No

Non-Funded Hours per Week

Non-Funded Hours*	0.00

⚠ if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

Maximum Values Allowed:
Number of Weeks: **14.00**

Funded Weekly Hours: **15.00**
Funded Termly Hours: **210.00**
Funded Yearly Hours: **570.00**

(7) **For 2-year old** Working Parent Entitlement, **first select the funding type.**

(8) Complete the attendance days.

(9) Complete the "Non-Funded Hours per Week" box if there are hours the child attends at your setting that the parent pays for. If the parent does not pay for any additional hours, please ignore this field as zero hours will already be displayed.

Expanded Entitlement. Please ensure that the "Parent/Carer Details" Tab has already been completed. You must have carried out a Working Parent code validation check through the Kelsi website, prior to claiming the extended hours in this section. You would then have received an e-mail with the result. If you see the exclamation mark in a yellow triangle against a child, please see page 51.

(10) Enter the hours the child is claiming at your setting in the 'Expanded Funding Hours per Week' box. Complete the 'Eligibility Code' field with the 11-digit code given to the parent from HMRC.

Click on the Blue button called 'Check Eligibility Code'.
This checks the code is eligible for funding in the current term.
 A message will appear at the top of the screen, please see page 44 for messages. **This must be clicked on or you will not be able to proceed if you are claiming extended hours.**

(11) Press the **SAVE** button. (Please proceed to page 44 in these instructions.)

| Summary | Child Details | Parent / Carer Details | Funding Details | Notes |

Funding Details

| Start Date* | 01-Sep-2024 |
| End Date* | 31-Dec-2024 |

Default Term Dates

| Weeks Attended in Term* | 14.00 |

Present during Census ☑
Attends Two Days or More ☑
Nominated for DAF* ○ Yes ● No
Stretching Entitlement ☐

Funding Type*
○ Disadvantaged Funding
● Working Family Funding

Expanded Funded Hours per Week
Expanded Hours* [   ]
Eligibility Code [   ]

Check Eligibility Code

Eligible for Expanded Hours ☐

Attendance Days

Attends Monday	○ Yes ○ No
Attends Tuesday	○ Yes ○ No
Attends Wednesday	○ Yes ○ No
Attends Thursday	○ Yes ○ No
Attends Friday	○ Yes ○ No
Attends Saturday	○ Yes ○ No
Attends Sunday	○ Yes ○ No

Non-Funded Hours per Week
Non-Funded Hours* [0.00]

⚠ if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

Maximum Values Allowed:
Number of Weeks: 14.00

Expanded Weekly Hours: 0.00
Expanded Termly Hours: 0.00
Expanded Yearly Hours: 0.00

Save **Cancel**   *denotes mandatory fields

NB: The following error suggests that you are not within the correct funding type:
The following errors need to be fixed before the record can be saved:
15.00 funded hour(s) exceeds weekly maximum of 0.00 (Funding Details Tab).
Please re-check the funding type you are in and re-submit your claim in the correct funding type.

(7) **For 9 month +** Working Parent Entitlement the page will be similar to the 2 year old working family screen but there is no entitlement type to be selected.

(8) Complete the attendance days.

(9) Complete the "Non-Funded Hours per Week" box if there are hours the child attends at your setting that the parent pays for. If the parent does not pay for any additional hours, please enter zero.

Expanded Entitlement. Please ensure that the "Parent/Carer Details" Tab has already been completed. You must have carried out a Working Parent code validation check through the Kelsi website, prior to claiming the extended hours in this section. You would then have received an e-mail with the result. If you see the exclamation mark in a yellow triangle against a child, please see page 51.

(10) Enter the hours the child is claiming at your setting in the 'Expanded Funding Hours per Week' box. Complete the 'Eligibility Code' field with the 11-digit code given to the parent from HMRC.

