Children Young People and Education Directorate

Submitting 3 and 4 Year Old Adjustment Claims Via the Synergy FIS Provider Portal

Guidance for Free Early Education Providers
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Introduction

Synergy Family Information Service (FIS) Provider Portal is used by child care providers to claim for 2, 3 and 4 year old funding.

The Portal links directly into the Synergy system, where the Early Years Free Entitlement Team will process funding payments.

Please note that the Synergy system is not used for Early years Pupil Premium Applications or Disability Access Funding

Accessing the Provider Portal

When you receive the email from Management Information advising you that the Provider Portal is open for submission of adjustment claims you will need to login to the system to submit your claim.

Enter the User Name and Password in the relevant boxes and click Sign In. The Home Screen will be displayed. The User Name is the 6-digit DfE URN for your setting, do not use your email address. Please be aware that your Password must be updated every 42 days. 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 Management Information on 03000 413700 or eyfe@kent.gov.uk and we will reset this for you.

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, contain at least one number and cannot be the same as the User Name. Please be aware that the same Password cannot be used more than once.
Home Screen

Once a user has logged in the ‘Home Screen’ will be displayed. In the top right hand corner, you will see your User Name and Logout Option. To change your Password you will need to click on your username.

On the left-hand side are three tabs – ‘Home,’ ‘Forms’ and ‘Funding’. Please be aware that the forms tab may not show if it is not being used in a particular term.

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

Claiming Funding

To start a claim for funding, click on the ‘Funding’ Tab.

The Funding screen will be displayed which has five tabs at the top of the screen: Summary, Estimates, Actuals, Adjustments and Eligibility Checker.
Funding Summary Tab

This tab shows a summary of Estimates, Actuals and Adjustments that have been submitted in previous terms/years. To view a payment summary for a term you will need to select the relevant year and term.

Select Year and Term

2019 - 2020
Autumn
2018 - 2019

Then Select the Funding Type

Summary Head Count Records for 2019 - 2020 - Autumn

<table>
<thead>
<tr>
<th>Year</th>
<th>Funding Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019 - 2020</td>
<td></td>
</tr>
<tr>
<td>Autumn</td>
<td></td>
</tr>
<tr>
<td>2018 - 2019</td>
<td>2 Year Olds</td>
</tr>
<tr>
<td></td>
<td>3 &amp; 4 Year Olds</td>
</tr>
</tbody>
</table>
A summary of Estimates and Actuals for that term will be displayed. To view a different term or funding type click ‘CHANGE’. The screen will return to the list of terms where another can be selected.

If you are submitting in time for the headcount deadline you should submit an “Actual” Claim. If submitting after the headcount deadline you should submit an “Adjustment” claim.

Once the Actuals submission date has passed, if your setting has submitted an Actual claim, the Actuals screen for that term will show a summary of the submitted data.
Submitting an Adjustment

Select the Term and Funding Type if this was not done in a previous screen.

The maximum weeks for each term are as follows:

<table>
<thead>
<tr>
<th>38 Week Offer</th>
<th>48 Week Stretched Offer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autumn Term</td>
<td>14 Weeks</td>
</tr>
<tr>
<td>Autumn Term</td>
<td>16 Weeks</td>
</tr>
<tr>
<td>Spring Term</td>
<td>11 Weeks</td>
</tr>
<tr>
<td>Spring Term</td>
<td>14 Weeks</td>
</tr>
<tr>
<td>Summer Term</td>
<td>13 Weeks</td>
</tr>
<tr>
<td>Summer Term</td>
<td>18 Weeks</td>
</tr>
</tbody>
</table>

Please note that the Universal funded hours are based on the hours offered in headcount week and cannot be changed unless an error was made on your original submission. A charge will be made to correct a headcount claim. Adjustments can also be submitted for a child who was omitted from your headcount claim but again a charge will be made for these late claims.

An adjustment can be submitted for a child who started at your setting after headcount week if they have transferred into Kent from another Local Authority or if they have not claimed any Universal funded hours in Kent during this academic period. This is known as a Late Joiner.

Extended Hours – 30 hours of Free Childcare is an in-work benefit and therefore the extended hours are intended to be used for childcare. Management Information will consider adjustments made to amend or increase extended hours, where parents have increased or have changed their working hours.

To submit an Adjustment please select the relevant Term and Funding Type.
Click on the ‘Adjustments’ tab.

Check that you are in the right term and funding type.

The list of children submitted as Actuals will appear and a button allowing you to add new children.

