

Synergy Web Provider Portal – for Early Years Funding

How to claim 2YO Working Family support funding only

From the term following a child's 2nd birthday, working parents who hold a valid code from HMRC by the deadline date for a term can access up to 30 hours per week, 2YO Working Family funding (Expanded funded hours).

Full information on 2YO Working Family funding can be found on our website, along with guidance on how to check Working Family codes: [Early Education Places, Funding and Entitlement | CYPSinfo](#). Information about applying for codes and eligibility are found on HMRC's website here [Homepage | Childcare Choices](#)

Step 1

Select 'Funding', 'Actuals', then the correct financial year and the term you are inputting the claim for. Finally select '2 Yr Old Funding' as this is the claim being made.



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Actuals Head Count Records for 2025/26 Financial Year - Au

2025/26 Financial Year	
2024/25 Financial Year	
2023/24 Financial Year	
2022/23 Financial Year	
2021/22 Financial Year	
2020/21 Financial Year	
2019/20 Financial Year	

Funding Type

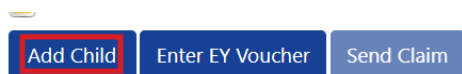
- 2 Yr Old Funding**
- 3 & 4 Yr Old
- Under 2's Funding

If a child has already accessed early years funding with your setting in a previous term, their name will appear on screen, see below.

	Status	Child	Funded Hours (inc Adj)	Expanded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
X		Example, Example (30-Aug-2023)	0.00	0.00	£0.00	DEP C	

To input the existing child's headcount claim, click on their name, shown in blue text to move to the next screen and Step 2 to input their claim.

If the child has not claimed with you previously and their details are not shown click the red box 'Add child'.



Add Child Enter EY Voucher Send Claim

This message will appear on screen, click 'Continue'



Add Child / Enter Voucher Code

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

Continue Return

Step 2 -Child Details screen

You will now see either of the following screens:

For children you have already claimed funding for your screen will show:

Name: Example Example DOB: 30-Aug-2023

Summary Child Details Parent / Carer Details Funding Details Documents Notes

For children you have not previously claimed for your screen will show:

Child Details Parent / Carer Details Funding Details Documents Notes

You will begin to input your headcount claim in the same way for whichever version of the screen appears by clicking onto the 'Child details' screen highlighted. You will then see this – if the child has already claimed funding with you, their address details are already shown.

Child Details Parent / Carer Details Funding Details Documents Notes

Child Details

Forename*
Middle Name
Surname*
DOB*
Proof of DOB
Gender*
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*

Complete all sections. If address details are shown already, check they are still correct by reviewing parental agreement.

To add or amend an address type in the child's postcode as not the box indicated and click 'search'.

If the address is found, a drop-down menu will appear, you select the correct address and then at bottom right of screen click 'Confirm'

Please select an item from the list ...

Cancel

Enter Manually

Confirm

If the address is not found, then click 'Enter manually' at bottom of screen to type in the address shown on the parental agreement.

Enter Manually

Click 'Confirm' to add address details to your headcount claim.

Step 3 -Parent/Carer screen

Click into Parent/Carer details screen

Child Details Parent / Carer Details Funding Details Documents Notes

Using details from your parent agreement, complete the screen below. If you only have details for one parent, boxes in red **must** be completed. If you have details for both parents, add second parent information into green boxes too.

Parent / Carer Details

Forename*

Surname*

DOB*

Email

Contact Number

☐ NI* or
☐ NASS Number*

Tick to give consent to Eligibility Checking for

☐ EYPP
☐ Working Family Eligibility
☐ Additional Support

Partner Details

Forename

Surname

DOB

Email

Contact Number

☐ NI or
☐ NASS Number

Tick to give consent to Eligibility Checking for

☐ EYPP
☐ Working Family Eligibility
☐ Additional Support

Switch

Ensure you have also ticked the 'EYPP' and 'Working Family Eligibility' consent boxes shown **only**. **You must tick the 'Working Family Eligibility' funding box when claiming 2YO Working Family funding.**

Step 4

Funding Details

Click default term dates, input the number of funded weeks payable for the term, tick present during census and tick attends two days or more if accessing more than 10 hours funding per week. If the child is nominated for Disability Access Funding (DAF) tick yes.

If you have advised North Yorkshire, you are offering stretched funding you will see the Stretching Entitlement box. *You must tick this for all children who are accessing a stretched offer.*

Funding Details

Start Date*

End Date*

Default Term Dates

Weeks Attended in Term*

Present during Census

Attends Two Days or More

Nominated for DAF*

Yes ☒ No ☐

Stretching Entitlement

This next section is for use only when claiming 2YO Families Receiving Additional Support funding (2YO FRAS). As you are only claiming 2YO Working Family funded hours this section should be completed as follows and zero (0) hours added:

Funded Hours per Week

Eligible for Funded Hours

Click to check eligibility for 2-year-old receiving additional support funding

Check Eligibility

Hours*

0.00

This following section on screen relates to Working Family (Expanded) funded hours **only**. Having already checked the code is valid for use to claim funding this term, input the parent's 11-digit Working Family code into the green box, check the code is eligible by clicking the yellow box and finally add in the total weekly funding hours to be claimed, up to 30 hours per week, in the red box.

