

Children Young People and Education Directorate

Submitting a 3 and 4 Year Old Headcount Claim Via the Synergy FIS Provider Portal

Guidance for Free Early Education Providers



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Introduction

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/school-management/data-and-reporting/management-information/early-years-free-entitlement>

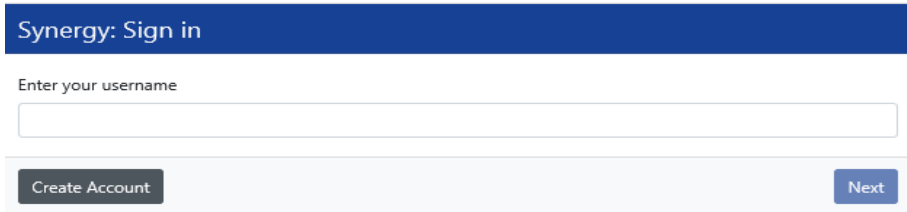
Once this page has loaded, please scroll to the section “Synergy Provider Portal” and use the link to log on.

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 do not use your email address.

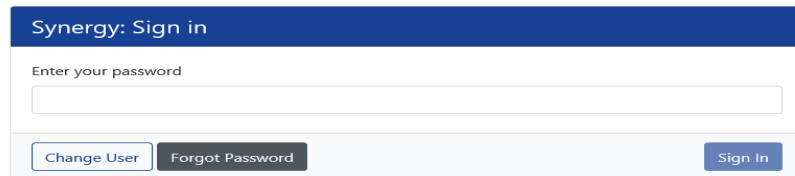
Click on Next.



The form has a blue header bar with the text "Synergy: Sign in". Below the header, there is a label "Enter your username" followed by a text input field. At the bottom of the form, there are two buttons: "Create Account" on the left and "Next" on the right.

Enter your 'Password' as shown below.

Click 'Sign In'.



The form has a blue header bar with the text "Synergy: Sign in". Below the header, there is a label "Enter your password" followed by a text input field. At the bottom of the form, there are three buttons: "Change User" on the left, "Forgot Password" in the middle, and "Sign In" on the right.

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.

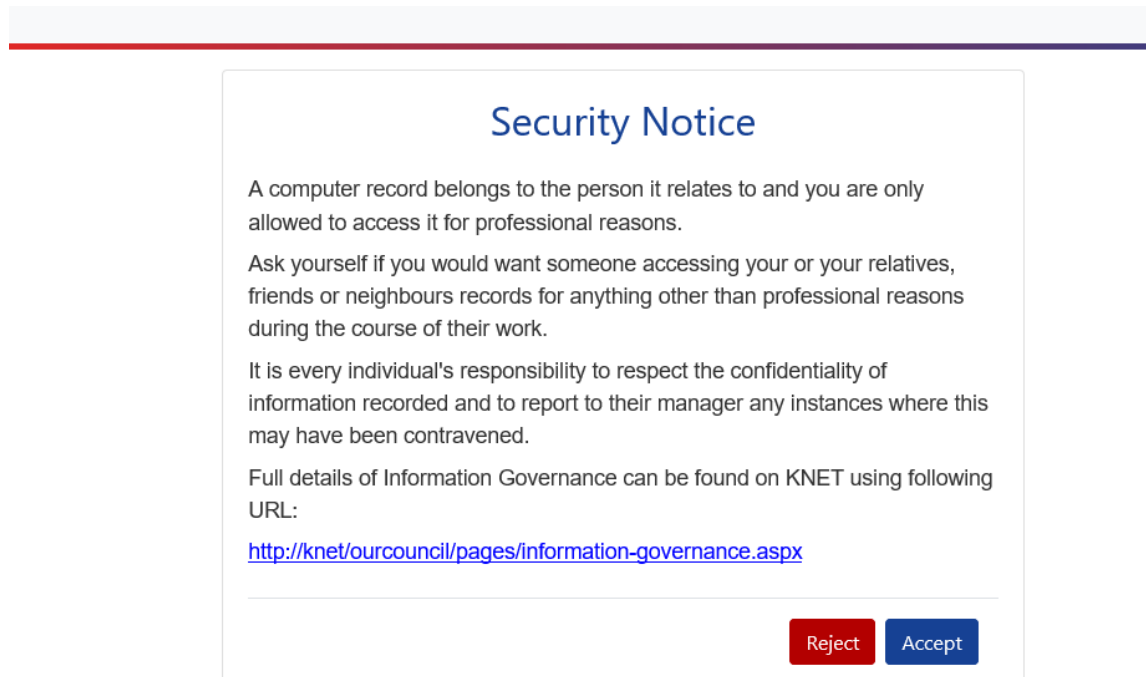
If you have locked your 'password', please telephone or email the Early Years Management Information team on 03000 421612 or miearlyyears@kent.gov.uk and we will reset this for you.

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:



The screenshot shows a web page titled "Security Notice" with a light blue header bar. Below the header, there is a white box containing the following text:

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>

At the bottom of the white box, there are two buttons: "Reject" (red) and "Accept" (blue).

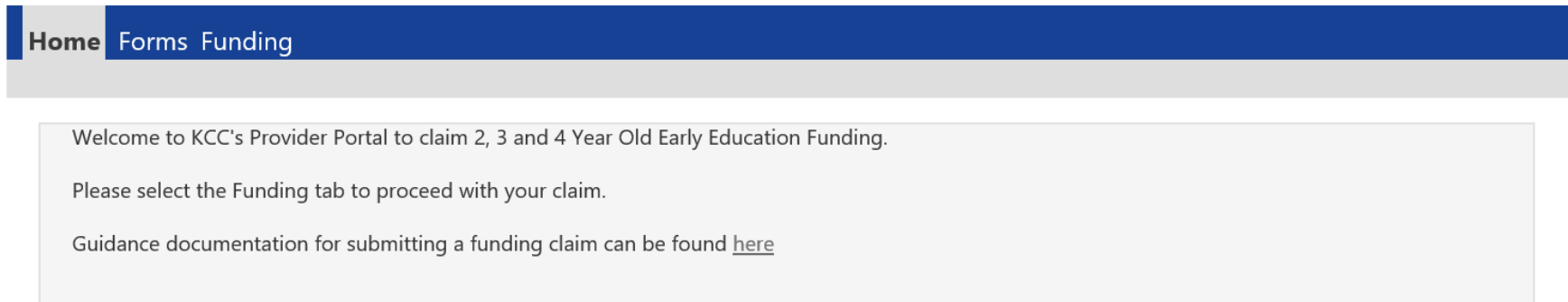
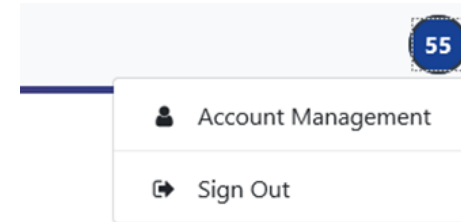
Please click on “Accept”. A message will appear saying “redirecting you”. This will take a few seconds and then the 'Home Screen' will be displayed. If you accidentally click on “Reject”, it will sign you out and you will need to log in again.

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 "55".

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'. **"Forms" is a new tab, but please ignore this for submitting 3-4 year old Headcount claims.**

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

Funding Deadlines

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

<https://www.kelsi.org.uk/school-management/data-and-reporting/management-information/early-years-free-entitlement>

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'.

The screenshot shows the 'Funding' screen in the FIS Provider Portal. At the top, there is a navigation bar with tabs: 'Home', 'Funding', 'Summary', 'Estimates', 'Actuals', 'Adjustments', and 'Eligibility Checker'. The 'Funding' tab is selected, and it is highlighted with an orange circle and the number 3. Below the navigation bar, there is a section titled 'Actuals Head Count Records for 2019 - 2020 - Summer'. On the left side of this section, there is a list of terms: '2019 - 2020', '2018 - 2019', and '2017 - 2018'. The '2019 - 2020' term is selected, and it is highlighted with an orange circle and the number 1. Below the term selection, there are three options for the funding type: 'Summer', 'Spring', and 'Autumn'. The 'Summer' option is selected, and it is highlighted with an orange circle and the number 2. On the right side of the screen, there is a table with the following structure:

		Office use only	
		Ready To Process	Processed
	Funding Type		
	2 Year Olds		
	3 & 4 Year Olds		

Opening 3-4 Year Olds Actuals for Headcount (to submit new starters & continuing claims)

- Select the relevant term (1)
- Select 3 & 4 Year Olds Funding (2)
- Select the **Actuals** Tab (3)

Ensure that the right term and funding type has been opened, if not click on 'CHANGE' to go back to the Summary and select the correct term and funding type.

Continuing Claims




A list of children claimed by your setting last term, that are still in the eligible date of birth range for the new term, will appear.

You must work through this list before adding any new children to the system.

