Children Young People and Education Directorate

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

Guidance for Free Early Education Providers

Contents

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

Free early education places for 2-year old's is known in Kent as the Free for 2 or 'FF2' scheme.
We have a duty to provide eligible 2-year old's up to 570 hours of free early education a year over 38 weeks of the year term time or up to 52 weeks stretched funding.

A child is eligible if:

• they come within the criteria used to determine eligibility for Free School Meals
• their families receive Working Tax Credits and have an annual gross income of no more than £16,190 per year
• their families receive Universal Credit and have an annual net income of no more than £15,400
• they have a current statement of Special Educational Needs or an Education, Health and care plan
• they are entitled to Disability Living Allowance
• they are looked after by a local authority
• they are no longer looked after by the local authority as a result of an adoption order, a special guardianship order or a child arrangements order which specifies with whom the child lives.
In July, the government permanently extended eligibility for the free early education entitlement for the most disadvantaged two-year-old children whose parent(s) meet the following conditions:

1.That they are excluded from claiming public funds as a consequence of their immigration status, or their lack of immigration status.

and
2.They are in receipt of support under section 17 of the Children Act 1989.

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

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

Introduction to the portal

The Synergy Family Information Service (FIS) Provider Portal is used by childcare providers to claim for 2, 3 and 4 year old Early Years funding.
The Portal links directly into the Synergy system that the Early Years Management Information team use to process funding payments.

Accessing the Provider Portal via Kelsi

When you receive an email from the Early Years Management Information team advising you that the Provider Portal is open for submission, you will need to login to the system to submit your claim.

Please always log onto the Portal through this Kelsi page and not through a saved link, as this can cause problems in submitting:
https://www.kelsi.org.uk/support-for-children-and-young-people/early-years/sufficiency-and-sustainability/free-early-education/free-education-places-for-2-year-olds
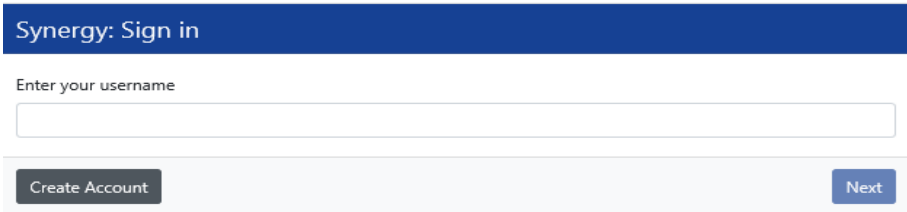
Once this page has loaded, please scroll to the section "How To Submit An FF2 Claim" and use the link to log on.

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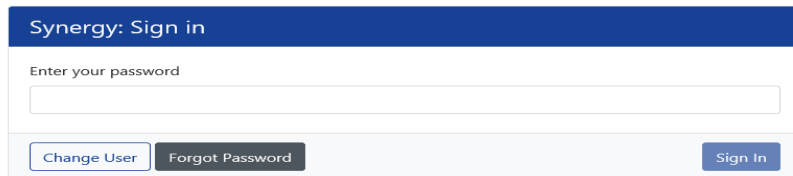**Please <u>do not</u> use your email address.**
Click on Next.

Synergy: Sign in

Enter your username

Create Account   Next

Enter your 'Password' as shown below.
Click 'Sign In'.

