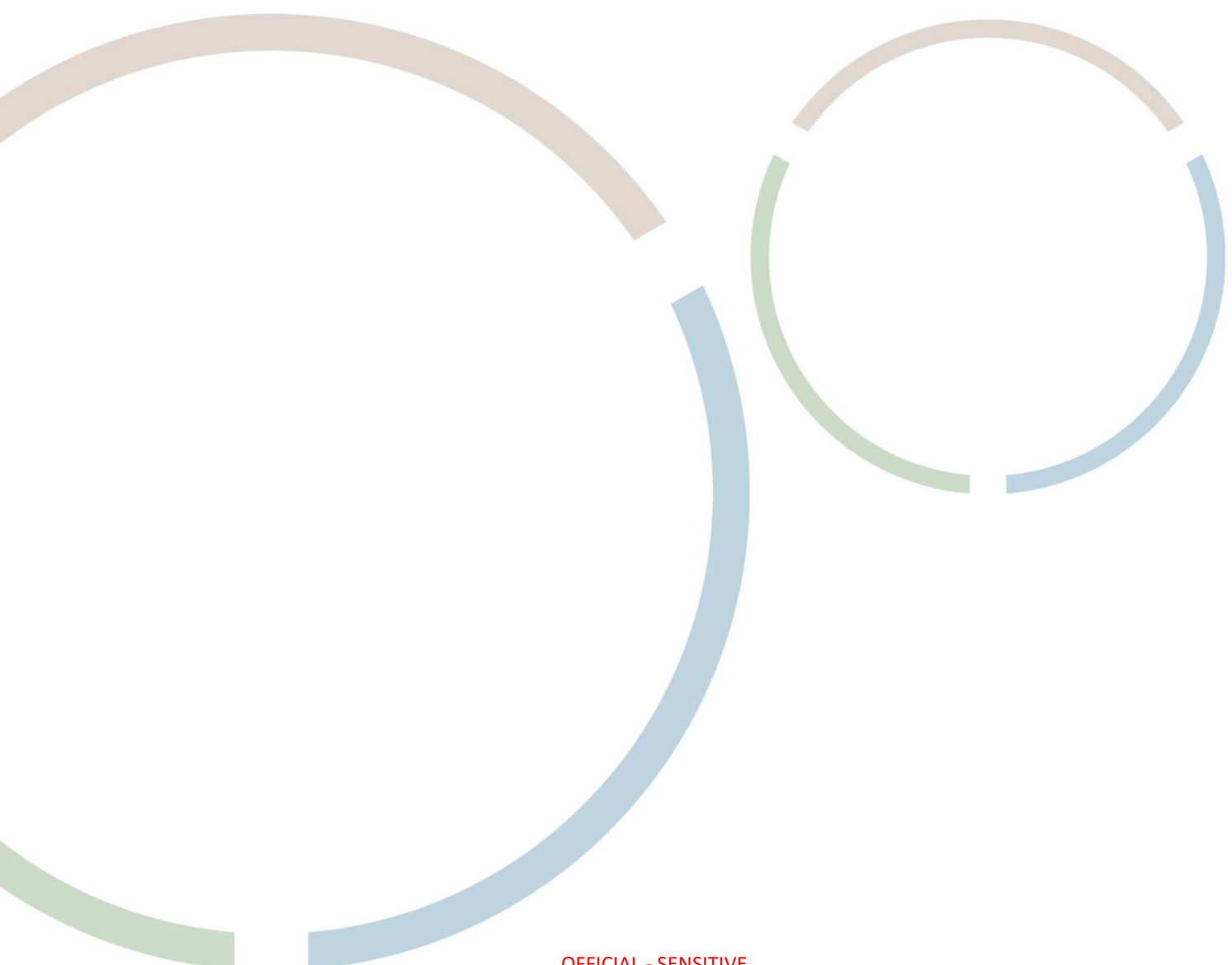


# **Synergy FIS Web Provider Portal for Early Years Funding**

**A User Guide for Early Years childcare providers, registered to offer  
government funded places**



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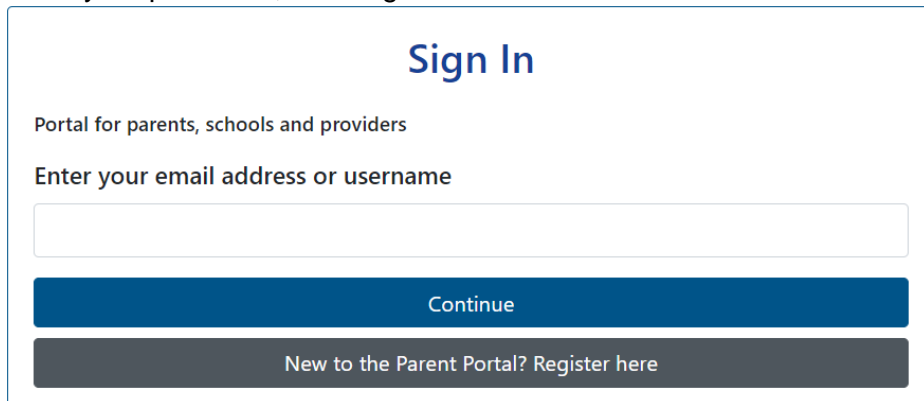
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## 1. Logging in

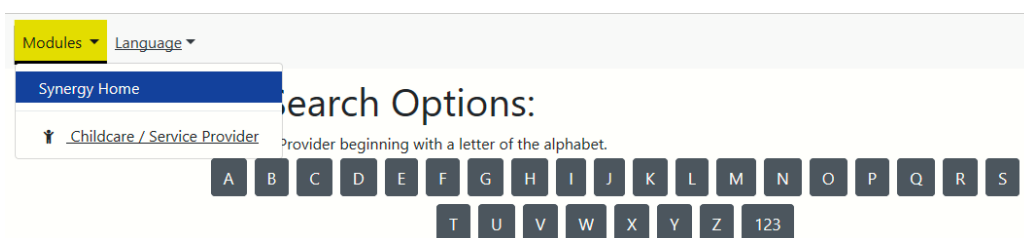
The website address is: [Sign In - Portal for parents, schools and providers \(northyorks.gov.uk\)](https://northyorks.gov.uk/sign-in)  
Enter your username, this is always the Ofsted number or the one provided to you, select 'Continue'.  
There are two ways of logging into the system; single sign on as described below, and two factor authentication(2FA) You will have been issued with the credentials when set up for funding.

Enter your password, click Sign in



The screenshot shows the 'Sign In' portal for parents, schools, and providers. It features a blue header with the title 'Sign In'. Below the header, there is a subtitle 'Portal for parents, schools and providers'. A text input field is labeled 'Enter your email address or username'. Below the input field is a blue 'Continue' button and a grey button that says 'New to the Parent Portal? Register here'.

If you get the following screen, you should click on the **Modules** and chose Childcare/Service Provider. This will take you to the home screen

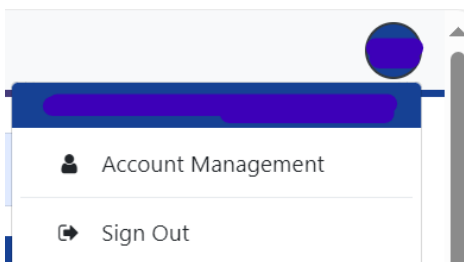


The screenshot shows a 'Search Options' screen. At the top, there are two dropdown menus: 'Modules' and 'Language'. The 'Modules' dropdown is open, showing 'Synergy Home' and 'Childcare / Service Provider'. Below the dropdowns, the text 'Search Options:' is followed by 'Provider beginning with a letter of the alphabet.' and a grid of buttons representing the alphabet (A-Z) and a '123' button.

