

# Provider Portal User Guidance

October, 2017

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# Section 1: General Guidance

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## 1.0 Introduction

This User Guide sets out the expectations that Haringey Early Years Service and Childcare Providers will work towards ensuring the effective collection and submission of Free Early Years Entitlement Funding claims data for 2, 3 & 4-year-old children using Haringey Childcare Provider Portal. This guide will be valid for one year, and reviewed annually.

**Starting Date:** 1<sup>st</sup> November, 2017

**Next Review Date:** 31<sup>st</sup> October, 2018

### 1.1 Aims of the User Guide

- To offer childcare providers with a system that ensures Haringey Early Years Service needs and DfE's monitoring requirements are met
- It provides a standardised method for data collection and maintains data integrity
- It provides a standardised and efficient method for administering funding for all childcare providers

### 1.2 In working with these aims Haringey Early Years Service will:

- Support all providers with the operational usage of the system
- Provide user access to the system
- Undertake ad hoc audits to ensure data quality and integrity
- Provide user training to all providers
- Provide relevant documentation that can be accessed by all users
- Notify providers of updates/changes to the system through nominated representatives/managers.

### 1.3 Childcare providers will:

- Ensure accurate information about children attending their setting is submitted to Haringey by the set dates, as failure to do this will lead to delays in processing and therefore receipt of monies due
- Ensure accurate data quality and integrity
- Ensure access is granted to the right members of staff by Haringey
- Co-operate fully with the audits sets out by Haringey
- Ensure all staff comply with Data Protection Act 1998
- Inform all relevant staff about updates or changes to the system as notified by Haringey.

## 1.4 Security

The Provider Portal is a secure system however in order to maintain this; the following guidelines need to be followed:

- Keep your logon details in a secure place
- **Do Not** share your logon details with anyone else
- **Remember that the Haringey Childcare Provider Portal is secure, but data is not secure once exported to Excel/Mail Merge or printed off the system**
- **Always remember to logout of the system when you finish**

The Provider Portal will automatically logout after a prolonged period of inactivity (20 minutes). So if you have to leave your desk for a while, ensure that your computer is locked to prevent inappropriate access to the system and loss of data.

## 1.5 Usernames & Passwords

For simplicity, usernames will be first name initial followed by the surname, you'd require an email address too. Initial passwords will be emailed to providers by Haringey. It's important you change your password when you first login to the portal. **Please note; passwords in the portal are case sensitive. If you are locked out of the system you will need to contact Haringey for further guidance.**

## 1.6 Re-setting or forgetting your Password

This will be done when you first log in to the portal

The screenshot shows the 'Synergy FIS Provider Portal' interface. At the top right, there are links for 'User Settings' and 'Sign Out'. A blue navigation bar contains a 'HOME' link. A yellow banner with a shield icon states: 'Your authority has requested that you change your password. Please change your details below in order to continue.' Below this is the 'User Settings' section. It features the heading 'Please change your details below:' followed by three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. A blue 'Confirm' button is at the bottom left. To the right of the input fields is a box titled 'Your New Password:' containing the following requirements: 'Must be a minimum of 8 characters in length.', 'Must contain a number.', 'Must contain an uppercase character.', 'Must contain a special character (! \$ % ^ & \* ( ) ; : @ # ~).', 'Cannot be the same as your Username.', and 'Cannot be a previously used password.' Red arrows point from text boxes to the 'User Settings' link, the 'New Password' field, and the password requirements box.

**Click **User Settings**, then enter **New** password details and click **Confirm**.**

**Please change your details below:**

Current Password:

New Password:


Confirm New Password:

**Confirm**

**Your New Password:**

- Must be a minimum of 8 characters in length.
- Must contain a number.
- Must contain an uppercase character.
- Must contain a special character (! \$ % ^ & \* ( ) ; : @ # ~).
- Cannot be the same as your Username.
- Cannot be a previously used password.

If you forget your password, you can request to reset it by using the Forgotten your password link on the provider portal.as below:



The image shows the FIS Provider Portal login interface. On the left is a green circular logo with two white figures shaking hands. Below the logo, it says 'Version 17.2.00912' and '© 2017 Servelec Synergy Ltd'. On the right, the title 'FIS Provider Portal' is displayed, followed by 'Part of the Synergy Software Suite'. Below this is a 'Sign In' section. A red error message 'Invalid Username or Password.' is shown. The 'User Name:' field contains 'test1' and the 'Password:' field is empty. A link 'Forgotten your password?' is visible. A 'Sign In' button is present, with a red arrow pointing to it from the right. At the bottom center is the 'servelec synergy' logo.

Version 17.2.00912  
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## FIS Provider Portal