Click on the Blue button called 'Check Eligibility Code'.
This checks the code is eligible for funding in the current term.
A message will appear at the top of the screen, please see page 44 for messages. **This must be clicked on or you will not be able to proceed if you are claiming extended hours.**

(11) Press the **SAVE** button.

| Child Details | Parent / Carer Details | Funding Details | Notes |

Funding Details

Start Date*	
End Date*	

Default Term Dates

Weeks Attended in Term*	
Present during Census	☑
Attends Two Days or More	☐
Nominated for DAF*	○ Yes ○ No
Stretching Entitlement	☐

Expanded Funded Hours per Week

Expanded Hours*	
Eligibility Code	

Check Eligibility Code

Eligible for Expanded Hours	☐

Attendance Days

Attends Monday	○ Yes ○ No
Attends Tuesday	○ Yes ○ No
Attends Wednesday	○ Yes ○ No
Attends Thursday	○ Yes ○ No
Attends Friday	○ Yes ○ No
Attends Saturday	○ Yes ○ No
Attends Sunday	○ Yes ○ No

Non-Funded Hours per Week

Non-Funded Hours*	

⚠ if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

Maximum Values Allowed:
Number of Weeks: **14.00**

Expanded Weekly Hours: **10.00**
Expanded Termly Hours: **140.00**
Expanded Yearly Hours: **380.00**

Save **Cancel**   *denotes mandatory fields

You should receive a message saying that the eligibility for the Working Parent Entitlement has been confirmed at the top and the 'Eligible for Extended Hours' box will now be ticked on the **Funding Details** Tab.

> ✔ The Eligibility Code has been found and eligibility for working family hours has been obtained.

However, you may receive one of the following two error messages which will need to be resolved before you can submit your claim.

1) A red message stating the eligibility code has been found, but does not cover the standard term start date:

> ✖ The Eligibility Code has been found, but does not cover the standard term start date (01-Sep-2024) therefore working family hours cannot be claimed this term.

This means that a claim **cannot** be submitted, as the code is not valid for the current term. Please contact the Early Years Management Information team and they will investigate further. For 3&4 year olds, to enable you to submit the universal hours, set the extended funded hours to 0.00 whilst this is investigated (leave all other information in place).

2) A red message stating eligibility for extended hours was not obtained:

> ✖ Eligibility for working family hours was not obtained.

This means that the information submitted **is not correct.** Please confirm with the parent that the information entered into Synergy matches that supplied to HMRC when the parent applied for the extended entitlement **(the code, child's date of birth and the parent's National Insurance number).** When checked, add the details and resubmit your claim or contact Management Information if all information is correct and they will investigate further. For 3&4 year olds, to enable you to submit the universal hours, set the extended funded hours to 0.00 whilst this is investigated (leave all other information in place).

Please note:

For 2-Year-old funding under the Working Families entitlement, you may <u>not</u> claim for funded hours.
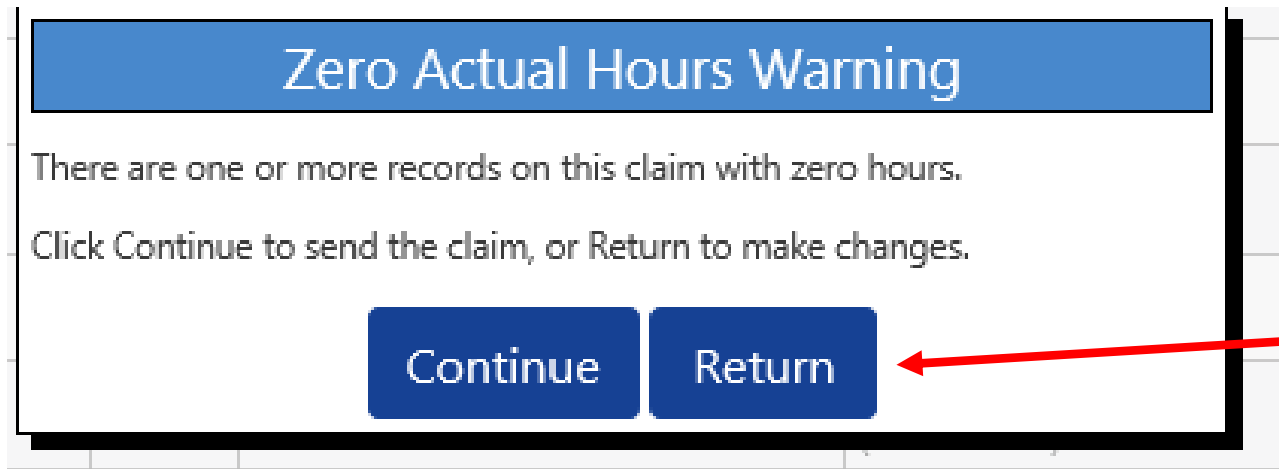
Please do <u>not</u> submit under disadvantage if you receive any error messages.

