

Frequently Asked Questions for Providers and Children Centre's

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Economic circumstances for a parent have not changed since applying for an older child; do they need to reapply?

Yes. Parents must have a separate application for each child and have their own EY Voucher. Please direct parent to apply via the parent portal.

Does the parent have to apply if you are aware that the child meets one of the following criteria: Looked after by Local Authority, have an education health and care (EHC) plan, get Disability Living Allowance, or have left care under an adoption order, special guardianship order or a child arrangements order

Yes, parents must continue to apply. Those applying for any of the above criterion, will not receive an instant EY Voucher. Please ensure the parent emails miearlyyears@kent.gov.uk to inform us of the criteria they wish to apply under. When we have received the relevant information, we will contact the relevant agencies to confirm eligibility, before issuing the code

Do parents have to re-apply each term to check their eligibility?

Parents do not have to re-apply each term. Once a parent is eligible, the child keeps that eligibility until they become a 3-4-year-old funded child (the term after their third birthday). If the parent loses their code, they can access their code either by logging into their parent portal or emailing miearlyyears@kent.gov.uk

Non-UK Citizens: What groups fall under 'No Recourse to Public Funds' (NRPF)

These groups include, but may not be limited to children of:

- Zambrano carers
- families who have no recourse to public funds with a right to remain in the UK on grounds of private and family life under Article 8 of the European Convention on Human Rights
- families receiving support under Section 17 of the Children Act 1989 who are also subject to a no recourse to public funds restriction
- those who have claimed asylum in the UK and are waiting for a decision (known as 'part 6')
- a subset of failed asylum seekers supported under Section 4 of the Immigration and Asylum Act 1999
- Chen carers
- families holding a BN(O) passport
- spousal visa holders
- work visa holders
- student visa holders
- those with no immigration status
- those with a UK Ancestry Visa
- those with temporary protection status under Section 12 of the Immigration and Nationality Act
- those with pre-settled status who do not meet the qualifying right to reside test

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Does the FF2 EY Voucher need to be validated?

The EY Voucher does not need to be validated, however will only be active the next working day after the parent has applied. Once a child is eligible parent/carer's do not need to reconfirm/reapply for the child.

The parent is unable to locate the code, do they have to re-apply again?

Parents can locate their code under account management of their parent portal (Button with initials, on the top right of the web page). From Account management, please direct parents to 'Applications' and to 'Free for 2 Funding'

If no code is present, please email miearlyyears@kent.gov.uk or alternately re-apply and await the next working day for the code to be resent.

Synergy: is not accepting the code, what should I do?

To enable this to work, the child's surname, date of birth and EY Voucher must match to the parent/carer application. If the details are submitted unsuccessfully more than 3 times, you may be required to wait 10 minutes before trying again. Alternatively, you may enter the child's details manually by using the 'add child' button.

Does the child have to re-apply when moving to the 3-4-Year-old funding scheme?

Applications are not required for the 3-4Yo funding. The term after their 3rd birthday, the child can access the 3-4-year-old funding scheme (maximum of 15 hours free childcare a week). If the parent wishes to access the 30 hours free childcare, they need to apply through HMRC and create a Childcare Choices account. If eligible, they will receive a code, for further details on 30hours, please see visit the [3-4Yo Kelsi page](#)

Estimates/Headcount: When can I submit a FF2 estimate?

FF2 funding does not have an estimate submission period. The first FF2 submission for the start of term will be the 'actuals' (start of each term). For the submission dates and deadlines, please see PVI Calendar on the [2YO Kelsi page](#)

If you miss the first payment run or the child starts part way through the term or they wish to increase their hours (up to maximum of 15 free hours a week), please use the 'Adjustments' tab. Guidance can be located on the [2YO Kelsi page](#)

Adjustments: What is the difference between 'more or less hours on the adjustments tab?

As per the Adjustment guidance document:

More Hours: You wish to claim x hours.

Less Hours: You wish to return x hours, due to an incorrect claim.

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Synergy: Error message: DOB entered is outside the range eligible to receive funding (Child Details Tab)

Eligible children can start claiming in the term after they turn two, depending on when their birthday is.

Child's 2nd birthday	When they can claim from
1 January to 31 March	the beginning of term on or after 1 April
1 April to 31 August	the beginning of term on or after 1 September
1 September to 31 December	the beginning of term on or after 1 January

Synergy Error Message: 15.00 universal hour(s) exceeds weekly maximum of 10.00 (Funding Details Tab).

As per the Actuals guidance document:

If the child is attending more than two days, please tick the box 'Attends Two Days or More' on the 'Funding Details' tab.

If you are submitting an adjustment and it does not allow you to exceed 110hours (Spring), 130hours (Summer) or 140 hours (Autumn). Please continue to tick the box 'Attends Two Days or More' on the 'Funding Details' tab.