Synergy: Sign in

Enter your password

Change User   Forgot Password   Sign In

If you cannot remember your 'password', you can reset this. Please refer to the 'Synergy Passwords' document on KELSI for details on how to do this.
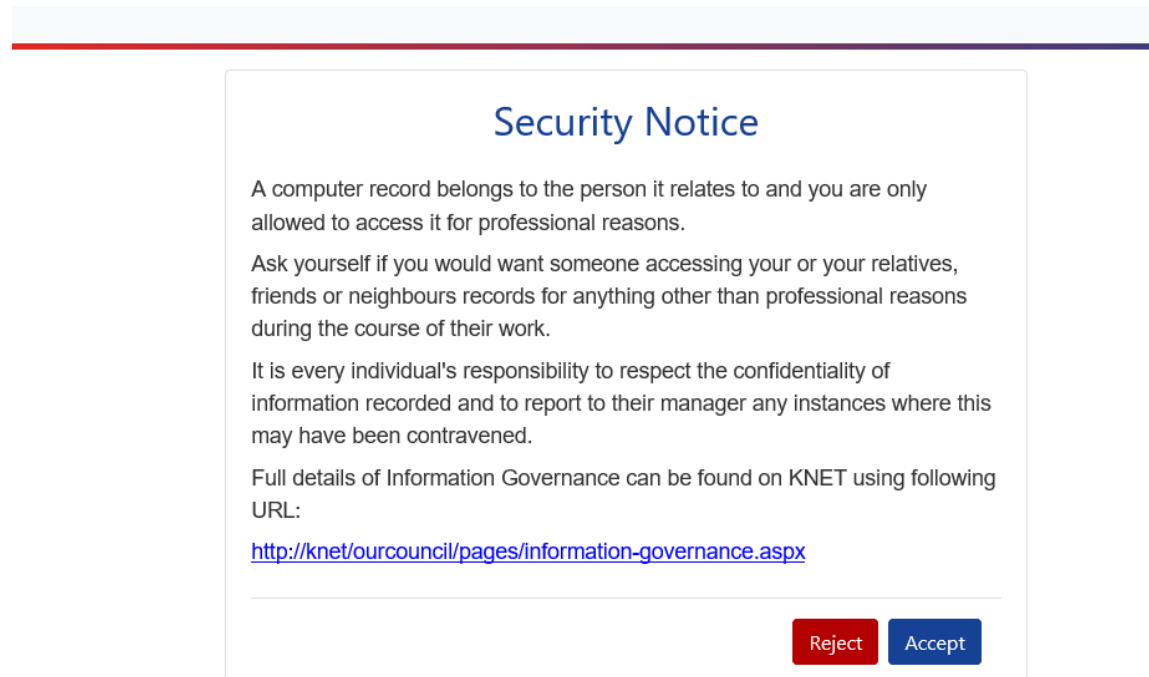If you have locked your 'password', please telephone or email the Early Years Management Information team on 03000 421612 or miearlyyears@kent.gov.uk and we will reset this for you.

If you type either your user name, password or both incorrectly, you will see "Username or Password are invalid" . **You cannot go back a stage to the user name screen, if this is where the error occurred, so click on the Provider tab to close the link and re-open it again from the Kelsi page.**

Should you need to change your password, please remember that passwords must be a minimum of 7 characters in length, contain at least one capital letter, one number and cannot be the same as the "User Name". Please be aware that the same password cannot be used more than once.

Security Notice

Once you click on "Sign In", you will now see this screen:

Security Notice

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

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

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

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

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

Reject   Accept

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

Home Screen

Once you have logged in, the 'Home Screen' will be displayed.
In the top right-hand corner, you will see a button with "55".

If you click on the button, it will give you two options:
- "Account Management" if you wish to change the password;
- "Sign Out".
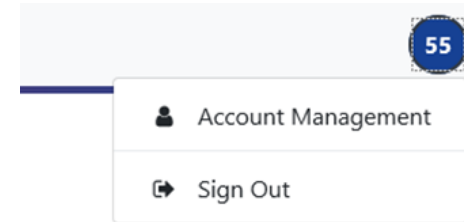
You will now see three tabs; 'Home', 'Forms' and 'Funding'. **"Forms" is a new tab, but please ignore this for submitting 2 year old claims.**

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

Funding Deadlines

The FF2 payment schedule, which can be found on KELSI using the link below, shows all the submission date deadlines for the term.

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

Claiming Funding

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

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

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

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

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

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

Continuing Claims

A list of children claimed by your setting last term, that are still in the eligible date of birth range for the new term, will appear.
You must work through this list before adding any new children to the system.

Deleting existing children

Firstly, please check if any of the children have either left your setting, or are no longer claiming the funding with you.
If they need to be deleted, click on the black X to remove them from the list.

Home	**Funding**		
Summary	Estimates	**Actuals**	Adjustments	Eligibility Checker

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

Add Child	Enter EY Voucher	Send Claim

		Status	Child	Funded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings
✕			▬▬▬▬▬ (07-Mar-2018)	0.00	£0.00	
✕			▬▬▬▬▬▬ (25-Jul-2018)	0.00	£0.00	
✕			▬▬▬▬▬ (08-Dec-2017)	0.00	£0.00	