If you have forgotten your login details, please contact the Families Information Service via email: [fis.information@northyorks.gov.uk](mailto:fis.information@northyorks.gov.uk) or NYC Customer Contact Centre on 0300 1312131.

### **Changing your password**

You can change your password by clicking on your username in the top right-hand corner and the clicking into 'Account Management'.



The screenshot shows a user profile dropdown menu. It features a blue header with a user profile picture and a blue bar with the user's name. Below the header, there are two menu items: 'Account Management' with a person icon and 'Sign Out' with a door icon.

You will see this screen and should click into 'Change Password' to amend your password.

## Security

Password

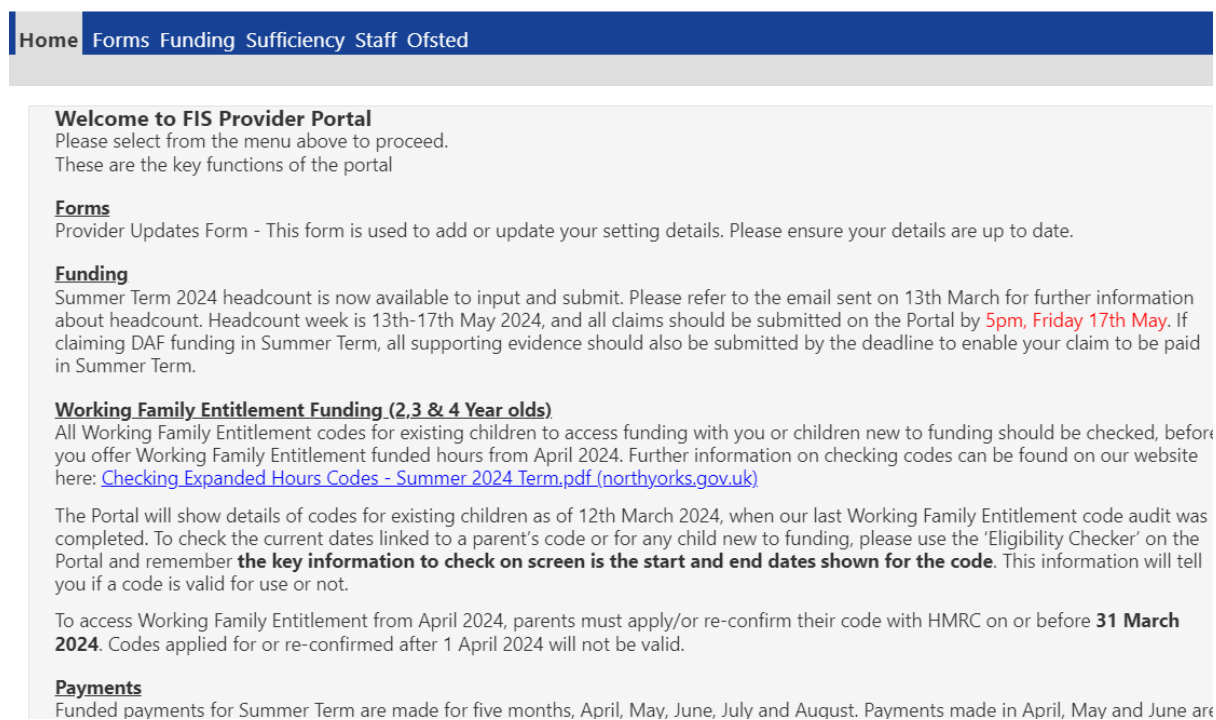
Last Updated: 06/03/2024

Change Password

*Please note passwords are case sensitive however, usernames are not. Password requirements are stated on the screen, as shown below.*

## 2. Home Page and explanation of Funding Summary Screen

On the homepage you will be able to access the key functions of the Synergy FIS Provider Portal using the headings at the top of the page. This page may also alert you to any to any headcount records that have been saved, but not submitted. Un-submitted records for previous headcounts will not be funded. If you see a notification regarding a current un-submitted claim and the funding window is still open, you must click the link and submit your claim. If the funding window is closed, then please contact the Early Years Funding team to query your claim.



The screenshot shows the top navigation bar with links: Home, Forms, Funding, Sufficiency, Staff, Ofsted. Below the navigation bar is a grey box containing the following text:

**Welcome to FIS Provider Portal**  
Please select from the menu above to proceed.  
These are the key functions of the portal

**Forms**  
Provider Updates Form - This form is used to add or update your setting details. Please ensure your details are up to date.

**Funding**  
Summer Term 2024 headcount is now available to input and submit. Please refer to the email sent on 13th March for further information about headcount. Headcount week is 13th-17th May 2024, and all claims should be submitted on the Portal by **5pm, Friday 17th May**. If claiming DAF funding in Summer Term, all supporting evidence should also be submitted by the deadline to enable your claim to be paid in Summer Term.

**Working Family Entitlement Funding (2,3 & 4 Year olds)**  
All Working Family Entitlement codes for existing children to access funding with you or children new to funding should be checked, before you offer Working Family Entitlement funded hours from April 2024. Further information on checking codes can be found on our website here: [Checking Expanded Hours Codes - Summer 2024 Term.pdf \(northyorks.gov.uk\)](#)

The Portal will show details of codes for existing children as of 12th March 2024, when our last Working Family Entitlement code audit was completed. To check the current dates linked to a parent's code or for any child new to funding, please use the 'Eligibility Checker' on the Portal and remember **the key information to check on screen is the start and end dates shown for the code**. This information will tell you if a code is valid for use or not.

To access Working Family Entitlement from April 2024, parents must apply/or re-confirm their code with HMRC on or before **31 March 2024**. Codes applied for or re-confirmed after 1 April 2024 will not be valid.

**Payments**  
Funded payments for Summer Term are made for five months, April, May, June, July and August. Payments made in April, May and June are

### Funding Tab

The funding tab is used to view and submit headcount claims for Early Years Funding. You can also use this function to view which children are entitled to EYPP and assist you in the reconciliation of your headcount.

### Summary Screen

Select **Funding** from the main menu, then **Summary** from the sub-menu.

On the right-hand side of the summary screen, under the 'Actuals' heading, you can view the funding you are due for each term - this data is based on the information you have provided on your headcount submission and will be updated after the headcount has been processed.

### Estimates

The Estimates section of the portal is not used. Estimates are collected using an online form.

