Children Young People and Education Directorate

Submitting 2-Year-Old Actual Claims Via the Synergy FIS Provider Portal

Guidance for Free Early Education Providers

Kent
County
Council
kent.gov.uk

Contents

Introduction to Free Early Education places for 2-year old's

Some families may be eligible for 2-year-old funding. Eligibility should be confirmed under the Disadvantaged Criteria; known in Kent as the Free for 2 or 'FF2' scheme or The Working Parents Entitlement (Synergy terminology: Expanded Hours) .

1. Free for 2 Criteria

A child is entitled to a funded place if the family is in receipt of:

> Income Support
> income-based Jobseeker's Allowance (JSA)
> income-related Employment and Support Allowance (ESA)
> Universal Credit, and the household income is £15,400 a year or less after tax, not including benefit payments
> Child Tax Credits, and the household income is £16,190 a year or less before tax
> the guaranteed element of Pension Credit
> the Working Tax Credit 4-week run on (the payment when they stop qualifying for Working Tax Credit).

2-year-olds can also get a place if:

> they're looked after by a local council;
> they have a current statement of special education needs (SEN) or an education health and care plan;
> they get Disability Living Allowance; or
> they've left care under a special guardianship order, adoption order, child arrangements order or residence order.

If the family are a non-UK citizen who cannot claim benefits

If their immigration status says they have 'no recourse to public funds' and do not earn more than the threshold (Please see Kelsi for full threshold)
They also cannot have more than £16,000 in savings or investments.

2. The Working Parents Entitlement

A child can start their childcare place the term after they are eligible and have received a valid eligibility code, whichever is later. Term start dates are 1 September, 1 January and 1 April.

To keep their 15 hours childcare place parents will need to check their details are up to date every three months.

Eligibility criteria

To apply each parent must apply through HMRC and must 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. This means that each parents need to earn from just over £8,600 per year to be eligible for 15 hours a week of childcare during term time.

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.

We have a duty to provide eligible 2-year old's up to 570 hours of free early education a year over 38 weeks of the year term time or up to 52 weeks stretched funding.

Where a parent is eligible for both FF2 and the working entitlement, it is recommended that the FF2 is used over the working entitlement, as they cannot lose eligibility.

Eligible children can start claiming 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

Funding Deadlines

The payment schedules, which can be found on KELSI using the link below, shows all the submission date deadlines for the term.

https://www.kelsi.org.uk/early-years/sufficiency-and-sustainability/free-early-education/free-education-places-for-2-year-olds

Introduction to the portal

The Synergy Family Information Service (FIS) Provider Portal is used by childcare providers to claim for 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.

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/support-for-children-and-young-people/early-years/sufficiency-and-sustainability/free-early-education/free-education-places-for-2-year-olds

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.
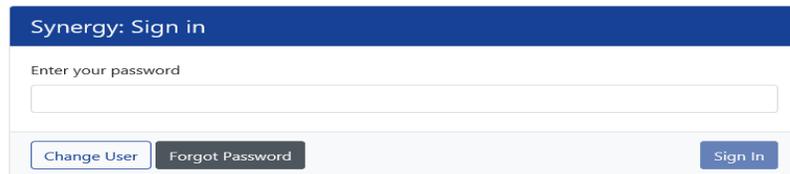**Please <u>do not</u> use your email address.**
Click on Next.
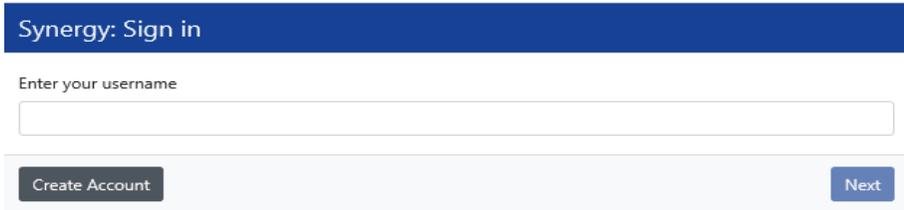
Synergy: Sign in