### Adding a New Child

Where a child was omitted from your headcount claim or where a child started after headcount week and they have not claimed at another setting in Kent you can add a new child from the Adjustment’s tab, click Add Child.
A new child’s record screen will open on the Child Details tab. Enter the Name, Address, Date of Birth, Ethnicity etc. Do not make any changes to the SEN COP Stage box (SEN information is recorded by the KCC SEN team).

Next click the Parent/Carer Details tab.

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 (you will need to tick the NI box to input this) and tick the consent box for checking eligibility for the 30 hours.

Please note Management Information do not use the Synergy system for EYPP applications. Please see the link below to find the relevant application on KELSI. http://www.kelsi.org.uk/school-management/data-and-reporting/management-information/early-years-free-entitlement

Next click the ‘Funding Details’ tab.
If your setting claims under the 38-week funding pattern, please see the screenshot below. The screenshot for the 48-week funding pattern is on the next page.

38-Week Funding Pattern

As this is an adjustment, you will only be able to enter the following information:
- The Child’s Funding Period Start Date and End Date for the term please enter the date that the child started at the setting during that funding term, not the term start date. For example, if term started on 2nd September, but the child did not start until 7th October, you would enter 7th October in this field, the end date relates to the end of the funding period at your setting for the term.
- Tick the check box to denote if the child Attends 2 Days or More
- Select the No button for Nominated for DAF.

In the Spring Term only you will also need to tick the Present During Census box.

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 universal hours available in this term based on the 38 week funding pattern i.e.
- Autumn term 210 hours; Spring term 165 hours; Summer term 195 hours.
48 Week Funding Pattern

As this is an adjustment, you will only be able to enter the following information:

- The Child’s Funding Period Start Date and End Date for the term please enter the date that the child started at the setting during that funding term, not the term start date. For example, if term started on 2nd September but the child did not start until 7th October, you would enter 7th October in this field, the end date relates to the end of the funding period at your setting for the term.
- Tick the box to show that the child is stretching the entitlement.
- Tick the check box to denote if the child Attends 2 Days or More.
- Select the No button for Nominated for DAF.

In the Spring Term only you will also need to tick the Present During Census box. 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.

Provided you have ticked the stretching entitlement box the red box will show the maximum universal hours available in this term based on the 48 week funding pattern i.e. Autumn term 192 hours; Spring term 168 hours; Summer term 216 hours (capped to 570 hours).

Please note the ‘Hours per Week’ boxes are greyed out and you will not be able to input any figures. You will enter this information in the ‘Pending Adjustments’ tab.
Next click the ‘Pending Adjustments’ tab. **Please note:** There are not separate ‘Hours’ and ‘Weeks Attended’ fields as there were on the Actuals tab. Instead, you will need to calculate:

- **The number of weeks the child is attending this term**
  Multiplied by
- **The number of hours per week they attend**

You would then enter this **total amount of hours** on the Pending Adjustment tab in the ‘Number of Hours’ box.

Please use these examples to work out how to complete your adjustment claim:

**Example 1. Late joiner claiming Universal Hours only.**

A child starts at the setting on 7th October and is claiming 12 hours of universal funding a week for 10 weeks. Select ‘More Hours’ from the drop-down menu by the first box and enter 120 in the second box. In the Reason box enter the reason for the claim and the weekly hours and number of weeks the child is claiming.

Once all the information has been entered click **Save**. The child will now appear in the list of children.

When all adjustments have been made click **Send Claim**.
A green bar will appear at the top of the screen to confirm the submission was successful.

We recommend that you take a screenshot of the message in case you have any problems regarding your submission.

The status will show Submitted. This message may change as MI process your claim.

**Example 2.** Late joiner claiming Universal Hours and Extended Hours.

A child starts at the setting on 7th October and is claiming 15 hours of universal funding and 10 hours of extended funding a week for 10 weeks.
**Universal Hours**: 15 hours x 10 weeks = 150 hours

Go to the Pending Adjustment tab and select ‘More Hours’ from the drop-down menu by the first box and enter 150 in the second box. In the Reason box enter the reason for the claim and the weekly hours and number of weeks the child is claiming.

**Extended Hours**: 10 hours x 10 weeks = 100 hours

Go to the Pending Adjustment tab and select ‘More Hours’ from the drop-down menu by the first box and enter 100 in the second box. In the Reason box enter the reason for the claim and the weekly hours and number of weeks the child is claiming.
Ensure that the Parent/Carer Details tab has been completed.