The following message will appear. If the child is no longer claiming with you and you meant to delete them, click on the 'Yes' button.
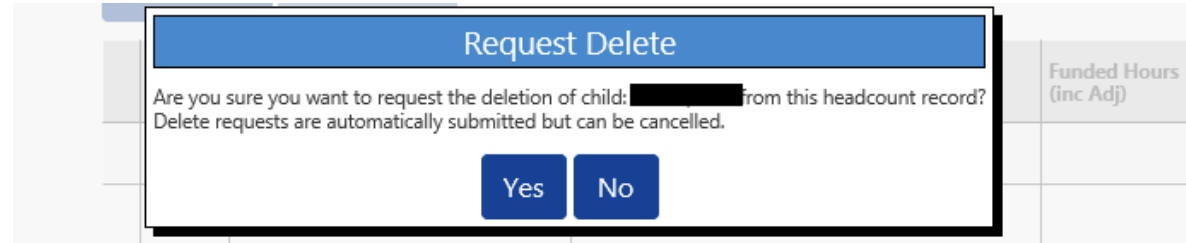
The backward black arrow and 'Awaiting LA Deletion' will now show next to the relevant child's name, as shown.

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

Adding the funded hours to continuing children
Synergy will <u>not</u> carry forward hours/weeks from previous terms. Therefore, you now need to add the details of the funded hours and weeks to the rest of the continuing children already on your list. If you do not work on any children's records the "Send Claim" button will be greyed out", so you are unable to send the claim.

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

Select the **Child Details Tab** and check that the information shown is still correct. Please make sure all mandatory fields marked by an asterisk (*) are still completed, as you amend any details.

If a child has changed their name by deed poll, or following the completion of an adoption order, please contact the Early Years Management Information team on 03000 421612 for guidance. **Please do not amend the child's name in the Provider Portal. If names are overwritten in the Provider Portal, it could lead to funding being missed for children. See page on "Notes".**

Please <u>do not</u> make any changes to the "SEN COP Stage" box shown below. This information is determined by KCC's SEN Team and they will alter it if needed.

Select the **Parent/Carer Details Tab** and check that the information shown is still correct, if information was previously input.
Completion of this tab is <u>optional</u>, but you will need to either complete all the fields, or leave it blank.

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

The red box shows the maximum hours that can be claimed each week and the maximum termly hours.

Please check that this is showing the correct number of weeks for your setting based on whether you are claiming over 38 weeks or 48 weeks.
For any children stretching the funding, where you are claiming as a 48-week pattern, the Stretching Entitlement box will show.

If you cannot see this box, please contact the Early Years Management Information team and we will update Synergy for you.

The maximum weeks for each term are as follows:

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

(1) Click on the "Default Term Dates" blue button and the dates for the academic period, as defined by the Department for Education, will populate. **Please change this** to reflect the start and end dates of the child's funding pattern for the term using the drop-down calendar to enter the dates. **Please do not type the dates, as this will cause an error.**

(2) Ensure that "Weeks Attended in Term" is correct and amend if necessary.

(3) In the **Spring Term only,** please tick the "Present during Census" box. If this is not ticked, we cannot guarantee that a payment will be processed.

(4) If the child attends your setting for more than 1 day a week, or if they also attend another setting, tick the "Attends Two Days or More" box. If a child attends your setting for 1 day only, they may claim a maximum of 10 funded hours a week. **A common error occurs here when providers do not tick this box and they are then told they cannot claim more than 10 hours.**

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

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

(6) Complete the attendance days.

(7) Complete the "Non-Funded Hours per Week" box if there are hours the child attends at your setting that the parent pays for. If the parent does not pay for any additional hours, please ignore this field, as zero hours will already be displayed.

(8) Click on Save.