Part of the Synergy Software Suite


### Sign In

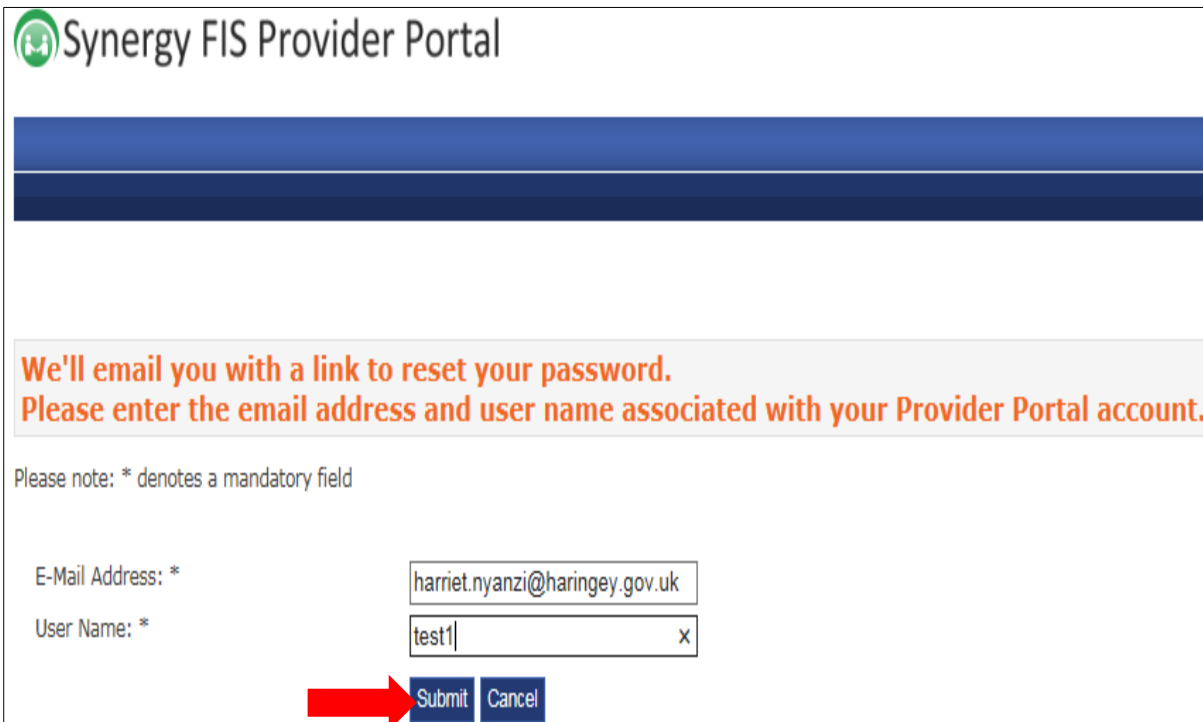
Invalid Username or Password.

User Name:

Password:

[Forgotten your password?](#)





The image shows the password reset request screen. At the top is the 'Synergy FIS Provider Portal' header. Below it is a blue decorative bar. A message in orange text says: 'We'll email you with a link to reset your password. Please enter the email address and user name associated with your Provider Portal account.' Below this is a note: 'Please note: \* denotes a mandatory field'. There are two input fields: 'E-Mail Address: \*' with the value 'harriet.nyanzi@haringey.gov.uk' and 'User Name: \*' with the value 'test1'. At the bottom are 'Submit' and 'Cancel' buttons, with a red arrow pointing to the 'Submit' button.

## Synergy FIS Provider Portal

We'll email you with a link to reset your password.  
Please enter the email address and user name associated with your Provider Portal account.

Please note: \* denotes a mandatory field

E-Mail Address: \*

User Name: \*

### 1.7 New users

Access to the Provider Portal will only be granted at the request of the Manager in writing by email to: [earlyyearsprovider@haringey.gov.uk](mailto:earlyyearsprovider@haringey.gov.uk); and once training has been completed.

## 1.8 Inactive Users

Similarly, when staff no longer work at the setting, i.e. on long-term/maternity leave, suspension, resignation etc. - managers are responsible for ensuring Haringey is notified and their access rights suspended/removed. Notification should be made by email to [earlyyearsprovider@haringey.gov.uk](mailto:earlyyearsprovider@haringey.gov.uk).

## 1.9 Training

Training will be provided/facilitated by Haringey and access to the live system will **NOT** be granted until users have been fully trained. All settings are responsible for ensuring data protection laws/rules are followed and adhered to by their staff.

### Induction Training will cover the following:

- How to sign in/log into the Provider Portal
- Re-setting of passwords
- Forgotten passwords
- Viewing summary headcount information
- Completing and submitting estimated number of hours
- 30hrs eligibility checking
- Adding, Editing and Deleting children's details from headcount records
- Submitting Claims
- Making Adjustments
- Any questions

## 1.10 When to complete the Head Count records

Headcount records must be submitted by the following dates:

Refer to *Table 2- Payments and Headcount schedule 2017-2018*

Remember there are separate head count records for 2yr olds (Eysff 2YO) and 3-4yr olds (Eysff), make sure you select accordingly.

Dates will be adjusted in line with weekend or bank holidays. Failure to adhere to these dates will inevitably lead to delays in processing/receipt of payments.

### 1.11 Maximum number of hours allowed per term

The total number of hours each child can claim in a year is 570 or 1140 for children claiming the 30hr extended entitlement. This is broken down as below:

**Table 1:** Funding Terms/Hours

Term	From (Date)	To (Date)	No. of funded weeks	Total number of universal hours claimed per term/child	Total number of 30hrs claimed per term/child
Autumn	1 <sup>st</sup> September	31 <sup>st</sup> December	13	195	390
Spring	1 <sup>st</sup> January	31 <sup>st</sup> March	12	180	360
Summer	1 <sup>st</sup> April	31 <sup>st</sup> August	13	195	390
<b>Totals</b>			<b>38</b>	<b>570</b>	<b>1140</b>

**Important Note:** It is important for providers to note that even though some terms have more weeks available - the funding still remains as set out above. It's your responsibility to make parents aware of this from the start.

### 1.12 Payments

#### **Private Voluntary and Independent(PVIs)/Childminders**

PVI providers and childminders will receive two payments per term; the first payment (50%) will be made after the submission of Estimate Funded Hours for the term, and the final (50%) payment made after all details of children attending settings have been submitted, and adjustments made. We will be reviewing payment arrangements to PVIs from Spring Term 2018 to support monthly payments. Further guidance will be provided nearer the time.

#### **Schools**

All schools will continue to receive their monthly indicative allocated payments and adjustments made once 'actual' children's details are submitted at the end of each term.