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.
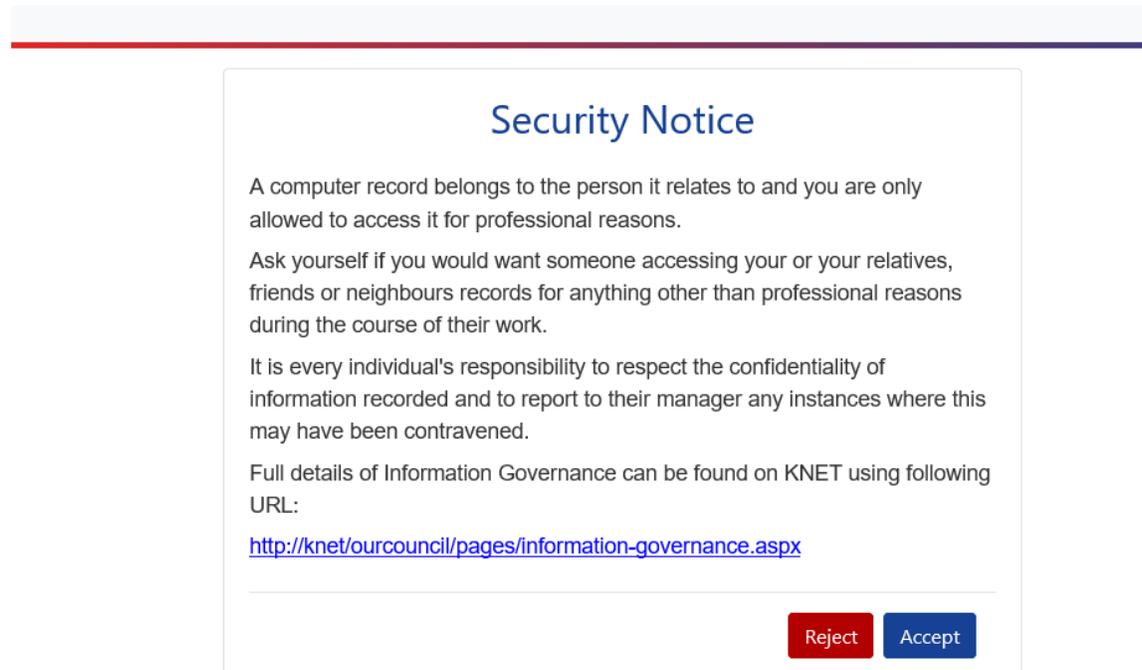If you have locked your 'password', please telephone or email the Early Years Management Information team on 03000 421612 or miearlyyears@kent.gov.uk and we will reset this for you.

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, if this is where the error occurred, 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:

Security Notice

A computer record belongs to the person it relates to and you are only allowed to access it for professional reasons.

Ask yourself if you would want someone accessing your or your relatives, friends or neighbours records for anything other than professional reasons during the course of their work.

It is every individual's responsibility to respect the confidentiality of information recorded and to report to their manager any instances where this may have been contravened.

Full details of Information Governance can be found on KNET using following URL:

http://knet/ourcouncil/pages/information-governance.aspx

Reject   Accept

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.

FEE Team Management Information   Synergy FISO

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".
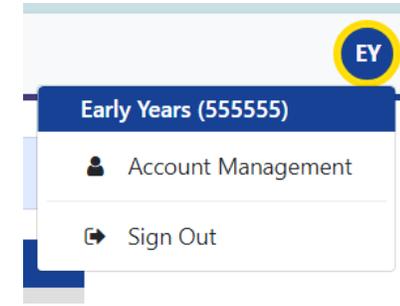
You will now see three tabs; 'Home', 'Forms' and 'Funding'.

Various notifications and messages will also be displayed on this screen from time to time.

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".

Please be aware that the 'Estimates' and "Eligibility Checker" tabs are not used for submitting 2 year old claims.

Opening 2 Year Olds Actuals (to submit new starters & continuing claims)

If you are submitting in time for the first payment run deadline, you should submit an "Actuals" Claim.

If you are submitting **after** the first payment run deadline, you should submit an "Adjustments" claim.
Please see the guidance notes for 2 Year Old Adjustment Claims available on KELSI.

Select the relevant term (1)
Select 2 Year Olds Funding (2)
Select the **Actuals** Tab (3)

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Funding Weeks

Free Early Education is administered over three academic terms, Autumn, Spring and Summer. Providers can offer the funding between 38 and up to 52 weeks of the year (provided they are open to children for 52 weeks a year).

