

Synergy Web Provider Portal – for Early Years Funding

How to claim both 2YO Families Receiving Additional Support **AND** 2 YO Working Family funding

From the term following a child's 2nd birthday, some children may be eligible to access both 2YO Families Receiving Additional Support (FRAS) funding and 2YO Working Parent funding. Both are available for up to 15 hours per week, enabling a parent to access a maximum of 30 hours per week of childcare funding. Therefore, if a child is eligible for both types of funding and claiming more than 15 hours funding per week, a provider will need to claim both funding types on headcount.

Additional Information

2YO FRAS funding can be claimed for parents who have applied to North Yorkshire Council and received a 6-digit code to access up to 15 hours per week, 2YO FRAS funding (FRAS). Before adding a child to headcount to claim this funding you **must** have seen an eligibility letter from North Yorkshire confirming the child's 6-digit code. Information on the eligibility criteria for 2YO FRAS funding and how to apply are on our website here: [Education and childcare for families of 2-year-olds receiving additional support | North Yorkshire Council](#)

To access 2YO Working Family funding parents must hold a valid 11-digit code from HMRC for the term funding is being claimed. Full information on 2YO Working Family funding can be found on our website, along with guidance on how to check Working Family codes are valid for use here: [Early Education Places, Funding and Entitlement | CYPInfo](#). 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.

The screenshot shows the Synergy Web Provider Portal interface. At the top, there are navigation tabs: 'Home', 'Forms', 'Funding', 'Sufficiency', 'Staff', and 'Ofsted'. Below these are sub-tabs: 'Summary', 'Estimates', 'Actuals', 'Adjustments', and 'Eligibility Checker'. The 'Actuals' sub-tab is selected. Below the sub-tabs, there is a heading: 'Actuals Head Count Records for 2025/26 Financial Year - Au'. Underneath, there is a list of financial years from 2025/26 down to 2019/20. To the right of this list is a 'Funding Type' dropdown menu with three options: '2 Yr Old Funding' (highlighted with a red box), '3 & 4 Yr Old', and '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 a child is new to claiming funding with you, their name will not appear. Instead, you will need to click either onto 'Add child' or 'Enter EY Voucher' to input their headcount claim.

The screenshot shows three buttons: 'Add Child', 'Enter EY Voucher', and 'Send Claim'. The 'Add Child' button is highlighted with a red box.

If you have the 6-digit code the parent has from North Yorkshire Council to claim 2YO FRAS funding, click into the green box (Enter EY Voucher) and complete all three fields shown below, then press 'Submit'. This can be used to automatically prepopulate some of the child's information on the next screen for you.

If you do not have the 6-digit 2YO FRAS code available **or** when added the child details do not automatically appear added, instead click the red box 'Add child' as shown above. This message will then appear on screen, click 'Continue'

Move to Step 2 to input your claim for the child.

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:

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

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.

If blank 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.

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*	Forename
Surname*	Surname
DOB*	DOB
Email	Email
Contact Number	Contact Number
<input type="checkbox"/> NI* or <input type="checkbox"/> NASS Number*	<input type="checkbox"/> NI or <input type="checkbox"/> NASS Number
Tick to give consent to Eligibility Checking for <input type="checkbox"/> EYPP <input type="checkbox"/> Working Family Eligibility <input type="checkbox"/> Additional Support	Tick to give consent to Eligibility Checking for <input type="checkbox"/> EYPP <input type="checkbox"/> Working Family Eligibility <input type="checkbox"/> Additional Support

[Switch](#)

You must ensure you have ticked all three consent boxes shown – EYPP, Working Family Eligibility and Additional Support as shown above to proceed and claim both types of funding in Step 4.