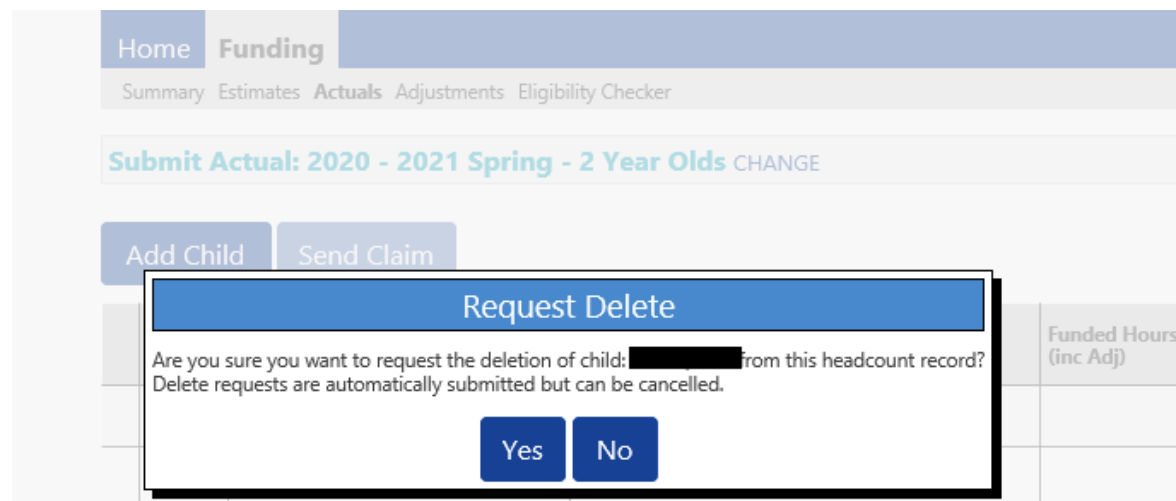
Deleting existing children

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.

Home Funding								
Summary Estimates Actuals Adjustments Eligibility Checker								
Submit Actual: 2020 - 2021 Spring - 3 & 4 Year Olds CHANGE								
 In 30H grace period								
<div>Add Child</div> <div>Send Claim</div>								
		Status	Child	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
	X		[REDACTED] (17-Mar-2017)	0.00	0.00	£0.00		
	X		[REDACTED] (05-Oct-2016)	0.00	0.00	£0.00		17-Aug-2019 - 11-Dec-2020 Grace Period: 31-Mar-2021
	X		[REDACTED] (03-May-2017)	0.00	0.00	£0.00		14-Feb-2020 - 12-Nov-2020 Grace Period: 31-Mar-2021

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.



Home **Funding**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Submit Actual: 2020 - 2021 Spring - 2 Year Olds CHANGE

Add Child Send Claim

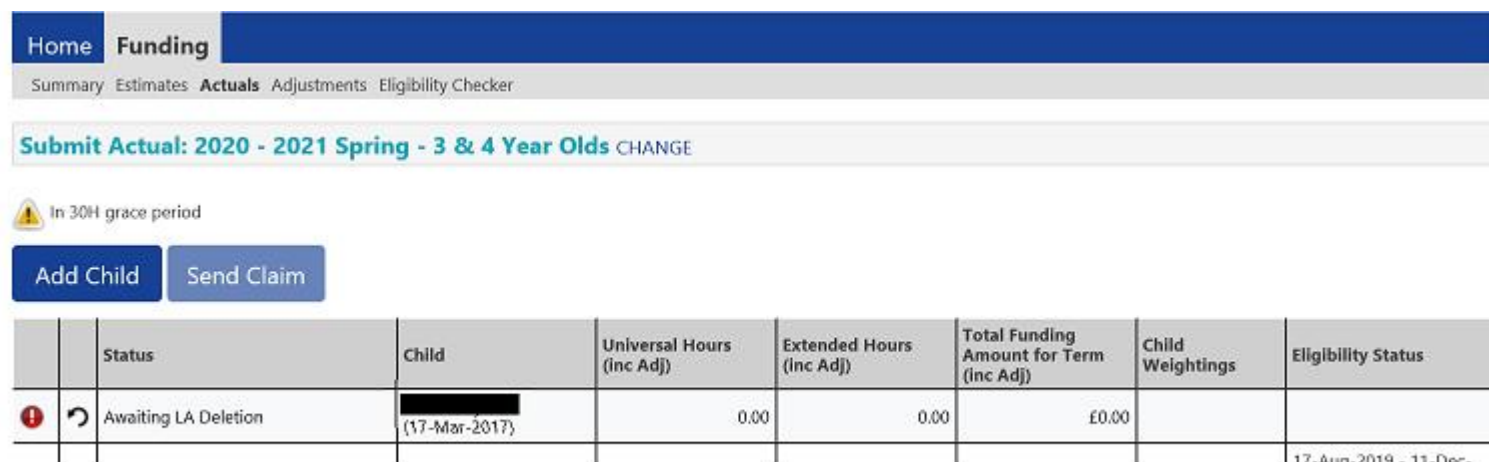
Request Delete

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

Yes No

Funded Hours (inc Adj)


The backward black arrow and 'Awaiting LA Deletion' will now show next to the relevant child's name, as shown.





Home **Funding**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Submit Actual: 2020 - 2021 Spring - 3 & 4 Year Olds CHANGE

 In 30H grace period

Add Child Send Claim

	Status	Child	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
 	Awaiting LA Deletion	[redacted] (17-Mar-2017)	0.00	0.00	£0.00		

17-Apr-2019 - 11-Dec-

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

Adding the funded hours to continuing children

Synergy will not 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.

Click on the child's name and it will open up their record on the summary tab:

Home Funding

Summary Estimates Actuals Adjustments Eligibility Checker

Name:

Summary Child Details Parent / Carer Details Funding Details Notes

Term Start Date01-Jan-2021

Term End Date14-Apr-2021

No of weeks attended11.00

Nominated for DAFNo

► Provider Total Rate£4.08

Universal Funding

Funded Hours Per Week0.00

Funded Hours for Term0.00

Funding Amount @ Provider Rate£0.00

Child Weightings£0.00

Universal Funding Amount£0.00

Totals

Funded Hours Per Week0.00

Funded Hours for Term0.00

Total Funding (excl. Adj)£0.00

Total amount from Adjustments£0.00

Total amount from Pending Adjustments£0.00

Total Funding For Term (inc Adj)£0.00

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 do not 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.

Home Forms Funding

Summary Estimates Actuals Adjustments Eligibility Checker

Name: [Redacted]

Summary Child Details Parent / Carer Details Funding Details Notes

Child Details

Forename* [Redacted] x

Middle Name [Redacted]

Surname* [Redacted]

DOB* 13-Jul-2017

Proof of DOB ☐

Gender* ☐ Male ☒ Female

Preferred Surname [Redacted]

Ethnicity* Other Black

SEN COP Stage <Unknown>

Address

Address Line 1* [Redacted]

Address Line 2 [Redacted]

Address Line 3 [Redacted]

Locality [Redacted]

Town Tunbridge Wells

County [Redacted]

Postcode* TN10 6EW

Save Cancel

*denotes mandatory fields

Select the **Parent/Carer Details Tab** and check that the information shown is still correct, if information was previously input.

Completion of this tab is mandatory for children who are eligible for the extended hours.

Part 4 of the Parental Declaration form must be completed and signed by the parent before completing this section.

Enter the Parent names and National Insurance number and only tick the consent box for checking eligibility for the 30 hours.

You must have carried out a 30-hour validation check through the KELSİ website prior to claiming the extended hours in this section.

If the child is not eligible for the extended hours, the completion of this tab is optional, but you will need to either complete all the fields, or leave it blank.

Please note Management Information **do not** use the Synergy system for **EYPP** applications.

To apply for EYPP funding, please see the link below to find the relevant application on Kelsi.

<https://www.kelsi.org.uk/early-years/sufficiency-and-sustainability/free-early-education/claiming-eypp-and-daf>

Summary Child Details **Parent / Carer Details** Funding Details

Entering Parent/Carer details enables us to check whether the child is eligible for Early Years Pupil Premium (EYPP) funding, and whether the child is eligible for extended hours.

Please ensure you input details for all records that have given their permission to do so, as this ensures you receive the additional funding. Please also ensure that the correct consent boxes are selected as per the usage of the details.

Details are optional but if entered then at least Forename, Surname and NI or NASS Number must be filled in.

Parent / Carer Details		Partner Details	
Forename	Angelina	Forename	
Surname	Bear	Surname	
DOB	11-Jan-1995	DOB	
<input checked="" type="checkbox"/> NI or <input type="checkbox"/> NASS Number	AB123456D	<input type="checkbox"/> NI or <input type="checkbox"/> NASS Number	
Tick to give consent to Eligibility Checking for <input type="checkbox"/> EYPP <input checked="" type="checkbox"/> 30H		Tick to give consent to Eligibility Checking for <input type="checkbox"/> EYPP <input type="checkbox"/> 30H	

Save Cancel *denotes mandatory fields

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

Funding Details

Start Date*

End Date*

Default Term Dates

Weeks Attended in Term*

Present during Census ☐

Attends Two Days or More ☐

Nominated for DAF* ☐ Yes ☐ No

Stretching Entitlement ☐

Universal Funded Hours per Week

Universal Hours*

Extended Funded Hours per Week

Extended Hours*

30H Eligibility Code

30 Hours Free Childcare

Eligible for 30H ☐

Total Funded Hours per Week

Total Funded:

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

Non-Funded Hours per Week

Non-Funded Hours*

Maximum Values Allowed:

Number of Weeks: **14.00**

Universal Weekly Hours: **10**

Universal Termly Hours: **140**

Universal Yearly Hours: **380**

Extended Weekly Hours: **10**

Extended Termly Hours: **140**

Extended Yearly Hours: **380**

Save **Cancel**

*denotes mandatory fields

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, however, it must be during Headcount Week. **Please be aware that if an inputting error is made, the term dates will return to the default, so please ensure these dates are correct before submitting your information.**

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.

The maximum weeks for each term are as follows:

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

(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 (see page 12 for the link to Kelsi).

(6) If your setting offers stretched funding and the child is accessing their funding over the 48-week pattern, tick the “Stretching Entitlement” box. The number of weeks must also be amended in line with the 48-week pattern of funding (see page 14).

