

Early Years Census Frequently Asked Questions

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There's already data in my form/when I resubmit the data in my form is different to what I entered?

The Synergy form automatically pulls through certain pieces of information from the system. So, when you first log in it may be pulling in data from last year's census. If the information is the same you don't need to do anything for that section, if it has changed then overwrite the old data with the new. Until your submission has been imported at our end if you open a new form it will continue to show the data from last year so if you want to check your form was correct do so via View Forms and if you need to make a small change and don't want to update the whole form you may want to wait until your current form has been imported or inform us so we can make the change. For advice on how to do this look at the Submission section of this FAQ document.

Setting

I have no funded children this term, do I need to complete the census?

Yes.

I complete returns for multiple settings, can I do them all through the same link?

No, the form is linked to the setting you logged into the provider portal as. If you need to fill in another you will need to log out and then back in with that settings details.

What does it mean when it asks if I work in partnership with another establishment to provide funded places?

If you work with another provider, either through a contract or partnership agreement to provide funded places, including situations where you are based on different sites, then the answer is yes, if not it's no.

General Details

I don't have set opening and closing times, do I just say I'm open 24/7?

No. You should only say you are open 24/7 if you are providing care during the day and night, seven days a week, something we only expect a very small number of settings to be. If your opening times vary, please put an average time or the earliest/latest time you provide care.

Why is there a red line around my opening times?

Times should be recorded in the correct 24-hour clock format or else the form will reject them. For example, if you open at 8am and close at 5:30pm you should write this as 08:00 and 17:30. Using a decimal place(.) instead of a colon (:) will not work.

Do I need to record that I'm not open on certain days?

No, you only need to fill in the days that you are open on the form. Any days you are not open you don't need to include.

Staffing

I am a childminder. Do I count myself as a member of staff?

Yes.

My member of staff has a level 2 & 3 Qualification, what should I record?

You should record them **once** against the highest qualification they hold, in the example above they would only be counted under the Level 3 qualification.

My member of staff is qualified above Level 3, where should I record them?

Staff qualified above Level 3, who do not fall into one of the other categories, should be recorded under the Level 3 heading.

Do we record unqualified staff in the total staffing numbers?

Yes, both qualified and un-qualified staff are included within this total.

What happens if someone is on parental leave?

If a staff member is on parental leave, they should **not** be counted on the census, if you have additional staff in to cover this leave, that staff member should be counted instead.

What if a member of staff is off sick on census week?

If a member of staff happens to be off sick during census week you should count them as normal, do not count short term staff you may have brought in to cover for the sickness.

Children

Do I record a child who is off sick or on holiday during census week?

Yes, children on short term absence for holiday or sickness should be counted as if they were attending a normal week.

Do I include non-funded children in my totals?

Yes, this question is asking for the total number of children at the setting regardless of if they are funded or non-funded.

Submission

Why won't my form submit?

Please go back through your census to look for any sections with a red outline on them, these will likely be the cause of the problem. You can do this by clicking on the Previous or Next Page buttons or using the dropdown. A common error last year was opening times being in the wrong format (see General Details section above).

Did you receive my form?

You can check your form has been submitted by logging into Synergy and going to the 'View Forms' section. This will contain a list of your returns and their status so you can confirm data was submitted and double check any figures.

Pending - Your census has been submitted and is waiting to be imported

Authorised - Your census has been imported into our system

Denied - There is a significant issue with your submission and we will be in contact

View Forms

Select a form below to view:

- [EY Census 2021 \(21/01/2021 12:15:36 - Pending\)](#)

I've made a mistake on my census, can I resubmit?

Yes. If you have made an error in your census submission you can resubmit. This will create a new version of the form that you can see under 'View Forms'. When we import your data, we will overwrite your previous submission with your new one. If you submit a second census by mistake that you don't want imported, please let us know as soon as possible so we don't import it and overwrite your original. Please also inform us if you realise you have made a mistake after the submission deadline closes and we can advise how best to get any changes made.

I have missed the deadline for submitting my Census. What do I do?

Don't worry, the census form stays open to allow late submissions but please inform the team by emailing MIEarlyYears@kent.gov.uk if you submit late so we know its waiting. We cannot release any funding until we have a copy of your census so it's important to let us know as soon as possible

If you have a question not answered above or in the guidance notes, please contact the team by emailing MIEarlyYears@kent.gov.uk