

Briefing and Networking Session Questions and Answers

19th March 2018 – Brands Hatch Mercure

Q: What Penalties (if any) are in place for settings who have also claimed that the same child is in their settings during headcount week when clearly, they weren't. I had all the evidence but took weeks to get money? **No name and address supplied.**

A: These are overallocation claims that we get every term. There are no penalties in place at the moment as Management Information are not able to check whether the child was physically there or not. Quite often the providers have a signed parental declaration form for headcount week, so they are not always aware the parent has moved the child until after headcount week is over and they may have already submitted their claim by this point.

Q: What happens with a child whose parents have tried to reconfirm their 30 hours and have been put into grace period? They have been told not to contact the helpline again as they can't help them. **Question from Sue Shuttleworth, St Mary's Pre-school, Riverhead.**

A: If a parent has had trouble reconfirming their code and as a result fallen into the grace period, the parent must contact HMRC'S helpline to find out what the problem is and why the code has not been reconfirmed.

If there have been technical difficulties the parent should receive a temporary code, so they do not miss out on funding. A parent will most likely only be told to not contact the helpline if their code is valid and no problems have occurred. KCC is not responsible for the codes and can only allow claims to be processed for valid codes.

Q: 30 Hours Childminders are not familiar with the system for funding. **No name and address supplied.**

A: Management Information have given Prospects an overview of the synergy system and there is guidance on KELSI. If they need further assistance they should call either MI or Prospects and ask us about anything they are unsure of. There is a possibility an overview of the process could be added to KELSI if necessary.

Q: Parent who has been told that they are no longer eligible for 30 hours both parents work, they have had no help in sorting it out. **No name and address supplied.**

A: The parent needs to contact HMRC to find out why they are no longer eligible. KCC does not get involved in the eligibility process. It is worth checking the parent have renewed their details with HMRC every 3 months to keep their code active, if they do not do this, they will fall into the grace period and no longer be eligible for upcoming terms. The parents should receive communication from HMRC to remind them to do this.

28th March 2018 – Hadlow Manor

Q: Problems with password when logging on to Synergy portal. Have had to ask for password to be reset twice. **No name and address supplied.**

A: We have experienced a high number of these issues and Hayley has already logged a call with ICT about this. I think that it may be to do with a time limit on password changes, but we need Servelec to confirm.