

Children Young People and Education Directorate

Submitting 3 & 4 Year Old Adjustment Claims 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>

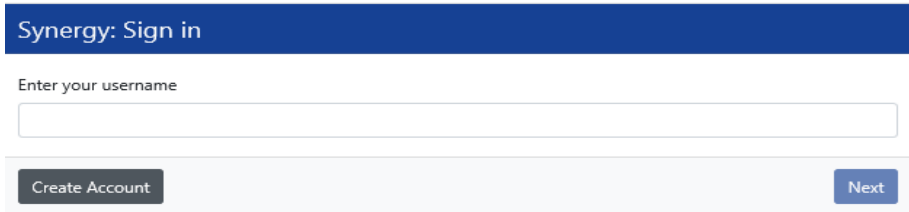
Once this page has loaded, please scroll to the section “Synergy Provider Portal” and use the link to log on.

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.

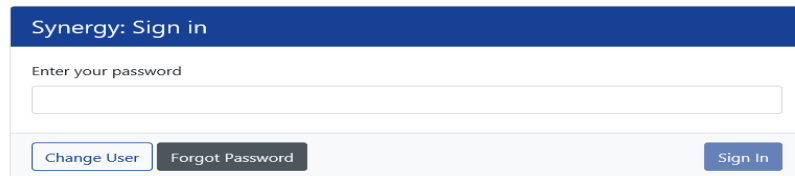
Click on Next.



The image shows a web form titled "Synergy: Sign in". It has a blue header bar with the title. Below the header, there is a label "Enter your username" above 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 image shows a web form titled "Synergy: Sign in". It has a blue header bar with the title. Below the header, there is a label "Enter your password" above 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.

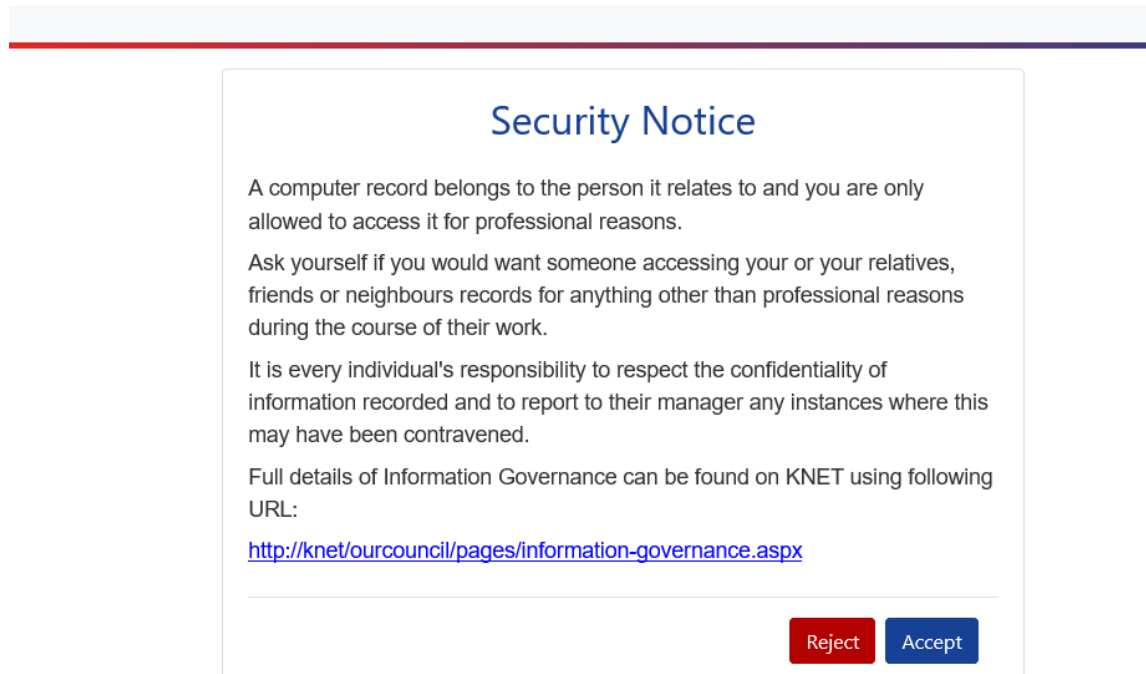
If you have locked your 'password', please telephone or email the Early Years Management Information team on 03000 421612 or miearlyyears@kent.gov.uk and we will reset this for you.

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" in blue text. Below the title, there are four paragraphs of text. The first paragraph states that a computer record belongs to the person it relates to and can only be accessed for professional reasons. The second paragraph asks the user to consider if they would want someone accessing their or their relatives' records for non-professional reasons. The third paragraph states it is every individual's responsibility to respect confidentiality and report instances of contravention. The fourth paragraph provides a URL for more information on KNET. At the bottom right, there are two buttons: "Reject" (red) and "Accept" (blue).

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>

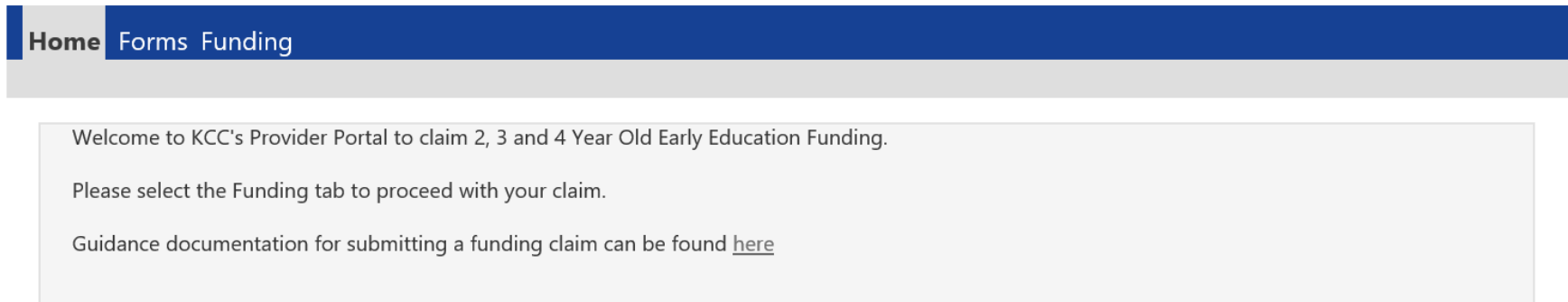
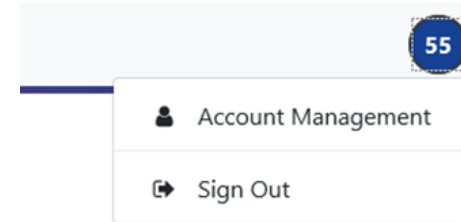
Please click on “Accept”. A message will appear saying “redirecting you”. This will take a few seconds and then the 'Home Screen' will be displayed. If you accidentally click on “Reject”, it will sign you out and you will need to log in again.