1
2
3
4
5
6

The screenshot shows the 'Funding Details' tab in the Synergy FIS Provider Portal. The form is divided into several sections:

- Funding Details:** Includes fields for 'Start Date*' (01-Apr-2020), 'End Date*' (24-Jul-2020), 'Weeks Attended in Term*' (13.00), 'Present during Census' (checkbox), 'Attends Two Days or More' (checkbox), 'Nominated for DAF*' (radio buttons: Yes, No), and 'Stretching Entitlement' (checkbox). A blue button labeled 'Default Term Dates' is present.
- Attendance Days:** A list of days from Monday to Sunday, each with 'Yes' and 'No' radio buttons.
- Universal Funded Hours per Week:** Includes 'Universal Hours*' (15.00).
- Extended Funded Hours per Week:** Includes 'Extended Hours*' (0.00) and '30H Eligibility Code' (50029984688). A blue button labeled '30 Hours Free Childcare' is present.
- Non-Funded Hours per Week:** Includes 'Non-Funded Hours*' (0.00).
- Maximum Values Allowed:** A red box containing the following information:
 - Number of Weeks: 18.00
 - Universal Weekly Hours: 12
 - Universal Termly Hours: 216
 - Universal Yearly Hours: 576
 - Extended Weekly Hours: 12
 - Extended Termly Hours: 216
 - Extended Yearly Hours: 576

A yellow warning icon with text is located below the 'Non-Funded Hours' section: "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".

(7) Enter the amount of hours the child is claiming funding at your setting in the “Universal Funded Hours per Week” box. **You must always add hours to this box, if you are claiming funding.**

(8) Complete the attendance days.

(9) 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.

Extended Entitlement. Please ensure that the “Parent/Carer Details” Tab has already been completed. You must have carried out a 30-hour code validation check through the Kelsi website, prior to claiming the extended hours in this section. You would then have received an e-mail with the result. If you see the exclamation mark in a yellow triangle against a child, please see page 35.

(10) Enter the hours the child is claiming at your setting in the “Extended Funding Hours per Week” box. If there are no extended hours, please ignore this field, as zero hours will already be displayed. Complete the “30H Eligibility Code” field with the 11-digit code given to the parent from HMRC).

Click on the Blue button called “30 Hours Free Childcare”.

This checks the code is eligible for funding in the current term.

A message will appear at the top of the screen, please see page 17 for messages. **This must be clicked on, or you will not be able to proceed if you are claiming extended hours.**

(11) Press the **SAVE** button.

Summary Child Details Parent / Carer Details **Funding Details**

Funding Details

Start Date* 01-Apr-2020

End Date* 24-Jul-2020

Default Term Dates

Weeks Attended in Term* 13.00

Present during Census ☐

Attends Two Days or More ☒

Nominated for DAF* ☐ Yes ☒ No

Stretching Entitlement ☒

Universal Funded Hours per Week

Universal Hours* 15.00

Extended Funded Hours per Week

Extended Hours* 0.00

30H Eligibility Code 50029984688

30 Hours Free Childcare

Eligible for 30H ☐

Total Funded Hours per Week

Total Funded: 15.00

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

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/carers

Maximum Values Allowed:

Number of Weeks: **18.00**

Universal Weekly Hours: **12**

Universal Termly Hours: **216**

Universal Yearly Hours: **576**

Extended Weekly Hours: **12**

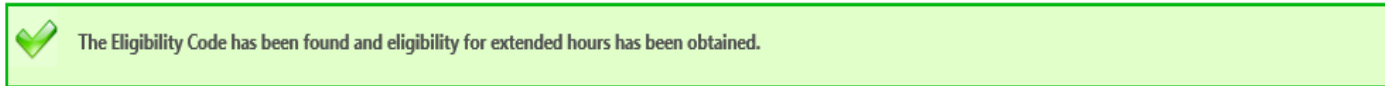
Extended Termly Hours: **216**

Extended Yearly Hours: **576**

*denotes mandatory fields

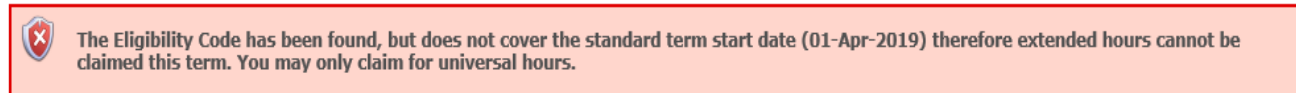
Save Cancel

You should receive a message saying that the eligibility for the 30 hours has been confirmed at the top and the “Eligible for 30H box” will now be ticked on the **Funding Details** Tab.



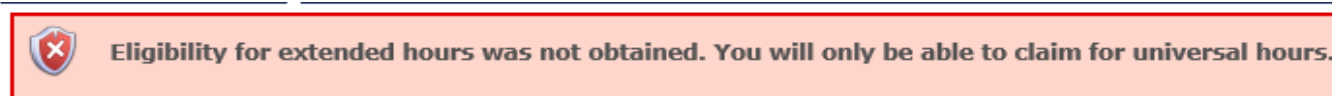
However, you may receive one of the following two error messages which will need to be resolved before you can submit your claim.

1) A red message stating the eligibility code has been found, but does not cover the standard term start date:



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. To enable you to submit the universal hours, set the extended funded hours to 0.00 whilst this is investigated (leave all other information in place).

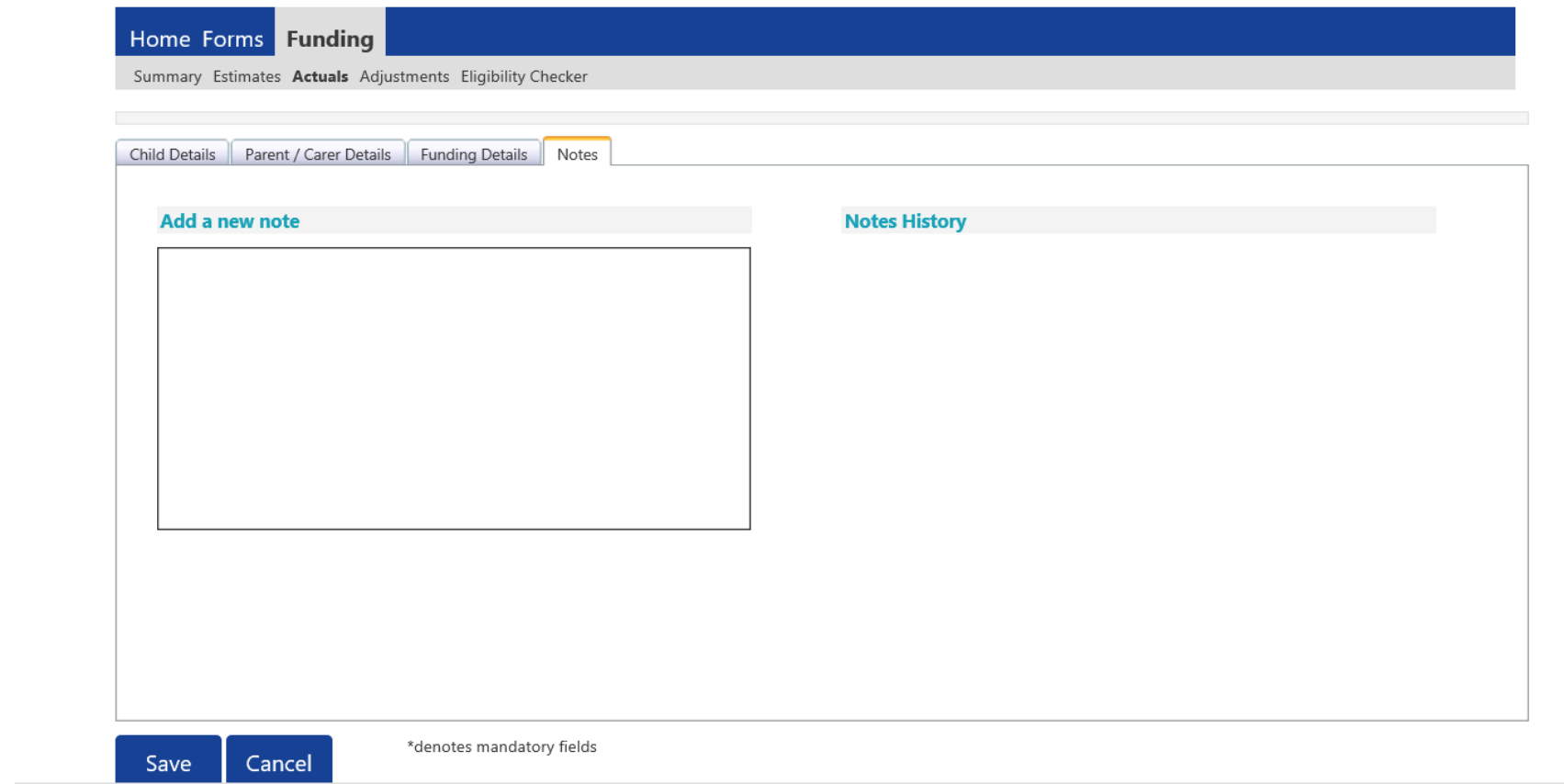
2) A red message stating eligibility for extended hours was not obtained:



This means that the information submitted **is not correct**. Please confirm with the parent that the information entered into Synergy matches that supplied 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. To enable you to submit the universal hours, set the extended funded hours to 0.00 whilst this is investigated (leave all other information in place).