**Summary: 2023/24 Financial Year Summer - 3 & 4 Yr Old 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.	
<b>Estimates</b>		<b>Actuals</b>	
Term Length (Weeks)	13.00	Term Length (Weeks) Term Time	13.00
▶ Provider Rate applied	£4.57	Term Length (Weeks) Stretched	22.00
<b>Estimate Funding</b>		▶ Provider Rate applied to child funding	
Hours Per Week	0.00		£4.57
<b>Term Funding Amount</b>	<b>£0.00</b>	<b>Funding</b>	
Interim %	100.00%	Funded Hours for Term	0.00
<b>Interim Amount Payable</b>	<b>£0.00</b>	<b>Funding Amount @ Provider Rate</b>	<b>£0.00</b>
<hr/>		<hr/>	
<b>Total Interim Amount Paid to Date (before Adj)</b>	<b>£0.00</b>	<b>Funding Amount</b>	<b>£0.00</b>
<hr/>		<b>Extended Funding</b>	
<b>Interim Amount Payable Balance</b>	<b>£0.00</b>	Funded Hours for Term	468.00
<hr/>		<b>Funding Amount @ Provider Rate</b>	<b>£2138.76</b>
		▶ <b>Child Weightings Total</b>	<b>£0.00</b>
		<hr/>	
		<b>Extended Funding Amount</b>	<b>£2138.76</b>
		<b>Totals</b>	
Processed	Yes	Funded Hours for Term	468.00
Processed Date	19-Jul-2023	<b>Funding Amount @ Provider Rate</b>	<b>£2138.76</b>
		<b>Child Weightings</b>	<b>£0.00</b>
		<hr/>	
		<b>Term Funding Amount</b>	<b>£2138.76</b>
		Interim Amount Paid (before Adj)	£0.00
		<hr/>	
		<b>Term Funding Amount Balance</b>	<b>£2138.76</b>

**3. Checking the eligibility of Working Parent Entitlement codes**

Using the ‘eligibility checker’ screen on the portal, a provider can check the whether a Working Family Code is valid to claim funding, at any point in a term. This facility will let you check codes for parents of 9–23-month-olds, 2-year-olds, and 3 & 4-year-olds.

The ‘eligibility checker’ is ‘live and linked to HMRC’s records. The start and end dates shown on screen are the dates linked to a code; at the time you carry out your check. Therefore a provider should check to ensure a child is eligible for their working parent entitlement funding, before offering a parent a funded place. A check can also be carried out regardless of whether portal is open or not for headcount. No information is stored in the system when you use this ‘checker’, and this is for checking purposes only. Before carrying out any check please ensure you have the parent’s written permission that you can use their details – this should be confirmed on their signed Parental Agreement.

Providers will also have to input the code again onto the termly headcount, on the child’s ‘Funding Details’ Screen to claim funding. For this reason, we advise a code check is carried out before you start to input your termly headcount claim. That way you can identify and resolve any code queries, beforehand.

Alongside the code check, a provider must also check the child’s date of birth to ensure they are eligible to access Working Family Entitlement in that term, before offering a funded place

This is necessary as codes can still be issued for children who are not yet two or three until the term following their 2<sup>nd</sup> or 3<sup>rd</sup> birthday. Parents can apply and receive codes from HMRC as early as;

- For 2YO Working Family Entitlement – child can be age 1 year and 36 weeks
- For 3&4 Working Family Entitlement – child can be age 2 years and 36 weeks

## To check a Working Family Entitlement code, select 'Funding' then 'Eligibility Checker'

The screenshot shows a navigation menu with the following items: Home, Forms, Funding (selected), Sufficiency, Staff, Ofsted. Below this is a sub-menu with Summary, Estimates, Actuals, Adjustments, and Eligibility Checker (selected). Below the sub-menu is a header for 'Eligibility Checker'. The text below the header reads: 'Check if a child is eligible for expanded hours by clicking on the dark blue button below. You only need to complete the fields marked \* MANDATORY. Completing the NON-MANDATORY fields will result in a submission error. Data Protection Notice - a record of the check is maintained for monitoring purposes. The information supplied is NOT stored by the system.' At the bottom of the menu is a dark blue button labeled 'Eligibility Checker for Working Family Entitlement (2,3 & 4 year old)'.

Click the 'Eligibility Checker for Working Family Entitlement' button. Enter only the information required in the mandatory fields marked \* (the eligibility code, the child's DOB and parents NI number) into the appropriate fields and select 'Submit'. The consent box must also be ticked to perform the eligibility check.

The screenshot shows the 'Eligibility Check' form. The title is 'Eligibility Check'. The instructions are: 'Please enter a valid Eligibility Code and Child Date of Birth, together with Parent/Carer Details. Partner Details are optional but if entered then all fields, except Forename, must be filled in.' The form contains the following fields: Eligibility Code\* (mandatory), Child Date of Birth\* (mandatory), Parent/Carer Forename, Parent/Carer Surname, Parent/Carer NI Number\* (mandatory), Consent must be given for this (checkbox for Eligibility Check), Partner Forename, Partner Surname, and Partner NI Number. A note at the bottom states '\*denotes mandatory fields'. There are 'Submit' and 'Cancel' buttons at the bottom.

If the child is eligible for Working Family entitlement funding you will see the following message, with the three dates linked to the code:

The screenshot shows a success message in a green box. It contains a green checkmark icon and the text: 'The details provided have been found: Eligibility Code: [redacted], Code Start Date: 27-Jul-2023, Code End Date: 19-May-2024, Grace Period End Date: 31-Aug-2024'.

**Code Start Date** – the date the code has been generated by HMRC.

**Code End Date** – the date the code is valid until, parents must reconfirm their eligibility by this date to continue to access extended entitlement funding.

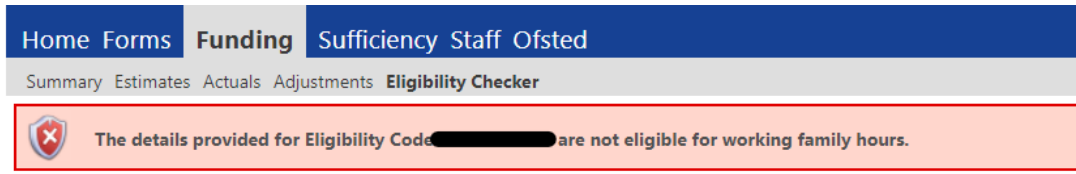
**Grace Period End Date** – This date will always run until the end of the current or following term.

Please note, a code that is in grace period can only be to claim funding, if the child has accessed Working Family Entitlement funding with your setting, in the previous term.

If the code you are checking is invalid, you will receive the message below. If you receive this message, you should contact the parent to confirm that they have given you all correct details.

If the details are correct and the check is still returning an invalid result, it is the responsibility of the

parent to contact HMRC regarding their eligibility.



Home Forms Funding Sufficiency Staff Ofsted

Summary Estimates Actuals Adjustments Eligibility Checker

The details provided for Eligibility Code [redacted] are not eligible for working family hours.

Further details on checking codes can also be found here on our website:

[Checking Expanded Hours Codes - Summer 2024 Term.pdf \(northyorks.gov.uk\)](#)

#### 4. Completing headcount – Submitting ‘Actual’ claims for Funding

The Early Years Funding Team will contact all providers via email each term when the Provider Portal is open for headcount submissions - this is usually at the end of the previous term and enables any issues with Working Family Entitlement funding to be identified before the deadline for parents to apply.