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.**

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 Adjustments (to submit new starters & continuing claims)

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

Submitting an Adjustment

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 term. 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.

The maximum weeks for each term are as follows:

38 Week Offer			48 Week Stretched Offer	
Autumn Term	14 Weeks		AutumnTerm	16 Weeks
Spring Term	11 Weeks		Spring Term	14 Weeks
Summer Term	13 Weeks		Summer Term	18 Weeks

A list of children you submitted as 'Actuals' will appear that you can now amend and the “Add child” button is shown if you need to add new children.

Add Child

Send Claim

		Status	Child Name	Pending Universal Adj Hours	Funded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)
		Unchanged	Deer, Dexter (31-Oct-2016)	0.00	126.00	£632.52
		Unchanged	Penny, Peter (05-Sep-2016)	0.00	210.00	£1054.20
		Unchanged	Shilling, Sunita (12-Oct-2016)	0.00	96.00	£481.92

Add Child

Send Claim

Amending a Child's Extended Hours

To amend the details of a child that was already submitted as an Actual, click on the child's name.

You will be taken to the child's record, which opens by default on the 'Pending Adjustment' tab.

You can then click on all the other tabs, if you need 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.

HomeFormsFunding

SummaryEstimatesActualsAdjustmentsEligibility Checker

Child DetailsParent / Carer DetailsFunding DetailsPending AdjustmentNotes

Child Details

Forename*

Penny

Middle Name

Surname*

Lane

DOB*

02-Feb-2017

Proof of DOB

☐

Gender*

☐ Male☒ Female

Preferred Surname

Ethnicity*

Black - Nigerian

SEN COP Stage

<Unknown>

Address

Address Line 1*

123 Beatles Road

Address Line 2

Address Line 3

Locality

Town

Maidstone

County

Postcode*

ME14 7JT

SaveCancel

*denotes mandatory fields

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

Child Details
Parent / Carer Details
Funding Details
Pending Adjustment
Notes

Child Details

Forename*

Penny

Middle Name

Surname*

Lane

DOB*

02-Feb-2017

Proof of DOB

☐

Gender*

☐ Male ☒ Female

Preferred Surname

Ethnicity*

Black - Nigerian

SEN COP Stage

<Unknown>

Address

Address Line 1*

123 Beatles Road

Address Line 2

Address Line 3

Locality

Town

Maidstone

County

Postcode*

ME14 7JT

Save

Cancel

*denotes mandatory fields

Select 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 and only tick the consent box for checking eligibility for the 30 hours (1).

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>

Home Forms **Funding**

Summary Estimates Actuals **Adjustments** Eligibility Checker

Child Details

Parent / Carer Details

Funding Details

Pending Adjustment

Notes

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

Forename

Surname

DOB

☐ NI or
 ☐ NASS Number

Tick to give consent to Eligibility Checking for

☐ EYPP
 ☐ 30H

Partner Details

Forename

Surname

DOB

☐ NI or
 ☐ NASS Number

Tick to give consent to Eligibility Checking for

☐ EYPP
 ☐ 30H

Save

Cancel

*denotes mandatory fields

FEE Team Management Information

Synergy FISO

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Click on the ‘Funding Details’ tab.

- (1) Click on the Default Term dates and when they appear, change the dates, if this is applicable.
- (2) 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.
- (3) 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.**

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*

if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

Maximum Values Allowed:

Number of Weeks: **11.00**

Universal Weekly Hours: **10**

Universal Termly Hours: **110**

Universal Yearly Hours: **380**

Extended Weekly Hours: **10**

Extended Termly Hours: **110**

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, **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.

(4) If the child is accessing their funding over the 48-weeks pattern, tick the “Stretching Entitlement” box.

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.

(5) Please complete the days the child attends.

Home Forms Funding

Summary Estimates Actuals **Adjustments** Eligibility Checker

Child Details Parent / Carer Details **Funding Details** Pending Adjustment Notes

Funding Details

Start Date*

End Date*

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

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*

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: **11.00**

Universal Weekly Hours: **10**

Universal Termly Hours: **110**

Universal Yearly Hours: **380**

Extended Weekly Hours: **10**

Extended Termly Hours: **110**

Extended Yearly Hours: **380**

Save Cancel

*denotes mandatory fields

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Please note that once step 5 is complete, these are the only data fields that can be amended in the ‘Funding Details’ tab. Adding in the weeks to the “Weeks Attended in Term” and the hours to the “Universal Funded Hours Per Week” fields are not able to be input on this tab.

Please now move to the ‘Pending Adjustment’ tab.

Click on the '**Pending Adjustment**' tab.

This screen appears, showing two columns if you offer extended funding. If you do not, only the universal column will appear.

Regarding **extended hours**, you can either:

- ☐ increase the hours, if not already at the maximum number claimed at Headcount, BUT only if it's a work related change that requires more childcare
- ☐ now claim for extended hours, if no extended hours were claimed at headcount.

The red boxes show the maximum termly hours that can be claimed. Please see the following examples on how to fill this in and complete the claim.

The screenshot displays the 'Pending Adjustment' tab in the FIS Provider Portal. The interface is divided into two main sections: 'Universal Pending Adjustment' and 'Extended Pending Adjustment'. Each section contains a 'Number of Hours' field with a 'More Hours' dropdown menu, a 'Reason (500 characters)' text area, and a red box at the bottom indicating the 'Maximum Values Allowed'. The universal column shows 'Universal Termly Hours: 165' and 'Universal Yearly Hours: 570'. The extended column shows 'Extended Termly Hours: 165' and 'Extended Yearly Hours: 570'. At the bottom, there are 'Save' and 'Cancel' buttons, and a note stating '*denotes mandatory fields'.

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' (1) from the drop-down menu by the first box and enter 140 in the second box (2).

In the Reason box (3) enter the reason for the adjustment, how the hours entered have been calculated and, where applicable, the date the hours changed from.

Once all the information has been entered click **Save**. (4)

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

Summary Child Details Parent / Carer Details Funding Details Pending Adjustment

Universal Pending Adjustment (1)

Number of Hours (3)

Reason (500 characters)

Maximum Values Allowed:
 Universal Termly Hours: **210**
 Universal Yearly Hours: **570**

Extended Pending Adjustment (2)

Number of Hours (1) (2)

Reason (500 characters)
 Extended hours omitted from headcount claim.
 10 hours x 14 weeks = 140 hours

Maximum Values Allowed:
 Extended Termly Hours: **210**
 Extended Yearly Hours: **570**

(4) Save Cancel *denotes mandatory fields

Example 1 continued:

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

Go to the Funding Details Tab and enter the 30H Eligibility Code (1).