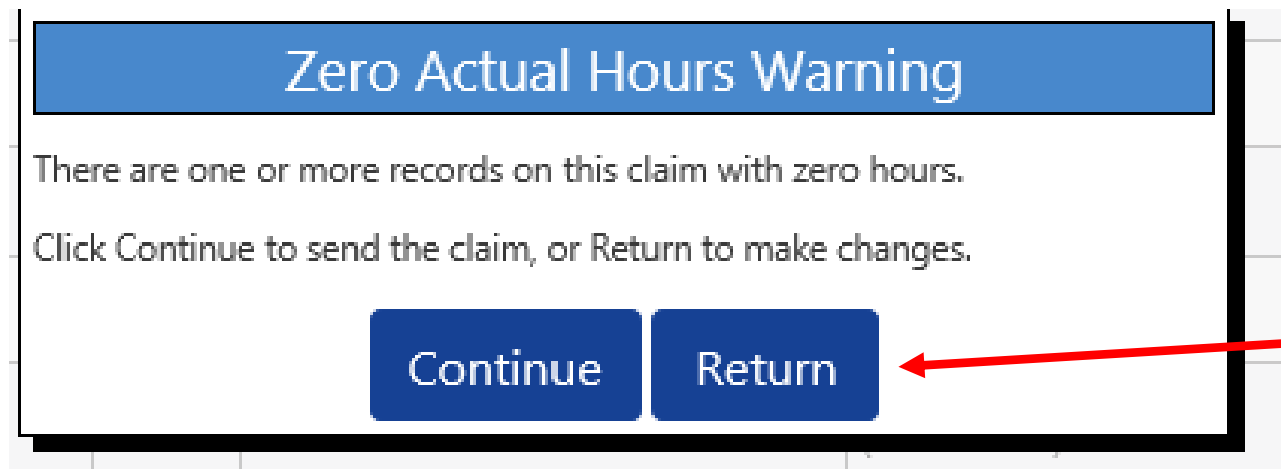
There is now a new tab called 'Notes'. This is optional.

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



The screenshot shows the 'Funding' section of the FIS Provider Portal. The top navigation bar includes 'Home', 'Forms', and 'Funding'. Below this, a sub-navigation bar lists 'Summary', 'Estimates', 'Actuals', 'Adjustments', and 'Eligibility Checker'. The main content area has four tabs: 'Child Details', 'Parent / Carer Details', 'Funding Details', and 'Notes'. The 'Notes' tab is active, showing a large text area for 'Add a new note' and a 'Notes History' section. At the bottom, there are 'Save' and 'Cancel' buttons, and a note that '*denotes mandatory fields'.

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:



Zero Actual Hours Warning

There are one or more records on this claim with zero hours.
Click Continue to send the claim, or Return to make changes.

Continue **Return**

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 **YOU MUST** click on “Return” to find the relevant child/children to now add the hours.

Checking the claims before submitting

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. It also shows the hours the eligibility dates within the Eligibility Status column, for any children claiming the extended entitlement.

The Funded Hours you have entered and the Total Funding Amount for Term are now displayed.

The status descriptions will either show “Awaiting LA Deletion” as per guidance on page 9, or “Unsubmitted Claim” meaning an **existing** child has been amended, **but not** submitted.

Home Funding								
Summary Estimates Actuals Adjustments Eligibility Checker								
Submit Actual: 2020 - 2021 Spring - 3 & 4 Year Olds CHANGE								
⚠ In 30H grace period								
Add Child Send Claim								
		Status	Child	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
⚠	↺	Awaiting LA Deletion	██████████ (17-Mar-2017)	0.00	0.00	£0.00		
⚠ ⚠	↺	Unsubmitted Claim	██████████ (05-Oct-2016)	165.00	0.00	£673.20		17-Aug-2019 - 11-Dec-2020 Grace Period: 31-Mar-2021
⚠ ⚠	↺	Unsubmitted Claim	██████████ (03-May-2017)	132.00	0.00	£538.56		14-Feb-2020 - 12-Nov-2020 Grace Period: 31-Mar-2021

Sending the claim

Click on the 'Send Claim' button as shown below to submit the funding requests.


You must click on the 'Send Claim' button in order for the Early Years Management Information team to receive your submission.

If you see the status "Unsubmitted Claim", as shown below, this means you still need to click on "Send Claim".







[Home](#)
[Funding](#)

[Summary](#)
[Estimates](#)
[Actuals](#)
[Adjustments](#)
[Eligibility Checker](#)

[Submit Actual: 2020 - 2021 Spring - 3 & 4 Year Olds](#)
[CHANGE](#)

 In 30H grace period

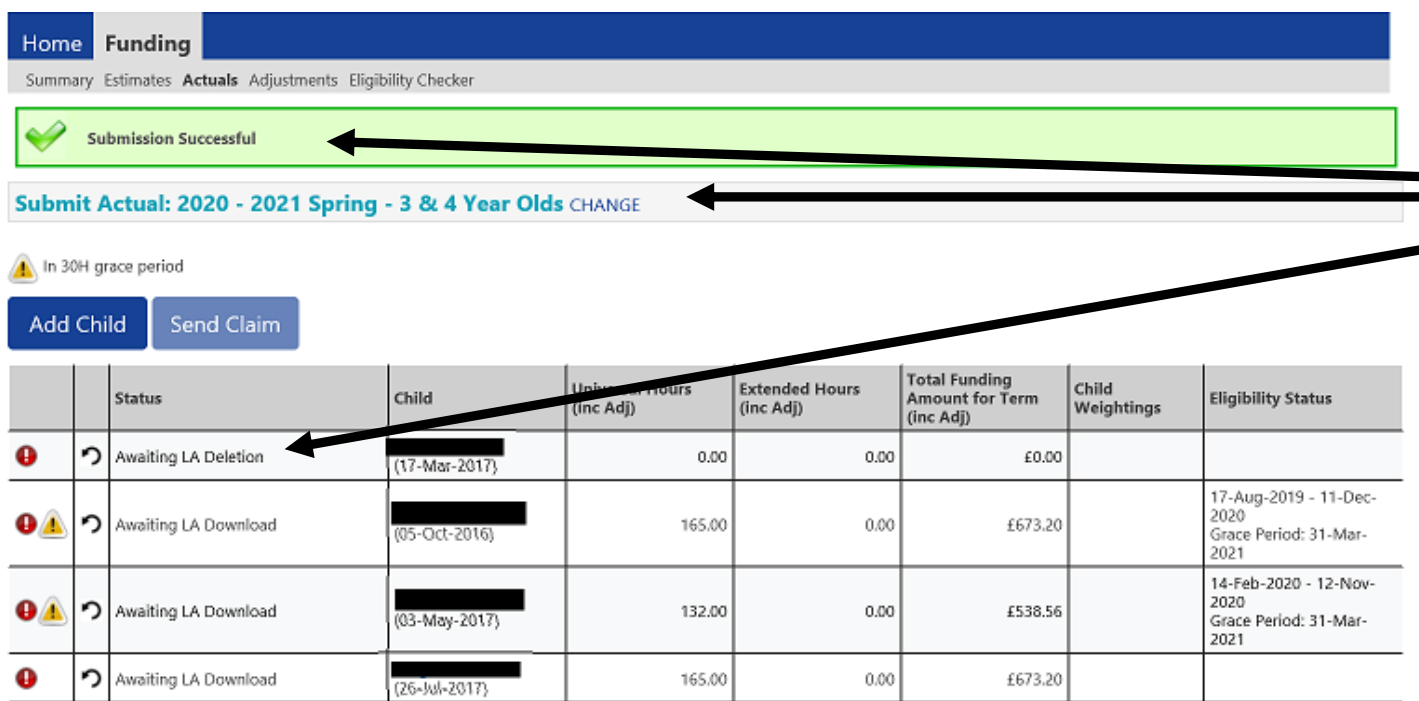
[Add Child](#)
[Send Claim](#)

		Status	Child	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
		Awaiting LA Deletion	[REDACTED] (17-Mar-2017)	0.00	0.00	£0.00		
		Unsubmitted Claim	[REDACTED] (05-Oct-2016)	165.00	0.00	£673.20		17-Aug-2019 - 11-Dec-2020 Grace Period: 31-Mar-2021
		Unsubmitted Claim	[REDACTED] (03-May-2017)	132.00	0.00	£538.56		14-Feb-2020 - 12-Nov-2020 Grace Period: 31-Mar-2021

What to check once claim has been sent

Once you have pressed 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.

The status of the children now changes to **“Awaiting LA Download”** (or “Awaiting LA Deletion”, if you have deleted them). This status may change, or no longer show, as the Early Years Management Information team process your claim.



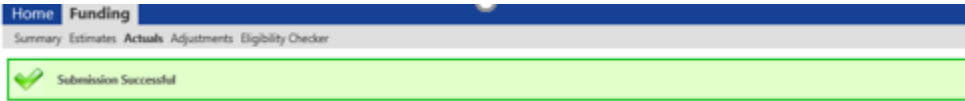
The screenshot shows the FIS Provider Portal interface. At the top, there is a navigation bar with 'Home' and 'Funding' tabs. Below this, a green banner with a checkmark icon and the text 'Submission Successful' is displayed. Below the banner, there is a button labeled 'Submit Actual: 2020 - 2021 Spring - 3 & 4 Year Olds CHANGE'. Below this, there is a warning icon and the text 'In 30H grace period'. Below the warning, there are two buttons: 'Add Child' and 'Send Claim'. Below the buttons, there is a table with the following columns: Status, Child, Universal Hours (Inc Adj), Extended Hours (Inc Adj), Total Funding Amount for Term (Inc Adj), Child Weightings, and Eligibility Status. The table contains four rows of data, all with a status of 'Awaiting LA Download' or 'Awaiting LA Deletion'.