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

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

If you click on the "Send Claim button" when some of the existing children still have zero hours in their records, the following warning message will show:
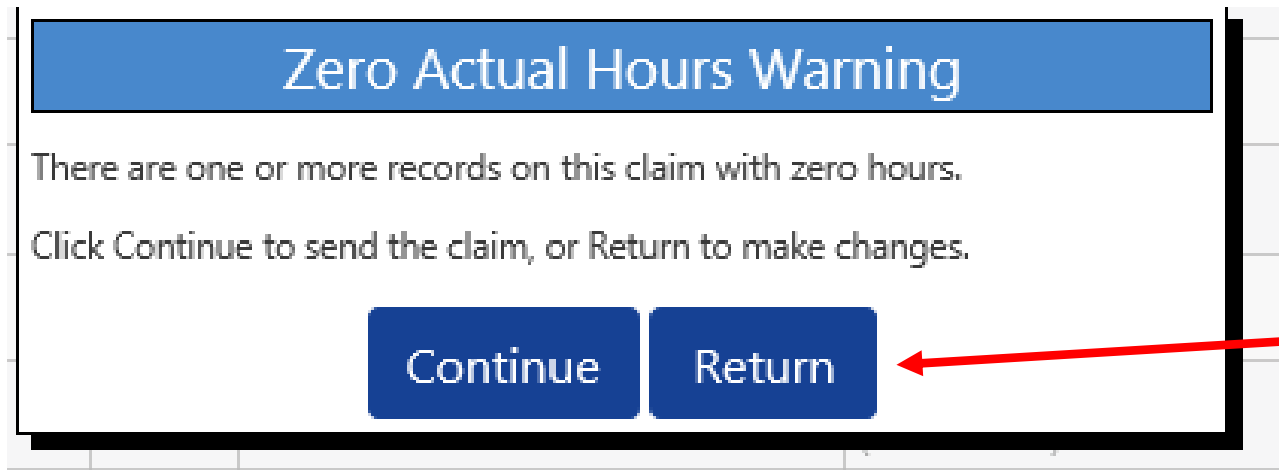
Zero Actual Hours Warning

There are one or more records on this claim with zero hours.

Click Continue to send the claim, or Return to make changes.

Continue   **Return**

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

Checking the claims before submitting

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

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

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

		Status	Child	Funded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings
⊘	↺	Awaiting LA Deletion	(07-Mar-2018)	0.00	£0.00	
⊘	↺	Unsubmitted Claim	(25-Jul-2018)	77.00	£392.70	
⊘	↺	Unsubmitted Claim	(08-Dec-2017)	55.00	£280.50	
⊘	↺	Unsubmitted Claim	(13-Oct-2017)	165.00	£841.50	
⊘	↺	Unsubmitted Claim	(28-Dec-2017)	132.00	£673.20	
⊘	↺	Unsubmitted Claim	(03-Sep-2017)	165.00	£841.50	

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".

What to check once claim has been sent

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

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

Home	Funding

Summary Estimates **Actuals** Adjustments Eligibility Checker

✔ Submission Successful

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

| Add Child | Enter EY Voucher | Send Claim |

		Status	Child	Funded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings
❗	↻	Awaiting LA Deletion	(07-Mar-2018)	0.00	£0.00	
❗	↻	Awaiting LA Download	(25-Jul-2018)	77.00	£392.70	
❗	↻	Awaiting LA Download	(08-Dec-2017)	55.00	£280.50	
❗	↻	Awaiting LA Download	(13-Oct-2017)	165.00	£841.50	
❗	↻	Awaiting LA Download	(28-Dec-2017)	132.00	£673.20	
❗	↻	Awaiting LA Download	(03-Sep-2017)	165.00	£841.50	

ALERT:

Please take a screenshot of this screen, showing the date and time, including the green 'Submission Successful' message, the term and type of funding you are in and the "Awaiting LA Download" status against the individual children. Without this evidence, we will not be able to verify if you have had problems with your submission, if it is subsequently not received by the Early Years Management Information Team.

Incorrect Submissions ** **** IMPORTANT**

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

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

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

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

If you have any new children to add, please proceed to the next page to start inputting them.
If you do not have any new children to add, please move to page 41.

Adding New Starters – Enter EY Voucher

Providers are encouraged to ask all parents of 2 year olds whether they meet the FF2 criteria and **must** ensure the online application form is completed accordingly.

• Providers **must** obtain an EY Voucher code from the parent before accepting a child under the terms of the FF2 scheme. Payment cannot be backdated if eligibility has not been confirmed when applying under the economic criteria.

• The funded hours can only be claimed from the start of the week during which the EY Voucher code was received and after the child has taken up their funded place.

To use the EY Voucher, click on the 'Enter EY Voucher' button, a EY Claim pop-up window will appear with the fields; Voucher code, Child Date of Birth and Child Surname. All fields are mandatory before it will allow you to submit.

The data must match the parent/carer's application to locate the child. If the parent/carer has applied on the same day, you will need to wait for the following day to submit your claim, as the data is not yet been set up on Synergy.

If for any reason, Synergy is not accepting the EY Voucher, please continue to page x to add them as a New Child.

If the EY voucher is successful, this will load the child's details.

If the parental declaration form holds a middle name or an updated address, please update accordingly on this page.
Please ensure you have seen 'Proof of DOB' and this box has been ticked before continuing.
Mandatory fields are marked by an asterisk (*).