Click on the blue 30 Hours Free Childcare button (2).

Child Details
Parent / Carer Details
Funding Details
Pending Adjustment

Funding Details

Start Date*
07-Oct-2019

End Date*
20-Dec-2019

Default Term Dates

Weeks Attended in Term*
0.00

Present during Census
☐

Attends Two Days or More
☒

Nominated for DAF*
☐ Yes ☒ No

Stretching Entitlement
☐

Universal Funded Hours per Week

Universal Hours*
0.00

Extended Funded Hours per Week

Extended Hours*
0.00

1
30H Eligibility Code

2
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*
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: **14.00**

Universal Weekly Hours: **15**

Universal Termly Hours: **210**

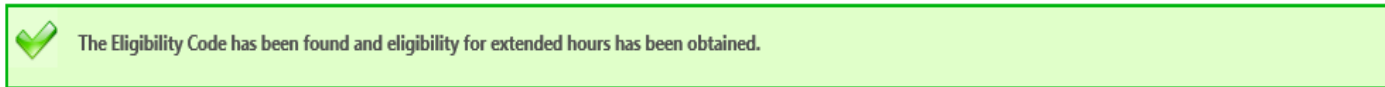
Universal Yearly Hours: **570**

Extended Weekly Hours: **15**

Extended Termly Hours: **210**

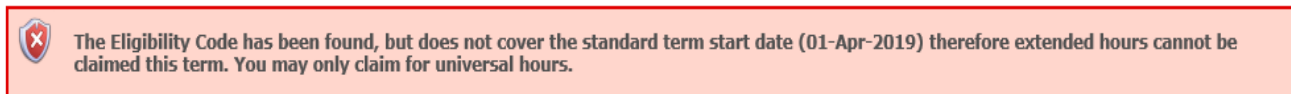
Extended Yearly Hours: **570**

You should now 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.



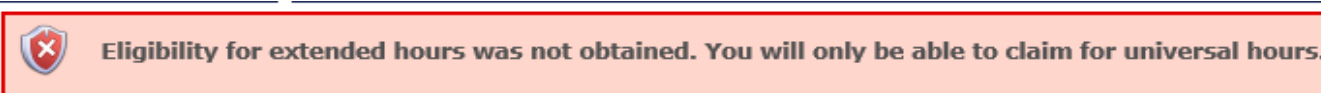
However, you may receive one of the following two error messages which will need to be resolved before you can submit your claim.

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).

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 (1) menu by the first box and enter 16 in the second box (2).

In the Reason box enter the reason for the adjustment (3).

Once all the information has been entered click **Save**. (4)

Summary Child Details Parent / Carer Details Funding Details Pending Adjustment

Universal Pending Adjustment

Number of Hours

Reason (500 characters)

Maximum Values Allowed:
 Universal Termly Hours: **192**
 Universal Yearly Hours: **600**

Extended Pending Adjustment

Number of Hours

Reason (500 characters)

Increase to extended hours from 10 hours to 12 hours for the last 8 weeks of term as the parent has increased their working hours.
 2 hours x 8 weeks = 16 hours

Maximum Values Allowed:
 Extended Termly Hours: **192**
 Extended Yearly Hours: **600**

*denotes mandatory fields

Example 2 continued:

The child will now appear in the list of children under the adjustment tab with the hours showing in the Pending Extended Hours Column (1).

1

Child Name	Pending Universal Adj Hours	Pending Extended Adj Hours	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Eligibility Status
Bear, Benito (07-Jan-2016)	0.00	16.00	192.00	176.00	£1472.00	08-Jul-2019 - 11-Oct-2019 Grace Period: 31-Dec-2019
Florin, Frederick (08-Jul-2016)	0.00	140.00	210.00	210.00	£1680.00	29-May-2019 - 21-Sep-2019 Grace Period: 31-Dec-2019
Halfpenny, Harry (07-Jan-2016)	150.00	100.00	150.00	100.00	£1000.00	08-Jul-2019 - 11-Oct-2019 Grace Period: 31-Dec-2019
Sovereign, Samuel (30-Aug-2016)	0.00	0.00	168.00	0.00	£672.00	

Reducing a Child's Hours (if overclaimed at 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 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 (1) menu by the first box and enter 28 in the second box (2).

In the Reason box enter the reason for the adjustment. (3)

Once all the information has been entered click **Save**. (4)

Summary Child Details Parent / Carer Details Funding Details Pending Adjustment

Universal Pending Adjustment

Number of Hours

Reason (500 characters)

Claimed 12 hours a week for 14 weeks at headcount stage but the claim should be 10 hours a week for 14 weeks.
Decrease claim 2 hours x 14 weeks = 28 hours

Maximum Values Allowed:
Universal Termly Hours: **210**
Universal Yearly Hours: **570**