These payments will be made by the dates outlined in the table below:

**Table 2: Payments and Headcount schedule 2017-2018**

Key Action	Month/Year	Deadline Date
<b>Autumn Term 2017</b>		
<b>Deadline for submission of <i>Estimate</i> Funded Hours for the term</b>	September 2017	15 <sup>th</sup>
Monthly indicative payment for schools	September 2017	15 <sup>th</sup>
Interim payment based on submitted information	September 2017	28 <sup>th</sup> (2 year olds) 29 <sup>th</sup> (3&4 year olds)
Portal re-opened for inputting of Actual children/parents' details	October 2017	2 <sup>nd</sup>
Monthly indicative payment for schools	October 2017	13 <sup>th</sup>
<b>Deadline for submission of <i>Actual</i> Funded Hours for the term</b>	November 2017	10 <sup>th</sup>
Monthly indicative payment for schools	November 2017	
Final Payment	November 2017	28 <sup>th</sup> (2 year olds) 30 <sup>th</sup> (3&4 year olds)
Final adjusted payment for schools	December	15 <sup>th</sup>
Closure of Autumn Term Headcount	December 2017	15 <sup>th</sup>
<b>Spring Term 2018</b>		
<b>Deadline for submission of <i>Estimate</i> Funded Hours for the term</b>	January 2018	12 <sup>th</sup>
Monthly indicative payment for schools	January 2018	15 <sup>th</sup>
<b>*Early Years Census Day*</b>	<b>January 2018</b>	<b>18<sup>th</sup> (All funded 2, 3 &amp; 4YOs)</b>
Interim payment based on submitted information	January 2018	26 <sup>th</sup> (2 year olds) 30 <sup>th</sup> (3&4 year olds)
Portal re-opened for inputting of children/parents' details	February 2018	1 <sup>st</sup>
Monthly indicative payment for schools	February 2018	15 <sup>th</sup>
<b>Deadline for submission of <i>Actual</i> Funded Hours for the term</b>	February 2018	23 <sup>rd</sup>
Final Payment	March 2018	28 <sup>th</sup> (2 year olds) 30 <sup>th</sup> (3&4 year olds)
Monthly indicative payment for schools	March 2018	15 <sup>th</sup>
Closure of Spring Term Headcount	March 2018	31 <sup>st</sup>
<b>Summer Term 2018</b>		
<b>Deadline for submission of <i>Estimate</i> Funded Hours for the term</b>	April 2018	13 <sup>th</sup>
Final adjusted payment for schools – Spring Term 2018	April 2018	13 <sup>th</sup>
Interim payment based on submitted information	April 2018	27 <sup>th</sup> (2 year olds) 30 <sup>th</sup> (3&4 year olds)
Portal re-opened for inputting of children/parents' details	May 2018	1 <sup>st</sup>
Monthly indicative payment for schools	May 2018	15 <sup>th</sup>

<b>Deadline for submission of <i>Actual</i> Funded Hours for the term</b>	June 2018	18 <sup>th</sup>
Monthly indicative payment for schools	June 2018	15 <sup>th</sup>
Final Payment	June 2018	28 <sup>th</sup> (2 year olds) 29 <sup>th</sup> (3&4 year olds)
Final adjusted payment for schools – Summer Term	July 2018	15 <sup>th</sup>
Closure of Summer Term Headcount	July 2018	30 <sup>th</sup>
Monthly indicative payment for schools	August 2018	15 <sup>th</sup>

**Note: Dates are subject to change based on term dates, bank holidays and weekends and failure to submit headcount information on time will result in loss of funding.**

**For providers to receive timely payments/funding – you must ensure:**

- **Estimated** number of funded Hours for the term are submitted
- New children's records are **Added**
- Existing children's records are **Edited & Saved**, including updating children's funded hours and weeks attended
- Children no longer attending are **Request Deleted**
- **Children receiving the extended entitlement have validated codes and these added onto their records.**
- **If parents, choose to take up their 30hr entitlement across two settings; both providers will need to have a valid code**
- **In addition, providers will need to know which part of the entitlement they are claiming (Universal – 15hrs or Extended – 15hrs).**

When all the above is done – remember to **Send Claims**; for without this no information will be received by Haringey thus no payments/funding.

### **1.13 Funding Adjustments**

For children starting or leaving the setting after the given submission deadlines i.e.

- A child is attending less/more hours
- A child leaves the nursery mid-term
- Starts mid-term, etc.

you need to send an email through Haringey Childcare Provider Portal to [earlyyearsprovider@haringey.gov.uk](mailto:earlyyearsprovider@haringey.gov.uk) notifying us of those changes. Emails should be completed and sent to us before the final payment dates for a given term to enable us make any necessary adjustments to the funding before the portal closes.

### 1.14 Parent Agreement Forms

It is the providers' responsibility to ensure Parental Agreement Forms have been completed and signed for all children (2-4yrs old) receiving the free entitlement funding. These will have to be completed at the beginning of each academic year, and retained by the Provider. We will perform periodic audits to verify details submitted correspond to information held on the portal by Haringey. [Download the Haringey Parental Agreement Form \(PDF, 105KB\)](#).

Please note all providers must ensure that parents are informed of their notice periods stipulated in the agreements/contracts. Parents moving to another provider without serving the notice period will not be able to claim the entitlement at the new setting.

### 1.15 Backdated Funding

Payments will only be made for days/times children are in attendance at the provision (no back payments will be made in instances where children become eligible but do not take up a place e.g. a month or a term later).

Early Years Funding cannot be claimed retrospectively. Therefore, providers must ensure Haringey receives all the necessary information by the given deadlines for each term.