There is now a new tab called 'Notes'. This is <u>optional.</u>
Please use this tab if you wish to add **any notes about the child** i.e. they attend other settings or they have now changed their name by deed poll, or the original record had an incorrect dob, address etc.

If you click on the "Send Claim button" when you have only added zero hours to the new child/children's records, the following warning message will show:

Zero Actual Hours Warning

There are one or more records on this claim with zero hours.

Click Continue to send the claim, or Return to make changes.

[Continue] [Return]

IMPORTANT!
If you submit a child's record with zero hours, the Early Years Management Information team will delete the child when you send the claim, so YOU MUST click on "Return" to find the relevant child/children to now add the hours.

Checking the claims before submitting

Each time a child is saved, it takes you back to the actuals screen and shows a list of the all the children you have added.

The Funded Hours you have entered and the Total Funding Amount for Term are now displayed.

You will see that the status of these new children are **"New, Unsubmitted Child"** meaning a **new** child has been added **but not** submitted **(for other status descriptions, please refer to Q16 in the FAQ section).**

Home Forms **Funding**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Submit Actual: 2020 - 2021 Spring - 3 & 4 Year Olds CHANGE

Add Child   Send Claim

		Status	Child	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
❗	↺	▬▬▬▬▬▬	▬▬▬	165.00	0.00	£673.20		
❗	↺	New, Unsubmitted Child	▬▬▬	0.00	0.00	£0.00		
❗	↺	New, Unsubmitted Child		165.00	0.00	£673.20		

Add Child   Send Claim

Sending the claim

Click on the 'Send Claim' button as shown below to submit the funding requests.

You must click on the 'Send Claim' button in order for the Early Years Management Information team to receive your submission.

If you see the status "New, Unsubmitted Child", as shown below, this means you still need to click on "Send Claim".

What to check once claim has been sent

Once you have pressed the "Send Claim" button and the claim is submitted, a green bar with a tick and the words "Submission Successful" appear on screen, as per below.
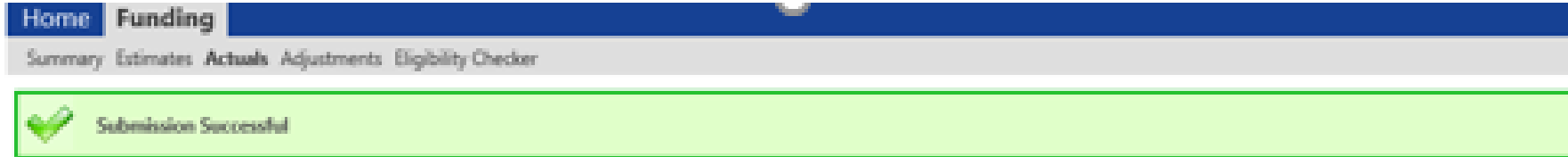
The status of the children now changes to **"New, Awaiting LA Download".** This status may change, or no longer show, as the Early Years Management Information team process your claim.

<div style="border: 2px solid red;">

ALERT:

Please take a screenshot of this screen showing the date and time, including the green 'Submission Successful' message, the term and type of funding you are in and the "Awaiting LA Download" status against the individual children. Without this evidence, we will not be able to verify if you have had problems with your submission if it is subsequently not received by the Early Years Management Information Team.

</div>

Incorrect Submissions ** IMPORTANT**

Once you press "Send Claim" you then receive this green "Submission Successful" bar.

However, if the status next to your records shows 'Unsubmitted Claim', it means the claim has not been submitted correctly, due to a technical error.

The status should say 'Awaiting LA download' (as per the previous page), once it has actually been submitted.

If this happens to you, please e-mail miearlyears@kent.gov.uk with all your setting's details and a screen shot of this page to show the error so the team can investigate.

Important Information

- Please be aware that you can add or amend your headcount claim and resubmit it up to the deadline date for the headcount claims. These dates are shown on the Funding Calendar published on Kelsi at: https://www.kelsi.org.uk/early-years/sufficiency-and-sustainability/free-early-education/early-years-free-entitlement

- Actuals payments will be calculated based on the **last submission made before the deadline date.**

- Once this Actuals deadline date has passed, your Actuals screen for that term will show a summary of what you have submitted.