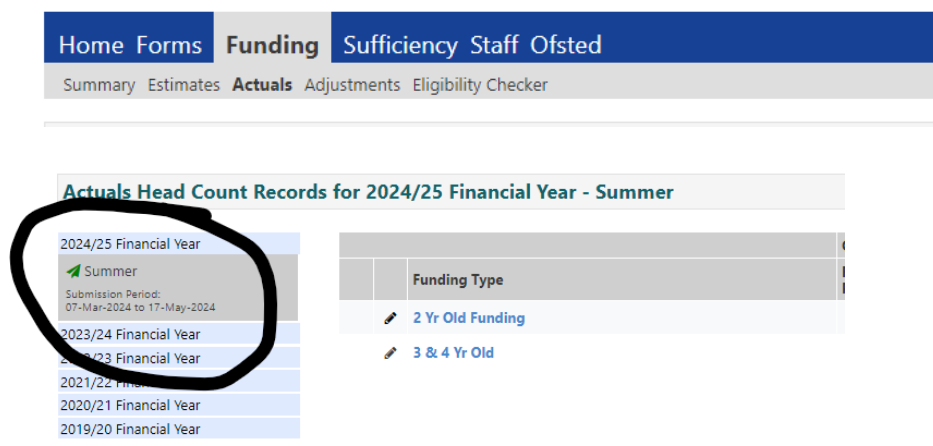
Each term has a headcount week- this will always run from the beginning of the week that school census day falls, the table below explains when headcount week falls.

Term	School census day
Summer	3 <sup>rd</sup> Thursday in May
Autumn	1 <sup>st</sup> Thursday in October
Spring	3 <sup>rd</sup> Thursday in January

In the headcount email, the date of headcount week will be confirmed, and you will be asked to provide details of any children who are registered and attending during that week. We will also advise you of the deadline your headcount data must be submitted to us by, this is usually the end of headcount week.

##### a) How to input headcount claim

Select ‘Funding’ then ‘Actuals’



Home Forms Funding Sufficiency Staff Ofsted

Summary Estimates Actuals Adjustments Eligibility Checker

Actuals Head Count Records for 2024/25 Financial Year - Summer

2024/25 Financial Year

Summer  
Submission Period:  
07-Mar-2024 to 17-May-2024

2023/24 Financial Year

2022/23 Financial Year

2021/22 Financial Year

2020/21 Financial Year

2019/20 Financial Year

Funding Type

2 Yr Old Funding

3 & 4 Yr Old



Then select the appropriate term and funding type you are submitting a claim for.





Funded children who claimed funding in the previous term will be shown on this screen but funded hours will have been reset to zero you are responsible for adding funded hours.

Click into each child’s record, check, and update where applicable their details and parental details. You will also need to enter the number of funded hours per week to be claimed, in the current term. Any children who are no longer accessing funded hours at your setting will need to be **deleted**

from your headcount return (see below).


The front page shows a summary of your headcount, you will see the following information when you select a headcount under actuals:

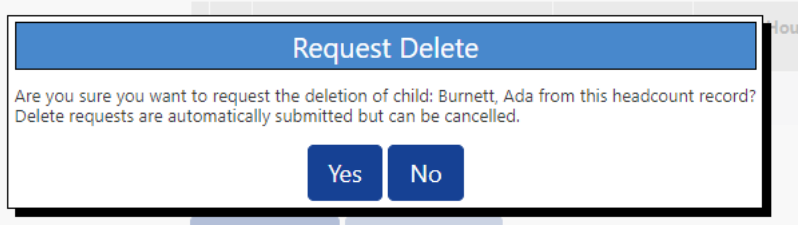
Status	Child	Funded Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
  New, Unsubmitted Child	[REDACTED]	180.00	180.00	£1846.80		02-Feb-2024 - 02-May-2024 Grace Period: 19-Jul-2024

1. If this symbol  is shown this means the record has been saved but not submitted for processing
2. If this symbol  is shown this means the child's Working Family Entitlement code is in the grace period – see far right 'Eligibility Status' column. This will show start/end dates of code and details of 'grace period' linked to code.
3.  use this button to undo any changes you have recently made to the child record  
 use this button to delete the child record
4. **Status column** – explains the status of each child record; 'New, Unsubmitted Child' means data has been input but claim not submitted for processing. 'Unchanged' means the details have not been changed since the record was last processed, 'Edit Pending' or 'Add Pending' means the details have been changed but not yet submitted, 'Awaiting LA Download' means the record has been submitted for processing by NYC.
5. **Funded Hours and Extended Hours** – shows the total termly hours that have been claimed for the child.
6. **Total Funding Amount for Term column** – shows the total amount funding due for the child in the term – this includes postcode deprivation and EYPP.
7. **Child Weightings column** – shows the level of deprivation funding the child receives, if eligible 'EYPP' will also be shown in this column.
8. **Eligibility Status column** – shows the eligibility dates of the child's Working Family Entitlement code. *Please note, checks made on the 'Eligibility Checker' tab are not saved so are not shown here.* The dates shown here will only reflect when a check has been made on the child's record, either by you adding their headcount claim on the portal, or when NYC have performed an audit of the codes. You are notified by email whenever NYC perform these checks.


## b) Deleting a child


To delete a child, click on the  to the left of the 'Status' column.

The following message will appear – click  to delete the record.

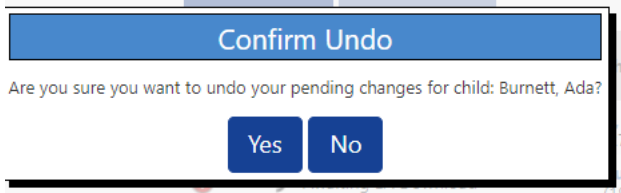


### ➤ Undoing changes to a record

To undo any changes made to a child record click the  to the left of the status column.

The following message will appear – click  to undo the changes.





➤ **Adding or updating a child**

If you need to update/amend information for an existing child, open the record by clicking on the child's name shown in blue text.

Working your way through each of the screens shown here Child Details Parent / Carer Details Funding Details Documents Notes please update details where applicable, checking details already shown are correct. The 'funding details' screen will show no funded hours. Therefore, please check using the parental agreement held, how many funded hours per week and what type of funding you are to claim and add details here.

If you are updating an existing child, you will see also see a 'Summary' screen.

Summary
Child Details
Parent / Carer Details
Funding Details
Documents
Notes

⚠ Child is in grace period

<b>Term Start Date</b>	01-Apr-2024
<b>Term End Date</b>	31-Aug-2024
<b>No of weeks attended</b>	12.00
<b>Nominated for DAF</b>	No
<b>Eligibility Start Date</b> 09-Mar-2024	
<b>Eligibility End Date</b> 10-Mar-2024	
<b>Grace Period End Date</b> 12-May-2024	
<b>Eligibility last checked</b> 07-Mar-2024 16:52:26	
<b>▶ Provider Total Rate</b> £5.13	

<b>Funding</b>	
Funded Hours Per Week	12.00
Funded Hours for Term	144.00
<b>Funding Amount @ Provider Rate</b> £738.72	
<b>Child Weightings</b>	£0.00
<b>Funding Amount</b> £738.72	
<b>Totals</b>	
Funded Hours Per Week	12.00
Funded Hours for Term	144.00
<b>Total Funding (excl. Adj)</b>	£738.72
Total amount from Adjustments	£0.00
Total amount from Pending Adjustments	£0.00
<b>Total Funding For Term (inc Adj)</b> £738.72	

On this screen you will see:

- the eligibility dates of any Working Family Entitlement code and this will also indicate if a child is in their 'grace period'.
- the amount of funding the child will receive for the term, based upon the details you have provided.

If you are adding a new child, you will see this tab after you have saved the record.

**Child Details Screen**

**Step 1** – Once child details (name, surname, DOB etc) have been added please enter the child's postcode details in the box shown below and click 'Search'. Take care to ensure the correct details are added and these also added in the correct format e.g., YO7 and not Y07, and correctly spaced e.g., DL7 8AE and not DL78AE. Once the postcode is added click 'Search'. No data needs to be added into the 'Primary' section.