However, Providers can only claim on the Synergy system in one of the following options:

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

Notes Tab

There is now a new tab called 'Notes' at child level. This is <u>optional.</u>

Please use this tab if you wish to add **any notes about the child** i.e. they have now changed their name by deed poll, or the original record had an incorrect dob, address etc.

Child Statuses

During your submission process, you may see different statuses during the 'Actuals' followed by the following symbol

Please see below description and action (if applicable) of each status.

Status	Description	Action
Awaiting LA Deletion	Waiting for MI to delete	No action required
Unsubmitted Child	Provider has amended Existing child but not submitted	Please click 'Send Claim' button
New, Unsubmitted Child	Provider has added New child but not submitted	Please click 'Send Claim' button
Awaiting LA Download	Existing child, waiting for MI to review	No action required
New, Awaiting LA Download	New child, waiting for MI to review	No action required
(Blank)	MI have imported record	No action required

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.
This will leave you the remaining continuing children. Please complete this before adding any new children.

	Status	Child	Funded Hours (inc Adj)	Expanded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
✕		▮▮▮▮	0.00	0.00	£0.00		
✕		▮▮▮▮	0.00	0.00	£0.00		

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.
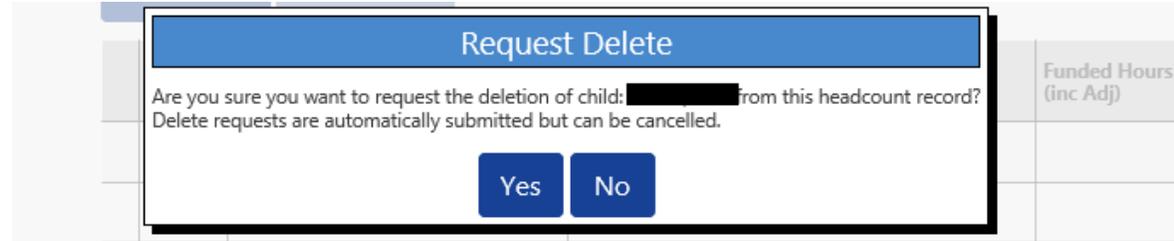
The backward black arrow and 'Awaiting LA Deletion' will now show next to the relevant child's name, as shown. If you wish to cancel the Deletion, please click on this again to cancel.

Request Delete

Are you sure you want to request the deletion of child: ▮▮▮▮ from this headcount record? Delete requests are automatically submitted but can be cancelled.

Yes   No

Home Forms Funding

Summary Estimates **Actuals** Adjustments Eligibility Checker

Submit Actual: 2023 - 2024 Summer - 2 Year Olds CHANGE

Add Child   Enter EY Voucher   Send Claim

		Status	Child	Funded Hours (inc Adj)	Expanded Hours (inc Adj)
⛔	↩	Awaiting LA Deletion	▮▮▮	0.00	0.00
	✕		▮▮▮	0.00	0.00

It is recommended that you click 'Send Claim' at this point.

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

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.

Clicking on the child's name will open the record on 'Funding Details', before this is completed, please ensure all information is up to date and correct.

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.

Child Details Tab: Continuing children

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.

Parent/ Carer Details Tab: Continuing children

For the Working Parents Entitlement and EYPP, the '**Parent /Carer Details**' must be filled in.

Please ensure consent is given on the parental declaration form before ticking EYPP and Working Family Eligibility.

If information is the fields, please check all that is correct.

EYPP eligibility checks are completed on :

Parent surname (must be surname on receiving benefit), Parent date of birth, NI or NASS

    For the eligibility criteria please visit Kelsi

Working Parents Entitlement eligibility checks are completed on:

Child's date of birth, Ni or Nass, Working entitlement code (11-digit code).

    A validity check must be completed before adding on to synergy. For more information and the validation form,

    please visit Kelsi .

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

<table>
<tr><td colspan="2">

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.
</td></tr>
</table>

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.

Funding Details Tab: Continuing 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, or if they also attend another setting, 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.