- Individual child records can still be viewed but no further changes can be made on "Actuals". If you wish to make amendments, you will need to use the "Adjustments" tab to complete these changes..

- If a child is due to start after Headcount week, they must **not be included in the Actuals (Headcount) submission;** they must be claimed for afterwards as an Adjustment. Please refer to the Adjustment Claims guidance that will be published on Kelsi when the Actuals deadline has passed.

- Some children may have an amber triangle with an exclamation mark against their record. This indicates that you are claiming **Working Parent Entitlement hours** for a child but they are currently in their "**Grace Period**". You cannot claim these extended hours for a child who is new to your setting if they are already in their grace period. However, if your setting claimed extended hours for the child in the previous academic term, then you can continue to claim until the grace period end date. Please contact the Early Years Management Information team for further clarification on this point.

⚠ In 30H grace period
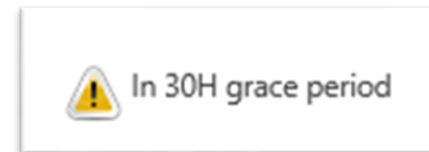
Funding 'Summary' Tab

To view a payment summary' for a term you will need to select the relevant year and term. Then select the 'Funding Type' (1).

A summary of Estimates and Actuals for that term will then be displayed.

To view a different term or funding type, click 'CHANGE' (2).

The screen will return to the list of terms where another can be selected.

Please note that the 2 year old funding is now split between the Working Parent Entitlement and Disadvantaged (Free for 2).

FAQs

1. The link on KELSI does not work

2. I have entered my password incorrectly a number of times and my account is locked.

3. My password has expired.

4. I have logged into the Portal and do not have the usual screen – how do I get to the funding page?

5. The 'Home Screen' is displaying a notification advising that there are un-submitted child funding records.

6. The 'Actuals' Tab is showing a 'Summary' of my submission and will not allow me to enter any amendments.

7. When I save a child's details in the Actuals tab I get an error message

8. I have clicked on the Default Term Dates button but the dates that have been populated are different to the term dates for my setting.

9. A child is attending one day at my setting but is also attending another setting. Should I tick the Attending Two Days or More checkbox?

10. I am now offering/no longer offering Stretched Funding/ Working Parent Funding/2 Year Old Funding.

11. Ooooops Message

12. How do I check if a Working Parent Entitlement code is valid?

13. I have submitted my headcount/adjustments and have gone back into the Portal and noticed that a child now has an amber exclamation mark beside their record saying they are in their grace period. This did not show when I submitted the claim – will I still get my funding?

14. How do I add children that have started after headcount?

15. Children's records are not saving

16. Status Descriptions Explained

FAQs

1.The link on KELSI does not work

This may be due to the way your permissions are set up in your current internet search engine. Please try a different search engine i.e. as an alternative try using Firefox, Internet Explorer, Google or Google Chrome**.**

2. I have entered my password incorrectly a number of times and my account is locked.

Please contact miearlyyears@kent.gov.uk to have your account unlocked and your password reset. Please include your name, setting name and URN in the email.

3. My password has expired.

Passwords need to be reset every 42 days. Please follow the instructions on the Synergy FIS Provider Portal to reset the password.

FAQs

4. I have logged into the Portal and do not have the usual screen – how do I get to the funding page?

If you are seeing the screen below, please click on 'Modules' and then select 'Childcare/Service Provider'
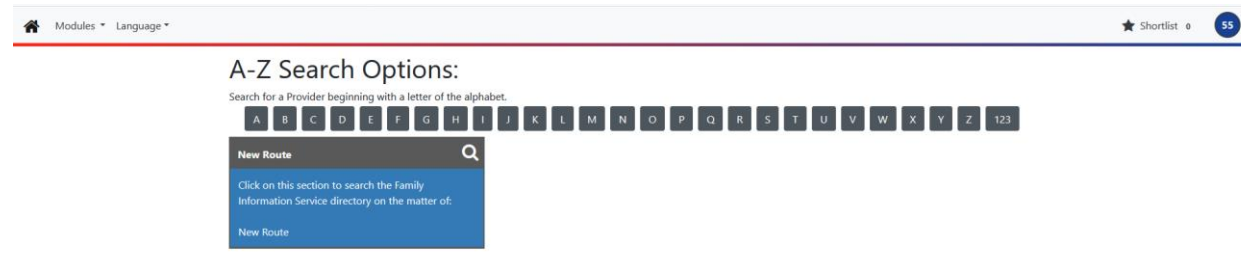
5. The 'Home Screen' is displaying a notification advising that there are unsubmitted child funding records.