Extended Pending Adjustment

Number of Hours

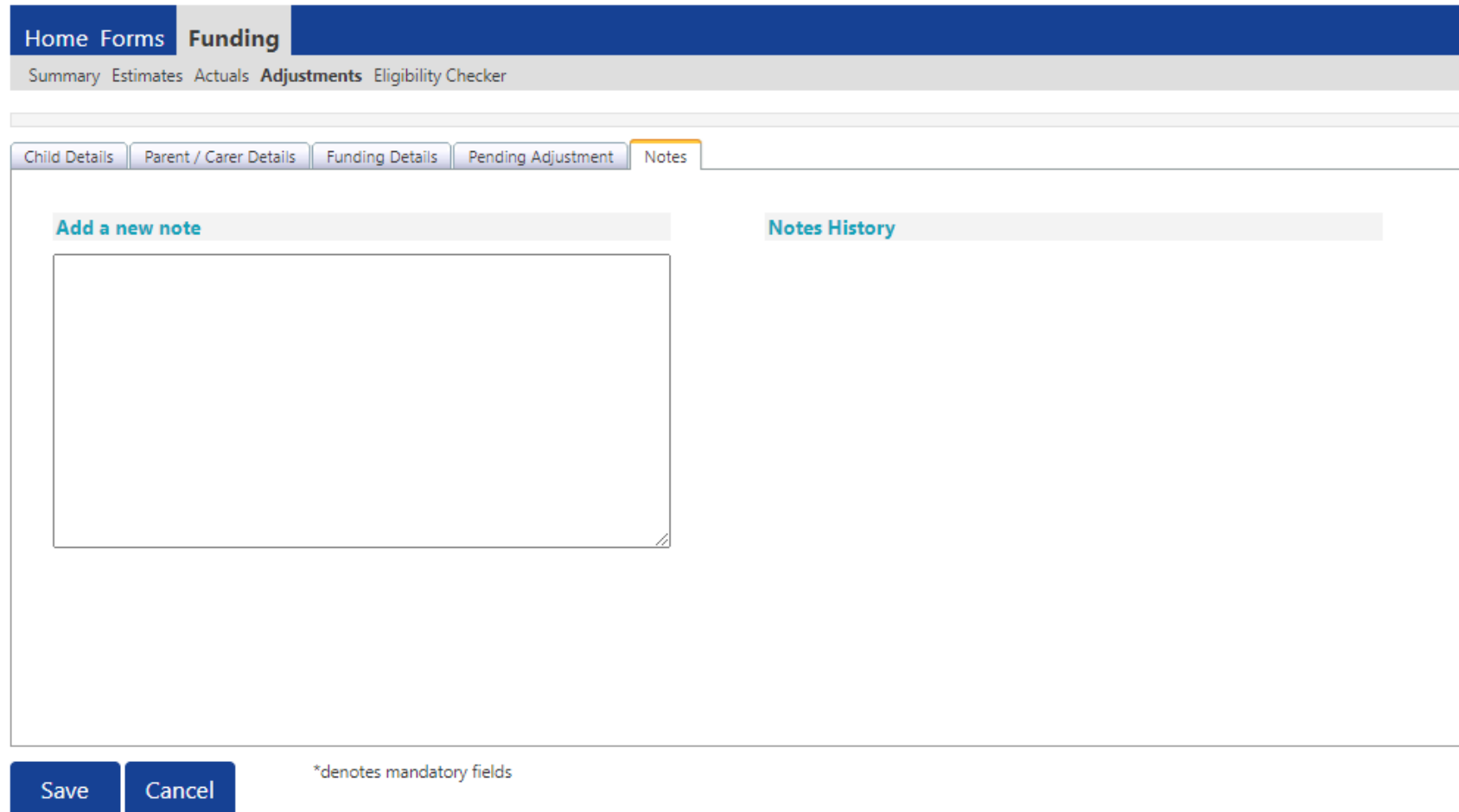
Reason (500 characters)

Maximum Values Allowed:
Extended Termly Hours: **210**
Extended Yearly Hours: **570**

*denotes mandatory fields

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 have now changed their name by deed poll, or the original record had an incorrect dob, address etc.



The screenshot shows the 'Notes' tab selected in the FIS Provider Portal. The interface includes a top navigation bar with 'Home', 'Forms', and 'Funding'. Below this is a sub-navigation bar with 'Summary', 'Estimates', 'Actuals', 'Adjustments', and 'Eligibility Checker'. The main content area has tabs for 'Child Details', 'Parent / Carer Details', 'Funding Details', 'Pending Adjustment', 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'.

Checking the claims before submitting

Each time a child is saved, it takes you back to the adjustments screen and shows a list of the all the children and your amendments.

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

Check that these adjusted hours have now been input correctly.

The status descriptions will show “Unsubmitted Claim” meaning an **existing** child has been amended, **but not** submitted.

Home Forms **Funding**

Summary Estimates Actuals **Adjustments** Eligibility Checker

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 claim - incorrect hours submitted • Child left off headcount - child in attendance during headcount but missed off claim • Late joiner - a child starting after headcount week who has not claimed FEE funding in the current term • Appeal - 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 *Actuals* 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: 2020 - 2021 Summer - 3 & 4 Year Olds CHANGE

Add Child Send Claim

	Status	Child	Pending Universal Adj Hours	Pending Extended Adj Hours	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Eligibility Status
! ↺	Unsubmitted Claim	White, Reginald (16-Feb-2017)	78.00	0.00	195.00	0.00	£807.30	
! ↺	Unsubmitted Claim	Who, Doctor (05-May-2017)	52.00	0.00	195.00	0.00	£807.30	

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

Home Forms **Funding**

Summary Estimates Actuals **Adjustments** Eligibility Checker

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 claim - incorrect hours submitted • Child left off headcount - child in attendance during headcount but missed off claim • Late joiner - a child starting after headcount week who has not claimed FEE funding in the current term • Appeal - 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 Actuals 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: 2020 - 2021 Summer - 3 & 4 Year Olds CHANGE

Add Child Send Claim

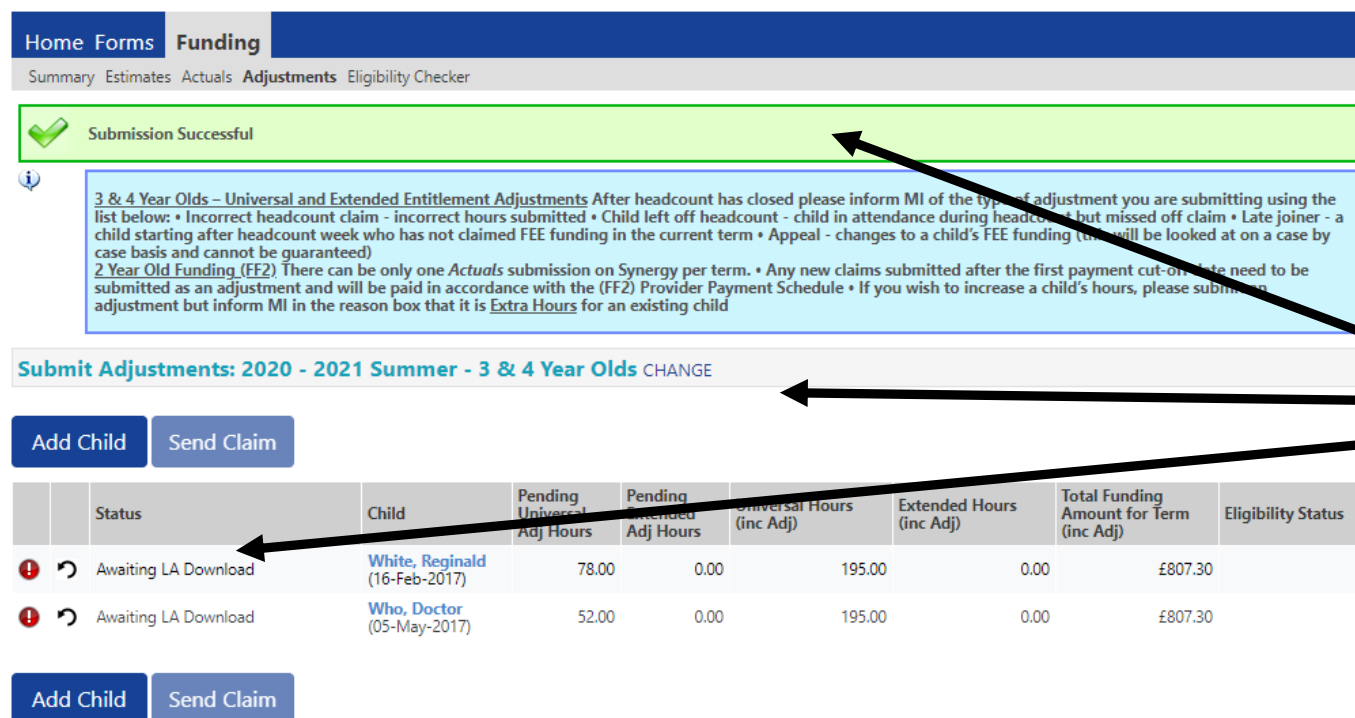
		Status	Child	Pending Universal Adj Hours	Pending Extended Adj Hours	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Eligibility Status
!	↺	Unsubmitted Claim	White, Reginald (16-Feb-2017)	78.00	0.00	195.00	0.00	£807.30	
!	↺	Unsubmitted Claim	Who, Doctor (05-May-2017)	52.00	0.00	195.00	0.00	£807.30	