Status	Child	Universal Hours (Inc Adj)	Extended Hours (Inc Adj)	Total Funding Amount for Term (Inc Adj)	Child Weightings	Eligibility Status
Awaiting LA Deletion	(17-Mar-2017)	0.00	0.00	£0.00		
Awaiting LA Download	(05-Oct-2016)	165.00	0.00	£673.20		17-Aug-2019 - 11-Dec-2020 Grace Period: 31-Mar-2021
Awaiting LA Download	(03-May-2017)	132.00	0.00	£538.56		14-Feb-2020 - 12-Nov-2020 Grace Period: 31-Mar-2021
Awaiting LA Download	(26-Jul-2017)	165.00	0.00	£673.20		

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.

Incorrect Submissions **** IMPORTANT ****



Once you press “Send Claim” you then receive this green “Submission Successful” bar.

However, if the status next to your records shows **‘Unsubmitted Claim’**, it means the claim has not been submitted correctly, due to a technical error.

The status should say ‘Awaiting LA download’ (as per the previous page), once it has actually been submitted.

If this happens to you, please e-mail miearlyears@kent.gov.uk with all your setting’s details and a screen shot of this page to show the error, so the team can investigate.

If you have any new children to add, please proceed to the next page to start inputting them.

If you do not have any new children to add, please move to page 33.

Adding New Starters

To add a child, click on the 'Add Child' button.

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 (*).

Home
Forms
Funding

Summary
Estimates
Actuals
Adjustments
Eligibility Checker

Child Details
Parent / Carer Details
Funding Details
Notes

Child Details

Forename*

Middle Name

Surname*

DOB*

Proof of DOB

☐

Gender*

☐ Male ☐ Female

Preferred Surname

Ethnicity*

<unknown>

SEN COP Stage

<Unknown>

Address

Address Line 1*

Address Line 2

Address Line 3

Locality

Town

County

Postcode*

Save

Cancel

*denotes mandatory fields

Hints and Tips

- Please do not make any changes to the 'SEN COP Stage' box – this must remain as “unknown”. This information is determined by KCC's SEN Team and they will alter it, if needed.
- When entering the child's date of birth, please use the drop-down calendar. Click in the box and the calendar for the current month will appear. If you click on the year, you can then use the arrows to go back to another year and then select the correct month and date.

Select the **Parent/Carer Details Tab** and check that the information shown is still correct, if information was previously input.

Completion of this tab is mandatory for children who are eligible for the extended hours.

Part 4 of the Parental Declaration form must be completed and signed by the parent before completing this section.

Enter the Parent names and National Insurance number and only tick the consent box for checking eligibility for the 30 hours.

You must have carried out a 30-hour validation check through the KELSİ website prior to claiming the extended hours in this section.

If the child is not eligible for the extended hours, the completion of this tab is optional, but you will need to either complete all the fields, or leave it blank.

Please note Management Information **do not** use the Synergy system for **EYPP** applications.

To apply for EYPP funding, please see the link below to find the relevant application on Kelsi.

<https://www.kelsi.org.uk/early-years/sufficiency-and-sustainability/free-early-education/claiming-eypp-and-daf>

Summary Child Details **Parent / Carer Details** Funding Details

Entering Parent/Carer details enables us to check whether the child is eligible for Early Years Pupil Premium (EYPP) funding, and whether the child is eligible for extended hours.

Please ensure you input details for all records that have given their permission to do so, as this ensures you receive the additional funding. Please also ensure that the correct consent boxes are selected as per the usage of the details.

Details are optional but if entered then at least Forename, Surname and NI or NASS Number must be filled in.

Parent / Carer Details		Partner Details	
Forename	Angelina	Forename	
Surname	Bear	Surname	
DOB	11-Jan-1995	DOB	
<input checked="" type="checkbox"/> NI or <input type="checkbox"/> NASS Number	AB123456D	<input type="checkbox"/> NI or <input type="checkbox"/> NASS Number	
Tick to give consent to Eligibility Checking for <input type="checkbox"/> EYPP <input checked="" type="checkbox"/> 30H		Tick to give consent to Eligibility Checking for <input type="checkbox"/> EYPP <input type="checkbox"/> 30H	

Save Cancel *denotes mandatory fields

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

Funding Details

Start Date*

End Date*

Default Term Dates

Weeks Attended in Term*

Present during Census ☐

Attends Two Days or More ☐

Nominated for DAF* ☐ Yes ☐ No

Stretching Entitlement ☐

Universal Funded Hours per Week

Universal Hours*

Extended Funded Hours per Week

Extended Hours*

30H Eligibility Code

30 Hours Free Childcare

Eligible for 30H ☐

Total Funded Hours per Week

Total Funded:

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

Non-Funded Hours per Week

Non-Funded Hours*

Maximum Values Allowed:

Number of Weeks: **14.00**

Universal Weekly Hours: **10**

Universal Termly Hours: **140**

Universal Yearly Hours: **380**

Extended Weekly Hours: **10**

Extended Termly Hours: **140**

Extended Yearly Hours: **380**

Save **Cancel** *denotes mandatory fields

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, however, it must be during Headcount Week. **Please be aware that if an inputting error is made, the term dates will return to the default, so please ensure these dates are correct before submitting your information.**

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.

For information the maximum weeks for each term are as follows:

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

(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 (see page 24 for the link to Kelsi).

(6) If your setting offers stretched funding and the child is accessing their funding over the 48-week pattern, tick the “Stretching Entitlement” box. The number of weeks must also be amended in line with the 48-week pattern of funding (see page 26).

1
2
3
4
5
6

The screenshot shows the 'Funding Details' tab in the Synergy FIS Provider Portal. The form is divided into several sections:

- Funding Details:** Includes fields for 'Start Date*' (01-Apr-2020), 'End Date*' (24-Jul-2020), 'Weeks Attended in Term*' (13.00), 'Present during Census' (checkbox), 'Attends Two Days or More' (checkbox), 'Nominated for DAF*' (radio buttons: Yes, No), and 'Stretching Entitlement' (checkbox). A blue button labeled 'Default Term Dates' is present.
- Attendance Days:** A list of days from Monday to Sunday, each with 'Yes' and 'No' radio buttons.
- Universal Funded Hours per Week:** Includes 'Universal Hours*' (15.00).
- Extended Funded Hours per Week:** Includes 'Extended Hours*' (0.00) and '30H Eligibility Code' (50029984688). A blue button labeled '30 Hours Free Childcare' is present.
- Non-Funded Hours per Week:** Includes 'Non-Funded Hours*' (0.00).
- Maximum Values Allowed:** A red box containing the following information:
 - Number of Weeks: 18.00
 - Universal Weekly Hours: 12
 - Universal Termly Hours: 216
 - Universal Yearly Hours: 576
 - Extended Weekly Hours: 12
 - Extended Termly Hours: 216
 - Extended Yearly Hours: 576

A yellow warning icon with text is located below the 'Non-Funded Hours' section: "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".

(7) Enter the amount of hours the child is claiming funding at your setting in the “Universal Funded Hours per Week” box. **You must always add hours to this box, if you are claiming funding.**

(8) Complete the attendance days.

(9) 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 add zero hours here.

Extended Entitlement. Please ensure that the “Parent/Carer Details” Tab has already been completed. You must have carried out a 30-hour code validation check through the Kelsi website, prior to claiming the extended hours in this section. You would then have received an e-mail with the result. If you see the exclamation mark in a yellow triangle against a child, please see page 35.

(10) Enter the hours the child is claiming at your setting in the “Extended Funding Hours per Week” box. If there are no extended hours, please add zero hours here.

Complete the “30H Eligibility Code” field with the 11-digit code given to the parent from HMRC).

Click on the Blue button called “30 Hours Free Childcare”.

This checks the code is eligible for funding in the current term.

A message will appear at the top of the screen, please see page 29 for messages. **This must be clicked on, or you will not be able to proceed if you are claiming extended hours.**

(11) Press the **SAVE** button.

Funding Details

Start Date* 01-Apr-2020

End Date* 24-Jul-2020

Default Term Dates

Weeks Attended in Term* 13.00

Present during Census ☐

Attends Two Days or More ☒

Nominated for DAF* ☐ Yes ☒ No

Stretching Entitlement ☒

Universal Funded Hours per Week

Universal Hours* 15.00

Extended Funded Hours per Week

Extended Hours* 0.00

30H Eligibility Code 50029984688

30 Hours Free Childcare

Eligible for 30H ☐

Total Funded Hours per Week

Total Funded: 15.00

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

Non-Funded Hours per Week

Non-Funded Hours* 0.00

Maximum Values Allowed:

Number of Weeks: **18.00**

Universal Weekly Hours: **12**

Universal Termly Hours: **216**

Universal Yearly Hours: **576**

Extended Weekly Hours: **12**

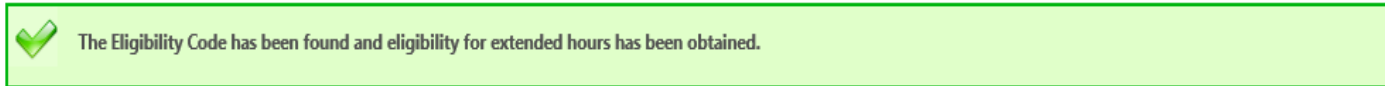
Extended Termly Hours: **216**

Extended Yearly Hours: **576**

Save **Cancel**

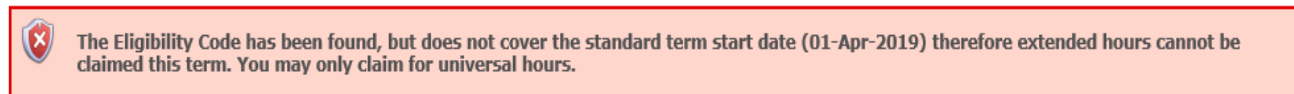
*denotes mandatory fields

You should receive a message saying that the eligibility for the 30 hours has been confirmed at the top and the “Eligible for 30H box” will now be ticked on the **Funding Details** Tab.



