
How to Apply For Funding

**PROVIDER GUIDE
SYNERGY PORTAL**

9M

**2YO & 2YO
WORKING
PARENT**

3 – 4YO

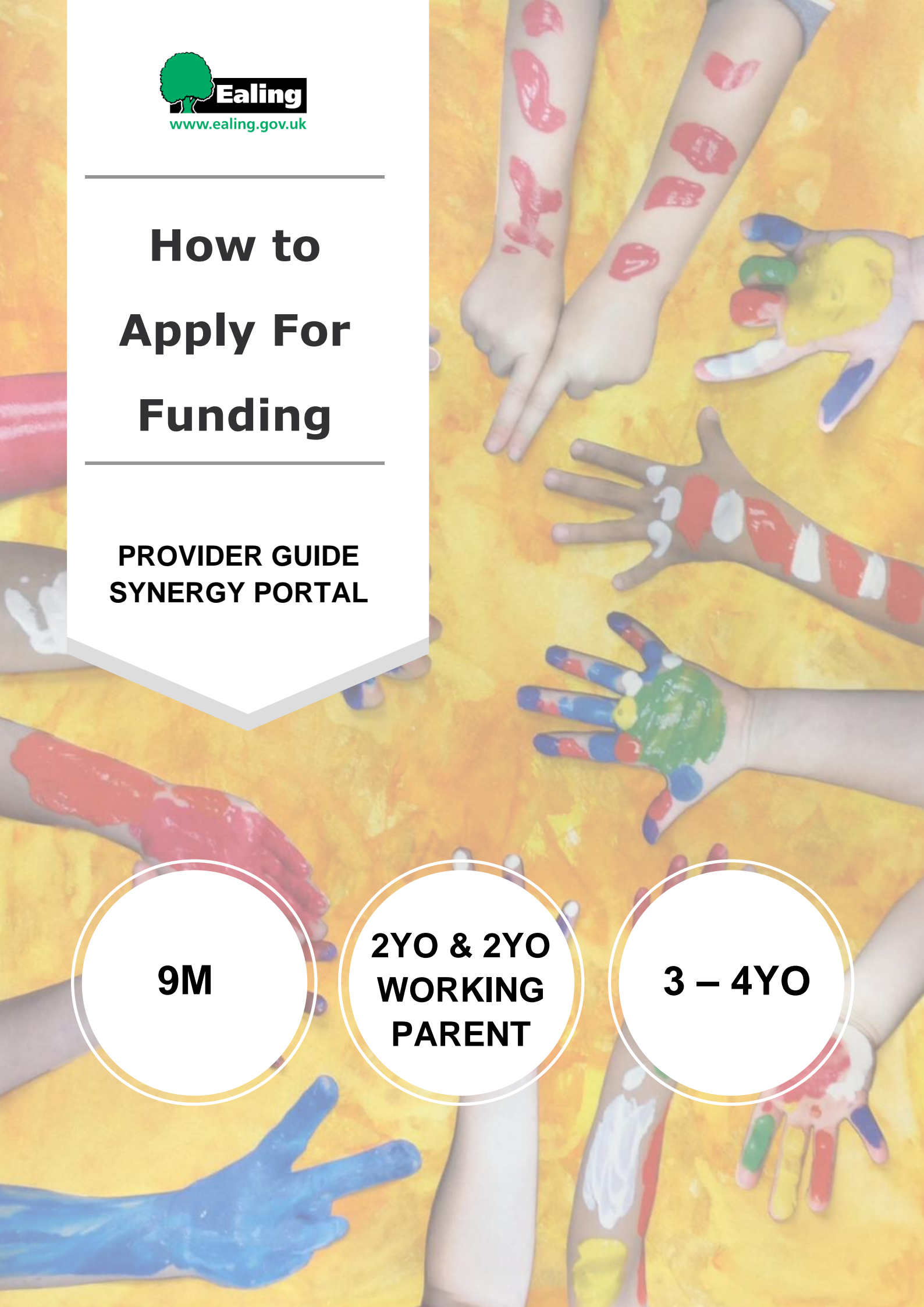


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Introduction

What is Ealing's Childcare Directory?

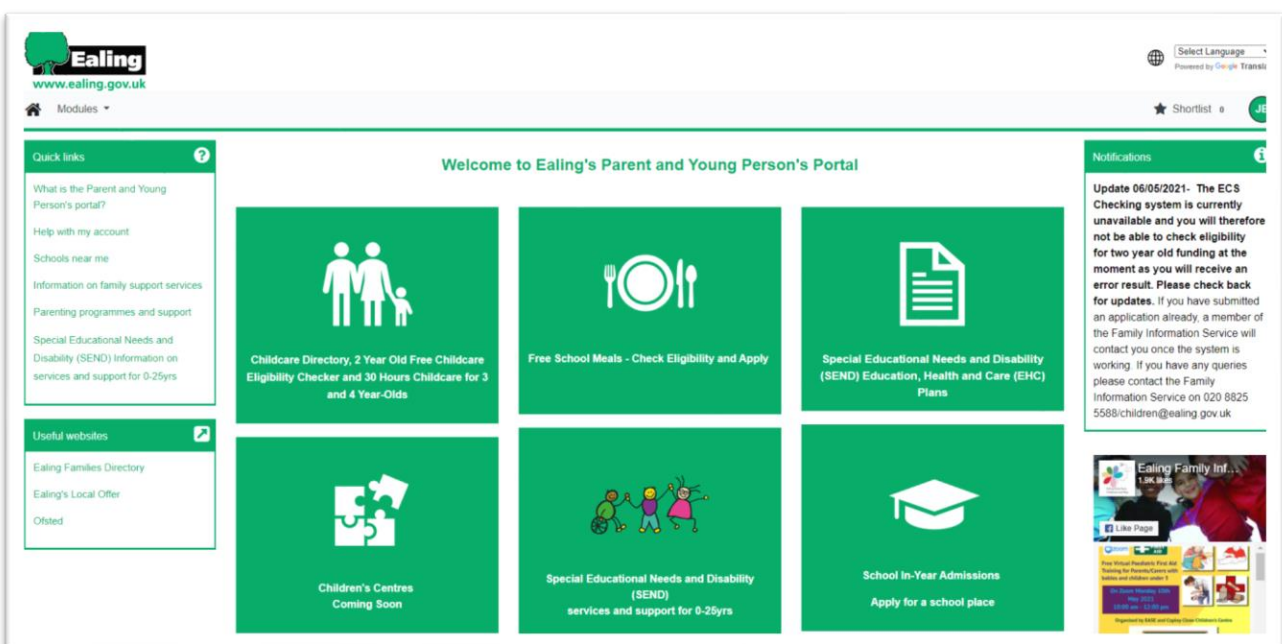
Ealing's Childcare Directory is a web portal specifically designed for parent and carers who want to access childcare services from providers within the borough of Ealing. The portal is used to identify two-year-old and Extended (30 hours) free childcare eligibility. The portal also has a directory for parents and carers to search for providers that provide childcare based on selected search criteria.



Ealing's Childcare Directory sits with Ealing's Parent and Young Person Portal which allows families to access other services, some services are still in development. At the moment, by creating an account on the Parent and Young Person's Portal parents can:

- Check eligibility for childcare funding
- Apply for a school in year admission

To find out about each area of the Parent and Young Person's Portal homepage, please visit [What is Ealing's Parent and Young Person's Portal](#) (external link).



The screenshot shows the homepage of Ealing's Parent and Young Person's Portal. The header includes the Ealing logo, the website URL (www.ealing.gov.uk), a language selection dropdown, and a 'Shortlist' button. The main content area is titled 'Welcome to Ealing's Parent and Young Person's Portal' and features six green tiles with white icons and text:

- Childcare Directory, 2 Year Old Free Childcare Eligibility Checker and 30 Hours Childcare for 3 and 4 Year-Olds** (Icon: Family)
- Free School Meals - Check Eligibility and Apply** (Icon: Plate and cutlery)
- Special Educational Needs and Disability (SEND) Education, Health and Care (EHC) Plans** (Icon: Document)
- Children's Centres Coming Soon** (Icon: Puzzle pieces)
- Special Educational Needs and Disability (SEND) services and support for 0-25yrs** (Icon: Children playing)
- School In-Year Admissions Apply for a school place** (Icon: Graduation cap)

On the left side, there are 'Quick links' and 'Useful websites' sections. On the right side, there is a 'Notifications' section with an update from 06/05/2021 regarding the ECS Checking system, and a social media widget for 'Ealing Family Inf...'.