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 the screen, as per below.

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



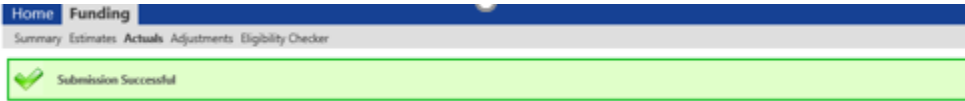
The screenshot shows the FIS Provider Portal interface. At the top, there is a navigation bar with 'Home', 'Forms', and 'Funding'. Below this, a green bar with a checkmark and the text 'Submission Successful' is visible. A blue box contains a message about '3 & 4 Year Olds - Universal and Extended Entitlement Adjustments'. Below this, a button labeled 'Submit Adjustments: 2020 - 2021 Summer - 3 & 4 Year Olds' is shown. At the bottom, there is a table with columns: Status, Child, Pending Universal Adj Hours, Pending Extended Adj Hours, Universal Hours (inc Adj), Extended Hours (inc Adj), Total Funding Amount for Term (inc Adj), and Eligibility Status. Two rows of data are shown, both with a status of 'Awaiting LA Download'.

Status	Child	Pending Universal Adj Hours	Pending Extended Adj Hours	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Eligibility Status
Awaiting LA Download	White, Reginald (16-Feb-2017)	78.00	0.00	195.00	0.00	£807.30	
Awaiting LA Download	Who, Doctor (05-May-2017)	52.00	0.00	195.00	0.00	£807.30	

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 as an adjustment, please proceed to the next page to start inputting them.

If you do not have any new children to add, please move to page 41.

Adding New Starters

You can add a new child as an adjustment:

- ☐ where a child was omitted from your headcount claim
- ☐ where a child started after headcount week **and they have not claimed at another setting in Kent.**

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

A screen will appear with five tabs at the top; 'Child Details', 'Parent/Carer Details', 'Funding Details', 'Pending Adjustment' tab 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

Pending Adjustment

Notes

Child Details

Forename*

Middle Name

Surname*

DOB*

Proof of DOB

Gender*

Preferred Surname

Ethnicity*

SEN COP Stage

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**.

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 (1).

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>

Home Forms **Funding**

Summary Estimates Actuals **Adjustments** Eligibility Checker

Child Details

Parent / Carer Details

Funding Details

Pending Adjustment

Notes

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

Forename

Surname

DOB

☐ NI or
 ☐ NASS Number

Tick to give consent to Eligibility Checking for

☐ EYPP
 ☐ 30H

Partner Details

Forename

Surname

DOB

☐ NI or
 ☐ NASS Number

Tick to give consent to Eligibility Checking for

☐ EYPP
 ☐ 30H

Save

Cancel

*denotes mandatory fields

FEE Team Management Information

Synergy FISO

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Click on the 'Funding Details' tab.

- (1) Click on the Default Term dates and when they appear, change the start date, if this is applicable.
- (2) 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.
- (3) 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.**

The screenshot shows the 'Funding Details' tab in the FIS Provider Portal. The form includes the following sections:

- Funding Details:** Start Date*, End Date*, Weeks Attended in Term* (0.00), Present during Census (checkbox), Attends Two Days or More (checkbox), Nominated for DAF* (radio buttons), Stretching Entitlement (checkbox).
- Attendance Days:** Attends Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday (each with Yes/No radio buttons).
- Universal Funded Hours per Week:** Universal Hours* (0.00).
- Non-Funded Hours per Week:** Non-Funded Hours* (0.00).
- Extended Funded Hours per Week:** Extended Hours* (0.00), 30H Eligibility Code, 30 Hours Free Childcare button, Eligible for 30H (checkbox).
- Total Funded Hours per Week:** Total Funded: (text box).
- Maximum Values Allowed:** Number of Weeks: 13.00, Universal Weekly Hours: 10, Universal Termly Hours: 180, Universal Yearly Hours: 360, Extended Weekly Hours: 10, Extended Termly Hours: 180, Extended Yearly Hours: 360.

Buttons at the bottom: Save, Cancel. A note states: *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, **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.

(4) If the child is accessing their funding over the 48-weeks pattern, tick the “Stretching Entitlement” box.

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.

(5) Please complete the days the child attends.

4

5

Maximum Values Allowed:
 Number of Weeks: 13.00
 Universal Weekly Hours: 10
 Universal Termly Hours: 180
 Universal Yearly Hours: 380
 Extended Weekly Hours: 10
 Extended Termly Hours: 180
 Extended Yearly Hours: 380

Please note that once step 5 is complete, these are the only data fields that can be amended in the ‘Funding Details’ tab.

Adding in the weeks to the “Weeks Attended in Term” and the hours to the “Universal Funded Hours Per Week” fields are not able to be input on this tab.

Please now move to the ‘Pending Adjustment’ tab.

Click on the '**Pending Adjustment**' tab.

This screen appears, showing two columns if you offer extended funding. If you do not, only the universal column will appear.

Regarding **extended hours**, you can either:

- ☐ increase the hours, if not already at the maximum number claimed at Headcount, BUT only if it's a work related change that requires more childcare
- ☐ now claim for extended hours, if no extended hours were claimed at headcount.

The red boxes show the maximum termly hours that can be claimed. Please see the following examples on how to fill this in and complete the claim.