Go to the Funding Details Tab and enter the 30H Eligibility Code. Click on the blue 30 Hours Free Childcare button.

You should receive a message saying that the eligibility for the 30 hours has been confirmed and the Eligible for 30H box will now be ticked.

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

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 – contact Management Information 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).

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 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, resubmit 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).

Once all the information has been entered click **Save**. The child will now appear in the list of children.

<table>
<thead>
<tr>
<th>Status</th>
<th>Child Name</th>
<th>Pending Universal Adj Hours</th>
<th>Pending Extended Adj Hours</th>
<th>Universal Hours (inc Adj)</th>
<th>Extended Hours (inc Adj)</th>
<th>Total Funding Amount for Term (inc Adj)</th>
<th>Eligibility Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unchanged</td>
<td>Bear, Benjamin (07-Jan-2019)</td>
<td>0.00</td>
<td>0.00</td>
<td>192.00</td>
<td>100.00</td>
<td>£140.00</td>
<td>06-Jul-2019 - 11-Oct-2019 Grace Period 31-Dec-2019</td>
</tr>
<tr>
<td>Unchanged</td>
<td>Freda, Frederick (06-Jul-2019)</td>
<td>0.00</td>
<td>0.00</td>
<td>216.00</td>
<td>70.00</td>
<td>£112.00</td>
<td>20-May-2019 - 21-Sep-2019 Grace Period 31-Dec-2019</td>
</tr>
<tr>
<td>❄️ Add Pending, Submit</td>
<td>Halferry, Henry (07-Jan-2019)</td>
<td>150.00</td>
<td>100.00</td>
<td>150.00</td>
<td>100.00</td>
<td>£100.00</td>
<td>06-Jul-2019 - 11-Oct-2019 Grace Period 31-Dec-2019</td>
</tr>
<tr>
<td>Unchanged</td>
<td>Smerags, Samuel (30-Aug-2019)</td>
<td>0.00</td>
<td>0.00</td>
<td>166.00</td>
<td>0.00</td>
<td>£67.00</td>
<td></td>
</tr>
</tbody>
</table>

When all adjustments have been made click ‘**Send Claim**’.

A green bar will appear at the top of the screen to confirm the submission was successful.

**We recommend that you take a screenshot of the message in case you have any problems regarding your submission.**

The status will show **Submitted**. This message may change as MI process your claim.

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
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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 Management Information for further clarification on this point.

Amending a Child’s Extended Hours

To amend the details of a child submitted as an Actual click on the child’s name.

You will be taken to the child’s record, which is defaulted to display the ‘Pending Adjustment’ tab. Clicking on the other tabs will allow you to make other amendments to the child’s information if this has changed since the Actual claim was submitted.

Click on the ‘Child Details’ tab if you need to amend any personal details.

If you are claiming the extended hours the Parent/Carer details tab must be completed and the Consent to Eligibility checking for 30H box must be ticked.
Click on the Funding Details tab if you need to add the 30H eligibility code. Changes to the hours claimed or weeks attended must be made in the ‘Pending Adjustment’ tab.

Click on the Pending Adjustments tab.

This will show the maximum termly extended hours that can be claimed.

To amend the extended hours being claimed, or to enter a late claim for the extended hours, you need to complete the ‘Number of Hours’ field with the total...
number of hours for the term that the child’s record is to be adjusted by. Please see examples below:

**Example 1.**
The extended hours were omitted from the headcount claim and/or the child’s code was not validated before the headcount claim was submitted, even though the child was accessing the extended hours in headcount week.

The child is accessing 10 hours of extended funding a week for 14 weeks (140 extended hours for the term).
Select ‘More Hours’ from the drop-down menu by the first box and enter 140 in the second box. In the Reason box enter the reason for the adjustment, how the hours entered have been calculated and, where applicable, the date the hours changed from.

*The Universal Pending Adjustment boxes should remain blank if you are only entering Extended Hours.*

Ensure that the Parent/Carer Details tab has been completed.

Go to the Funding Details Tab and enter the 30H Eligibility Code.
Click on the blue 30 Hours Free Childcare button.
You should receive a message saying that the eligibility for the 30 hours has been confirmed and the Eligible for 30H box will now be ticked.

You should receive a message saying that the eligibility for the 30 hours has been confirmed and the Eligible for 30H box will now be ticked.

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

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 – contact Management Information and they will investigate further.