What to do if you do not have an account

Actions for Providers

If you have not claimed for 2-year-old funding before now, you will need to speak to the Early years funding team and request that this is added to your Synergy portal.

Parents that are applying for funding under the disadvantaged 2-year-old criteria will do so through the Families information service (FIS), who will complete the appropriate checks and if eligible the parent will be issued with a code, that you will need to complete their funding claim.

If a parent is to apply for funding under the criteria for a working family 2-year-old then they would need to apply through HMRC. HMRC will check the child's eligibility and if eligible the parent will be issued with a code. The parent will give this code to you as the provider, where you will be able to validate it using the eligibility checker that is available to you on the portal.

All codes for families applying for the working family element must be validated as soon as they have been received from the parent.

If a child is a 3 – 4-year-old and the parent/carer believes they are eligible for 30 hours of government funded childcare, their family will need to fill out an application form online.

If eligible, they will receive a childcare account and a code which they will need to share with you (their childcare provider), along with their child's date of birth and National Insurance (NI) number.

Instead of adding a 2-year-old child manually to a headcount in the provider Portal, you will need to instead input the voucher code. The child details will automatically populate. You can then input the funding hours and submit as normal.

Parents will need to create an account on the portal to complete a two-year-old application where eligibility is based on income*. **Providers will no longer be able to complete this check on the parent's behalf as the parent will need their own account which involves creating a password.**

Parents can visit the **Create an account page** (external link) on the portal to find out how to create an account, this is also covered in the parent guidance document.

* As before, Families should contact the Family Information Service (FIS) if eligibility is based on other circumstances e.g. LAC, in receipt of DLA, etc. There is also a separate application where the Zambrano principle/criteria applies (see note below). For more information visit **Ealing's Two Year Old Childcare Eligibility Checker** (external link).

Note: The Zambrano principle can be stated as follows: **If a child of non-EU nationals is granted citizenship in an EU country, then the parents of that child have the right to**

reside within the EU and do not require work permits.

If you have an existing account but have not applied for funding before please continue to page 6.

For contact details, please visit the last page.

What if a parent is unable to create an account?

In situations where a parent is unable to create an account, they can contact the Family Information Service (FIS) who can complete a check on their behalf.

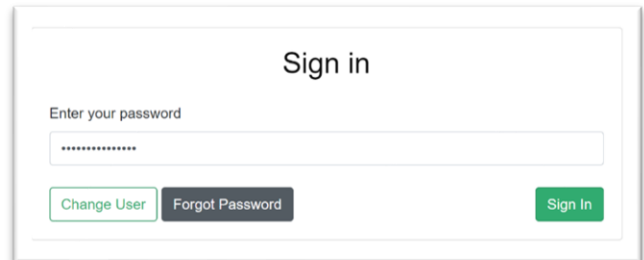
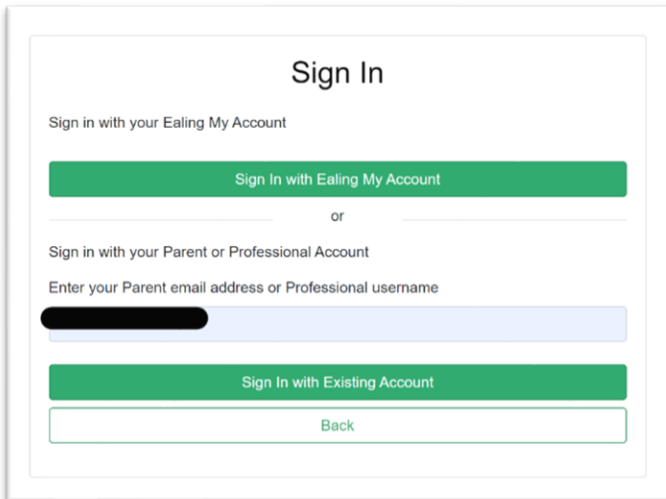
Once Family Information Service (FIS) has assisted the parent with creation of an account, they can complete an online application which will ask for their National Insurance (NI) number, child's details etc.

When an application has been completed, it is sent to the Family Information Service (FIS) who will confirm whether the parent is eligible or not. If eligible, a letter is sent to the parent/carer with a code which they can then use at their chosen childcare provider.

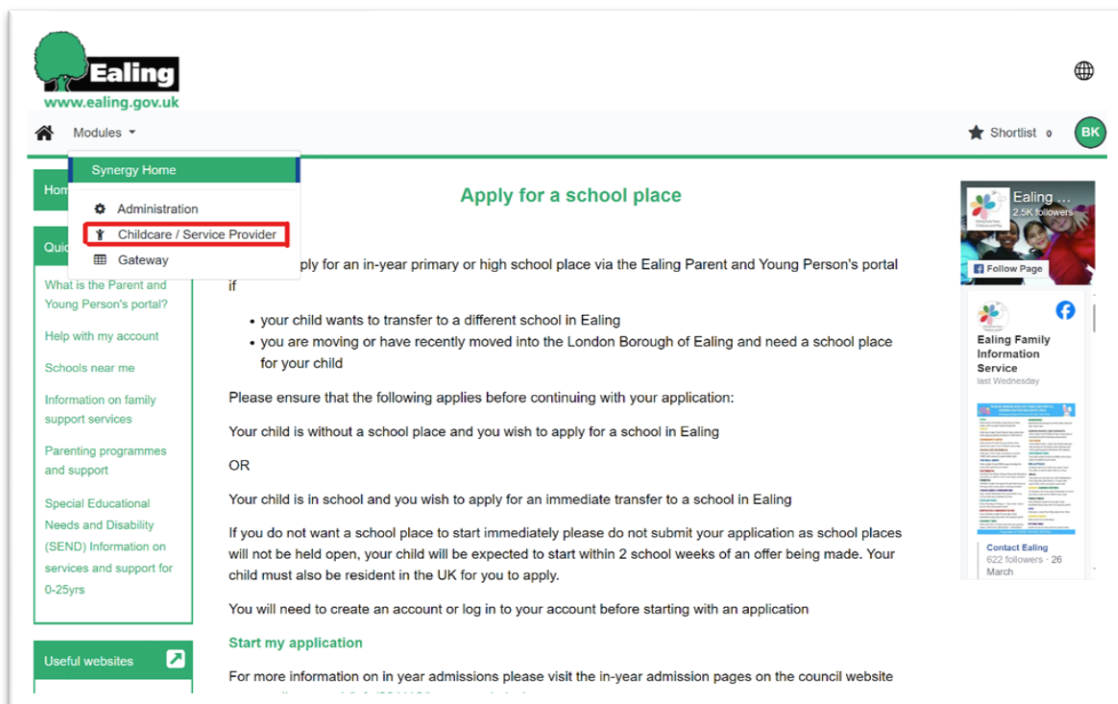
The two-year old eligibility check can be found on [Ealing's Childcare directory](#) (external link).

If you have an existing account

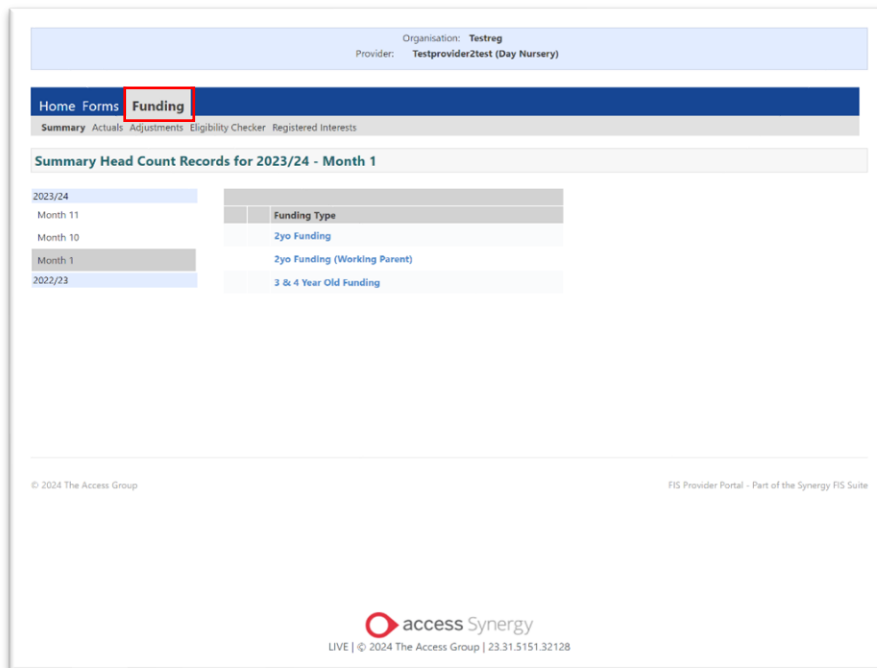
1. If you have an existing account, please sign in using this link: [Existing Account](#)