Child Details Parent / Carer Details Funding Details Documents Notes

**Child Details**

Forename\*

Middle Name

Surname\*

DOB\*

Proof of DOB

Gender\*  Male  Female

Preferred Surname

Ethnicity\*

SEN COP Stage

**Search for an Address**

Primary

Postcode\*

**Address**

Address Line 1\*

Address Line 2

Address Line 3

Locality

Town

County

Postcode\*

\*denotes mandatory fields

**Step 2** – If address details are ‘found’, please select the correct address from the dropdown menu shown and then click ‘Confirm’ that appears. This will add the information to your headcount claim. You can move onto adding the remaining information on the ‘Parent Details’ and ‘Funding Details’ screens as well as any ‘Notes’ that are required to complete the claim before submitting.

**Search for an Address**

Primary

Postcode\*

**Address**

Address Line 1\*

Address Line 2

Address Line 3

Locality

Town

County

Postcode\*

**Step 3** – If the address details you require are not given in the dropdown menu **or** are not found

and the following message appears

*No matches were found. Please check your search criteria and try again or enter address manually.*

you must check the details input is correct. Once checked if the address is still ‘not found’ then click ‘Cancel’ and then click ‘Enter Manually’ to input the address details instead.

We would advise that if the address appearing in the dropdown menu is slightly different to that shown on your parental agreement, that you ‘manually input’ the child’s address. This will ensure the address submitted on headcount matches the address details confirmed by the parent on their signed agreement.

Child Details | Parent / Carer Details | Funding Details | Documents | Notes

**Child Details**

Forename\*

Middle Name

Surname\*

DOB\*

Proof of DOB

Gender\*  Male  Female

Preferred Surname

Ethnicity\*

SEN COP Stage

**Search for an Address**

Primary

Postcode\*

**Search**

**Address**

Address Line 1\*

Address Line 2

Address Line 3

Locality

Town

County

Postcode\*

**Enter Manually**

No matches were found. Please check your search criteria and try again or enter address manually.

**Step 4** – Once you have typed in the child’s full address details click ‘Confirm’. Once the address details have been confirmed, then click ‘Update’ to add the child’s address details to your claim. These will be added and now appear ‘greyed out’ on screen. Then click on ‘Update’.

You can move onto adding the remaining information on the ‘Parent Details’ and ‘Funding Details’ screens as well as any ‘Notes’ required to complete the claim before submitting.

Child Details | Parent / Carer Details | Funding Details | Documents | Notes

**Child Details**

Forename\*

Middle Name

Surname\*

DOB\*

Proof of DOB

Gender\*  Male  Female

Preferred Surname

Ethnicity\*

SEN COP Stage

**Search for an Address**

Primary

Postcode\*

**Search**

**Address**

Address Line 1\*

Address Line 2

Address Line 3

Locality

Town

County

Postcode\*

**Cancel** **Enter Manually** **Confirm**

**Update Address**

**Address**

Address Line 1\*

Address Line 2

Address Line 3

Locality

Town

County

Postcode\*

## **Parent/Carer Details screen**

This information must be provided with at least one parent/carer's details added. All fields on this screen marked with an indicator \* are mandatory and must be completed.

Information added on this screen also enables an automatic check to be completed for any 2YO or 3&4YO funded child who may be eligible for Early Years Pupil Premium (EYPP) under the economic criteria.

Further information on EYPP can be found on our website here:

[Early Education Places, Funding and Entitlement | CYPSinfo \(northyorks.gov.uk\)](#)

Where possible, please also include all parental email addresses and contact numbers as given on your signed parental agreement. However, the provision of this information is not mandatory.

## **Funding Details screen**

**Start and End Dates** – this field should be prepopulated with the term dates, please do not change these dates. They should always remain as the full period of the term, regardless of when you opened for your first day of term. If you have a child who is not present on headcount week, they should not be claimed for. If a child will miss a significant number of weeks in the term, you should contact NYC to discuss this.

**Weeks attended in term** – this field should be prepopulated, if it isn't, you will be able to find this in the Headcount information that is sent each term or on our Useful Dates information on our website here:

[Early Education Places, Funding and Entitlement | CYPSinfo \(northyorks.gov.uk\)](#)

If you are an Independent School provider and are not open for the number of funded weeks in term, then you must enter your actual number of weeks and notify the Early Years Funding Team.

**Present during Census** – this box **must** be ticked for each child who is present on headcount week.

**Attends Two Days or More** – This must be ticked if the child attends for more than 10 hours per week, or if you are 'stretching' funding and need to claim more than 10 funded hours per week.

Please note, the maximum number of hours claimed in one day is 10.

**Nominated for DAF** – use this field to identify children in receipt of Disability Living Allowance, when a parent has nominated you to claim Disability Access Fund on the parental agreement.

**Attendance days** – This information must be provided for all 7 days of the week, you must tick 'no' for Saturday and Sunday.

**Stretching Entitlement** – Please tick this box if you are making a stretched claim for a child.

This helps us to monitor how funding is being accessed by parents and offered by childcare providers.

You will need to input your claim as 'term time' only and the number of funded hours claimed will be subject to the maximum termly funded hours available. You must also ensure that you have spoken to the parent about the number of termly hours that have been claimed, agreed how these will be accessed by their child during the term and whether the child is claiming at another provider.

Further details on 'Stretched Funding' can be found here on our website here:

[Early Education Places, Funding and Entitlement | CYPSinfo \(northyorks.gov.uk\)](#)

**Universal Funded Hours per Week** – Enter the total number of universal hours the child accesses at your setting.

**Extended Funded Hours per Week** – Enter the total number of extended funded hours the child accesses at your setting and their Working Family Entitlement code.

Before the record can be saved with Working Family funded hours you must check the code on the child record, see section below for instructions on how to do this.

**Non-funded Funded Hours per Week** – Enter the total number of non-funded hours the child accesses at your setting. **If a parent is paying in full for all childcare with you and not using funded hours,**

do not add the child to your funding headcount. They do not need to be included.

**Maximum Values Allowed** – This information is useful when working out how many hours can be claimed for each child if you are offering stretched funding. Please note, this does not update based on any other provider submission so if the child attends more than one setting you will still see the totals the child is entitled to overall.

### ➤ Adding a Working Family Entitlement code to headcount

If a child is accessing Working Family Entitlement funded hours, even if you have checked the code beforehand, you must add the 11-digit code onto this screen to claim 'extended' hours.

You must have input all parent details on the 'parent/carer details' screen correctly **and** have ticked the consent box shown here:

Tick to give consent to Eligibility Checking for  EYPP  Working Family Eligibility

On the 'Funding Details' screen you need to input the Eligibility Code using the 11-digit code first, as shown in the boxes below:

Extended Hours\*   
Eligibility Code

click the 'Check Eligibility Code' button as shown here

Eligibility Code   
 Eligible for Extended Hours

If the code is valid, you will be able to enter the number of 'extended' funded hours to claim.


*Please note, checking codes on the 'Eligibility Checker' tab does not store any information so do not come out of the child record. Your claim has not been saved yet.*

If the child is eligible, you will receive the below message and the 'Eligible for Extended Hours' box will be ticked. You can now save the record.

Summary Estimates **Actuals** Adjustments Eligibility Checker

 The Eligibility Code has been found and eligibility for working family hours has been obtained.