Next, click on the '**Parent/Carer Details'** tab.
Completion of this tab is optional, but you will need to either complete all the fields or leave it blank.

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

Please note:
The Funding Details start and end dates are set for the academic period, as defined by the Department for Education. The start date is the date **the Child started** in that term. This may not be the first day of term, **Please be aware that if an inputting error is made, the term dates will return to the default, so please ensure these dates are correct before submitting your information.**

The red box shows the maximum hours that can be claimed each week and the maximum termly hours.

Please check that this is showing the correct number of weeks for your setting based on whether you are claiming over 38 weeks or 48 weeks.
For any children stretching the funding, where you are claiming as a 48-week pattern, the Stretching Entitlement box will show.

If you cannot see this box, please contact the Early Years Management Information team and we will update Synergy for you.

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

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

(1) Click on the Default Term Dates blue button and the dates for the academic period, as defined by the Department for Education, will populate. **Please change this** to reflect the start and end dates of the child's funding pattern for the term using the drop-down calendar to enter the dates. **Please do not type the dates, as this will cause an error.**

(2) Ensure that "Weeks Attended in Term" is correct and amend if necessary.

(3) In the **Spring Term only,** please tick the "Present during Census" box. If this is not ticked, we cannot guarantee that a payment will be processed.

(4) If the child attends your setting for more than 1 day a week, or if they also attend another setting, tick the "Attends Two Days or More" box. If a child attends your setting for 1 day only, they may claim a maximum of 10 funded hours a week. **A common error occurs here when providers do not tick this box and they are then told they cannot claim more than 10 hours.**

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

(6) Enter the amount of hours the child is claiming funding at your setting in the "Universal Funded Hours per Week" box. **You must always add hours to this box, if you are claiming funding. An error message will appear at the bottom of the screen in red text, if you leave this blank.**
(7) Complete the attendance days.
(8) Complete the "Non-Funded Hours per Week" box if there are hours the child attends at your setting that the parent pays for. If the parent does not pay for any additional hours, please type in "0" as the box must be completed to proceed. **An error message will appear at the bottom of the screen in red text, if you leave this blank.**
(9) Click on Save.
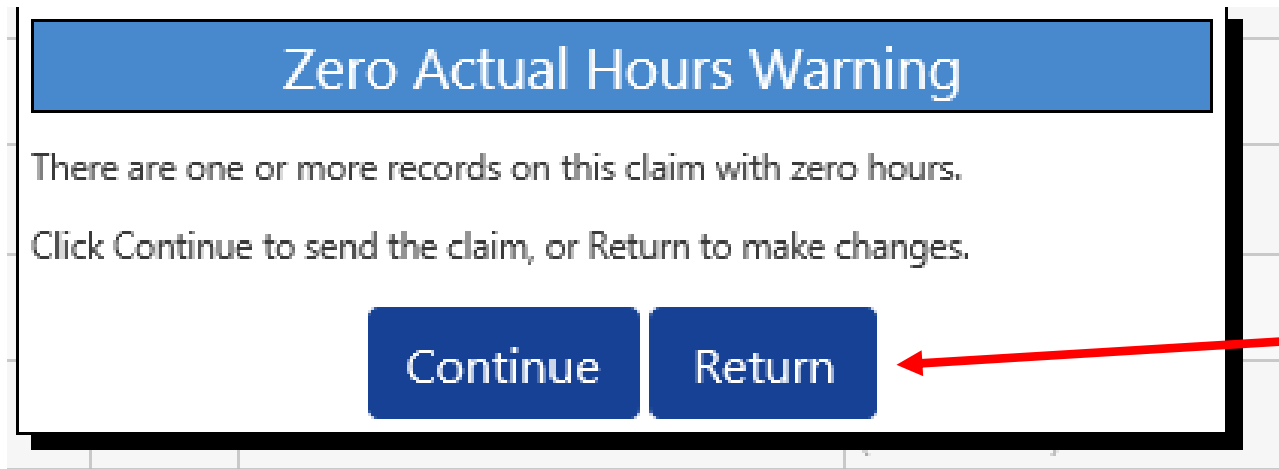
There is now a new tab called 'Notes'. This is <u>optional.</u>
Please use this tab if you wish to add **any notes about the child** i.e. they have now changed their name by deed poll, or the original record had an incorrect dob, address etc.