The screenshot displays the 'Pending Adjustment' tab within the FIS Provider Portal. The interface is divided into two main sections: 'Universal Pending Adjustment' and 'Extended Pending Adjustment'. Each section contains a 'Number of Hours' field with a 'More Hours' dropdown menu, a 'Reason (500 characters)' text area, and a red box at the bottom indicating the 'Maximum Values Allowed'. The 'Universal' section shows 'Universal Termly Hours: 165' and 'Universal Yearly Hours: 570'. The 'Extended' section shows 'Extended Termly Hours: 165' and 'Extended Yearly Hours: 570'. At the bottom of the screen, there are 'Save' and 'Cancel' buttons, and a note stating '*denotes mandatory fields'.

Example 1: Late joiner claiming Universal Hours only.

A child starts at the setting on 7 October and is claiming 12 hours of universal funding a week for 10 weeks.

Select 'More Hours' from the drop-down menu (1) by the first box and enter 120 in the second box (2).

In the Reason box (3) 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 (4). The child will now appear in the list of children.

Child Details

Parent / Carer Details

Funding Details

Pending Adjustment

Universal Pending Adjustment

Number of Hours

More Hours

120

Reason (500 characters)

Late Joiner -child started at our setting on 7/10/2019
12 hours x 10 weeks = 120 hours

Maximum Values Allowed:
Universal Termly Hours: **210**
Universal Yearly Hours: **570**

Extended Pending Adjustment

Number of Hours

Reason (500 characters)

Maximum Values Allowed:
Extended Termly Hours: **210**
Extended Yearly Hours: **570**

4

Save

Cancel

*denotes mandatory fields

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

A child starts at the setting on 7 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' (1) from the drop-down menu by the first box and enter 150 in the second box (2). In the Reason box (3) 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' (4) from the drop-down menu by the first box and enter 100 in the second box (5). In the Reason box (6) enter the reason for the claim and the weekly hours and number of weeks the child is claiming.

Name: Harry Halfpenny DOB: 07-Jan-2016

Summary Child Details Parent / Carer Details Funding Details Pending Adjustment

Universal Pending Adjustment

1 Number of Hours More Hours 2 150

Reason (500 characters)

3 Late Joiner -child started at our setting on 7/10/2019

15 hours x 10 weeks = 150 hours

Maximum Values Allowed:

Universal Termly Hours: **210**

Universal Yearly Hours: **570**

Extended Pending Adjustment

4 Number of Hours More Hours 5 100

Reason (500 characters)

6 Late Joiner -child started at our setting on 7/10/2019

10 hours x 10 weeks = 100 hours

Maximum Values Allowed:

Extended Termly Hours: **210**

Extended Yearly Hours: **570**

Save Cancel *denotes mandatory fields

Example 2 cont.

Now you have added extended hours, you need to click back on the **Funding Details** tab and enter the 30H Eligibility Code (1).

You must now click on the blue 30 Hours Free Childcare button (2) to validate the code within Synergy.

If you do not click on this button, an error message will appear and you will not be able to submit the claim.

Child Details

Parent / Carer Details

Funding Details

Pending Adjustment

Funding Details

Start Date*

07-Oct-2019

End Date*

20-Dec-2019

Default Term Dates

Weeks Attended in Term*

0.00

Present during Census

☐

Attends Two Days or More

☒

Nominated for DAF*

☐ Yes ☒ No

Stretching Entitlement

☐

Universal Funded Hours per Week

Universal Hours*

0.00

Extended Funded Hours per Week

Extended Hours*

0.00

30H Eligibility Code

1

2

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*

0.00

if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

Maximum Values Allowed:

Number of Weeks: 14.00

Universal Weekly Hours: 15

Universal Termly Hours: 210

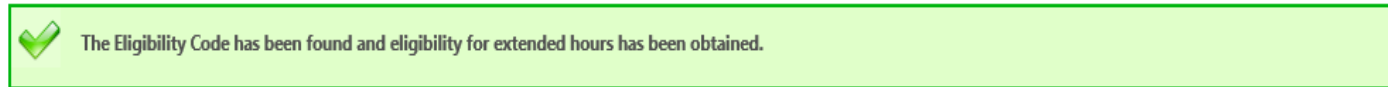
Universal Yearly Hours: 570

Extended Weekly Hours: 15

Extended Termly Hours: 210

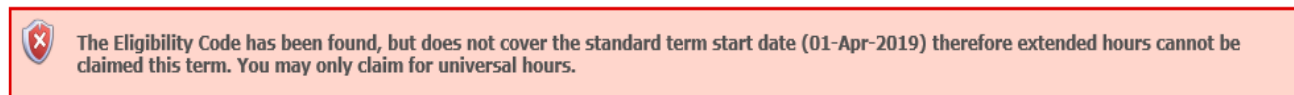
Extended Yearly Hours: 570

You should now 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.



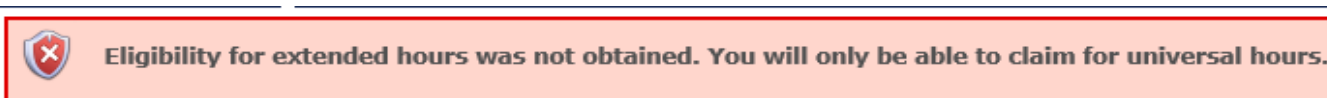
However, you may receive one of the following two error messages which will need to be resolved before you can submit your claim.

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 have now changed their name by deed poll, or the original record had an incorrect dob, address etc.

The screenshot shows the 'Notes' tab in 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 tabs for 'Child Details', 'Parent / Carer Details', 'Funding Details', 'Pending Adjustment', and 'Notes'. The 'Notes' tab is active, showing a section titled 'Add a new note' with a large text input area. To the right is a section titled 'Notes History'. At the bottom, there are 'Save' and 'Cancel' buttons, and a note that '*denotes mandatory fields'.

Checking the claims before submitting


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

Any Pending Universal or Pending Extended Adjustment 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 Q14 in the FAQ section**).

Home Forms **Funding**





Summary Estimates Actuals **Adjustments** Eligibility Checker



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 claim - incorrect hours submitted • Child left off headcount - child in attendance during headcount but missed off claim • Late joiner - a child starting after headcount week who has not claimed FEE funding in the current term • Appeal - 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 *Actuals* 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: 2020 - 2021 Summer - 3 & 4 Year Olds [CHANGE](#)

Add Child Send Claim

		Status	Child	Pending Universal Adj Hours	Pending Extended Adj Hours	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Eligibility Status
		New, Unsubmitted Child	Bloggs, Joe (01-Apr-2017)	84.00	0.00	84.00	0.00	£347.76	
		New, Unsubmitted Child	Kent, Clarke (27-Jun-2017)	135.00	0.00	135.00	0.00	£558.90	

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

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 claim - incorrect hours submitted • Child left off headcount - child in attendance during headcount but missed off claim • Late joiner - a child starting after headcount week who has not claimed FEE funding in the current term • Appeal - 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 *Actuals* 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: 2020 - 2021 Summer - 3 & 4 Year Olds CHANGE

Add Child Send Claim

		Status	Child	Pending Universal Adj Hours	Pending Extended Adj Hours	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Eligibility Status
!	↺	New, Unsubmitted Child	Bloggs, Joe (01-Apr-2017)	84.00	0.00	84.00	0.00	£347.76	
!	↺	New, Unsubmitted Child	Kent, Clarke (27-Jun-2017)	135.00	0.00	135.00	0.00	£558.90	

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 the 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.