If you enter a code that is not valid you will receive the below message and will not be able to claim Working Family Entitlement for the term. Please check the details are correct and re-check the code, if the eligibility still cannot be found, you should contact the parent to ensure you have the correct details.


 Eligibility for working family hours was not obtained. You will only be able to claim for funded hours.


If you have checked all the details and are still unable to save the record you please contact the Early Years Funding team for assistance at [eyft@northyorks.gov.uk](mailto:eyft@northyorks.gov.uk). Please provide the child name and date of birth, the 11 digit code number and the parent's details including National Insurance number.

You may also see the an error appear in red as above but with the message 'the eligibility code has been Found, but does not cover the standard term start date.....' This is shown when a parent has applied, or re-confirmed their Working Family Entitlement code too late (either by 31 March, 31 August or 31 December) depending upon the term funding is being claimed. The parent should therefore be advised that they are not eligible to access 'Working Family Entitlement' funding for that term.

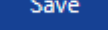
If you attempt to check a code with some of the information missing you will receive one of the following messages. You must correct any errors before you can check the eligibility for Working Family Entitlement.

Summary Estimates **Actuals** Adjustments Eligibility Checker


 ECS Check returned the following error: Please enter a valid Eligibility Code and Child Date of Birth, together with Parent/Carer Details. Please review your entered values and try again.

 Must provide consent to use Parent/Carer Details for this Eligibility Check. Please review your entered values and try again.

**TOP TIP:** the system will not allow you to save a record with hours in the 'Working Family Entitlement' field if you have not been able to confirm the code is valid and the parent eligible for 'Working Family Entitlement' funding. If you would like to save all other information you have already entered, set the extended hours to '0', come out of the record and press 'save'. You can then return to the child's record later when you have resolved the query with their code.

Once all information has been completed you can now click . You will then be taken back to the screen listing all children on your headcount. Repeat this process until you have added all children to be included for funding on headcount.


When all the information has been saved, click  to submit your headcount return.

**Please note**, any child records that have been edited but not submitted will have a  in the left-hand column, all records must be submitted for you to receive payment.






Once you have submitted your headcount, the message shown overleaf will appear to notify you that your submission has been sent successfully. You should now see that the status column for all children whose details have been sent will change to include 'Submitted'.

 Submission Successful

Submit Actual: 2024/25 Financial Year Summer - 3 & 4 Yr Old CHANGE

 In grace period

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

	Status	Child	Funded Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
	 New, Awaiting LA Download	[REDACTED]	144.00	0.00	£738.72		09-Mar-2024 - 10-Mar-2024 Grace Period: 12-May-2024
	 Awaiting LA Download	[REDACTED]	180.00	180.00	£1872.00	B [0.07]	08-Mar-2024 - 11-Jun-2024 Grace Period: 25-Jul-2024
		[REDACTED]	180.00	180.00	£1861.20	C [0.04]	02-Feb-2024 - 02-May-2024 Grace Period: 19-Jul-2024

***It is recommended that at this point you review this list to ensure all children are included for funding that should be claimed for, and all have funded hours shown, as per your parental agreement. No child should be shown with a total of zero hours claimed. If this is shown, please amend the child's claim or delete the child's record from headcount, as applicable.***

You have now successfully submitted your headcount on the Provider Portal. The Early Years Funding team will process your return and contact you with any queries. If you have made any errors on your headcount submission, or you need to amend it after it has been sent, you can make as many changes as you like within the headcount submission period. Simply select the child you need to change, make the amendments, save the record, and resubmit. Changes will not affect the other submissions you have already sent. If you need to make any changes after the headcount deadline you should contact the Early Years Funding Team for advice.

➤ **Uploading a document to the Funding Team**

If you wish to send documentation to the Funding Team on behalf of a child when completing headcount, this can be done by selecting the 'Documents' screen as highlighted. This option may be useful for providers who need to send supporting evidence for payment of a Disability Access Funding claim.

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

---

Supporting Documents  
Please upload any documents which support this term.

Please enter a Description to clarify what the file contains.  
Allowed file types are: All file types permitted  
Files may not be larger than 5 MB.

Description*	File Name	<a href="#">Upload a file</a>
No Documents Uploaded		

Once selected, click onto 'Upload a file'. Depending upon the device being used to add your claim, please select the document you wish to send across. Please also write a brief description of the document being sent, in the box below:

Files may not be larger than 5 MB.

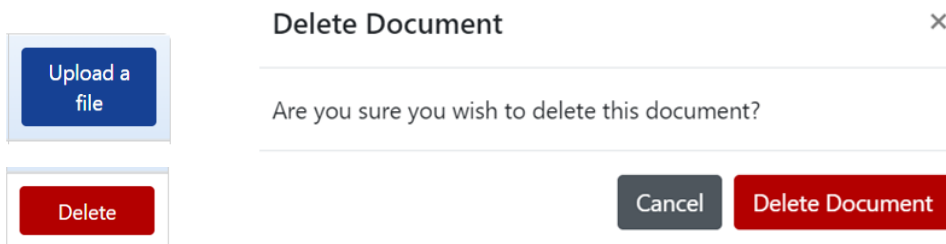
**Description\***



Once the document has been selected/added and your description included, click 'save.'



Should you wish at any point to delete a document that has been previously added for a child, this can be done by selecting the child's record as if completing their headcount claim, and selecting the 'Document' screen again. You can then identify the document/s held on the child record and select 'Cancel' and then 'Delete Document'.



Finally click 'Save' to complete deleting the document.



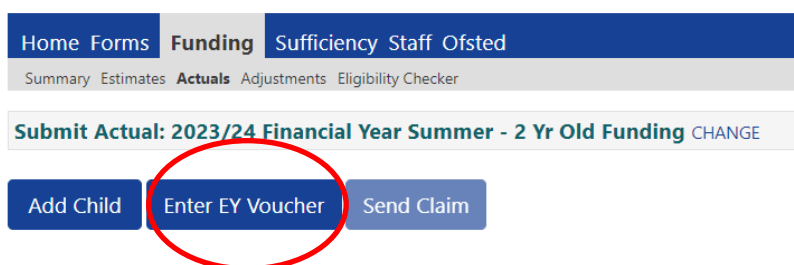
### g. Completing 2YO Headcount

There are two types of 2YO funding a parent may be eligible for, 2YO Disadvantaged Funding and 2YO Working Family Entitlement Funding. You can only claim for one type of 2-year-old funding and the parental agreement in place should identify which type of funding to be claimed on behalf of a child. Additional information on 'How to Claim 2YO Funding' can also be found on our website here: [How to Claim 2YO Funding 2024-25.pdf \(northyorks.gov.uk\)](https://www.northyorks.gov.uk/2024/02/how-to-claim-2yo-funding-2024-25.pdf)

#### Claiming 2YO Disadvantaged Funding

This is in place to provide early years funding to economically disadvantaged families, as well as looked after children, children leaving care and children in receipt of Disability Living Allowance or with an Education Health & Care Plan. Eligible parents will have applied and received from North Yorkshire Council, a letter and 6-digit code. This code does not need to be checked or entered onto the 'eligibility checker'. The code also does not have to be renewed and remains in place until the term after the child's third birthday.