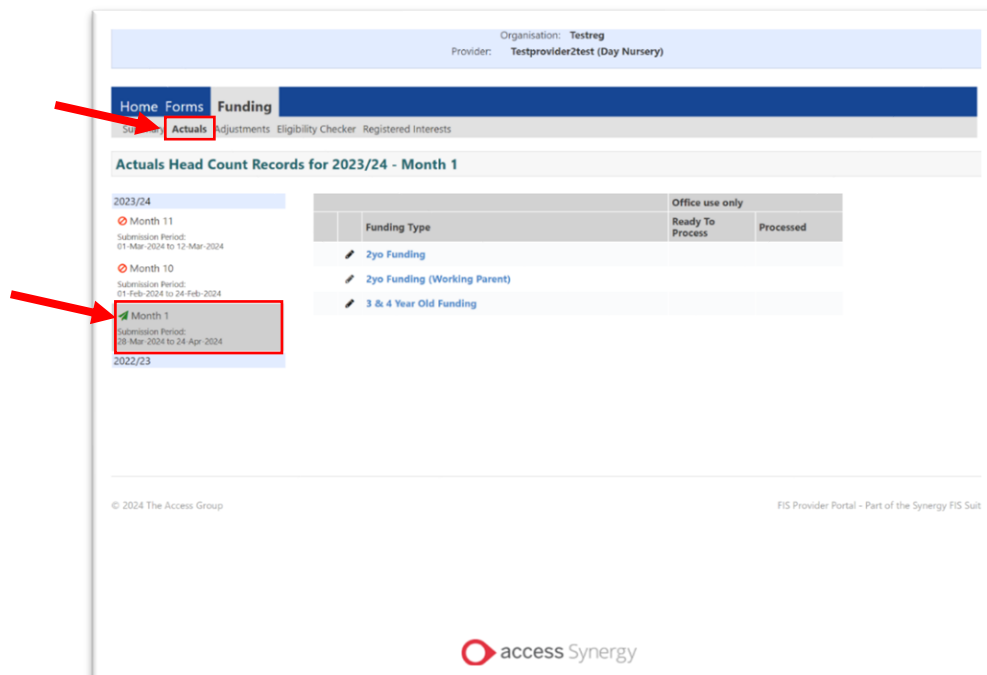
2. Once successfully logged in, please navigate to **'Modules'** and select **'Childcare / Service Provider'**, as shown in the red box below:



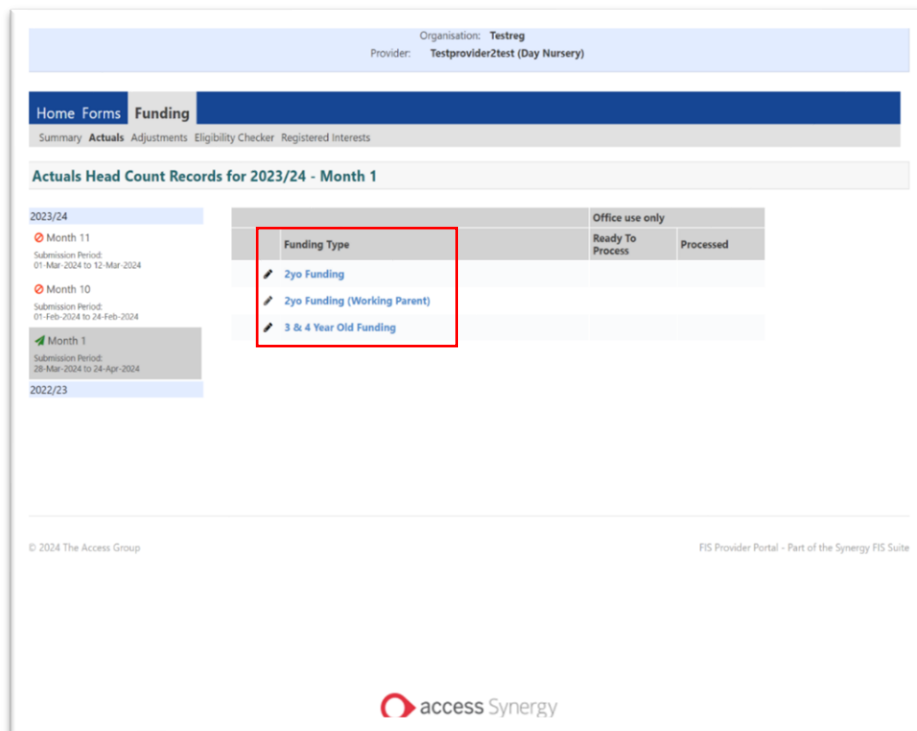
3. Next, please select the **'Funding'** tab, located in the top toolbar:



4. Once the Funding tab has been selected, please select **'Actuals'**. Here you will be able to view the most current and past submission periods. The current month will show a  next to it:



5. At this point, please choose the 'Funding Type' you require:



Organisation: Testreg
Provider: Testprovider2test (Day Nursery)

Home Forms **Funding**

Summary Actuals Adjustments Eligibility Checker Registered Interests

Actuals Head Count Records for 2023/24 - Month 1

2023/24

- Month 11
Submission Period: 01-Mar-2024 to 12-Mar-2024
- Month 10
Submission Period: 01-Feb-2024 to 24-Feb-2024
- Month 1
Submission Period: 28-Mar-2024 to 24-Apr-2024

2022/23

| Funding Type | Office use only | |
|------------------------------|------------------|-----------|
| | Ready To Process | Processed |
| 2yo Funding | | |
| 2yo Funding (Working Parent) | | |
| 3 & 4 Year Old Funding | | |

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FIS Provider Portal - Part of the Synergy FIS Suite

access Synergy

If 2YO funding does not appear on this list, then you will need to have this added to your portal page. Please contact the Early Years funding team directly with this request:

Early Years Funding Team - EarlyYearsFunding@ealing.gov.uk

Selecting your funding type

The three types of funding you can apply for on Synergy are as follows:

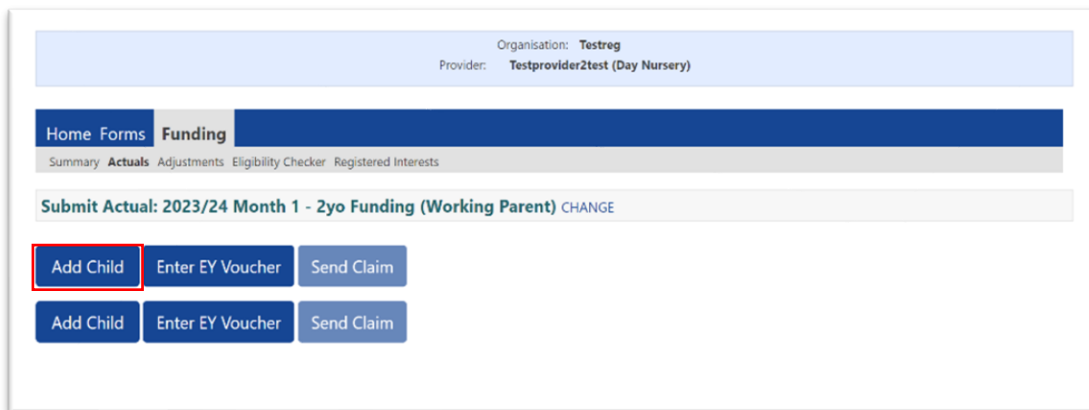
| Funding Type | |
|---|---|
|  | 2yo Funding |
|  | 2yo Funding (Working Parent) |
|  | 3 & 4 Year Old Funding |
|  | 9 Month To 2yr Old (Working Parent) |

Ealing Early years funding rates for 2024-2025

| Early Years Funding | All Nursery Providers 2024-25 |
|---------------------------------------|-------------------------------|
| Universal 15 hours | £5.27 |
| Additional 15 hours | £5.27 |
| 2 YO (Working Parents) | £8.24 |
| 2 YO (Disadvantaged) | £8.24 |
| Under 2 YO Offer (working Parents) | £11.92 |
| Supplements | |
| Deprivation (mandatory) only 3 & 4 YO | £0.29 |
| Quality QTS | £0.29 |
| Deprivation (2 YO Disadvantaged) | £0.91 |