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*

Weeks Attended in Term*

Present during Census

Attends Two Days or More

Nominated for DAF* Yes No

Stretching Entitlement

Move onto the 'Funded Hours' section shown below. Add into the *Hours box the total number of weekly funded FRAS hours **only** you are claiming, up the maximum available of 15 hours per week. Once this box is complete, click 'Check Eligibility' making sure you have ticked on the 'parent/carer' screen the consent for 'Additional Support'.

Funded Hours per Week

Eligible for Funded Hours ✘

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

Hours*

By clicking 'Check Eligibility' if the parent/carer details are found, eligibility for 2YO FRAS funding is confirmed, you will also see banner at top of screen and green tick in Funded Hours per week section:



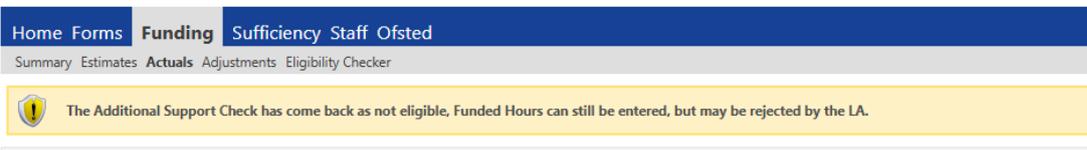
Funded Hours per Week

Eligible for Funded Hours ✔

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

Hours*

If the check **does not** return the message in green shown above, you will see this message appear instead



Please note that without an eligible result **you can still submit your claim for 'Additional Support' funded hours**. However we ask that before doing so, you do firstly re-check the parent and child details added, in case of error.

Once checked if all details are correct and the check is still not confirmed and the red cross still shows, please enter the child's total weekly funded (FRAS) hours to be claimed, as shown below.

Funded Hours per Week

Eligible for Funded Hours



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

Check Eligibility

Hours*

15

Once the child's total weekly FRAS funded hours are added, move onto the 'Expanded Hours per week' section as shown in Step 5, to claim the child's 2YO Working Family funded hours **only**.

Expanded Funded Hours per Week

Eligible for Expanded Hours

Eligibility Code

Click to check eligibility for Working Family funding

Expanded Hours*

Total Funded Hours per Week

Total Funded: 15.00

Step 5

Having already checked the code is valid for use to claim funding this term, now input the parent's 11-digit Working Family code into the green box, check the code is eligible by clicking 'Check Eligibility Code', highlighted below with a yellow box and finally adding the total weekly funding hours to be claimed, up to 15 hours per week, in the red box.

Expanded Funded Hours per Week

Eligible for Expanded Hours

Eligibility Code

Click to check eligibility for Working Family funding

Expanded Hours*

If the parent details added in Step 3 and code details added match HMRC's records, you will see this message at top of screen. Move onto Step 5 for how to complete your claim.

Home Forms Funding Sufficiency Staff Ofsted

Summary Estimates Actuals Adjustments Eligibility Checker

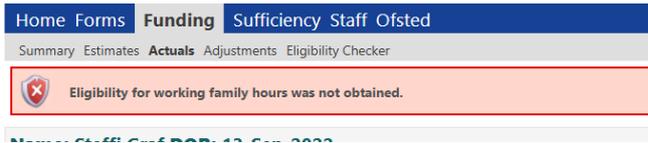
The Eligibility Code has been found and eligibility for working family hours has been obtained.

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.

Summary Estimates Actuals Adjustments Eligibility Checker

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.



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 Years Funding | 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 6

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.

Both census information boxes for 'Funded Entitlement' weeks and 'Expanded Entitlement' weeks should be added as 38. This is irrespective of how many weeks per year you are open and if you do or do not offer 'stretched' funding.

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 1-6 can then be repeated by you until all children you are claiming both types of 2YO funding only have been added to headcount, ready to submit.

Step 7

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.

Continue
Return

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 <small>(30-Aug-2023)</small>	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.

Yes
No

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 <small>(30-Aug-2023)</small>	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 1-8.

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 <small>(30-Aug-2023)</small>	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 1-8 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.