### 1.16 Carrying Forward Hours

Providers can claim a total of 570hrs per year of flexible funding for children claiming the 15hrs free entitlement; or 1140 per year for children claiming the 30hrs free entitlement. This works out at approximately 190hrs/380hrs per term. Although children are able to start taking up their entitlement at various points within a term, any 'unused' hours cannot be carried forward to the next term(s).

It is however possible to stretch the funding over the academic year, provided parents are aware of the following:

- The maximum number of hours claimed in total per term/year is as detailed in **Table 1** - and cannot be exceeded
- A maximum of 15/30hrs/wk. can be claimed for each child (even if attending multiple settings)
- A maximum of 10hrs/day can be claimed for each child
- Parental Agreements and Attendance Registers must reflect the actual hours of attendance

### 1.17 Special educational needs (SEN) – Inclusion Fund

The Inclusion Fund is for children with agreed Early Years Top-Up funding through the Integrated Additional Support Panel (IASP), remember to select – SEN Support under the 'SEN COP Stage' field.

Settings/providers in Haringey offering the free early education entitlement will be able to draw down additional SEN supplement paid through Haringey Childcare Provider Portal. The amount paid will depend on the level of support required by an individual child to ensure that their needs can be met by the setting and the offer they access is making a positive contribution to their learning and development. The funding provided is attached to individual children.

### 1.18 Disability Access Fund (DAF)

The Disability Access Fund is only available for 3 & 4 year olds according to the following criteria:

- The child needs to be claiming Disability Living Allowance (DLA)
- The payment is one off (£615.00) in each financial year
- The payment can be claimed by the setting ONLY once a financial year (April to March) for each individual child
- The payment does not follow the child if they move to another setting
- If a child is taking up the free entitlement across two or more providers, the parent MUST state which provider will be claiming the DAF
- Providers will need to send a copy of the child's entitlement to Disability Living Allowance to Haringey Early Years Commissioning Team or [earlyyearsprovider@haringey.gov.uk](mailto:earlyyearsprovider@haringey.gov.uk) to qualify for the funding.

### 1.19 Early Years Pupil Premium (EYPP)

The Early Years Pupil premium (EYPP) is additional funding for early years settings to help improve the education they provide for disadvantaged 3 to 4-year-olds. For more details see the [Early Years Pupil Premium guidance \(PDF, 180KB\)](#).

### 1.20 30-hour Childcare Entitlement

From Autumn 2017, working parents of 3-4 year olds will be eligible to claim an extra 570 hours per year of extended free childcare entitlement. For more information and eligibility criteria see the [30 hours free childcare page](#).

### 1.21 Settling in periods/staggered start dates

Funding will be paid to the provider where the child is in attendance. For example, a child is due to start a school nursery in September - 2 weeks into the start of term; but they are attending a playgroup for the first 2 weeks. In this example the playgroup will receive funding for the first 2 weeks and the remaining 11 weeks will go to the school.

#### **Note:**

Children starting Reception Class would not be entitled to the free entitlement funding at another provider because their funding would be already allocated to the school. It is therefore important for providers to inform parents that they would need to pay fees for the interim period before the child starts full time attendance in the school.

### 1.22 Summer born children

Like the universal 15hrs entitlement, parents cannot claim 30hrs free childcare once their child has reached compulsory schools age (the term following their 5<sup>th</sup> birthday). It is the responsibility of the provider to ask the parent whether their child will be starting full-time reception in a state-funded school from September. If they are, the child will not be able to claim 15/30hrs from September as they cannot claim 15/30hrs in addition to reception funding.

### 1.23 Unique Reference Number for 2Y0s Funding

Providers should not add 2-year-old children on the headcount records without first verifying the child's eligibility to the Free for 2s funding. Parents must present a letter from Haringey with a Unique Reference Number confirming the child's eligibility. Failure to follow the given guidelines will result in loss of funding. For more information about Free for 2's application see the [Free Early Learning for two year olds page](#).

### 1.24 Data Protection and Quality

Providers are responsible for ensuring data input onto the Haringey's Childcare Provider Portal is accurate, up to date and that consent was obtained. Ad-hoc audits will be performed by the Haringey to ensure data quality and integrity.

#### Providers must:

- Ensure that confidential information is appropriately stored and processed in line with the Data Protection Act (1998) requirements
- Non-disclosure of confidential information to third parties in any circumstances other than as permitted by the Data Protection Act (DPA) or as required by under the Freedom of Information Act is adhered to
- Take appropriate measures against loss, damage or destruction of confidential information
- Ensure all parental declaration forms are **signed by** the carers and dated **before data can be input** onto the Provider Portal database; **without their consent this information is redundant.**

Quality of data written on the forms is the responsibility of providers.

### 1.25 Technical Support

For all technical support related problems/queries; providers should email: [earlyyearsprovider@haringey.gov.uk](mailto:earlyyearsprovider@haringey.gov.uk)

## Section 2: Provider Portal Guidance

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### 2.0 Logging into Provider Portal

To log in, open up browser window and type [www.haringey.gov.uk/provider](http://www.haringey.gov.uk/provider) in the address bar; this will take you to the login screen of Haringey's Childcare Provider Portal.

Before you log in it is a good idea to save this page to your favourite sites, so go to "Favourites" on the top menu of Internet Explorer for example, and select "Add to Favourites". The next time you want to log in, open your browser and select Haringey Childcare Provider Portal without having to type the whole address in again.

The login screen will simply ask you to enter your user name and password:



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**FIS Provider Portal**  
Part of the Synergy Software Suite

**Sign In**

User Name:

Password:


[Forgotten your password?](#)





Enter user name and password provided by Haringey to go to the **Home Screen**.