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 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, resubmit or contact Management Information if all information is correct and they will investigate further.

Once all the information has been entered click **Save**. The child will now appear in the list of children under the adjustment tab with the hours showing in the Pending Extended Hours column.

<table>
<thead>
<tr>
<th>Status</th>
<th>Child Name</th>
<th>Pending Universal Adj Hours</th>
<th>Pending Extended Adj Hours</th>
<th>Universal Hours (Inc Adj)</th>
<th>Extended Hours (Inc Adj)</th>
<th>Total Funding Amount for Term (Inc Adj)</th>
<th>Eligibility Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unchanged</td>
<td>Rosie, Benito</td>
<td>0.00</td>
<td>0.00</td>
<td>192.00</td>
<td>192.00</td>
<td>£140.00</td>
<td>05-Jul-2019 - 11-Oct-2019 Grace Period: 31-Dec-2019</td>
</tr>
<tr>
<td>Edit Pending</td>
<td>Elvis, Emilion</td>
<td>0.00</td>
<td>140.00</td>
<td>210.00</td>
<td>210.00</td>
<td>£160.00</td>
<td>02-May-2019 - 21-Sep-2019 Grace Period: 31-Dec-2019</td>
</tr>
<tr>
<td>Add Pending, Submitted</td>
<td>Halfpenny, Harry</td>
<td>150.00</td>
<td>100.00</td>
<td>150.00</td>
<td>100.00</td>
<td>£160.00</td>
<td>02-Jul-2019 - 11-Oct-2019 Grace Period: 31-Dec-2019</td>
</tr>
<tr>
<td>Unchanged</td>
<td>Sovereign, Samantha</td>
<td>0.00</td>
<td>0.00</td>
<td>192.00</td>
<td>0.00</td>
<td>£572.00</td>
<td></td>
</tr>
</tbody>
</table>

Once all adjustments have been processed click on **Send Claim**.
A green bar will appear at the top of the screen to confirm the submission was successful. We recommend that you take a screenshot of the message in case you have any problems regarding your submission.

The status will show Submitted. This message may change as MI process your claim.

Example 2.
If a claim was made for 10 extended hours a week for 16 weeks (claiming stretched Funding) but the child wishes to increase this for the last 8 weeks of term to 12 extended hours thus claiming an additional 16 hours. Select ‘More Hours’ from the drop-down menu by the first box and enter 16 in the second box. In the Reason box enter the reason for the adjustment.

Once all the information has been entered click **Save**.
The child will now appear in the list of children under the adjustment tab with the hours showing in the Pending Extended Hours Column.

<table>
<thead>
<tr>
<th>Status</th>
<th>Child Name</th>
<th>Pending Universal Adj Hours</th>
<th>Pending Extended Adj Hours</th>
<th>Universal Hours (Inc Adj)</th>
<th>Extended Hours (Inc Adj)</th>
<th>Total Funding Amount for Term (Inc Adj)</th>
<th>Eligibility Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit Pending</td>
<td>Bear, Bertha</td>
<td>0.00</td>
<td>16.00</td>
<td>192.00</td>
<td>176.00</td>
<td>£1472.00</td>
<td>06-Jul-2019 - 14-Oct-2019 Grace Period: 31-Dec-2019</td>
</tr>
<tr>
<td>Edit Pending</td>
<td>Fritz, Frederick</td>
<td>0.00</td>
<td>140.00</td>
<td>210.00</td>
<td>210.00</td>
<td>£1680.00</td>
<td>26-May-2019 - 28-Sep-2019 Grace Period: 21-Dec-2019</td>
</tr>
<tr>
<td>Add Pending</td>
<td>Halley, Harry</td>
<td>150.00</td>
<td>100.00</td>
<td>150.00</td>
<td>100.00</td>
<td>£1000.00</td>
<td>08-Jul-2019 - 11-Oct-2019 Grace Period: 31-Dec-2019</td>
</tr>
<tr>
<td>Unchanged</td>
<td>Sweeney, Samuel</td>
<td>0.00</td>
<td>0.00</td>
<td>168.00</td>
<td>0.00</td>
<td>£672.00</td>
<td></td>
</tr>
</tbody>
</table>

When all adjustments have been made click ‘Send Claim’.

A green bar will appear at the top of the screen to confirm the submission was successful.

We recommend that you take a screenshot of the message in case you have any problems regarding your submission.