Click on the message to display a sub-message with details of the funding term that has the unsubmitted record/s. Click on the sub-message to be taken to the funding term. Click 'Send Claim' to submit any pending claims.
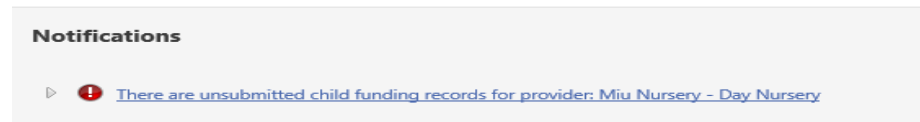
6. The 'Actuals' Tab is showing a 'Summary' of my submission and will not allow me to enter any amendments.

The submission date for 'Actuals' has passed. You will only be able to submit amendments through the 'Adjustments' Tab. Please contact Management Information via miearlyyears@kent.gov.uk if you have any queries.

FAQs

7 . When I save a child's details in the Actuals tab, I get an error message saying:

Funded Hours Per Week: Universal Hours exceeds weekly maximum of 10.00 (Funding Details Tab).
Ensure that the checkbox to confirm that the child is attending two or more days is ticked. If the child is only attending one day, a maximum of 10 hours only can be claimed.

Weeks Attended in Term – Value cannot be greater than 13.00 (Funding Details Tab)
Ensure that the checkbox to confirm that the child is stretching the entitlement is ticked. If this box is not showing and you are stretching the funding and wish to claim in a 48 week pattern, please contact the Early Years Management Information team who will update the Synergy system.

8. I have clicked on the Default Term Dates button but the dates that have been populated are different to the term dates for my setting.

The Start and End dates can be overwritten with the dates for your setting. Please remember that the **Start Date** should be the date that the **Child started in that funding term.** This may be different to the start date of the funding term for your setting.

9. A child is attending one day at my setting but is also attending another setting. Should I tick the Attending Two Days or More checkbox?

No, you only need to tick this if the child is attending for a total of more than one day at your setting.

FAQs

10. I am now offering/no longer offering Stretched Funding/Extended Funding/2 Year Old Funding.

If the type of provision you are offering changes, for example, if you begin or cease to offer Stretched Funding, Extended funding, 2-Year-Old or 9 month+ funding, the Early Years Management Information team will need to amend your details in the Synergy system to reflect these changes. Please, therefore, advise us of any such amendments by emailing: miearlyyears@kent.gov.uk

11.   I am logging on to Synergy and receive the 'Oooops! Sorry, you do not have access to this' message.

This is a known issue on Synergy. To return to the funding page, please click on 'modules' and then 'Childcare/Service Provider'. This should return you to the funding page.
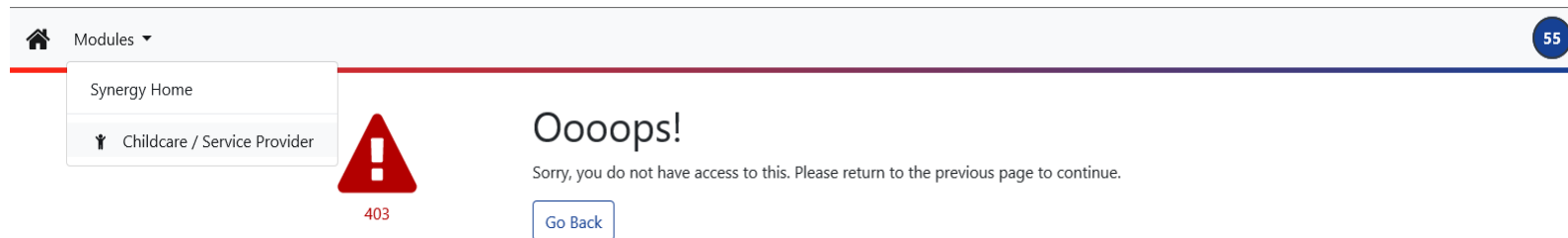
FAQs