## 2.1 Viewing Summary Funding Headcount information

 Synergy FIS Provider Portal


Signed in as: **Test1**  
[User Settings](#) | [Sign Out](#)

HOME FORMS **FUNDING**

Click on **Funding** tab/menu to view the termly headcount

Welcome to Haringey's Provider Portal

Please make a selection from the above menu to proceed. Remember, the deadline for submitting the Autumn headcount records is 10/11/2017.

 Synergy FIS Provider Portal

Signed in as: **Test1**  
[User Settings](#) | [Sign Out](#)

HOME FORMS **FUNDING**

Summary Estimates Actuals Adjustments Eligibility Checker

Please select a provider from the drop down below

Manage Providers: Test (Childminder) ▼

Provider Headcount Records

Select headcount record to view

Previous | Page: 1 2 3 ... 4 | Next [18 Results]

Summary	Year	Term	Funding Type
Select	2017	Autumn	Eysff
Select	2017	Autumn	Eysff 2yo
Select	2017	Summer	Eysff
Select	2017	Summer	Eysff 2yo
Select	2017	Spring	Eysff 2yo

Previous | Page: 1 2 3 ... 4 | Next [18 Results]

**Synergy FIS Provider Portal** Signed in as: **Test1**  
[User Settings](#) | [Sign Out](#)

**HOME FORMS FUNDING** Please select a provider from the drop down below

[Summary](#) [Estimates](#) [Actuals](#) [Adjustments](#) [Eligibility Checker](#) Manage Providers: **Test (Childminder)**

**Summary: 2017 Autumn - Eysff** [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		Actuals	
Term Length (Weeks)	13.00	Term Length (Weeks)	13.00
Provider Rate applied	£0.00	Provider Rate applied to child funding	£0.00
Base Rate	£0.00	Base Rate	£0.00
<b>Estimate Funding</b>		<b>Universal Funding</b>	
Hours Per Week	0.00	Funded Hours for Term	0.00
Term Funding Amount	£0.00	Funding Amount @ Provider Rate	£0
Interim %	50.00%	Universal Funding Amount	£0
Interim Amount Payable	£0.00	<b>Extended Funding</b>	
Total Interim Amount Paid to Date (before Adj)	£0.00	Funded Hours for Term	0.00
Interim Amount Payable Balance	£0.00	Funding Amount @ Provider Rate	£0
		Extended Funding Amount	£0
		<b>Totals</b>	
		Funded Hours for Term	0.00
		Funding Amount @ Provider Rate	£0
		Child Weightings	£0
		Term Funding Amount	£0.00
		Interim Amount Paid (before Adj)	£0.00
		Term Funding Amount Balance	£0.00
		Adjustments Paid with Final Payment	£0.00
		Actual Amount Paid (Inc. Adj)	£0.00
Processed	Yes	Processed	No
Processed Date	19-Sep-2017	Processed Date	

## 2.2 Viewing/completing Estimates information

**Synergy FIS Provider Portal** Signed in as: **Test1**  
[User Settings](#) | [Sign Out](#)

**HOME FORMS FUNDING** Please select a provider from the drop down below

[Summary](#) [Estimates](#) [Actuals](#) [Adjustments](#) [Eligibility Checker](#) Manage Providers: **Test (Childminder)**

**Provider Headcount Records**

Click on **Estimates** to select headcount record to add estimated hours

Estimates	Year	Term	Funding Type
<a href="#">Select</a>	2017	Summer	Eysff 2yo
<a href="#">Select</a>	2017	Summer	Eysff
<a href="#">Select</a>	2017	Spring	Eysff 2yo
<a href="#">Select</a>	2017	Spring	Eysff
<a href="#">Select</a>	2016	Autumn	Eysff 2yo

Previous | Page: 1 [2](#) [3](#) ... [4](#) | [Next](#) [16 Results]

### Note:

You need to submit estimates for different funding types i.e. Eysff 2yo – for the 2 year olds, and Eysff for the 3-4 year olds. Each term, providers will have to estimate the number of funded hours they expect children to attend.



**Submit Estimate: 2017 Test Summer - Eysff** [CHANGE](#)

Number of Weeks for this Term

Estimate Number of Funded Hours Per Week for this Term

Please enter both numbers, click 'Calculate', then 'Send Claim'

**Calculate**

**Send Claim**

Please remember to include the 30hrs funded children in your calculation. For example - 15 children are claiming 15hrs/wk, and 5 children are claiming 30hrs/wk. This should be worked out as follows:

**Example:**

15 children x 15hrs=225hrs/week

5 children x 30hrs=150hrs/week

**225+150=375hrs/week**

Please select a provider from the dropdown

Manage Providers:

**Submit Estimate: 2017 Test Summer - Eysff** [CHANGE](#)

Number of Weeks for this Term

Estimate Number of Funded Hours Per Week for this Term

There are 4,875.00 Hours in this Term

Please enter both numbers, click 'Calculate', then 'Send Claim'

**Calculate**


**Send Claim**

**Click Send Claim to submit estimates**


**Synergy FIS Provider Portal** Signed in as: **Test1**  
[User Settings](#) | [Sign Out](#)

HOME FORMS **FUNDING**

Summary **Estimates** Actuals Adjustments Eligibility Checker

Please select a provider from the drop down below 

Manage Providers: Test1 (Childminder) ▼

 **Submission Successful**

**Submit Estimate: 2017 Test Summer - Eysff** [CHANGE](#)

Number of Weeks for this Term

Estimate Number of Funded Hours Per Week for this Term  There are 4,875.00 Hours in this Term

Please enter both numbers, click 'Calculate', then 'Send Claim'

**Note:**


It is very important that you do not add children onto your headcount records at this point, until after the Interim payments have been made. Doing so will lead to delays in processing your payments.