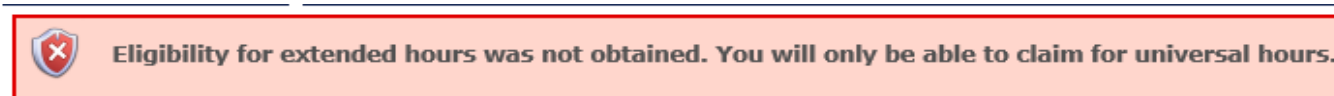
However, you may receive one of the following two error messages which will need to be resolved before you can submit your claim.

1) A red message stating the eligibility code has been found, but does not cover the standard term start date:



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. To enable you to submit the universal hours, set the extended funded hours to 0.00 whilst this is investigated (leave all other information in place).

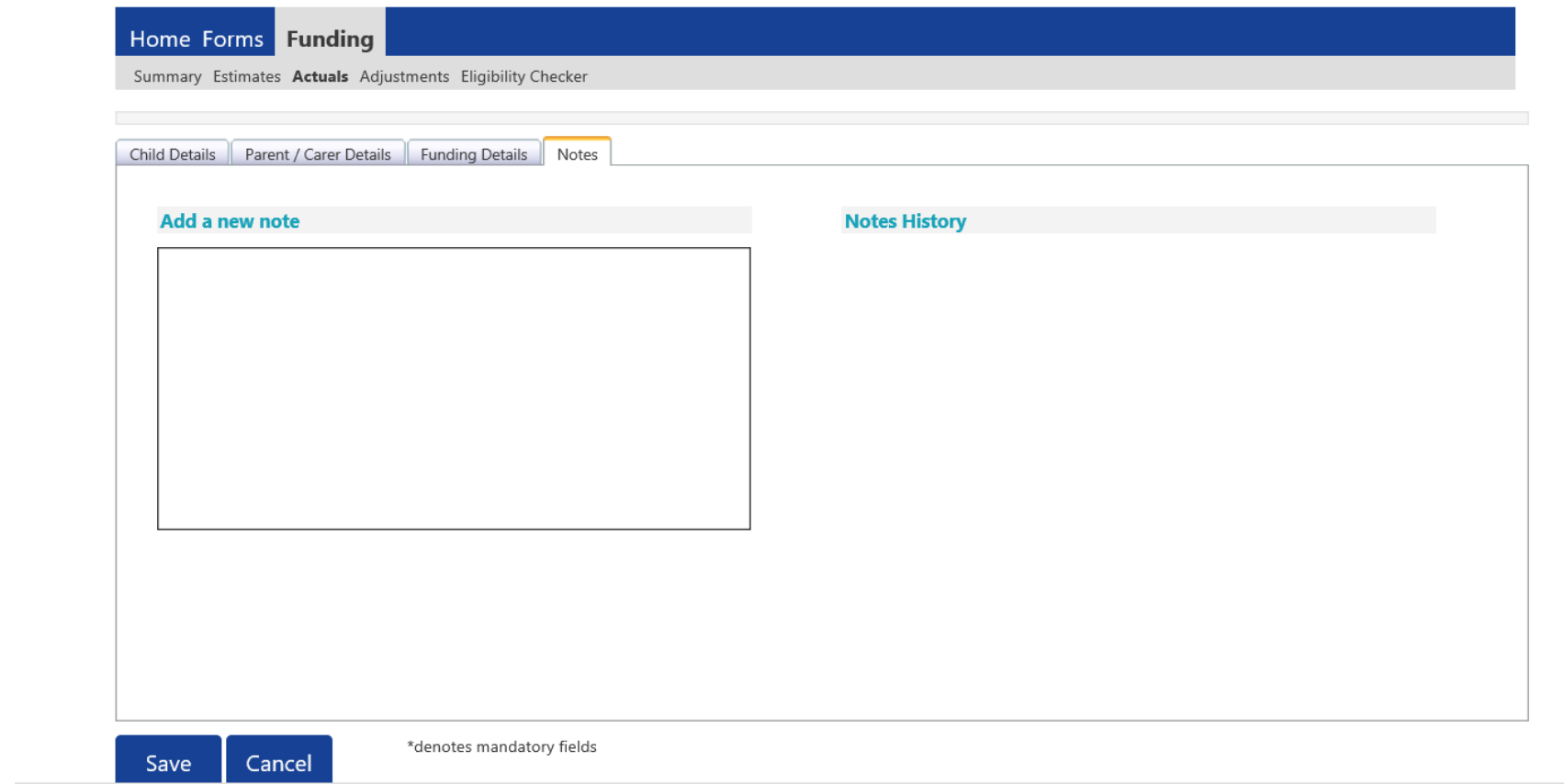
2) A red message stating eligibility for extended hours was not obtained:



This means that the information submitted **is not correct**. Please confirm with the parent that the information entered into Synergy matches that supplied 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. To enable you to submit the universal hours, set the extended funded hours to 0.00 whilst this is investigated (leave all other information in place).

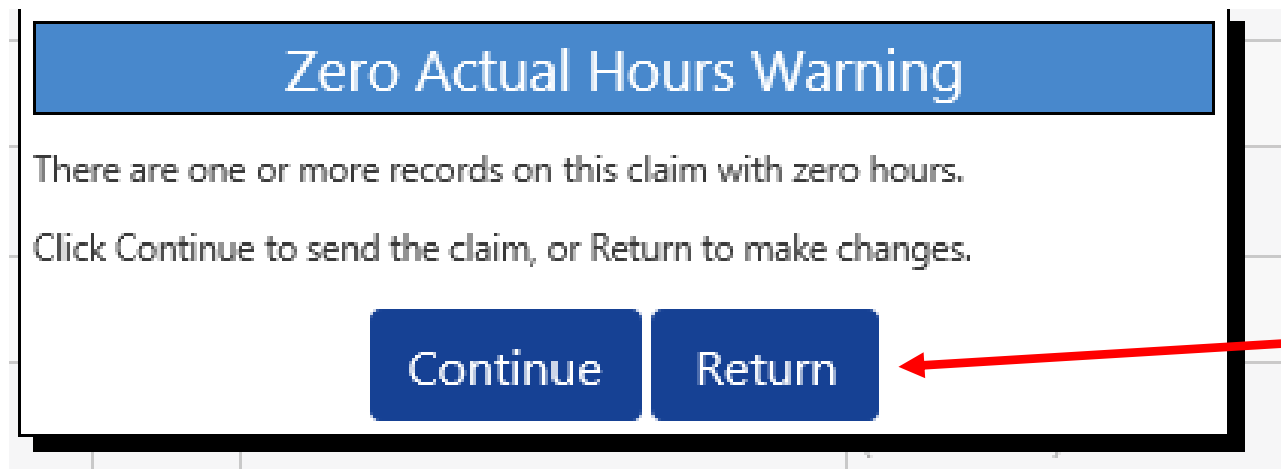
There is now a new tab called 'Notes'. This is optional.

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



The screenshot shows the 'Funding' section of the FIS Provider Portal. The top navigation bar includes 'Home', 'Forms', and 'Funding'. Below this, a sub-navigation bar lists 'Summary', 'Estimates', 'Actuals', 'Adjustments', and 'Eligibility Checker'. The main content area has four tabs: 'Child Details', 'Parent / Carer Details', 'Funding Details', and 'Notes'. The 'Notes' tab is active, showing a large text area for 'Add a new note' and a 'Notes History' section. At the bottom, there are 'Save' and 'Cancel' buttons, and a note that '*denotes mandatory fields'.

If you click on the “Send Claim button” when you have only added zero hours to the new child/children’s records, the following warning message will show:



Zero Actual Hours Warning

There are one or more records on this claim with zero hours.
Click Continue to send the claim, or Return to make changes.

Continue **Return**

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 **YOU MUST** click on “Return” to find the relevant child/children to now add the hours.

Checking the claims before submitting

Each time a child is saved, it takes you back to the actuals screen and shows a list of the all the children you have added.

The Funded Hours you have entered and the Total Funding Amount for Term are now displayed.

You will see that the status of these new children are **“New, Unsubmitted Child”** meaning an **new** child has been added, **but not** submitted (for other status descriptions, please refer to Q16 in the FAQ section).

Home Forms **Funding**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Submit Actual: 2020 - 2021 Spring - 3 & 4 Year Olds [CHANGE](#)

Add Child

Send Claim

		Status	Child	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
!	↺			165.00	0.00	£673.20		
!	↺	New, Unsubmitted Child	Farrow, Scott (12-Feb-2017)	0.00	0.00	£0.00		
!	↺	New, Unsubmitted Child	Tester, Zac (08-Dec-2017)	165.00	0.00	£673.20		

Add Child

Send Claim

Sending the claim

Click on the 'Send Claim' button as shown below to submit the funding requests.

You must click on the 'Send Claim' button in order for the Early Years Management Information team to receive your submission.

If you see the status "New, Unsubmitted Child", as shown below, this means you still need to click on "Send Claim".