Once you have selected your chosen funding type

1. Here, you will be able to **'Add Child'** then **'Continue'** to begin the process to claim funding for one individual:



Organisation: Testreg
Provider: Testprovider2test (Day Nursery)

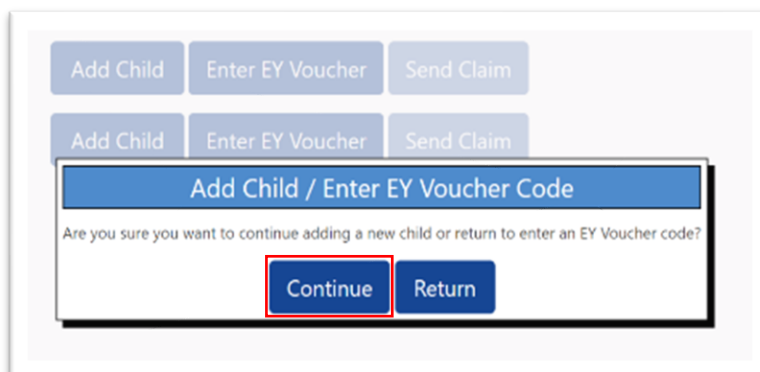
Home Forms **Funding**

Summary **Actuals** Adjustments Eligibility Checker Registered Interests

Submit Actual: 2023/24 Month 1 - 2yo Funding (Working Parent) CHANGE

Add Child Enter EY Voucher Send Claim

Add Child Enter EY Voucher Send Claim



Add Child Enter EY Voucher Send Claim

Add Child Enter EY Voucher Send Claim

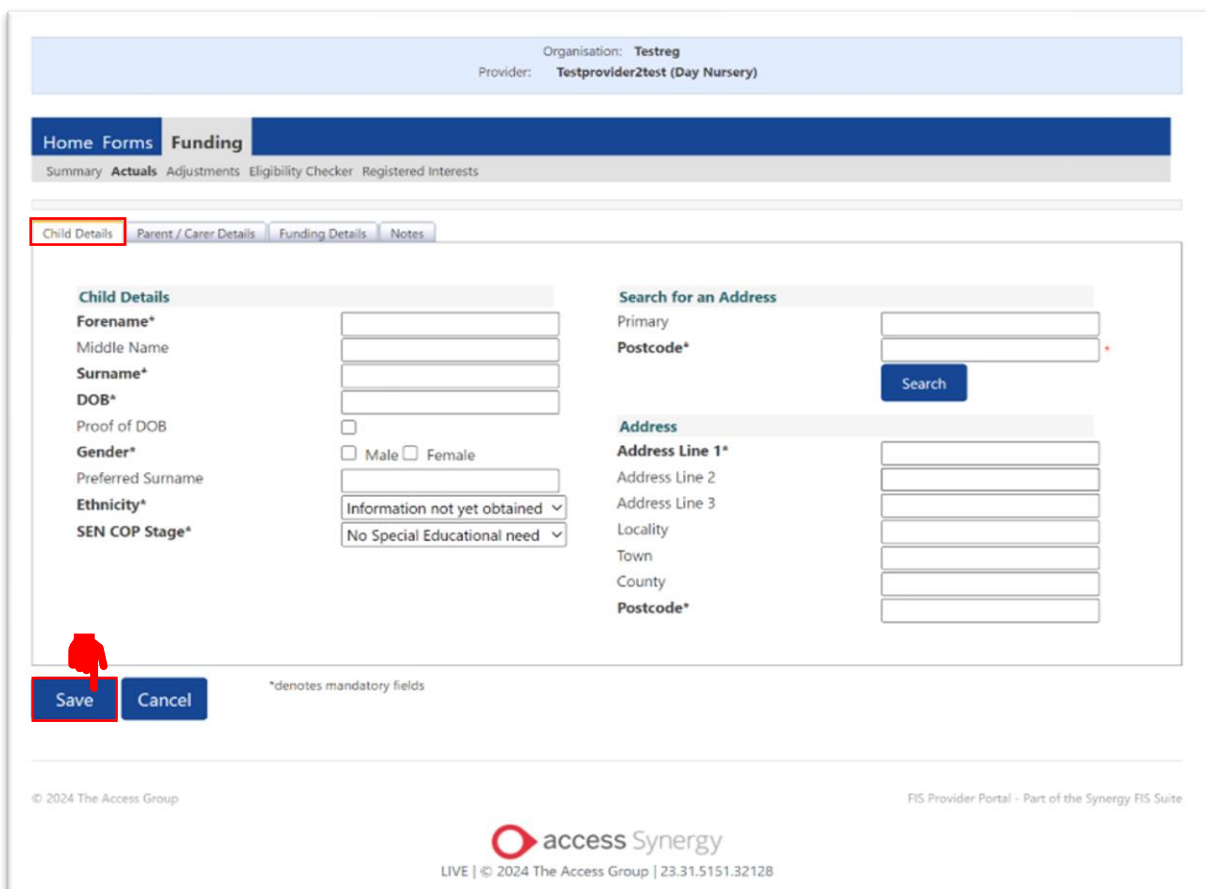
Add Child / Enter EY Voucher Code

Are you sure you want to continue adding a new child or return to enter an EY Voucher code?

Continue Return

2. Entering 'Child Details' accordingly:

- a. By ticking 'Proof of DOB' means you have witnessed the child's birth certificate in person.
- b. 'Ethnicity' is automatically set to the selection 'Information not yet obtained'. For data analysis purposes**, it is essential that this information be input as accurately as possible, for every child. **This information is required for Early Years census.**
- c. If the 'Search for an Address' function is not able to locate an address automatically (results showing within the drop-down list created), under the 'Address' section, you will be able to input the child's address manually.
- d. Ensure you **Save** (bottom left) once all the information has been added, and before moving on.



Organisation: Testreg
Provider: Testprovider2test (Day Nursery)

Home Forms Funding

Summary Actuals Adjustments Eligibility Checker Registered Interests

Child Details Parent / Carer Details Funding Details Notes

Child Details

Forename*

Middle Name

Surname*

DOB*

Proof of DOB

Gender* Male Female

Preferred Surname

Ethnicity* Information not yet obtained

SEN COP Stage* No Special Educational need

Search for an Address

Primary

Postcode*

Search

Address

Address Line 1*

Address Line 2

Address Line 3

Locality

Town

County

Postcode*

Save Cancel

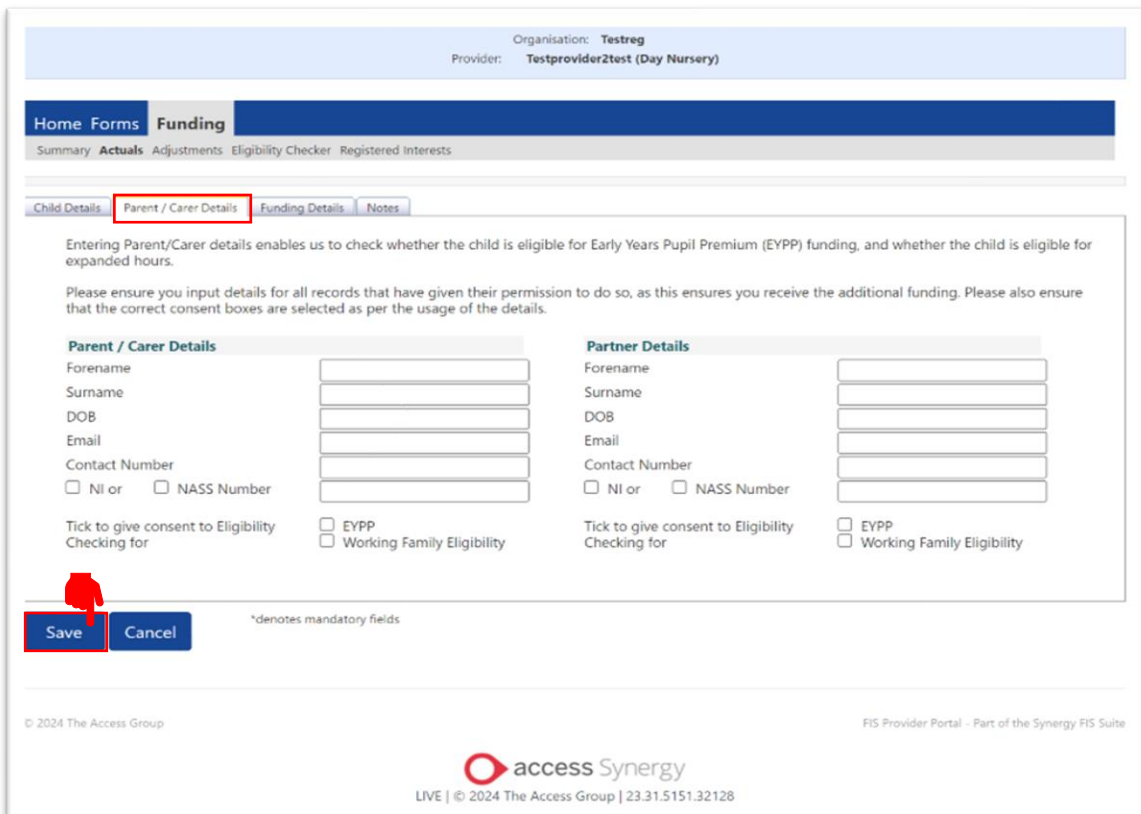
*denotes mandatory fields

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3. Entering 'Parent / Carer Details' accordingly:

- a. This page must be completed with all the information requested. This information can be found on the parent declaration form that all parents should complete before a funding application is made. **This information is required for Early Years census.**
- b. If this child has two parents/carers who live with them, **both** their details **MUST** be submitted.
- c. If you hold the Parent/Carer NI (National Insurance) number or NASS (National Asylum Support Service) number, please tick the according box first, before inputting the details in the assigned box.
- d. To give consent for an eligibility check, please tick 'EYPP' or 'Working Family Eligibility' under each parent/carers section applicable.
- e. Ensure you **Save** (bottom left) once all the information has been added, and before moving on.



Organisation: Testreg
Provider: Testprovider2test (Day Nursery)

Home Forms Funding

Summary Actuals Adjustments Eligibility Checker Registered Interests

Child Details Parent / Carer Details Funding Details 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 expanded 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.

| Parent / Carer Details | | Partner Details | |
|---|--|---|--|
| Forename | <input type="text"/> | Forename | <input type="text"/> |
| Surname | <input type="text"/> | Surname | <input type="text"/> |
| DOB | <input type="text"/> | DOB | <input type="text"/> |
| Email | <input type="text"/> | Email | <input type="text"/> |
| Contact Number | <input type="text"/> | Contact Number | <input type="text"/> |
| <input type="checkbox"/> NI or <input type="checkbox"/> NASS Number | <input type="text"/> | <input type="checkbox"/> NI or <input type="checkbox"/> NASS Number | <input type="text"/> |
| Tick to give consent to Eligibility Checking for | <input type="checkbox"/> EYPP <input type="checkbox"/> Working Family Eligibility | Tick to give consent to Eligibility Checking for | <input type="checkbox"/> EYPP <input type="checkbox"/> Working Family Eligibility |

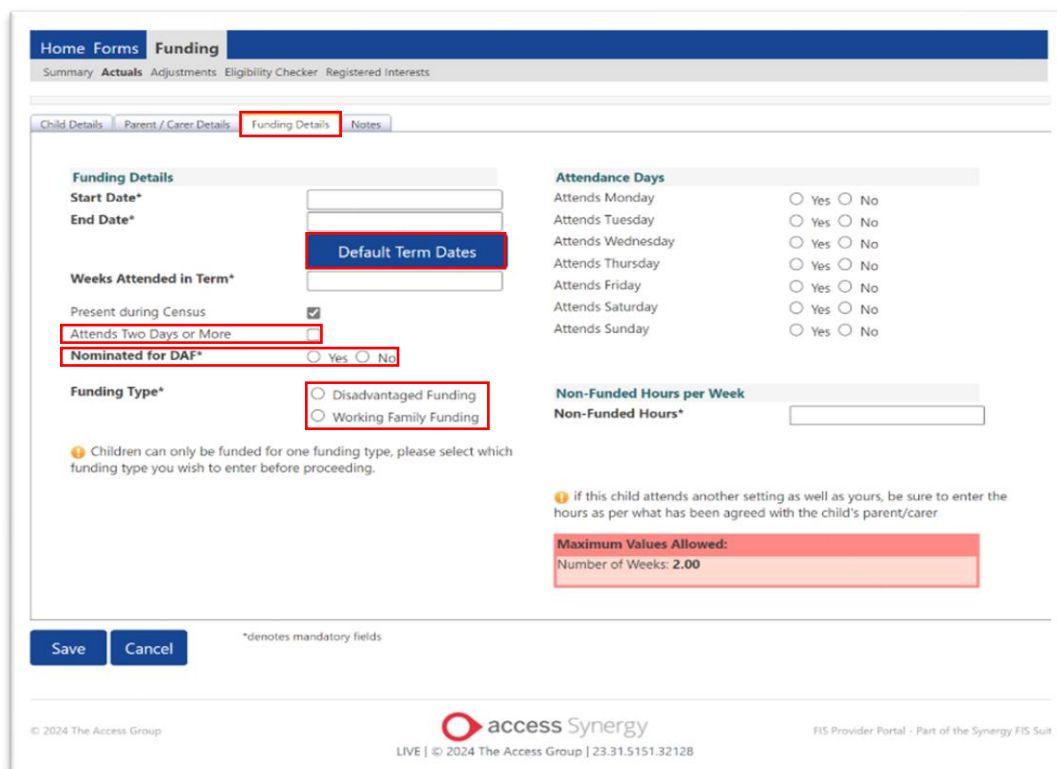
*denotes mandatory fields

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4. The ‘Funding Details’ tab:

- a. When you click ‘Default Term Dates’, it will set this term’s ‘Start Date’ and ‘End Date’.
- b. Enter the number of **Weeks Attended in Term**. This is shown at the bottom right corner of the page.
- c. Tick **Attends Two Days or More** to claim more than 10hours per week.
- d. ‘**Nominated for DAF** (Disability Access Fund)’ – please **DO NOT** automatically tick DAF unless you have the evidence. Only tick this box if the process has been followed. Documents will be required **to prove this**. The DAF form **SAMPLE** can be found on page 15. For more information on DAF, please visit: [Get extra funding for your early years provider](#).
- e. Please ensure you select the correct category of 2YO funding - please see information on how parents apply for the relevant code on page 4.

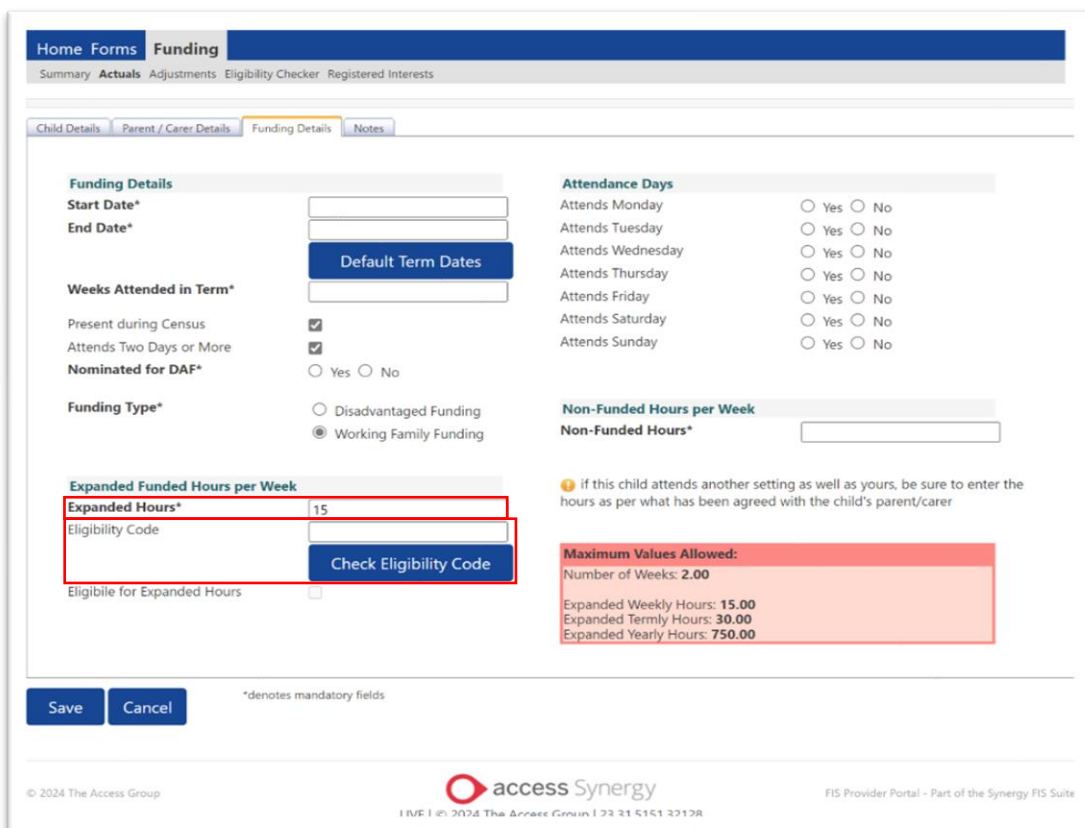


The screenshot shows the 'Funding Details' tab in the access Synergy system. The form includes the following elements:

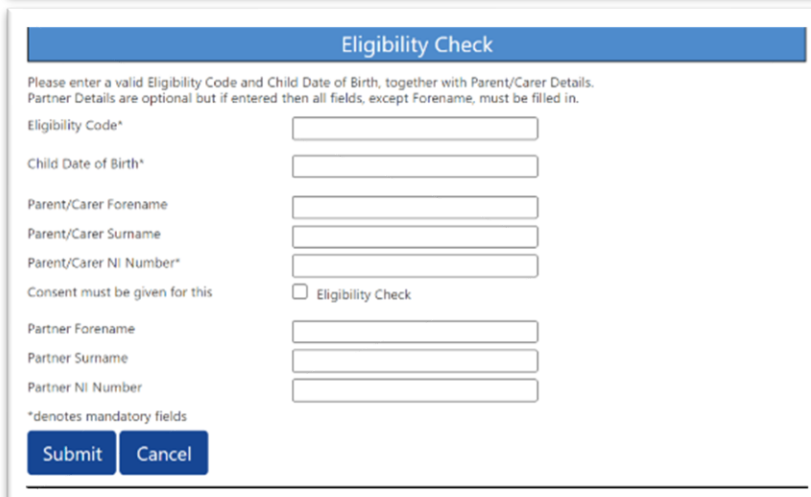
- Navigation:** Home, Forms, Funding (selected). Sub-tabs: Summary, Actuals, Adjustments, Eligibility Checker, Registered Interests.
- Child Details:** Child Details, Parent / Carer Details, Funding Details (selected), Notes.
- Funding Details Section:**
 - Start Date* (text input)
 - End Date* (text input)
 - Default Term Dates** (button)
 - Weeks Attended in Term* (text input)
 - Present during Census (checkbox checked)
 - Attends Two Days or More (checkbox checked)
 - Nominated for DAF* (radio buttons: Yes, No)
 - Funding Type* (radio buttons: Disadvantaged Funding, Working Family Funding)
- Attendance Days Section:**
 - Attends Monday (radio buttons: Yes, No)
 - Attends Tuesday (radio buttons: Yes, No)
 - Attends Wednesday (radio buttons: Yes, No)
 - Attends Thursday (radio buttons: Yes, No)
 - Attends Friday (radio buttons: Yes, No)
 - Attends Saturday (radio buttons: Yes, No)
 - Attends Sunday (radio buttons: Yes, No)
- Non-Funded Hours per Week Section:**
 - Non-Funded Hours* (text input)
- Maximum Values Allowed:** Number of Weeks: 2.00
- Buttons:** Save, Cancel
- Footnote:** *denotes mandatory fields
- Footer:** © 2024 The Access Group, access Synergy, LIVE | © 2024 The Access Group | 23.31.5151.32128, FIS Provider Portal - Part of the Synergy FIS Suit

*Instructions continue the next page.

- f. In the ‘**Expanded Hours**’ section, you will be able to enter the ‘**Number of hours attended per week**’, which should total a maximum of 15 hours.
- g. To validate an ‘**Eligibility Code**’*(for more info on this, please view page 4), please add code into the allocated text box and select the blue ‘**Check Eligibility Code**’ button. A pop-up box should appear, please complete all the elements required.

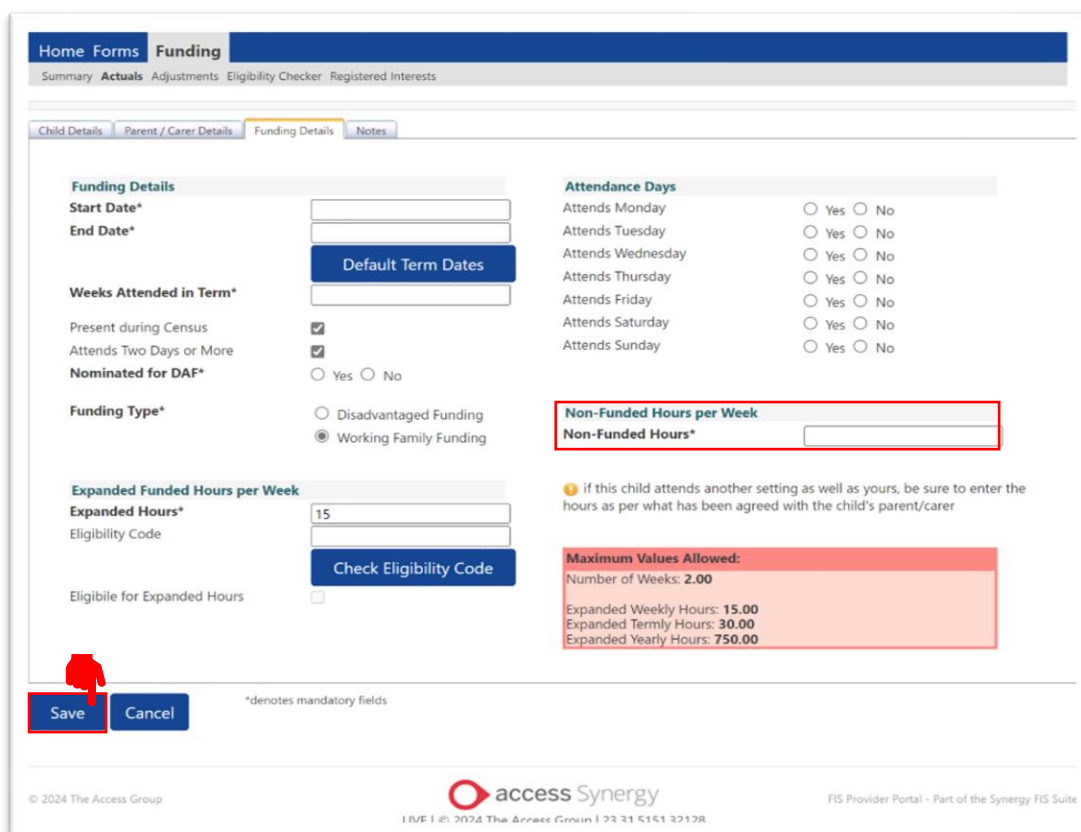


The screenshot shows the 'Funding Details' section of the Synergy FIS Suite. The 'Expanded Hours' field is highlighted with a red box and contains the value '15'. The 'Check Eligibility Code' button is also highlighted. A red box on the right shows 'Maximum Values Allowed: Number of Weeks: 2.00, Expanded Weekly Hours: 15.00, Expanded Termly Hours: 30.00, Expanded Yearly Hours: 750.00'.



The screenshot shows the 'Eligibility Check' form. It contains fields for Eligibility Code, Child Date of Birth, Parent/Carer Forename, Parent/Carer Surname, Parent/Carer NI Number, Partner Forename, Partner Surname, and Partner NI Number. There is a checkbox for 'Eligibility Check' and 'Submit' and 'Cancel' buttons.

- h. To add extra hours attended outside of the maximum hours funded by the local authority, please use the box named '**Non-Funded Hours**'. As it is a mandatory field, please enter '0' if this component is not applicable.
- i. Ensure you [Save](#) (bottom left) once all the information has been added, and before moving on.



5. If you would like to send the claim immediately, please select [Send Claim](#), which will appear in place of the Save button. **There is an option to save all claims and send in bulk.**
6. A **Green Banner** should appear at the top of the page stating '**Submission Successful**'. Otherwise follow the instructions that appear in [red](#), at the bottom of the page, to correct any errors.
7. We recommend **printing out a copy of your summary for each age group** in order for you to cross reference against your remittance advice when you receive it.

Adjustments Guidance

In extreme circumstances, where adjustments cannot be avoided, please find below, more instructions and advice regarding adjustments.

Providers are expected to complete their submissions on a timely basis within the Synergy submission period.

Submissions received on time help to facilitate accurate and timely payments of funding. It is a requirement that reports are submitted monthly advising on payment amounts to senior management. Late submission of returns causes extra work, not only for the LA's Early Years payment team but also for the Accountancy team.