To claim this type of funding, please click the 'Enter EY Voucher' button below



On the next screen enter the 6-digit code as 'voucher code', child DOB and surname, click submit and the portal will pre-populate the child's data. You must still add the parent details. However, on the funding details screen, where you will also need to add the funded weekly hours to be claimed, you will now see an indicator showing the child is eligible for Disadvantaged Funding (see below)



Funding Details screen will show

- Funding Type\*  Disadvantaged Funding  
 Working Family Funding

If you are having problems adding/inputting a claim for Disadvantaged Funding using the 6-digit code number, claims can also be made by clicking the Add Child button instead. However before adding the claim, please ensure you have seen a letter of eligibility from North Yorkshire Council (NYC)

If you need to check if a parent is eligible, please contact us at [eyft@northyorkshire.gov.uk](mailto:eyft@northyorkshire.gov.uk) before offering a 2YO Disadvantaged funded place and continuing with your headcount claim.

### Claiming 2YO Working Family Entitlement Funding

To claim this funding a parent must have applied to HMRC and received an 11-digit code. The code must be confirmed every three months by the parent, via their online account with HMRC.

Before you begin to input this type of headcount claim, please check the **start** and **end** dates of the code, using the 'eligibility checker', as advised in Section 4 of this Guide.

To begin with click on 'Add child' as shown below;

Taking each screen in turn, input all required data onto the 'child details' and 'parent/carer' screen ensuring you have also ticked the consent box below. This needs to be ticked for code information to be added/used on your headcount.

- Tick to give consent to Eligibility Checking for  EYPP  
 Working Family Eligibility

Moving onto the 'Funding Details' screen, add all details and then when you reach the 'Funding Type' box, click into 'Working Family Funding'

Funding Type\*

Disadvantaged Funding

Working Family Funding

This then brings up the 'Expanded' funded boxes where you need to add your weekly funded hours to be claimed, and to enter the 11-digit Working Family Code. Then click 'Check Eligibility' code

#### Expanded Funded Hours per Week

Expanded Hours\*

Eligibility Code

**Check Eligibility Code**

Eligible for Expanded Hours

If the code is valid for use, the indicator below will confirm the child is eligible for 'expanded hours' You should then proceed to tick the applicable days of the week the child attends, and input any non-funded hours the parent pays for.

The claim can then be saved and submitted.

If the code has not been found valid an error message will appear at the top of the screen, in red. Please remove the code number and 'expanded hours' added. You can then save the record whilst you resolve the code query. Details on checking codes can be found in Section 4 of this Guide as well as on our website here [Early Education Places, Funding and Entitlement | CYPInfo \(northyorks.gov.uk\)](http://northyorks.gov.uk)

If other error messages appear under a heading in red at the bottom of the screen, (see below), these should be corrected and the claim can then be saved and submitted.

The following errors need to be fixed before the record can be saved:

## 5. Checking the termly headcount

Once all headcount data has been submitted and headcount deadline has passed, the Portal will be closed whilst claims are processed by the Early Years Funding Team.

When completed, the Portal is re-opened, and providers will be emailed and asked to login and check all claims are correct. At this point, providers can make any amendments and our email will also give a deadline for all checks and amendments to be submitted by. As part of this process, the details or number of hours for some children may have been changed by the Funding Team to enable funding to be allocated. It is a provider's responsibility to check that any changes that have been made are correct, that all children are included for funding and that the total number of weekly hours being claimed for a child is correct.

Checks should also be carried out for all headcount claims submitted – 2 and 3-&-4-Year-old, where applicable.

**Step 1.** Open your headcount under 'Funding' then 'Actuals' for the term you are checking. You will see the status of each child is 'Unchanged' and the 'Total Funding Amount' for Term will have been calculated.

Add Child Send Claim

Status	Child	Funded Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
X	A, A (13-Dec-2020)	180.00	0.00	£882.00	D [0.00]	
X	B, B (06-Jun-2020)	120.00	0.00	£652.80	A [0.54]	
X	C, C (10-Oct-2020)	180.00	144.00	£1587.60	D [0.00]	10-Feb-2024 - 10-May-2024 Grace Period: 27-Jul-2024

Add Child Send Claim

If any children have their status as "Pending" they may not have been submitted correctly. To include these records, you must click 'Send Claim' and contact the Early Years Funding Team to inform them of the late submission.

This listing gives you the chance to check that all children who should have funding claimed for are shown. If any child is missing, click 'Add Child' to input their details and headcount claim. Then 'Save' and 'Submit'

*When all headcount records have been processed, the Early Years Funding Team will also complete a bulk check of all Working Family Entitlement. You will be able to see the most up to date information regarding the eligibility status for each child (see in red above). This enables you to identify when a code will expire, so you can then make the parent aware if they need to reconfirm their code with HMRC before the start of the following term. The Grace Period date shown is the date the child can continue to receive funding to, if the parent falls out of eligibility or fails to reconfirm their code on time. Please note, can only be accessed using the grace period linked to a code, if the parent accessed Working Family Entitlement funding in the previous term.*

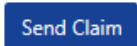
Further details on code dates can be found on our website here [Early Education Places, Funding and Entitlement | CYPInfo \(northyorks.gov.uk\)](http://northyorks.gov.uk/Early-Education-Places-Funding-and-Entitlement)

**Step 2.** After looking at the list of children shown, review the total hours shown for each type of funding are also correct by checking against the parental agreement held. Remember the total amounts shown are 'termly' therefore you will need to divide this total by the number of funded weeks payable, to check the weekly funded hours are correct.

You should also then open each child record to check that information shown on the Child Details, Parent/Carer Details and Funding Details screens are correct. If any amendments to be made, please edit the information required, and save the changes made.

If you have completed your checks and no changes to be made, come out of the child record. You do not need to press 'save'. If you accidentally save an unchanged record, the system will think you have unsubmitted headcount records and you will see the status change to Unsubmitted Claim.

You can cancel this by clicking the  button and the status of the child will revert back.

**Step 3.** If any changes have been made, you must click  to send these for processing. You will also need to notify the Early Years Funding team of the changes made and why. This is done by completing and sending to [eyft@northyorks.gov.uk](mailto:eyft@northyorks.gov.uk) the amendment form included with our email, requesting headcount is checked by providers.

Any change to headcount will not be processed without the completion of this form, by the deadline given in our email.

Once the Funding Team have processed all amendments and headcount is finalised, on the Summary tab you will see the total amount of funding you are due for that term, (click 'Funding' then 'Summary' under 'Actuals' shown on the right-hand side)

This information will only appear once NYC have finalised headcount and can be used to cross reference the payments you have received and to calculate any remaining balance you may receive in future months.