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

Zero Actual Hours Warning

There are one or more records on this claim with zero hours.

Click Continue to send the claim, or Return to make changes.

Continue   Return

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

Adding New Starters – Add Child

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

A screen will appear with four tabs at the top; 'Child Details', 'Parent/Carer Details', 'Funding Details' and 'Notes'.

First complete the **Child Details** tab. Mandatory fields are marked by an asterisk (*).

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.

Next, click on the '**Parent/Carer Details'** tab.
Completion of this tab is <u>optional</u>, but you will need to either complete all the fields or leave it blank.

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

Please note:
The Funding Details start and end dates are set for the academic period, as defined by the Department for Education. The start date is the date **the Child started** in that term. This may not be the first day of term, **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.**

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If you cannot see this box, please contact the Early Years Management Information team and we will update Synergy for you.

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

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(6) Enter the amount of hours the child is claiming funding at your setting in the "Universal Funded Hours per Week" box. **You must always add hours to this box, if you are claiming funding. An error message will appear at the bottom of the screen in red text, if you leave this blank.**
(7) Complete the attendance days.
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(9) Click on Save.

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

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

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

Zero Actual Hours Warning

There are one or more records on this claim with zero hours.

Click Continue to send the claim, or Return to make changes.

Continue   **Return**

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

Checking the claims before submitting

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

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

You will see that the status of these new children are **"New, Unsubmitted Child"** meaning an **new** child has been added, **but not** submitted **(for other status descriptions, please refer to Q12 in the FAQ section).**

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".

FEE Team Management Information   Synergy FISO

What to check once claim has been sent

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

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

ALERT:

Please take a screenshot of this screen, showing the date and time, including the green 'Submission Successful' message, the term and type of funding you are in and the "Awaiting LA Download" status against the individual children. Without this evidence, we will not be able to verify if you have had problems with your submission, if it is subsequently not received by the Early Years Management Information Team.

Incorrect Submissions ** IMPORTANT**

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

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

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

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

IMPORTANT INFORMATION

- **Please be aware that you can add and/or amend your actual claim and resubmit it up to the first claim deadline date of the term. This date is outlined on the FF2 payment schedule, available on our Kelsi page.**

- Actuals payments will be calculated based on the **last submission made, before the first claim deadline date of the term.**

- Once this deadline date has passed, your Actuals screen for that term will show a summary of what you have submitted.

- Individual child records can still be viewed, but no further changes can be made.

- If you have missed the deadline for submitting claims or require amendments to your "Actuals", please complete this under the "Adjustments" Tab, when made available. Please refer to the 2 Year Old Adjustment Claims guidance that will be published on Kelsi when the Actuals deadline has passed for help on how to do this.

FIS Provider Portal   Synergy

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).

A summary of Estimates and Actuals for that term will then be displayed, **although no Estimates are submitted for 2 Year old funding.**

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.

FAQs

1. **The link on KELSI does not work**

2. **I have entered my password incorrectly a number of times and my account is locked.**

3. **My password has expired.**

4. **I have logged into the Portal and do not have the usual screen – how do I get to the funding page?**

5. **The 'Home Screen' is displaying a notification advising that there are un-submitted child funding records.**

6. **The 'Actuals' Tab is showing a 'Summary' of my submission and will not allow me to enter any amendments.**

7. **When I save a child's details in the Actuals tab I get an error message**

8. **I have clicked on the Default Term Dates button, but the dates that have been populated are different to the term dates for my setting.**

9. **A child is attending one day at my setting but is also attending another setting. Should I tick the Attending Two Days or More checkbox?**

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

11. **OOPs Message**

12. **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'

FEE Team Management Information   Synergy FISO
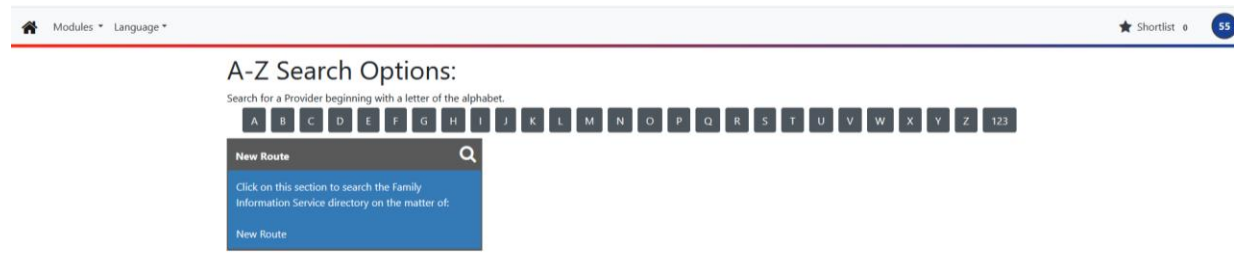
FAQs