Adjustments to submissions should only be made in extreme circumstances and are not to be used as the norm.

If an adjustment needs to be made, and the portal reopened as a result, a request must be made in writing outlining the following reasons:

- a. Why submissions were not completed correctly in the first instance.
- b. Why and how the submission was approved by a senior manager if it was not checked and signed off as correct.
- c. What procedures are being put in place to ensure the need for adjustments are not needed to be made going forward.

If a child joins your provision late in the month and was admitted late to the actuals, or, there was a problem with a code and the issue had not been resolved before the portal closes, are cases the team would deal with priority above all other reasons given when submitting an adjustment.

In the rare instance where an adjustment needs to be made, it is worth noting that this may well result in a delay in payment and an Administration fee being applied.

To submit an adjustment, please follow these steps:

1. Open the **'Funding'** tab, followed by **'Adjustments'** found directly underneath:

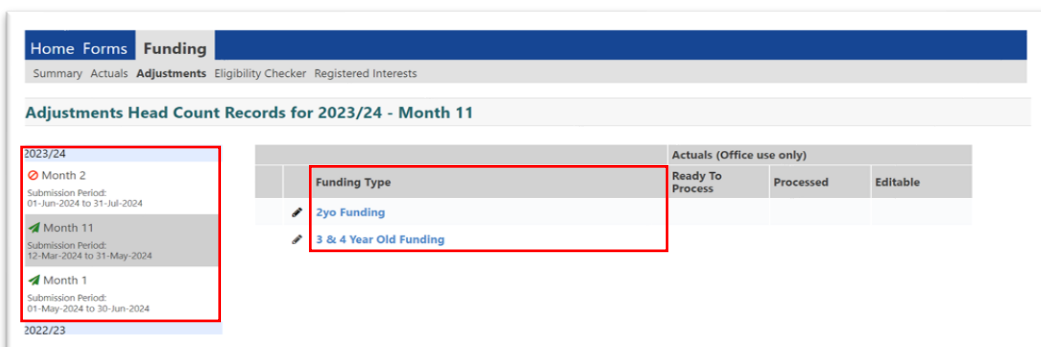


2. Here:

- a. Select the **'Month'**, from the calendar displayed on the left, that you would like to apply adjustments to.

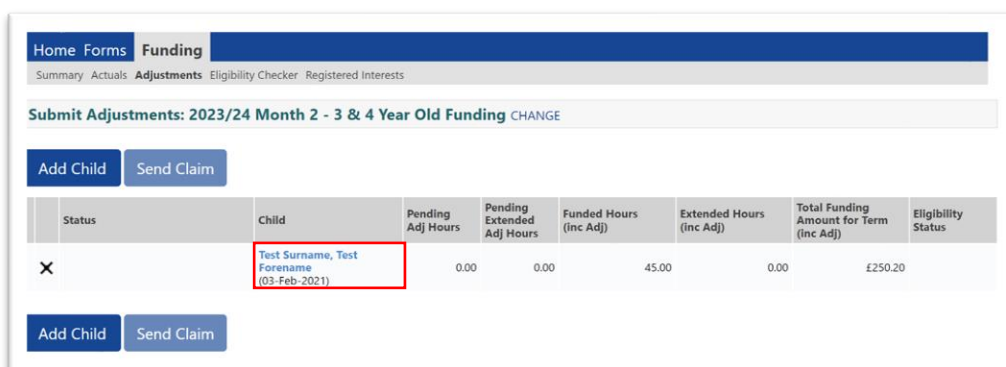
The months that are open for adjustments will have a '📅' next to them.

- b. Now select the **'Funding Type'**.

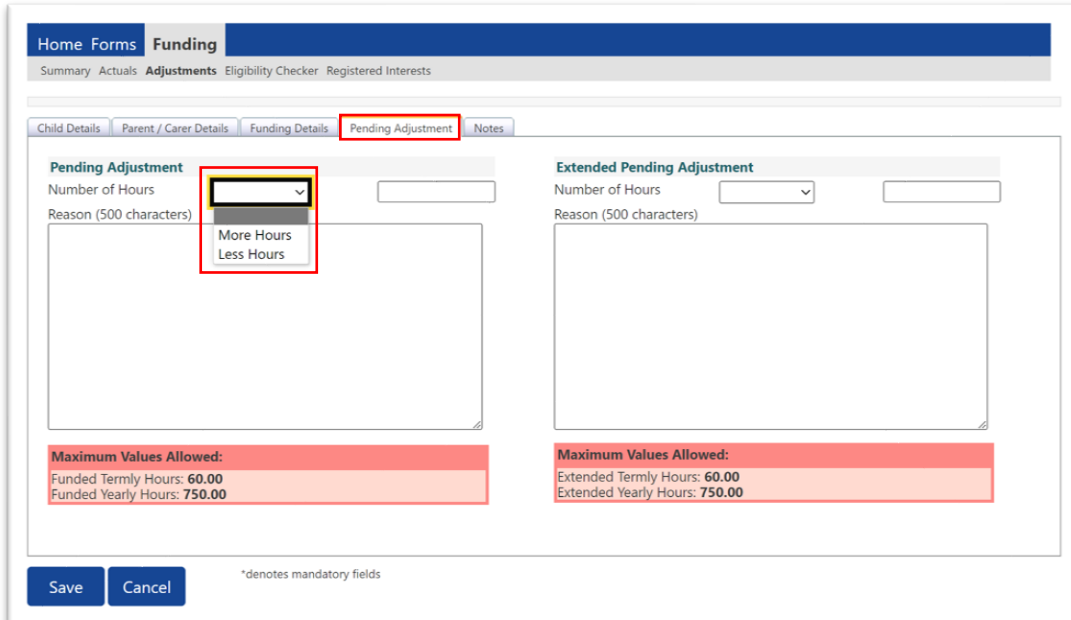


3. A list of children will appear; please select the details of the child you would like to make adjustments for.

If the child's details **DO NOT** already exist on the portal, please select **'Add Child'** and refer back to pages 11-15.

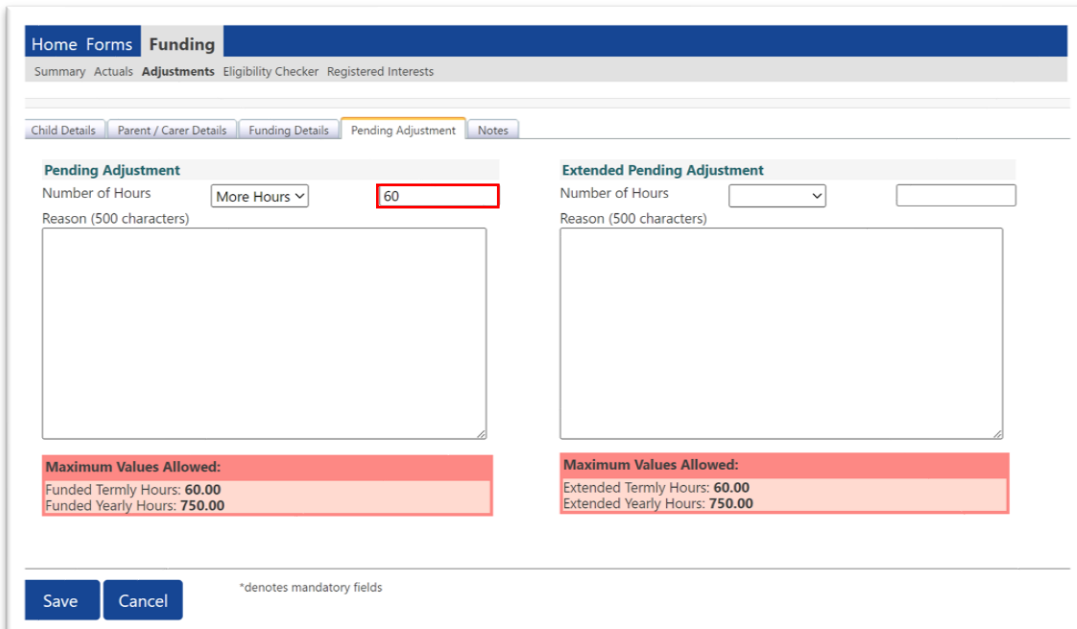


4. At this point, navigate to the tab named '**Pending Adjustments**'. Within the '**Number of Hours**' drop-box, you will be able to select whether hours are needing to be adjusted by either: 'More Hours' or 'Less Hours'.



