

Actuals/Headcount claim FAQ's

Guidance for Early Years Providers



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Message	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 claim	This means a NEW child has been entered, but not submitted, please press 'Send Claim'.
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.
Awaiting LA Deletion	The child's record is awaiting a member of the MI team to delete.
Unsubmitted Claim	This means an EXISTING child has been amended, but not submitted, please press 'Send Claim'.
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.

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 such as Internet Explorer or Google.

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.

My password has expired

Passwords need to be reset every 42 days. Please follow the instructions in the guidance on how to do this.

I have logged into the portal and do not have the usual Home Screen

If you are seeing the screen below, please click on 'Modules' and then select 'Childcare/Service Provider'



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.

**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 be able to submit amendments through the 'Adjustments' tab. Please contact Management Information via miearlyyears@kent.gov.uk if you have any queries.

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 10 hours or more is ticked. If the child is only attending one day, a maximum of 10 hours can be claimed.

Weeks Attended in Term- Value cannot be greater than 13.00 (Funding Details tab)

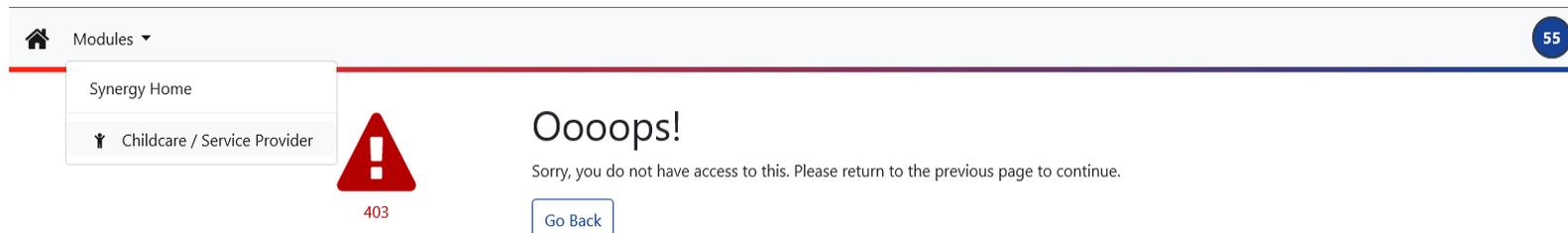
Ensure that the checkbox is ticked to confirm that the child is Stretching their entitlement. If this box is not showing and you wish to stretch the child's funding over 48 weeks, please contact Management Information via miearlyyears@kent.gov.uk

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 Date and End Dates can be overwritten with your settings term dates. Please remember that the Start Date should be the date that the child started in that funding term.

I am logging into 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.



I have submitted my Headcount/ Adjustment and have gone back into the Portal and noticed that a child now has an amber triangle with an exclamation mark beside their record saying that 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, in the funding details tab. The record is then populated with the dates assigned to the eligibility code at that moment 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.

How do I add children that have started after Headcount?

To add children who have started after Headcount or to make other amendments, please submit an adjustment via the 'Adjustments' tab, giving the total termly hours and then a breakdown of those hours. For example; 150 hours 10 weeks x 15 hours per week= 150

The child's record is 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.

I have a Zero Actual Hours Warning

If you see the below message after you have clicked the 'Send Claim' button it means you have submitted a claim for a child with zero hours. Please press the 'Return' button to amend the child's hours. If you press the continue button the Management Information team will delete the claim.



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

If this is a new code or a new child please validate the code through the [Working Parent Entitlement Checker](#). If you would like to check if the parent has reconfirmed their details with HMRC prior to the start of a new term you can use the Eligibility Checker via the Portal. This will give you an onscreen result.

Eligibility Checker

This Eligibility Checker is an on-screen check only and does not validate the working parent entitlement codes with Management Information (MI). All new codes need validating via the [Kelsi website](#).

A code is only valid if the start date of the code fits the deadline dates specified below:

- Start date before 31 August = eligible from September
- Start date before 31 December = eligible from January
- Start date before 31 March = eligible from April

The on-screen check will display either a yellow or red message. The yellow message displays the dates assigned to the code and you will need to determine eligibility using the end date and grace period date. The red response indicates the dates on the code are not valid or incorrect information has been entered.

Eligibility Check

What does the messages mean when I do an eligibility check ?

When you press the 'Check Eligibility' button on the Funding tab at child level you should receive the following green message:



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

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

A red message stating that 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-2025) 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 date. If the child attended your setting last term, please contact the Management Information team via miearlyyears@kent.gov.uk to investigate. If the child is claiming Universal hours too, set the extended hours to 0.00 while this is investigated.

A red message stating eligibility for Working Parent 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 Synergy matched that supplied to HMRC when the parent applied for their code; the code, child's date of birth and the parents National Insurance number. When checked and the details amended, please resubmit your claim.

Contact Details

Email: miearlyyears@kent.gov.uk

Phone number: 03000 421 612

Kelsi Website: [Free Early Education - KELSI](#)