[Home](#)
[Forms](#)
[Funding](#)

[Summary](#)
[Estimates](#)
[Actuals](#)
[Adjustments](#)
[Eligibility Checker](#)

[Submit Actual: 2020 - 2021 Spring - 3 & 4 Year Olds](#)
[CHANGE](#)

[Add Child](#)
[Send Claim](#)

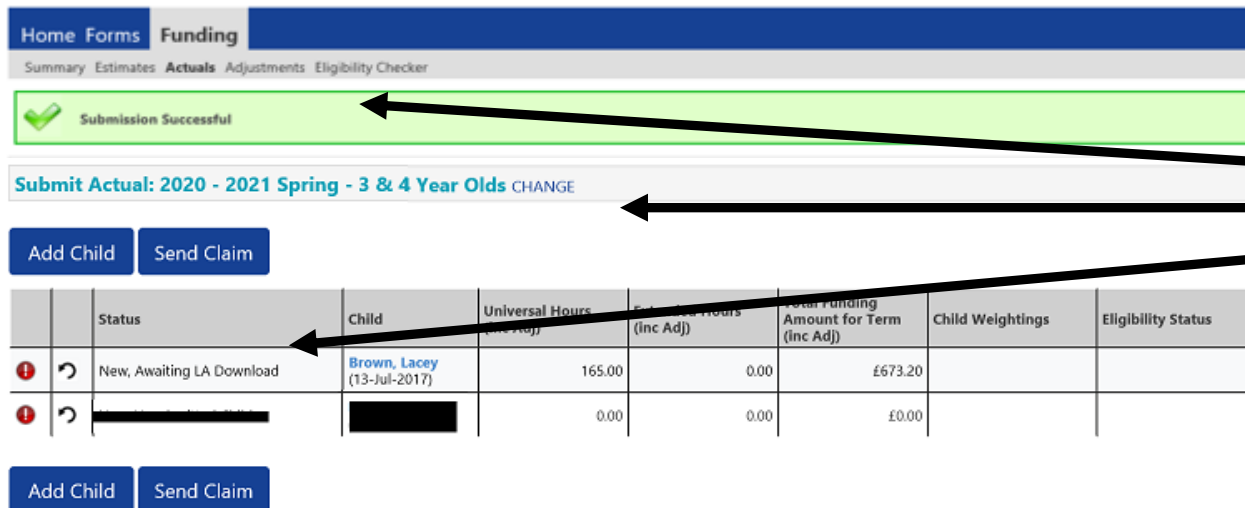
		Status	Child	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
!	↺			165.00	0.00	£673.20		
!	↺	New, Unsubmitted Child	Farrow, Scott (12-Feb-2017)	0.00	0.00	£0.00		
!	↺	New, Unsubmitted Child	Tester, Zac (08-Dec-2017)	165.00	0.00	£673.20		

[Add Child](#)
[Send Claim](#)

What to check once claim has been sent

Once you have pressed the “Send Claim” button and the claim is submitted, a green bar with a tick and the words “Submission Successful” appear on screen, as per below.

The status of the children now changes to **“New, Awaiting LA Download”**. This status may change, or no longer show, as the Early Years Management Information team process your claim.



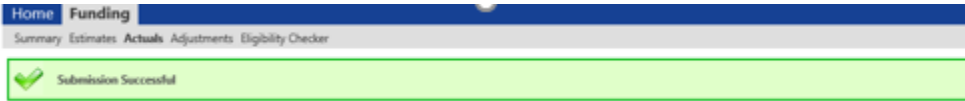
The screenshot shows the FIS Provider Portal interface. At the top, there is a navigation bar with tabs: Home, Forms, Funding, Summary, Estimates, Actuals, Adjustments, and Eligibility Checker. Below the navigation bar, a green bar with a checkmark and the text "Submission Successful" is displayed. Below this, a button labeled "Submit Actual: 2020 - 2021 Spring - 3 & 4 Year Olds" is visible. Below the button, there are two buttons: "Add Child" and "Send Claim". Below the buttons, a table is displayed with the following columns: Status, Child, Universal Hours (Inc Adj), Estimated Hours (Inc Adj), Total Funding Amount for Term (Inc Adj), Child Weightings, and Eligibility Status. The table contains two rows of data. The first row shows a status of "New, Awaiting LA Download" for a child named "Brown, Lacey (13-Jul-2017)" with 165.00 Universal Hours and 0.00 Estimated Hours. The second row shows a status of "New, Awaiting LA Download" for a child with a redacted name and 0.00 Universal Hours and 0.00 Estimated Hours. Below the table, there are two buttons: "Add Child" and "Send Claim".

Status	Child	Universal Hours (Inc Adj)	Estimated Hours (Inc Adj)	Total Funding Amount for Term (Inc Adj)	Child Weightings	Eligibility Status
New, Awaiting LA Download	Brown, Lacey (13-Jul-2017)	165.00	0.00	£673.20		
New, Awaiting LA Download	[Redacted]	0.00	0.00	£0.00		

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.

Incorrect Submissions **** IMPORTANT ****



Once you press “Send Claim” you then receive this green “Submission Successful” bar.

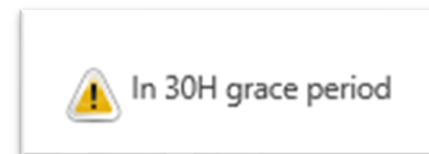
However, if the status next to your records shows **‘Unsubmitted Claim’**, it means the claim has not been submitted correctly, due to a technical error.

The status should say ‘Awaiting LA download’ (as per the previous page), once it has actually been submitted.

If this happens to you, please e-mail miearlyears@kent.gov.uk with all your setting’s details and a screen shot of this page to show the error, so the team can investigate.

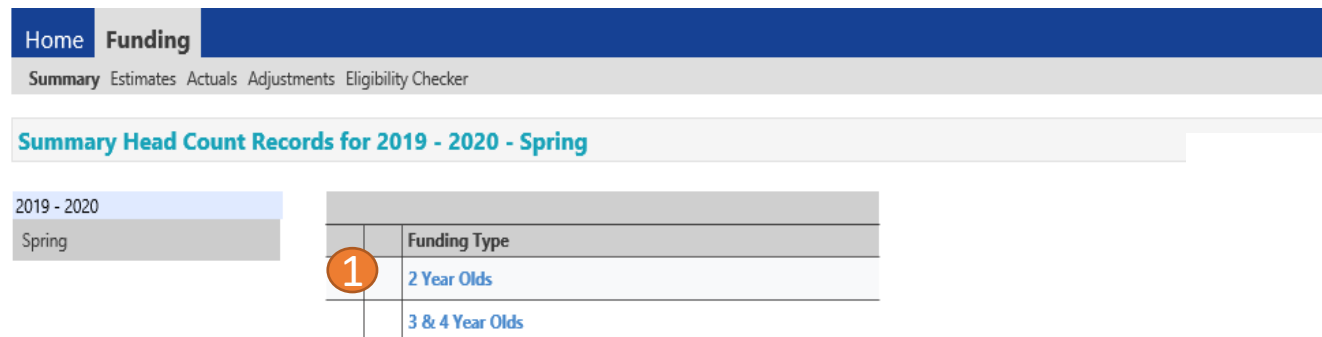
IMPORTANT INFORMATION

- Please be aware that you can add/or amend your headcount claim and resubmit it up to the deadline date for the headcount claims. These dates are shown on the PVI calendar published on Kelsi at: <https://www.kelsi.org.uk/early-years/sufficiency-and-sustainability/free-early-education/early-years-free-entitlement>
- Actuals payments will be calculated based on the **last submission made, before the deadline date.**
- Once this Actuals deadline date has passed, your Actuals screen for that term will show a summary of what you have submitted.
- Individual child records can still be viewed, but no further changes can be made on “Actuals”. If you wish to make amendments, you will need to use the “Adjustments” tab to complete these changes..
- If a child is due to start after Headcount week, they must **not be included in the Actuals (Headcount) submission**, but must be claimed for afterwards as an Adjustment. Please refer to the 3-4 Year Old Adjustment Claims guidance that will be published on Kelsi when the Actuals deadline has passed.
- Some children may have an amber triangle with an exclamation mark against their record. This indicates that you are claiming **extended hours** for a child, but they are currently in their “**Grace Period**”. You cannot claim extended hours for the first time, for a child at your setting, if they are already in their grace period. However, if your setting claimed extended hours for the child in the previous academic term, then you can continue to claim until the grace period end date. Please contact the Early Years Management Information team for further clarification on this point.



Funding 'Summary' Tab

To view a payment summary' for a term you will need to select the relevant year and term. Then select the 'Funding Type' (1).