**Summary: 2024/25 Financial Year Summer - 3 & 4 Yr Old** 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	
Term Length (Weeks)	13.00
▶ Provider Rate applied	£4.90
<b>Estimate Funding</b>	
Hours Per Week	0.00
<b>Term Funding Amount</b>	<b>£0.00</b>
Interim %	100.00%
<b>Interim Amount Payable</b>	<b>£0.00</b>
<hr/>	
<b>Total Interim Amount Paid to Date (before Adj)</b>	<b>£0.00</b>
<hr/>	
<b>Interim Amount Payable Balance</b>	<b>£0.00</b>

Actuals	
Term Length (Weeks) Term Time	13.00
Term Length (Weeks) Stretched	22.00
▶ Provider Rate applied to child funding	£4.90
<b>Funding</b>	
Funded Hours for Term	480.00
<b>Funding Amount @ Provider Rate</b>	<b>£2352.00</b>
▶ <b>Child Weightings Total</b>	<b>£64.80</b>
<hr/>	
<b>Funding Amount</b>	<b>£2416.80</b>
<b>Extended Funding</b>	
Funded Hours for Term	144.00
<b>Funding Amount @ Provider Rate</b>	<b>£705.60</b>
▶ <b>Child Weightings Total</b>	<b>£0.00</b>
<hr/>	
<b>Extended Funding Amount</b>	<b>£705.60</b>
<b>Totals</b>	
Funded Hours for Term	624.00
<b>Funding Amount @ Provider Rate</b>	<b>£3057.60</b>
<b>Child Weightings</b>	<b>£64.80</b>
<hr/>	
<b>Term Funding Amount</b>	<b>£3122.40</b>
Interim Amount Paid (before Adj)	£0.00
<hr/>	
<b>Term Funding Amount Balance</b>	<b>£3122.40</b>
Adjustments Paid with Final Payment	£0.00

Processed No  
Processed Date

## 6. Frequently Asked Questions

### a. Access to systems and passwords

#### **What do I do if I forget my username or password to the Portal?**

You can click on the Forgotten Password and the system should send you a token. You can also request a password reset or details of your username by contacting the Families Information Service (FIS) Team via our Customer Contact Centre on 0300 131 2131.

#### **Will each member of staff that will use the system have their own login?**

Each provider is given only one username and password when set up to offer funding. Therefore as the Portal contains personal data for both parents and children, please be mindful of GDPR when sharing login information.

If you require other members of staff to have their own individual login, please email the FIS Team at [fis.infomation@northyorks.gov.uk](mailto:fis.infomation@northyorks.gov.uk) to request this.

#### **How do I change my password on the Portal?**

You can change your password by logging in to the provider portal and following the changing your password procedure on page 3 of this guidance.

#### **What happens if a member of staff leaves who has previously had a login to the Portal?**

You should change the password immediately to ensure only authorised members of staff and management have access to the system. If you do not have the login details, you should contact the Families Information Service via our Customer Contact Centre on 0300 131 2131.

If the member of staff also had their own login rather than shared access, please email the FIS Team at [fis.infomation@northyorks.gov.uk](mailto:fis.infomation@northyorks.gov.uk) to request their details are removed

### b. Data quality

#### **Who is responsible for the quality and accuracy of the child data entered onto the online system?**

The person entering and checking the data is responsible for the accuracy of information. Please ensure when entering any headcount claim you have the child's full details, including full name, address including postcode and legal surname. We would advise that you use the information on the Parental Agreement form when inputting headcount, to ensure the information you are providing is accurate.

### c. Funding and claim details

#### **Do I need to submit a funding estimate every term?**

Childminders are asked to submit an estimate using our online form to ensure they can be paid from the start of each term. This also ensures accurate funding is paid before headcount is processed.

PVI providers and maintained schools should only submit an estimate using our online form, if they wish to do so. If an estimate is not provided, payments to PVI and maintained school providers are based upon the previous year's term funded hours; these funding amounts are also shown on the indicative budget statement that is sent to all providers in March of each year.

#### **What figure should I enter for weeks attended in term on the Provider Portal?**

The number of weeks per term will be prepopulated on each child's record. If this needs to be added the number of funded weeks each term can be found on our 'Useful Dates' information sent to you. If you are an Independent School and open for less weeks than in the funded term you should enter the number of weeks you are open.

### **What do I do if a funded child leaves after headcount week?**

Childminders must notify the Early Years Funding Team who will adjust the funding claim. For all other providers, you do not have to notify us of this change. If the child was registered and attending on headcount week, a provider will receive funding for the full term. We do not recover or adjust the funding paid if a child leaves after headcount week.

### **Can I make a claim for a child who joins us after headcount week?**

For PVI providers or maintained nursery classes, if a child joins you after headcount week, and **has never previously been funded** by North Yorkshire, you need to contact the Early Years Funding Team to discuss the process for an After Headcount Adjustment. Full details are also sent by email to providers after headcount week. If a claim can be made, you will receive funding for the child from the first week they attend for their full hours, for the remainder of the term. This payment will be made to you when all data has been finalised.

If a child joins you after headcount week, who **has been previously funded** by North Yorkshire, you should offer a funded place if you have availability, but no further funding can be claimed from NYC. Neither should the parent be charged to access their funded place. A provider can still of course charge for any meals/consumables or non-funded hours the parent has agreed to access. If you do not have any funded spaces at your provision, you are not obliged to give a funded place as you must ensure that you stay in your child/staff ratios.

Childminders are allowed to claim for children who begin funding after headcount week, regardless of if they have been previously funded in North Yorkshire or not and should contact the Early Years Funding Team to discuss claiming this funding.

### **What do I do if a child leaves before headcount week?**

Only children who are registered and attending of headcount week can be added to a termly headcount claim. Therefore, if a child has left your setting before headcount week, you must not add the child to your claim and you will not receive any funding for this child for the period they have attended. You should also not charge the parent for the funded sessions the child has accessed in the term before they leave. For this reason, the Department for Education does advise childcare providers to consider charging parents a refundable deposit - this will give providers some form of income if a parent withdraws their child from their provision, before headcount week.

### **Will the online system give me a warning if another provider has claimed for a child?**

No, if there is an over claim of hours between two providers, a member of the Early Years Funding Team will be in touch to resolve this issue. Therefore, it is important that you discuss how a parent is accessing their child's funded entitlement when they sign their parental agreement with you. Parents should complete their Parental Agreement as accurately as possible, as this will highlight if they are claiming funded hours with another provider.

## **d. Parental Agreements**

### **Do Parental Agreement Forms have to be in place for all funded children?**

Yes, Parental Agreement Forms should be completed and signed by the parents when a child first claims a funded place with your setting. It is important to amend the Parental Agreement if there are any changes in the funding or child details in a term and ask the parent to sign and date the agreement. For example, if a child is a funded 2YO and then remains with you to access 3&4 YO funding, a new parental agreement should be completed when this changes. Providers are not required to re-issue Parental Agreements each term if there are no significant changes to how funding is accessed.

### **Why do we have Parental Agreement forms?**

The Statutory Guidance for Local Authorities states that local authorities should support providers to establish Parental Agreement forms. These should set out the hours and pattern of attendance for Early Years funded hours. The agreement is your contract with the parent, allowing you to claim funding on their behalf. If there were any disputes regarding funded hours for a child, North Yorkshire Council would look to the Parental Agreement in the first instance. NYC may visit your setting

to audit your claim information and will expect to see Parental Agreement forms and all other paperwork pertaining to the government funded places.

**How long do we have to keep Parental Agreements Forms?**

We advise that providers keep declarations for the current year financial year plus 4.

**Does the local authority need to see copies of Parental Agreement Forms?**

No. Occasionally we may ask to see this if there is a query or overclaim of funding, otherwise this document is to be retained for your records only.

**7. Contact information**

**Early Years Funding Team – Government Funding information**

Telephone

Mandy Bradley – 01609 532393

Rosie Mackay – 01609 532391

Joanne Webster – 01609 532970

Maddy Atkinson – 01609 533018(Monday-Thursday)

Kate Povall – 01609 798531 (Monday-Friday 9am-2pm)

Email

eyft@northyorks.gov.uk

**Families Information Service:**

Telephone – Customer Contact Centre

0300 131 2 131

Email

fis.information@northyorks.gov.uk

**HMRC Customer Helpline - for parents with Working Family Entitlement code queries:**

Telephone - 0300 123 4097