The status will show Submitted. This message may change as MI process your claim.
Reducing a Child’s Hours (If overclaimed at the headcount stage)

In rare circumstances you may need to reduce a child’s hours if the wrong hours were entered at the headcount stage or if a claim was made for a child who had left the setting before headcount week.

Example

If a claim was made for 12 universal hours a week for 14 weeks but the claim should have been for 10 hours a week for 14 weeks this would be an overclaim of 28 hours.

Select ‘Less Hours’ from the drop-down menu by the first box and enter 28 in the second box. In the Reason box enter the reason for the adjustment.

Once all the information has been entered click Save.

The child will now appear in the list of children under the adjustment tab with the hours showing in the Pending Universal Hours Column.

When all adjustments have been made click ‘Send Claim’.
A green bar will appear at the top of the screen to confirm the submission was successful.

**We recommend that you take a screenshot of the message in case you have any problems regarding your submission.**

### 3 & 4 Year Olds - Universal and Extended Entitlement Adjustments

- After headcount has closed, please inform MI of the type of adjustment you are submitting using the list below:
  - Incorrect headcount claims
  - Incorrect hours submitted
  - Child left off headcount
  - Child attends during headcount but missed off claims
  - Late joiner - a child starting after headcount week who has not claimed FEE funding in the current term
- Appraisals changes to a child’s FEE funding (this will be looked at on a case by case basis and cannot be guaranteed)

### 2 Year Old Funding (FF2)

There can be only one Actual submission on Synergy per term. Any new claims submitted after the first payment cut-off date need to be submitted as an adjustment and will be paid in accordance with the (FF2) Provider Payment Schedule. If you wish to increase a child’s hours, please submit an adjustment but inform MI in the reason box that it is Extra Hours for an existing child.

#### Submit Adjustments: 2019 - 2020 Autumn - 3 & 4 Year Olds

<table>
<thead>
<tr>
<th>Status</th>
<th>Child Name</th>
<th>Pending Universal Adj Hours</th>
<th>Pending Extended Adj Hours</th>
<th>Universal Hours (Inc Adj)</th>
<th>Extended Hours (Inc Adj)</th>
<th>Total Funding Amount for Term (Inc Adj)</th>
<th>Eligibility Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit Pending, Submitted</td>
<td>Ben, Benito</td>
<td>0.00</td>
<td>16.00</td>
<td>152.00</td>
<td>176.00</td>
<td>£1472.00</td>
<td>06-Jul-2019 - 31-Oct-2019 Grace Period: 31-Dec-2019</td>
</tr>
<tr>
<td>Edit Pending, Submitted</td>
<td>Theo, Frederick</td>
<td>0.00</td>
<td>140.00</td>
<td>210.00</td>
<td>210.00</td>
<td>£1690.00</td>
<td>23-May-2019 - 31-Sep-2019 Grace Period: 31-Dec-2019</td>
</tr>
<tr>
<td>Add Pending, Submitted</td>
<td>Halloween, Harry</td>
<td>150.00</td>
<td>100.00</td>
<td>150.00</td>
<td>100.00</td>
<td>£1000.00</td>
<td>06-Jul-2019 - 31-Oct-2019 Grace Period: 31-Dec-2019</td>
</tr>
<tr>
<td>Edit Pending, Submitted</td>
<td>Sovereign, Samuel</td>
<td>28.00</td>
<td>0.00</td>
<td>140.00</td>
<td>0.00</td>
<td>£560.00</td>
<td>06-Jul-2019 - 31-Oct-2019 Grace Period: 31-Dec-2019</td>
</tr>
</tbody>
</table>

The status will show Submitted. This message may change as MI process your claim.
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 eyfe@kent.gov.uk or eyfreefor2@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 Childcare in the header and this will take you back to the funding screen.

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 deadline date for the headcount has passed. You will only be able to submit amendments through the Adjustments Tab.

7. The Adjustments Tab is displaying a message asking me to email the Authority to request changes to the adjustments. This message is displayed when the submission dates for 2 Year old Actuals or 3&4 year old Estimates or 3&4 year old Actuals are active and adjustment claims cannot be processed. Management Information will email all providers when 3 and 4 year old adjustment claims can be entered. If the message appears after you have received the email advising that the portal is open for adjustment claims please contact the team on 03000 422828.

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.

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 Stretch 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 Stretch Funding, 30 Hours Funding or 2 Year Old Funding, the Early Years Free Entitlement 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 eyfe@kent.gov.uk or eyfreefor2@kent.gov.uk.

11. 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.

12. 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.