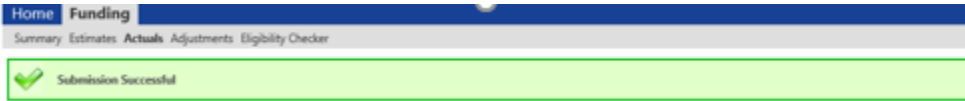
The screenshot shows the FIS Provider Portal interface. At the top, there is a navigation bar with 'Home', 'Forms', and 'Funding'. Below this, a sub-navigation bar includes 'Summary', 'Estimates', 'Actuals', 'Adjustments', and 'Eligibility Checker'. A green banner with a checkmark icon and the text 'Submission Successful' is displayed. Below the banner, a blue box contains information about '3 & 4 Year Olds - Universal and Extended Entitlement Adjustments' and '2 Year Old Funding (FF2)'. A button labeled 'Submit Adjustments: 2020 - 2021 Summer - 3 & 4 Year Olds' is visible. Below this, there are two buttons: 'Add Child' and 'Send Claim'. A table shows the status of children's funding claims. The table has columns for Status, Child, Pending Universal Adj Hours, Pending Extended Adj Hours, Universal Hours (inc Adj), Extended Hours (inc Adj), Total Funding Amount for Term (inc Adj), and Eligibility Status. Two children are listed: 'Bloggs, Joe (01-Apr-2017)' and 'Kent, Clarke (27-Jun-2017)', both with a status of 'New, Awaiting LA Download'.

Status	Child	Pending Universal Adj Hours	Pending Extended Adj Hours	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Eligibility Status
New, Awaiting LA Download	Bloggs, Joe (01-Apr-2017)	84.00	0.00	84.00	0.00	£347.76	
New, Awaiting LA Download	Kent, Clarke (27-Jun-2017)	135.00	0.00	135.00	0.00	£558.90	

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.

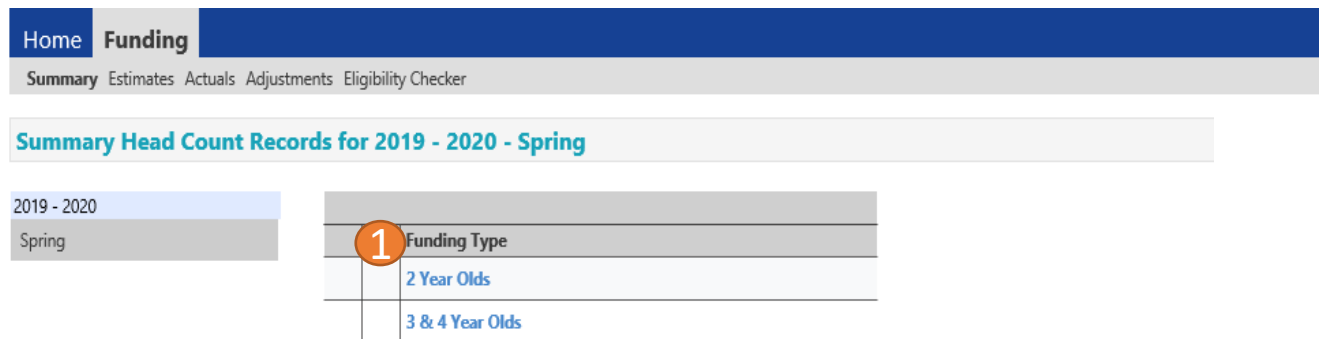
If this happens to you, please e-mail miearlyears@kent.gov.uk with all your setting’s details and a screen shot of this page to show the error, so the team can investigate.

IMPORTANT INFORMATION

- ☐ 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.

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

1 Funding Type

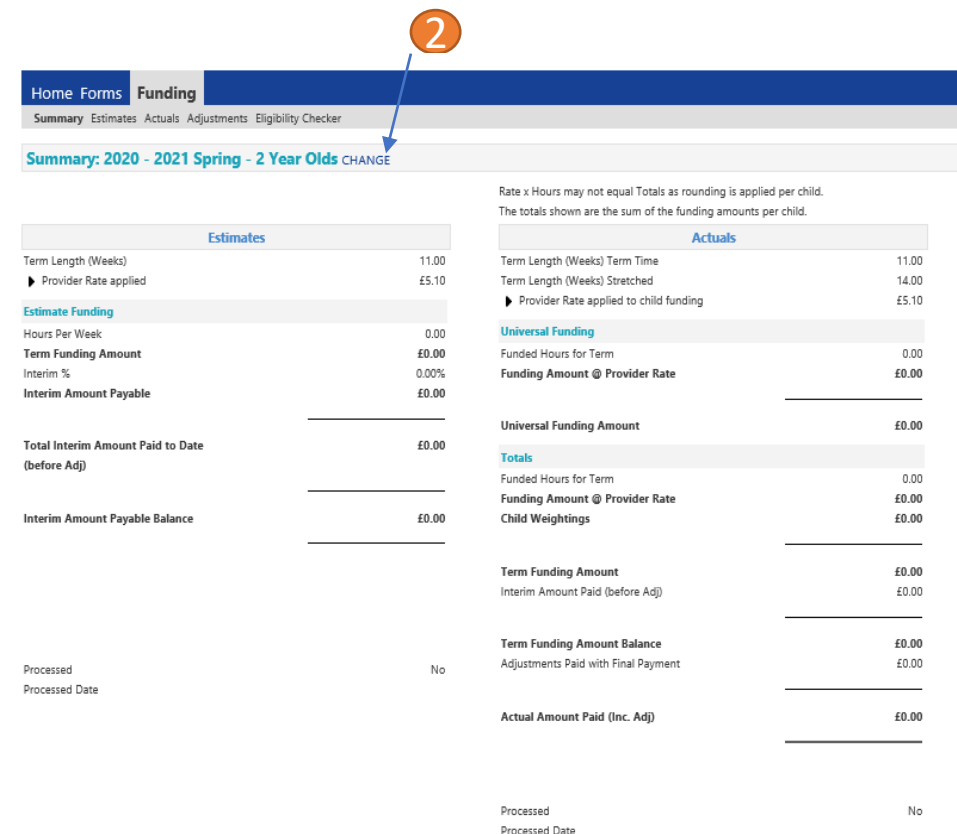
2 Year Olds

3 & 4 Year Olds

A summary of Estimates and Actuals for that term will 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.