5. The 'Home Screen' is displaying a notification advising that there are unsubmitted child funding records.

Click on the message to display a sub-message with details of the funding term that has the unsubmitted record/s. Click on the sub-message to be taken to the funding term. Click 'Send Claim' to submit any pending claims.

Notifications

> 🚫 [There are unsubmitted child funding records for provider: Miu Nursery – Day Nursery](#)

6. The 'Actuals' Tab is showing a 'Summary' of my submission and will not allow me to enter any amendments.

The submission date for 'Actuals' has passed. You will only be able to submit amendments through the 'Adjustments' Tab.

7 . When I save a child's details in the Actuals tab, I get an error message saying:

Funded Hours Per Week: Universal Hours exceeds weekly maximum of 10.00 (Funding Details Tab).
Ensure that the checkbox to confirm that the child is attending two or more days is ticked. If the child is only attending one day, a maximum of 10 hours only can be claimed.

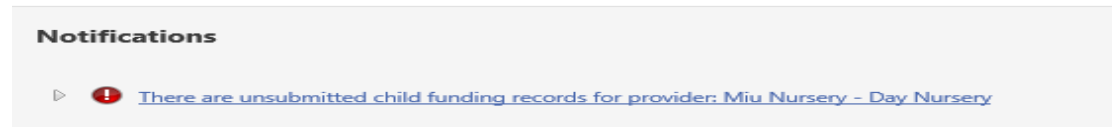**Weeks Attended in Term – Value cannot be greater than 13.00 (Funding Details Tab)**
Ensure that the checkbox to confirm that the child is stretching the entitlement is ticked. If this box is not showing and you are stretching the funding and wish to claim in a 48 week pattern, please contact the Early Years Management Information team, who will update the Synergy system.

8. I have clicked on the Default Term Dates button, but the dates that have been populated are different to the term dates for my setting.

The Start and End dates can be overwritten with the dates for your setting. Please remember that the **Start Date** should be the date that the **Child started in that funding term.** This may be different to the start date of the funding term for your setting.

FAQs

9. A child is attending one day at my setting, but is also attending another setting. Should I tick the Attending Two Days or More checkbox?

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

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

If the type of provision you are offering changes, for example, if you begin or cease to offer Stretched Funding, 30 Hours Funding or 2 Year Old Funding, the Early Years Management Information team will need to amend your details in the Synergy system to reflect these changes. Please, therefore, advise us of any such amendments by emailing:
miearlyyears@kent.gov.uk

11.   I am logging on to Synergy and receive the 'Oooops! Sorry, you do not have access to this' message.

This is a known issue on Synergy. To return to the funding page, please click on 'modules' and then 'Childcare/Service Provider'. This should return you to the funding page.
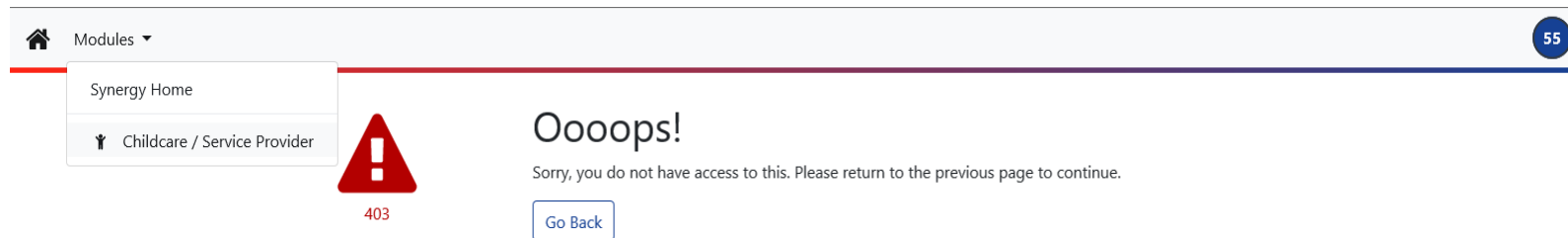
FAQs

12. 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.