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

Funding Details

① **Start Date*** 01-Apr-2024
End Date* 31-Aug-2024

[Default Term Dates]

② **Weeks Attended in Term*** 13.00

Present during Census ☑ ③ ④
Attends Two Days or More ☑

⑤ **Nominated for DAF*** ○ Yes ○ No

Funding Type* ⦿ Disadvantaged Funding
○ Working Family Funding

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

Funded Hours per Week
Hours* 0.00

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: **13.00**

Funded Weekly Hours: **15.00**
Funded Termly Hours: **195.00**
Funded Yearly Hours: **570.00**

[Save] [Cancel]   *denotes mandatory fields

If your setting offers stretched funding and the child is accessing their funding over the 48-week pattern, tick the "Stretching Entitlement" box, which will appear under the "Attends Two Days or More" box (the example used is from a term time only setting, so it does not show).

Funding Type : Disadvantage Funding / Working Family Funding

For continuing children Funding type should already be selected.

If the child was previously eligible for disadvantage and is now eligible for the working entitlement, please continue with the Disadvantage Funding Type, as they do not lose eligibility.

Funding Type : Disadvantage Funding

(1) Enter the amount of 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.**

(2) Complete the attendance days, if not already completed.

(3) 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.

(4) Click on Save.

This will return you to the list of children added/amended, it is recommended that you click 'Send Claim' at this point.

Funding Type : Working Family Funding

For continuing children under the Working Family Funding, please check the relevant details and click on 'Check Eligibility Code' (1).
A message will appear at the top of the screen, please see next page for messages.

This must be clicked on, or you will not be able to proceed.

Please do not claim under the disadvantage funding if the code does not work.

You should receive a message saying that the eligibility for the working family hours has been confirmed at the top and the "Eligible for Expanded 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-Apr-2024) therefore working family hours cannot be claimed this term. You may only claim for funded hours.

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.

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

> ⊗ Eligibility for working family hours was not obtained. You will only be able to claim for funded hours.

This means that the information submitted **is not correct.** Please confirm with the parent that the information entered within Synergy matches 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.

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.

Funding Type : Working Family Funding

(1) Following the eligibility check, if the child is eligible the 'Eligible for Expanded Hours' box will be ticked.
(2) Enter the amount of hours the child is claiming funding at your setting in the "Expanded Hours per Week" box. **You must always add hours to this box,   if you are claiming funding.**
(3) Complete the attendance days, if not already completed.
(4) 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.
(5) Click on Save.

This will return you to the list of children added/amended,
it is recommended that you click 'Send Claim' at this point.

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New Children / Funding Type : Disadvantage Funding / Working Family Funding

The type of funding will be distinguished by using the signed parental declaration form.

- **Disadvantaged Funding code**: Consists of 6 characters and can be a combination of letters and numbers. This code is issued by Kent County Council.

- **Working Family Funding code:** Consists of 11 digits. This code is issued by HMRC and must be validated before being added on to Synergy.
  To validate, please see link to Kelsi.

If a family has provided both codes, please use the disadvantage funding code, as they do not lose eligibility

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.

Adding New Starters – Disadvantaged Funding

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 **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.

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.

Funding Type : Disadvantage Funding

(1) Enter the number of 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.**

(2) Complete the attendance days, if not already completed.

(3) 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.

(4) Click on Save.

This will return you to the list of children added/amended, it is recommended that you click 'Send Claim' at this point.

Adding New Starters – Working Families Funding and Add Child

For working families funding and EY Vouchers that do not work, please click on [Add Child].
This will load a 'Add Child /Enter EY Voucher Code' window. Click on [Continue].

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 (*).

To search for the address, enter the "Primary" and "Postcode" and click on 'Search'.
Select an address from the drop down and click on '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.

Parent/ Carer Details Tab: New children

For the Working Family Funding and EYPP, the '**Parent /Carer Details**' must be filled in.
Please ensure consent is given on the parental declaration form before ticking EYPP and Working Family Eligibility.

EYPP eligibility checks are completed on :
Parent surname (must be surname on receiving benefit), Parent date of birth, NI or NASS
            For the eligibility criteria please visit Kelsi

Working Family Funding eligibility checks are completed on:
Child's date of birth, Ni or Nass, Working entitlement code (11-digit code).
            A validity check must be completed before adding on to synergy. For more information and the validation form,
            please visit Kelsi .

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

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.

Funding Details Tab: New 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, or if they also attend another setting, 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.

If your setting offers stretched funding and the child is accessing their funding over the 48-week pattern, tick the "Stretching Entitlement" box, which will appear under the "Attends Two Days or More" box (the example used is from a term time only setting, so it does not show).