The screenshot shows the 'Pending Adjustments' form. The 'Number of Hours' dropdown menu is open, showing 'More Hours' and 'Less Hours' options. The form is divided into two sections: 'Pending Adjustment' and 'Extended Pending Adjustment'. Each section has a 'Number of Hours' dropdown, a 'Reason (500 characters)' text area, and a 'Maximum Values Allowed' box. The 'Maximum Values Allowed' box for 'Pending Adjustment' shows 'Funded Termly Hours: 60.00' and 'Funded Yearly Hours: 750.00'. The 'Maximum Values Allowed' box for 'Extended Pending Adjustment' shows 'Extended Termly Hours: 60.00' and 'Extended Yearly Hours: 750.00'. There are 'Save' and 'Cancel' buttons at the bottom.

5. Enter the **total** number of hours you wish to claim for that month (e.g. enter 60 if you wish to add or deduct 15 hours over 4 weeks) in the empty box adjacent to the drop-down box just used:



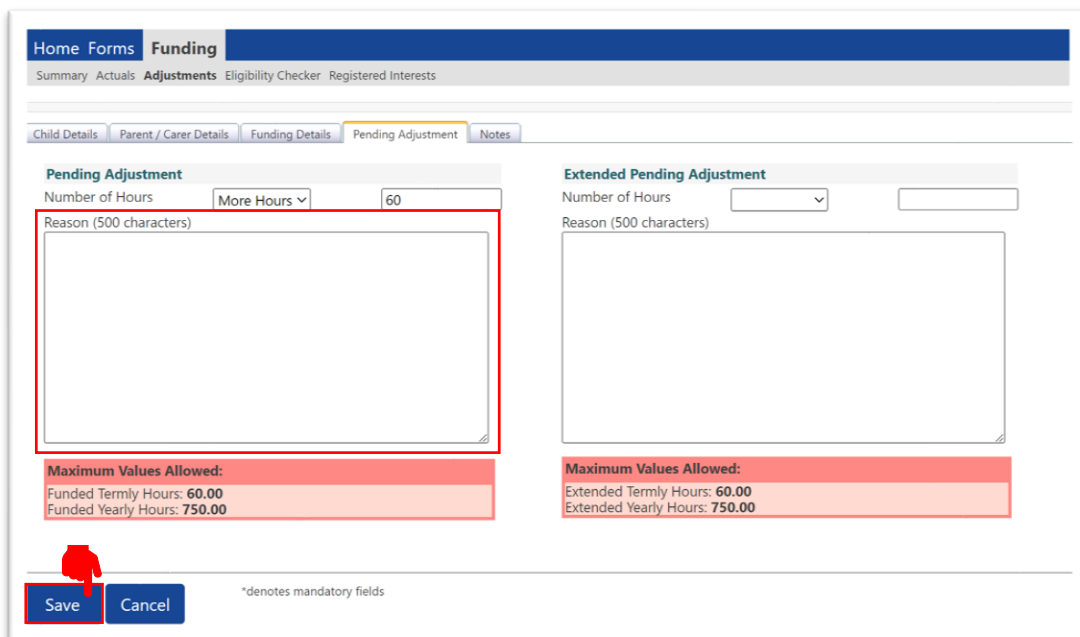
The screenshot shows the 'Pending Adjustments' form. The 'Number of Hours' dropdown menu is now set to 'More Hours' and the adjacent input box contains the number '60'. The form is divided into two sections: 'Pending Adjustment' and 'Extended Pending Adjustment'. Each section has a 'Number of Hours' dropdown, a 'Reason (500 characters)' text area, and a 'Maximum Values Allowed' box. The 'Maximum Values Allowed' box for 'Pending Adjustment' shows 'Funded Termly Hours: 60.00' and 'Funded Yearly Hours: 750.00'. The 'Maximum Values Allowed' box for 'Extended Pending Adjustment' shows 'Extended Termly Hours: 60.00' and 'Extended Yearly Hours: 750.00'. There are 'Save' and 'Cancel' buttons at the bottom.

6. A **'Reason'** for your adjustment **must be** provided, and explaining the following points:

- I. Why submissions were not completed correctly in the first instance.
- II. Why and how the submission was approved by a senior manager if it was not checked and signed off as correct.
- III. What procedures are being put in place to ensure the need for adjustments are not needed to be made going forward.

(The **'Extended Pending Adjustment'** option is used if the child is currently eligible for 30hour, 3–4-year-old funding).

7. Ensure you **Save** (bottom left) once all the information has been added, and before moving on:



The screenshot shows the 'Funding' section of the system. It features two main form panels: 'Pending Adjustment' and 'Extended Pending Adjustment'. Both forms include a 'Number of Hours' field and a 'Reason (500 characters)' text area. The 'Pending Adjustment' form has a dropdown menu for 'More Hours' and a value of '60'. Below each form is a red box containing 'Maximum Values Allowed' information: 'Funded Termly Hours: 60.00' and 'Funded Yearly Hours: 750.00'. At the bottom left, there are 'Save' and 'Cancel' buttons, with a red arrow pointing to the 'Save' button. A note at the bottom center states '*denotes mandatory fields'.

8. Click on **Send Claim** tab which appears in place of **Save** to send the claim immediately. Otherwise save all claims and send in bulk.

9. A **Green Banner** should appear at the top of the page to say **'Submission Successful'**. Otherwise follow **instructions in red at the bottom of the page** to correct any errors.

Please note that the adjustment process may not be successful if you have attempted to claim in **'Actuals'** and have not sent the claim. In this case, use the following steps to **undo** the adjustment and restart the process:

Home Forms
Funding

Summary
Actuals
Adjustments
Eligibility Checker
Registered Interests

Submit Adjustments: 2023/24 Month 2 - 3 & 4 Year Old Funding [CHANGE](#)

Add Child
Send Claim

| | Status | Child | Pending Adj Hours | Pending Extended Adj Hours | Funded Hours (inc Adj) | Extended Hours (inc Adj) | Total Funding Amount for Term (inc Adj) | Eligibility Status |
|---|-------------------|--|-------------------|----------------------------|------------------------|--------------------------|---|--------------------|
| ! | Unsubmitted Claim | Test Surname, Test Forename (03-Feb-2021) | -15.00 | 0.00 | 30.00 | 0.00 | £166.80 | |

Add Child
Send Claim

Confirm Undo

Are you sure you want to undo your pending changes for child: Test Surname, Test Forename?

Yes
No

Add Child
Send Claim

Ealing Early Years Disability Access Fund Form

Providers who offer **2-year disadvantaged, 2 year working parent and 3 & 4** year old children free early years education can apply to claim Disability Access Funding (DAF) to support disabled children to access the free entitlement. A lump sum payment of £ per year is available to providers who have eligible children in receipt of child Disability Living Allowance who are claiming free early years education.

By completing this form you agree to DAF funding being paid to one childcare provider as a one-off payment. If you move your child to another childcare provider during the year then the DAF funding is not transferable.

Please return this completed form to your childcare provider along with a copy of your child's Disability Living Allowance confirmation letter. The childcare provider will then send the form and proof of eligibility to Ealing Council.

ABOUT YOUR CHILD

Child's first Name:

Child's Surname:

Child's Date of Birth:

Child's Address
Including Postcode:

Name and Address of
Childcare Provider you
Wish to receive DAF
Funding:

Child's Start Date:

PARENTAL CONSENT AND DECLARATION (Please read before signing)

I declare that:

- I am the parent/legal guardian of the child named on this form
- The above detailed information relating to my child is complete and accurate and **I will notify the childcare provider of any changes**
- I have provided evidence that my child is in receipt of child disability living allowance.
- I confirm that my child is in attendance and claiming their free early education at the childcare provider named above.
- I consent to the information I have provided being passed to Ealing Council to enable entitlement to the Disability Access Fund to be verified.
- I understand that if I move my child to another childcare provider that the DAF funding is not transferable.
- I understand that my personal information is held securely in accordance with the Data Protection Act 1998 and will be used only for Local Authority purposes.

Signature of parent/guardian:..... Date:.....

PROVIDERS CHECK

I confirm that the child named above is in attendance and claiming their free early education and I have attached official documentation validating the child's details with regards to the DLA.

Signature of Provider..... Date:.....

Who to contact for further support

Early Years Funding queries:

↳ Early Years Funding Team - EarlyYearsFunding@ealing.gov.uk

We aim to respond to all enquiries within 3 working days.

If you have not received a response within this timeframe, please forward your enquiry to the following:

↳ Leah Forgacz-Cooper - forzaczooperl@ealing.gov.uk

Early Years Project Manager • Planning Commissioning and Partnerships