Expanded Funded Hours per Week

Eligible for Expanded Hours

Eligibility Code

Check Eligibility Code

Expanded Hours*

If the parent details added on the previous screen and code details added here match HMRC's records, you will see this message at top of screen. Move onto Step 5 for how to complete your claim.

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

If the code cannot be matched, then you will see this message below. This is because the parent NI Number, child date of birth or code number do not match HMRC's records. Please check all details with the parent.

 ECS Check returned the following error: Voucher is invalid
Please review your entered values and try again.

If the code is found with HMRC, but the dates are not valid for use to claim funding in this term, you will see this message. Child is therefore not eligible to claim Working Family funding.

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 Eligibility for working family hours was not obtained.

You will not be able to proceed and continue to input this claim until you have reviewed the data input onto headcount and checked that the code is valid for use.

Guidance on 'Checking Working Family Funding Codes' for each term can be found on our website here [Early Education Places, Funding and Entitlement | CYPSinfo](#)

If you wish to save the record and the details you have added so far, enter '0' funded hours and save claim, whilst you resolve the code query.

Step 5

On the right-hand side of the screen now indicate which days to the week the child attends for. If the parent is paying for any additional hours not covered by funding enter them in the 'Non-Funded Hours' box, enter '0' if not applicable.

The census information box for 'Expanded Entitlement' weeks should always be 38, irrespective of how many weeks per year you are open or how many weeks funded weeks you offer, if stretched. The Funded Entitlement weeks should be '0' as you are not claiming any FRAS funded hours.

Attendance Days

Attends Monday* ☐ Yes ☐ No

Attends Tuesday* ☐ Yes ☐ No

Attends Wednesday* ☐ Yes ☐ No

Attends Thursday* ☐ Yes ☐ No

Attends Friday* ☐ Yes ☐ No

Attends Saturday* ☐ Yes ☐ No

Attends Sunday* ☐ Yes ☐ No

Non-Funded Hours per Week

Non-Funded Hours*

 An Eligibility Check for 2-year-old receiving additional support funding should be carried out if claiming Funded Hours. If the Eligibility check returns as not being eligible hours can still be entered, but may be rejected by the LA.

Census Information

Funded Entitlement Weeks

Expanded Entitlement Weeks

 Records the Number of Weeks the Child is expected to stretch their Funded/Expanded hours across the Child's eligibility year, in line with the parental declaration form.

Finally click 'Save' at bottom left of screen to save headcount claim added for this child.

Steps 1-5 can then be repeated by you until all children you are claiming 2YO Working Family funding only have been added to headcount, ready to submit.

Step 6

Once you are ready to send your headcount claim or claims for processing, click 'send claim'.

If any children do not have funded hours added for them, this warning message will appear.

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.

Please review all child details, to ensure all have funded hours added as necessary. You should click on 'Return' to amend any claim where funded hours are missing but required for a child – remembering to save any changes made. You should delete all children claiming zero hours.

Once all children have funded hours added if you click 'Send' you will then see that your submission has been successful, with this message at the top of your screen.

Submission Successful

Additional information

How to delete a child from headcount

Return to the headcount summary screen where all child names are shown.

	Status	Child	Funded Hours (inc Adj)	Expanded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
X		Example, Example (30-Aug-2023)	210.00	0.00	£1541.40	DEP C	

Click on the 'X' shown to the left of the child's name. A 'Request Delete' message will appear. To delete the child from your headcount, click 'yes'

Request Delete

Are you sure you want to request the deletion of child: Cornforth, Rudy from this headcount record? Delete requests are automatically submitted but can be cancelled.

You will now see in the 'status' column that this has been requested and 'Awaiting LA Deletion'. No further action is now required by you.

	Awaiting LA Deletion	Example, Example (30-Aug-2023)	0.00	0.00	£8.40	DEP C	
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However, if you do need to re-add the child to your claim before the record is deleted, click the arrow shown in green. A 'Cancel Delete' message will appear, to re-add the child click 'yes'.

If the deletion has already been processed by the Funding Team then this step will not be possible and you will need to input again the child's headcount claim following Steps 1-6.

To amend a child headcount claim already submitted

	Status	Child	Funded Hours (inc Adj)	Expanded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status	
X		Example, Example (30-Aug-2023)	210.00	0.00	£1541.40	DEP C		

Click onto the child's name in blue to open the headcount claim you wish to amend. Follow steps 1-6 as advised to make any necessary changes, remembering to 'save' and press 'send' to re-submit the revised claim for processing.

Providers can delete and amend headcount claims at any point after they have been submitted, right up until headcount deadline date for the term.