Funding Type : Working Family Funding

For New children under the disadvantage, continue to complete the mandatory fields marked by an asterisk (*).

For New children under the Working Family Funding, please enter the Eligibility code details and click on 'Check Eligibility Code' (1).

A message will appear at the top of the screen, please see next page for messages.

This must be clicked on, or you will not be able to proceed.

Please do not claim under the disadvantage funding if the code does not work.

You should receive a message saying that the eligibility for the working family hours has been confirmed at the top and the "Eligible for Expanded 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-Apr-2024) therefore working family hours cannot be claimed this term. You may only claim for funded hours.

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.

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

> ⊗ Eligibility for working family hours was not obtained. You will only be able to claim for funded hours.

This means that the information submitted **is not correct.** Please confirm with the parent that the information entered within Synergy matches 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.

> **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.

Funding Type : Working Family Funding

(1) Following the eligibility check, if the child is eligible the 'Eligible for Expanded Hours' box will be ticked.

(2) Enter the number of hours the child is claiming funding at your setting in the "Expanded Hours per Week" box. **You must always add hours to this box,   if you are claiming funding.**

(3) Complete the attendance days.

(4) 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.

(5) Click on Save.

This will return you to the list of children added/amended,
it is recommended that you click 'Send Claim' at this point.

Checking Claims and Send Claim

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 Funded Hours and expanded hours you have entered are now displayed.

Once reviewed click on the 'Send Claim' button for the Early Years Management Information team to receive your submission.

FEE Team Management Information   Synergy FISO

Submission Successful

Once you have clicked 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.

If the status of 'unsubmitted' shows for any children, click on "Send Claim" until this has changed.
If this continues to show as unsubmitted, please contact the Early Years Management Information Team.

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.

Zero Actuals Hour warning

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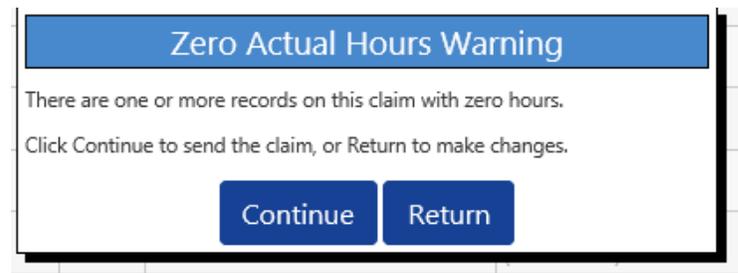
IMPORTANT!
If you submit a child's record with zero hours, the Early Years Management Information team will delete the child when you send the claim, so <u>YOU MUST </u> click on "Return" to find the relevant child/children to now add the hours.

If the child has left your setting, please return to your portal and delete the child from your records.

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/30 Hours Funding/2 Year Old Funding.](#)

11. [OOPs Message](#)

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.

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.

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'

FEE Team Management Information   Synergy FISO
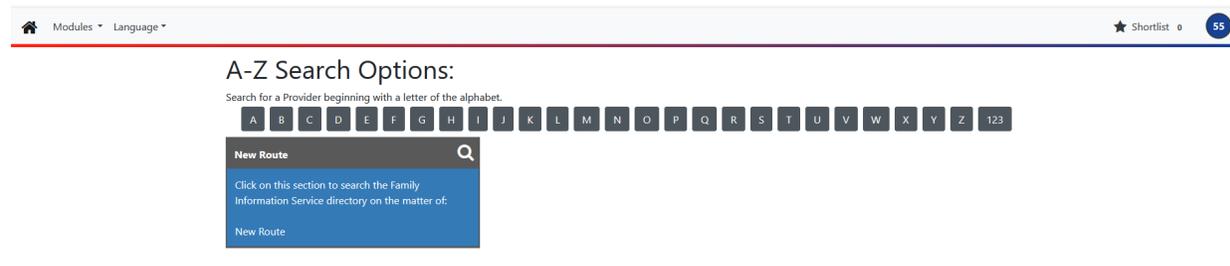
FAQs

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.

Notifications

▷ ⊘ There are unsubmitted child funding records for provider: Miu Nursery – Day Nursery

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.

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.

FAQs

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?

Yes, as the child is attending for a total of more than one day across the settings.

10. I am now offering/no longer offering Stretched Funding/30 Hours 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, 30 Hours Funding or 2 Year Old 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.