Home Funding

Summary Estimates Actuals Adjustments Eligibility Checker

Summary Head Count Records for 2019 - 2020 - Spring

2019 - 2020

Spring

Funding Type

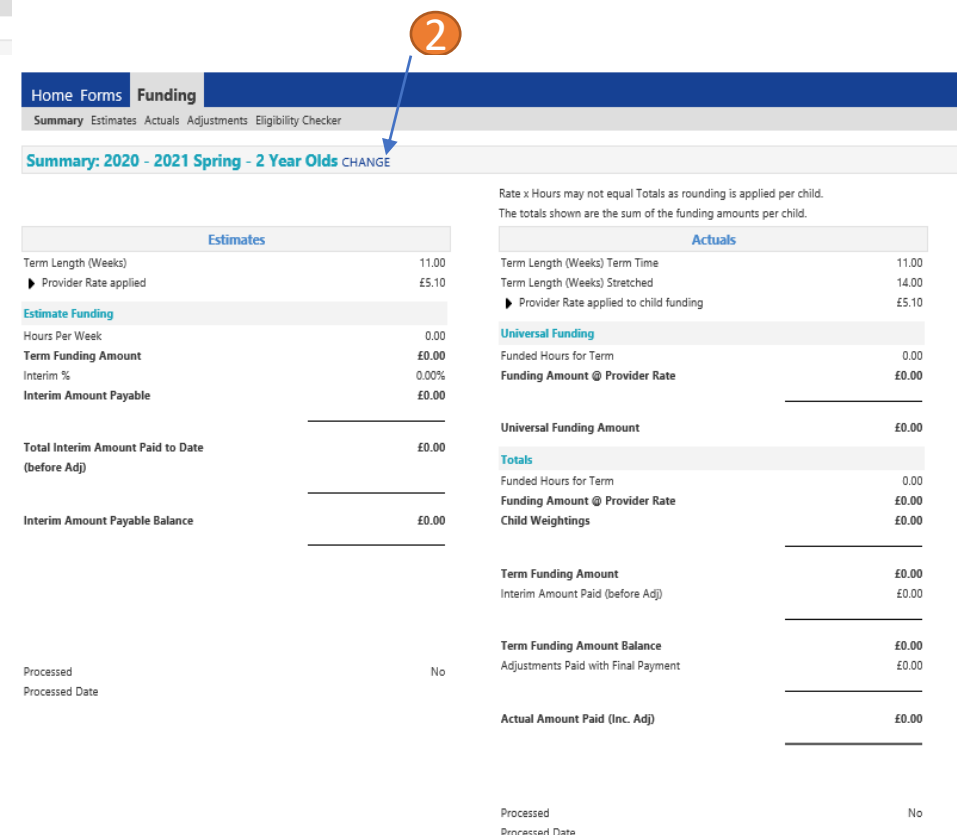
2 Year Olds

3 & 4 Year Olds

A summary of Estimates and Actuals for that term will then be displayed.

To view a different term, or funding type, click 'CHANGE' (2).

The screen will return to the list of terms, where another can be selected.



Home Forms Funding

Summary Estimates Actuals Adjustments Eligibility Checker

Summary: 2020 - 2021 Spring - 2 Year Olds CHANGE

Rate x Hours may not equal Totals as rounding is applied per child.
The totals shown are the sum of the funding amounts per child.

Estimates		Actuals	
Term Length (Weeks)	11.00	Term Length (Weeks) Term Time	11.00
► Provider Rate applied	£5.10	Term Length (Weeks) Stretched	14.00
Estimate Funding		► Provider Rate applied to child funding	£5.10
Hours Per Week	0.00	Universal Funding	
Term Funding Amount	£0.00	Funded Hours for Term	0.00
Interim %	0.00%	Funding Amount @ Provider Rate	£0.00
Interim Amount Payable	£0.00	Universal Funding Amount	£0.00
Total Interim Amount Paid to Date (before Adj)	£0.00	Totals	
Interim Amount Payable Balance	£0.00	Funded Hours for Term	0.00
		Funding Amount @ Provider Rate	£0.00
		Child Weightings	£0.00
		Term Funding Amount	£0.00
		Interim Amount Paid (before Adj)	£0.00
		Term Funding Amount Balance	£0.00
		Adjustments Paid with Final Payment	£0.00
		Actual Amount Paid (Inc. Adj)	£0.00
Processed	No		
Processed Date			

Processed
Processed Date

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](#)
12. [How do I check if a 30 hour code is valid?](#)
13. [I have submitted my headcount/adjustments and have gone back into the Portal and noticed that a child now has an amber exclamation mark beside their record saying they are in their grace period. This did not show when I submitted the claim – will I still get my funding?](#)
14. [How do I add children that have started after headcount?](#)
15. [Children's records are not saving](#)
16. [Status Descriptions Explained](#)

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.

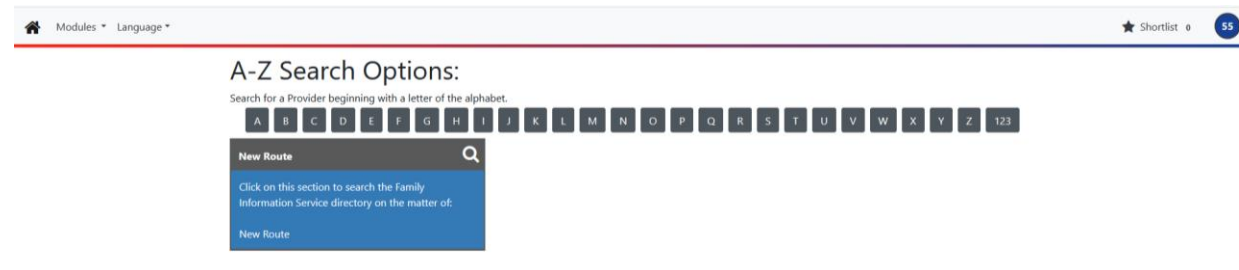
Please contact miearlyyears@kent.gov.uk to have your account unlocked and your password reset.

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?

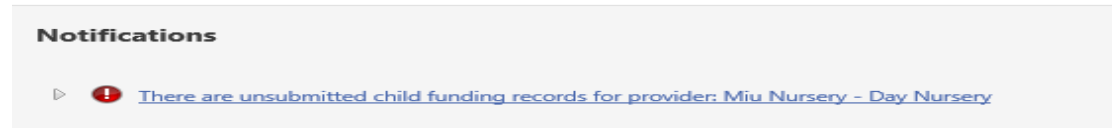
If you are seeing the screen below, please click on 'Modules' and then select 'Childcare/Service Provider'



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.

**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?

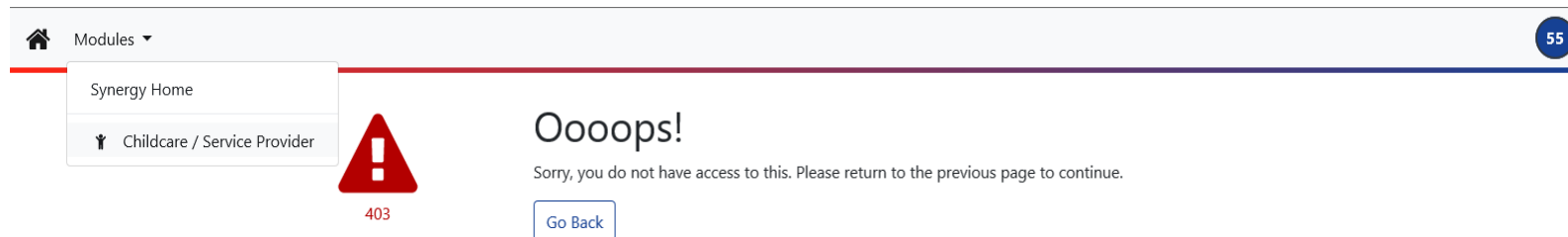
Yes, as the child is attending for a total of more than one day across the settings.

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.



FAQs

12. How do I check if a 30 hour code is valid?

If it is a new code, i.e. the child has just become eligible for the extended hours, or has transferred to your setting you must validate the code through the Kelsi 30 Hour Checker. This can be found at www.kent.gov.uk/30hourchecker

If you would like to check if a parent has reconfirmed their details with HMRC prior to the start of a new term you can use the Eligibility Checker in your portal. This will give you an onscreen result. You will not receive any email confirmation.

The screenshot shows the 'Eligibility Checker' page. At the top, there is a navigation bar with 'Home' and 'Funding' tabs. Below this, a sub-navigation bar contains 'Summary', 'Estimates', 'Actuals', 'Adjustments', and 'Eligibility Checker'. The main heading is 'Eligibility Checker'. Below the heading, a paragraph states: 'This 30 Hour Eligibility Checker is for **RECONFIRMED** codes only - it is an on-screen check to determine if a family is in their grace period before a funding claim is submitted. A code is only valid if the start date of the code fits the deadline dates specified below:'. This is followed by a bulleted list: '• Start date before 31 August = eligible from September', '• Start date before 31 December = eligible from January', and '• Start date before 31 March = eligible from April'. Below the list, a note says: 'You **MUST** continue to validate all **NEW** 30 hour codes through the KELS website or by clicking [this link](#) - Failure to validate any new code will result in payment not being made'. At the bottom, there is a blue button labeled '30 Hours Free Childcare'.

13. I have submitted my headcount/adjustments and have gone back into the Portal and noticed that a child now has an amber exclamation mark beside their record saying 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 30 hour check is completed when you press the blue 30 hours free childcare button when you submit your claim. The record is then populated with the dates assigned to the eligibility code at that moment in time and the child may not be in the grace period. If, later in the term, you log into your portal the 30 hour check is not automatically updated and the child may now be in their grace period based on the dates assigned at the time of the submission of the claim. The parent may have reconfirmed their details with HMRC, but this will not show until a new claim is submitted and checked.

FAQs

14. How do I add children that have started after headcount?

To add children who have started after Headcount Week or to make other amendments, please submit an adjustment via the 'Adjustments' Tab (see 3 and 4-year old adjustment claim guidance notes for further information).

15. Children's records are not saving

If you are experiencing difficulties saving records for the 30 hour children, the Early Years Management Information team recommend that you enter the child's details for the just the universal hours and save the record. Then go back into the record, add the 30 hours code and the extended hours and click on the Blue 30 Hours Free Childcare 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 30 hour code.

FAQs

16. I have a status description next to a child's record. What does it mean?

This table shows all the various status descriptions with their corresponding explanation:

Status Description	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 Child	This means a NEW child has been entered, but not submitted.
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.
Unsubmitted Claim	This means an EXISTING child has been amended, but not submitted.
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.