## 2.3 30hrs Eligibility Checker

**Synergy FIS Provider Portal** Signed in as: **Test1**  
[User Settings](#) | [Sign Out](#)

HOME FORMS **FUNDING**

Summary Estimates Actuals Adjustments **Eligibility Checker**

Please select a provider from the drop down below 

Manage Providers: Test (Childminder) ▼

To check if codes presented to you are valid, click **Eligibility Checker** then **30 Hours Free Childcare**.

**Eligibility Checker**

Use this area to check if a child is eligible for extended hours. Please click the button below and provide the details as required.

Data Protection Notice - a record of the check is maintained for monitoring purposes. The information supplied is NOT stored by the system.

## 30 Hours Free Childcare

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.

Eligibility Code*	<input type="text" value="50015195171"/>
Child Date of Birth*	<input type="text" value="18/07/2013"/>
Parent/Carer Forename	<input type="text" value="Jane"/>
Parent/Carer Surname	<input type="text" value="Smith"/>
Parent/Carer NI Number*	<input type="text" value="AB123456"/>
Partner Forename	<input type="text"/>
Partner Surname	<input type="text"/>
Partner NI Number	<input type="text"/>

\*denotes mandatory fields

Submit

Cancel

Enter required information, click **Submit**.

HOME FORMS **FUNDING**

Summary Estimates Actuals Adjustments **Eligibility Checker**

Please select a provider from the drop down below

Manage Providers:



The details provided have been found:

Eligibility Code: 50015195171  
Code Start Date: 25-Jul-2017  
Code End Date: 08-Nov-2017  
Grace Period End Date: 31-Mar-2018

### Eligibility Checker

Use this area to check if a child is eligible for extended hours. Please click the button below and provide the details as required.

Data Protection Notice - a record of the check is maintained for monitoring purposes. The information supplied is NOT stored by the system.

30 Hours Free Childcare

## 2.4 Provider Headcount Records

Synergy FIS Provider Portal

Signed in as: Test1  
User Settings | Sign Out

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Please select a provider from the drop down below

Click on **Actuals** to view a list of head count records. Then select required record, to view, add or amend details.

Provider Headcount Records

Previous | Page: 1 2 3 ... 4 | Next [18 Results]

Actuals	Year	Term	Funding Type
Select	2017	Autumn	Eysff
Select	2017	Autumn	Eysff 2yo
Select	2017	Summer	Eysff
Select	2017	Summer	Eysff 2yo
Select	2017	Spring	Eysff 2yo

Previous | Page: 1 2 3 ... 4 | Next [18 Results]

## 2.5 Add, Edit, Delete or Request Delete child records

Each time you add, remove or change details of child/ren's records they are saved, and you can always go back and amend records before the deadline submission date.

It is very important when editing records to add actual attendance hours and weeks to each child's record. Any records with zero hours/weeks will not generate payments.

Synergy FIS Provider Portal

Signed in as: Test1  
User Settings | Sign Out

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Submit Actual: 2017 Autumn - Eysff 2yo CHANGE

Not submitted

Add Child Send Claim

Status	Child Name
Add Pending	Barnes, Hannah (13-May-2015)
Unchanged	Test, David (04-Jan-2015)

Add Child Send Claim

- Add new children records to the term's headcount
- Edit children's details if different from previous term i.e. they're attending more hours, etc
- Delete children's records added in error for instance.
- Request Delete children who are no longer attending the nursery/ provision

**Note:**

The above screen shows a list of all children brought forward from the previous term, who are still eligible for funding (see above).

Only the current term headcount record will be available for editing/amendments

## 2.6 Adding a Child's Record

Synergy FIS Provider Portal

Signed in as: **Test1**  
[User Settings](#) | [Sign Out](#)

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Manage Providers: Test (Childminder) ▼

Child Details Funding Details Parent / Carer Details Notes

Child Details		Address	
Forename*	Cindy	Address Line 1*	225 High Road
Middle Name		Address Line 2	
Surname*	Kantono	Address Line 3	
DOB*	13/06/2015	Locality	
Proof of DOB	<input checked="" type="checkbox"/>	Town	London
Gender*	<input type="checkbox"/> Male <input checked="" type="checkbox"/> Female	County	
Preferred Surname		Postcode*	N22 8HQ x
Ethnicity*	Black African - Other ▼		
SEN COP Stage*	No Special Educational need ▼		

Save Cancel \*denotes mandatory fields

**Note:**

For children with agreed **Early Years Top-Up** funding through the **Integrated Additional Support Panel (IASP)**, remember to select – SEN Support under the ‘SEN COP Stage’ field

## 2.7 Add child's funding details

Synergy FIS Provider Portal

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

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

**Funding Details**

Start Date\* 01-Sep-2017

End Date\* 31-Dec-2017

Default Term Dates

Weeks Attended in Term\* 13

Present during Census ☐

Attends Two Days or More ☒

**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

**Universal Funded Hours per Week**

Universal Hours\* 15

**Non-Funded Hours per Week**

Non-Funded Hours\* 5

Save Cancel \*denotes mandatory fields

**Ensure this box is ticked for all funded children present at your setting in the first three weeks of January for the Early Years Census.**

## 2.8 Add child carer's details

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Manage Providers: Test (Childminder)

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

Details are optional but if entered then at least Forename, Surname and NI or NASS Number must be filled in.