12. How do I check if a Working Parent Entitlement code is valid?

If it is a new code because the child has just become eligible for the Working Parent hours or has transferred to your setting you must validate the code through the Kelsi Working Parent Entitlement Checker. This can be found at Working Parents Eligibility Checker - Privacy notice - Kent County Council (achieveservice.com) If you would like to check if a parent has reconfirmed their details with HMRC prior to the start of a new term you can use the Eligibility Checker in your portal. This will give you an onscreen result. You will not receive any email confirmation.
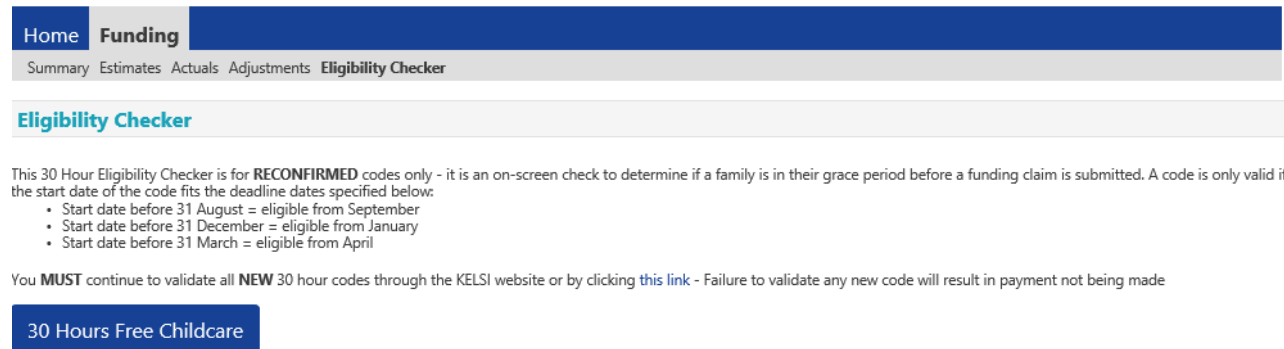
13. I have submitted my headcount/adjustments and have gone back into the Portal and noticed that a child now has an amber exclamation mark beside their record saying they are in their grace period. This did not show when I submitted the claim – will I still get my funding?

Yes, you will receive the funding. The Working Parent Entitlement code check is completed when you press the blue 'Check Eligibility' button when you submit your claim. The record is then populated with the dates assigned to the eligibility code at that moment in time and the child may not be in the grace period. If, later in the term, you log into your portal the WPE code check is not automatically updated and the child may now be in their grace period based on the dates assigned at the time the claim was submitted. The parent may have reconfirmed their details with HMRC but this will not show until a new claim is submitted and checked.

FAQs

14. How do I add children that have started after headcount?

To add children who have started after Headcount Week or to make other amendments, please submit an adjustment via the 'Adjustments' Tab (see 3 and 4-year old adjustment claim guidance notes for further information).

15. Children's records are not saving

If you are experiencing difficulties saving records for children with the Working Parent Entitlement, the Early Years Management Information team recommend that you enter the child's details and any universal hours and save the record. Then go back into the record, add the code and the extended hours and click on the blue 'Check Eligibility' button. If there is a problem with a particular child's code and Synergy shows an error message, you will not have to keep re-entering all the child's details. Please contact the Early Years Management Information team if you are experiencing difficulties with a Working Parent eligibility code.

If you receive the following code this suggests that you are within the incorrect funding type:
The following errors need to be fixed before the record can be saved:
15.00 funded hour(s) exceeds weekly maximum of 0.00 (Funding Details Tab).
Please re-check the funding type you are in and re-submit your claim in the correct funding type.

FAQs

16. I have a status description next to a child's record. What does it mean?

This table shows all the various status descriptions with their corresponding explanation:

Status Description	Explanation
Awaiting LA Deletion	This means an EXISTING child has now been submitted as a deletion to the Early Years Management Information team. It is waiting for the team to delete the record. Once they delete it, the child record will disappear from your screen.
New, Unsubmitted Child	This means a NEW child has been entered, but not submitted.
New, Awaiting LA Download	This means a NEW child has now been submitted to the Early Years Management Information team. It is waiting for the team to start the payment process. Once they start to process it, this status description will disappear from your screen.
Unsubmitted Claim	This means an EXISTING child has been amended, but not submitted.
Awaiting LA Download	This means an EXISTING child has now been submitted to the Early Years Management Information team. It is waiting for the team to start the payment process. Once they start to process it, this status description will disappear from your screen.