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.



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		
<hr/>		Universal Funding Amount	£0.00
Total Interim Amount Paid to Date (before Adj)	£0.00	Totals	
<hr/>		Funded Hours for Term	0.00
Interim Amount Payable Balance	£0.00	Funding Amount @ Provider Rate	£0.00
<hr/>		Child Weightings	£0.00
		<hr/>	
		Term Funding Amount	£0.00
		Interim Amount Paid (before Adj)	£0.00
		<hr/>	
		Term Funding Amount Balance	£0.00
		Adjustments Paid with Final Payment	£0.00
		<hr/>	
		Actual Amount Paid (Inc. Adj)	£0.00
		<hr/>	
Processed	No		
Processed Date			
		Processed	No
		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 'Adjustments' Tab is displaying a message asking me to email the Authority to request changes to the 'Adjustments'.](#)
7. [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.](#)
8. [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?](#)
9. [I am now offering/no longer offering Stretched Funding/30 Hours Funding.](#)
10. [OOPs Message](#)
11. [How do I check if a 30 hour code is valid?](#)
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?](#)
13. [Children's records are not saving](#)
14. [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.

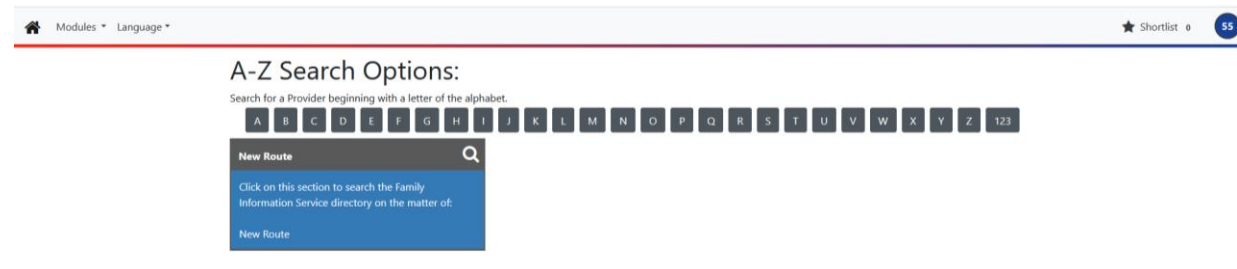
Please contact miearlyyears@kent.gov.uk to have your account unlocked and your password reset.

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?

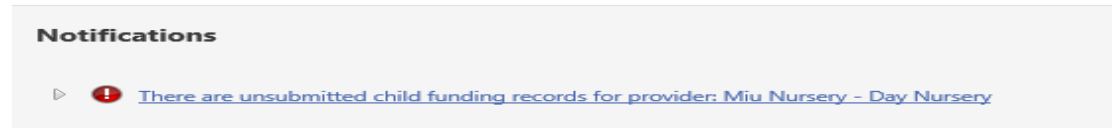
If you are seeing the screen below, please click on 'Modules' and then select 'Childcare/Service Provider'



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 '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 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&4 year old adjustment claims can be entered.

7. 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

8. 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?

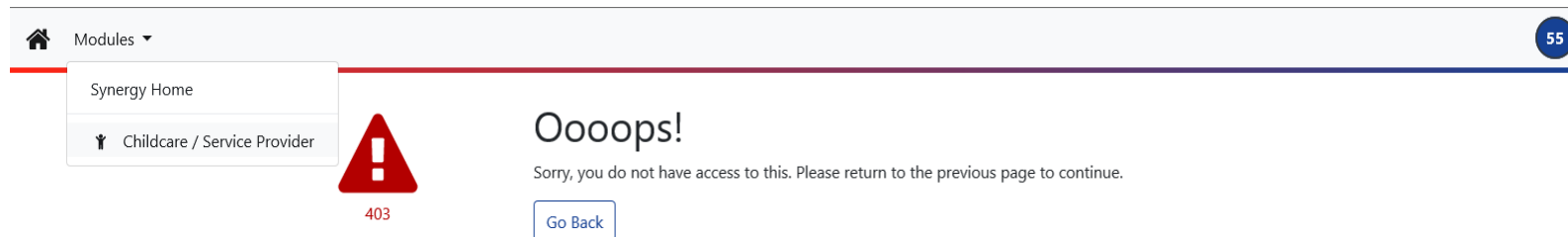
Yes, as the child is attending for a total of more than one day across the settings.

9. I am now offering/no longer offering Stretched Funding/30 Hours Funding.

If the type of provision you are offering changes, for example, if you begin or cease to offer Stretched Funding, or 30 Hours 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

10. 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.

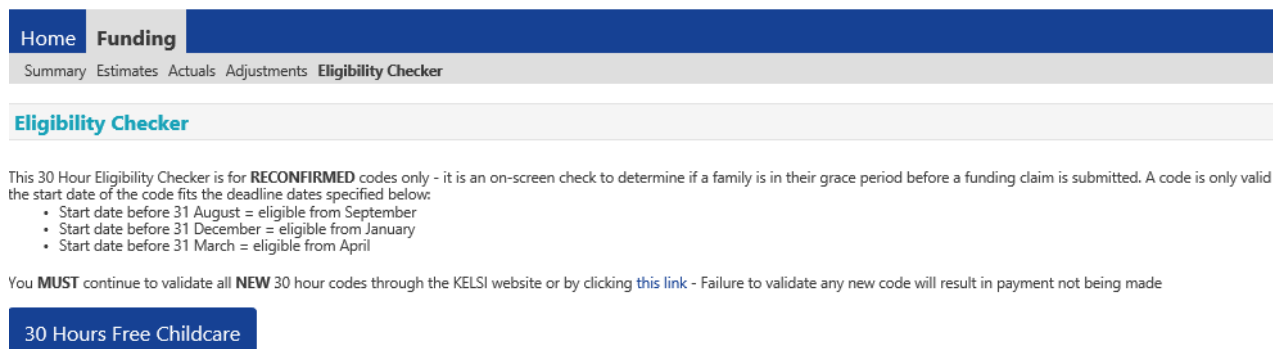


FAQs

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.



Home Funding

Summary Estimates Actuals Adjustments Eligibility Checker

Eligibility Checker

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:

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

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

30 Hours Free Childcare

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.

FAQs

13. 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

14. 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.