**Parent / Carer Details**

Forename Paul

Surname Kantono

DOB 19/06/19/78

☒ NI or ☐ NASS Number AB113654C x

**Partner Details**

Forename

Surname

DOB

☐ NI or ☐ NASS Number

Save Cancel \*denotes mandatory fields

**This is the information that will be used to validate 30hrs and Early Years Pupil Premium (EYPP) eligibility.**

### Note:

Early Years Pupil Premium (EYPP), can only be submitted for 3-4yr old children. For adopted and special guardianship children – a copy of the court order must be provided. Failure to enter/submit carer information as above will result in missing out on funding.

## 2.9 Add notes to child's record

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Manage Providers: Test (Childminder) ▼

Name: Cindy Kantono DOB: 13-Jun-2015

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

**Add a new note**

Cindy will be leaving at the end of term.  
Stacey 12/09/2017

**Notes History**

No Historical Notes

Save Cancel \*denotes mandatory field

When you finish adding the child's information, as in this example click **Save**


## 2.9 Add child's funding details – 30hr Eligible

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Please select a provider from the drop down below ✖

Manage Providers: Test (Childminder) ▼

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

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

**Funding Details**

Start Date\* 01-Sep-2017  
End Date\* 31-Dec-2017  
Default Term Dates

Weeks Attended in Term\*

Present during Census ☐  
Attends Two Days or More ☒  
Nominated for DAF\* ☐ Yes ☒ No

**Universal Funded Hours per Week**

Universal Hours\* 15

**Extended Funded Hours per Week**

Extended Hours\* 15  
30H Eligibility Code 50012839965  
30 Hours Free Childcare

Eligible for 30H ☒

**Total Funded Hours per Week**


Total Funded:

**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\* 0

 if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carers

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Please select a provider from the drop down below X

Manage Providers: Test (Childminder) ▾

✔ The Eligibility Code has been found and eligibility for extended hours has been obtained.

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

Details are optional but if entered then at least Forename, Surname and NI or NASS Number must be filled in.

Parent / Carer Details		Partner Details	
Forename	H	Forename	
Surname	<span style="background-color: black; color: black;">[REDACTED]</span> <span style="color: blue;">Simon</span>	Surname	
DOB	18/09/1978	DOB	
<input checked="" type="checkbox"/> NI or <input type="checkbox"/> NASS Number	<span style="background-color: black; color: black;">[REDACTED]</span> <span style="color: blue;">AB123...</span>	<input type="checkbox"/> NI or <input type="checkbox"/> NASS Number	

Save X Cancel

\*denotes mandatory fields

Click here to Save child's record

## 2.10 Child term funding summary

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Please select a provider from the drop down below X

Manage Providers: Test (Childminder) ▾

**Name:** Joseph Wiznitzer **DOB:** 10-Jan-2013

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

<b>Term Start Date</b>	01-Sep-2017	<b>Universal Funding</b> Funded Hours Per Week 15.00 Funded Hours for Term 195.00	
<b>Term End Date</b>	31-Dec-2017		
<b>No of weeks attended</b>	13.00		
<b>Nominated for DAF</b>	No		
<b>30H Eligibility Start Date</b>	17-Jul-2017	<b>Funding Amount @ Provider Rate</b> £0.00 <b>Child Weightings</b> £0.00 <b>Universal Funding Amount</b> £0.00	
<b>30H Eligibility End Date</b>	13-Oct-2017		
<b>30H Grace Period End Date</b>	31-Dec-2017		
<b>30H Eligibility last checked</b>	02-Oct-2017 15:22:28		
<b>Provider Total Rate</b>	£0.00	<b>Totals</b> Funded Hours Per Week 15.00 Funded Hours for Term 195.00 <b>Total Funding (excl. Adj)</b> £0.00 Total amount from Adjustments £0.00 <b>Total Funding For Term (inc Adj)</b> £0.00	
<b>Base Rate</b>	£0.00		

Save X Cancel

\*denotes mandatory fields

Click here to Cancel to return to headcount record



HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Please select a provider from the drop down below X

Manage Providers: Test (Childminder) ▼

**Submit Actual: 2017 Autumn - Eysff** [CHANGE](#)

! Not submitted

Add Child Send Claim

	Status	Child Name	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status
<span style="color: red;">!</span>	Add Pending	<u>Wiznitzer, Joseph</u> (10-Jan-2013)	195.00	195.00	£0.00		17-Jul-2017 - 13-Oct-2017 Grace Period: 31-Dec-2017

Add Child Send Claim

## 2.11 Editing Child's Records

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Manage Providers: Test (Childminder) ▼

**Submit Actual: 2017 Autumn - Eysff 2yo** [CHANGE](#)

! Not submitted

Add Child Send Claim

**Edit all Unchanged records of children from previous term.**

	Status	Child Name	Funded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings
<span style="color: red;">!</span>	Add Pending	<u>Kantono, Cindy</u> (13-Jun-2015)	195.00	£0.00	
<span style="color: red;">X</span>	Unchanged	<u>Test, David</u> (04-Jan-2015)	8.00	£48.00	

Add Child Send Claim

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Name: David Test DOB: 04-Jan-2015

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

**Funding Details**

Start Date\* 01-Sep-2017

End Date\* 31-Dec-2017

Default Term Dates

Weeks Attended in Term\* 9.00

Present during Census ☒

Attends Two Days or More ☒

**Universal Funded Hours per Week**

Universal Hours\* 15.00

Save Cancel \*denotes mandatory fields

Make sure all these fields are filled in, and record saved

## 2.12 Delete child's record

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Manage Providers: Test (Childminder) ▼

Submit Actual: 2017 Autumn - Eysff 2yo [CHANGE](#)

Not submitted

Add Child Send Claim

Click **Delete** button against child you want to remove from headcount, and then click **Yes** to confirm deletion.

	Status	Child Name	Funded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings
!	Add Pending	Kantono, Cindy (13-Jun-2015)	195.00	£0.00	
!	Add Pending	Smith, Zelda (15-Jun-2015)	90.00	£0.00	
!	Edit Pending	Test, David (04-Jan-2015)	135.00	£48.00	

Add Child Send Claim

Confirm Delete

Are you sure you want to delete child: Smith, Zelda from this headcount record?

Yes No

## 2.13 Request Delete child's record

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Manage Providers: Test (Childminder) ▼

Submit Actual: 2017 Autumn - Eysff 2yo [CHANGE](#)

Not submitted

Add Child Send Claim

		Status	Child Name	Funded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings
!	↺	Add Pending	<a href="#">Kantono, Cindy</a> (13-Jun-2015)	195.00	£0.00	
	✖	Unchanged	<a href="#">Test, David</a> (04-Jan-2015)	8.00	£48.00	

Add Child Send Claim

### Request Delete

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

Yes
No

Click **Request Delete** button against child you want to remove from headcount, and then click **Yes** to confirm deletion.

## 2.14 Submitting Headcount Records

Synergy FIS Provider Portal

Signed in as: **Test1**  
[User Settings](#) | [Sign Out](#)

HOME FORMS **FUNDING**

Summary Estimates **Actuals** Adjustments Eligibility Checker

Manage Providers: Test (Childminder) ▼

✓ Submission Successful

Submit Actual: 2017 Autumn - Eysff 2yo [CHANGE](#)

Add Child **Send Claim**


		Status	Child Name	Funded Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings
↺		Add Pending, Submitted	<a href="#">Kantono, Cindy</a> (13-Jun-2015)	195.00	£0.00	
✖		Unchanged	<a href="#">Test, David</a> (04-Jan-2015)	8.00	£48.00	

Add Child Send Claim

Send Claim when all additions and amendments are done.

Only click **Send Claim** when you're satisfied your headcount information is complete and accurate. Submitting incorrect information will lead to delays in processing/receiving funding.

## 2.15 Adjustments to Headcount Records

**Synergy FIS Provider Portal**

Signed in as: **Test1**  
[User Settings](#) | [Sign Out](#)

HOME FORMS **FUNDING**

Summary Estimates Actuals **Adjustments** Eligibility Checker

View Adjustments: 2017 Autumn - Eysff 2yo [CHANGE](#)

Please email Haringey with your funding adjustment request.

Send E-Mail

If you need to make an adjustment to your headcount information because:

- A child is attending less/more hours
- A child leaves the nursery mid-term
- Starts mid-term, etc

Then click **Send E-mail** to notify us of these changes.

HOME FORMS **FUNDING**

Summary Estimates Actuals **Adjustments** Eligibility Checker

View Adjustments: 2017 Autumn - Eysff 2yo

Please email Haringey with your funding adjustment request.

Send E-Mail

**Send E-Mail**

To: earlyyearsprovider@haringey.gov.uk

CC:

From\*: harriet.nyanzi@haringey.gov.uk x

Subject: Provider: Test Funding Adjustment request

Body\*: Adjustment Request: 2017 Autumn - Eysff 2yo  
Childs Name: David Test  
Childs DOB: 13/05/2015  
Start Date: 12/10/2017  
End Date: 14/12/2017  
  
Number of hours per week: 15  
Numbers of Weeks attended: 8

\*denotes mandatory fields

Send Cancel

Complete required information then click **Send**

HOME FORMS **FUNDING**

Summary Estimates Actuals **Adjustments** Eligibility Checker

Manage Providers: **Test (Childminder)** ▼



Email sent successfully.

**View Adjustments: 2017 Autumn - Eysff 2yo** [CHANGE](#)

Please email Haringey with your funding adjustment request.

[Send E-Mail](#)

Signed in as: **Test1**  
[User Settings](#) | [Sign Out](#)

**Remember**

## Section 3: Frequently Asked Questions

---

**1. Will each member of staff using the system have their own login?**

A. Yes, each user should have their own username, password and separate email addresses. You can request for additional users to be added as and when required.

**2. How do I change my password?**

A. You can change your password by logging in to the provider portal, then following the changing your password instructions.

**4. Who is responsible for the quality and accuracy of the child data entered into the Provider Portal?**

A. The person entering the child's data from your setting is responsible for checking proof of child's identity and age. Please ensure that you have the child's full details, including full name, full address and postcode and legal surname. It is good practice to use the information parents provide on the parental agreement forms for accuracy and consistency.

**5. Do I need to submit a funding estimate online every term?**

A. Yes, you will need to put an estimate of total weekly hours into the online portal for us to calculate your interim payment. You will need to submit this estimate by the given deadline (see 1.13 payments table section) Failure to do so may result in your interim payments being missed.

**6. What figure should I enter for weeks attended in term?**

A. If a child is attending for a full term you should enter 13 weeks for the Autumn or Summer Term; and 12 weeks for the Spring Term. If a child joins mid-term you should enter the number of weeks remaining in the term.

**7. What should I do about children who are stretching their entitlement across the year?**

A. At the moment, the online portal cannot accommodate children taking the stretched offer so they will need to be entered as the standard amount of weeks within a term.

**8. What figure should I enter for funded hours per week?**

A. Children can claim a maximum of 15 funded hours per week. The child's parent or guardian should state the amount of funded hours they would like to claim at your setting on the parent agreement form. They can split their funded hours over a maximum of two settings. The full entitlement of 15 hours can be claimed over a minimum of two days. You should enter the number of funded hours the child attends your setting per week in the box.

**9. What figure should I enter for non-funded hours per week?**

A. As with the funded hours you should enter the number of hours the child attends the setting over and above the funded hours they are claiming. E.g. If the child attends 8:00 – 17:00 (45 hours) five days per week and you are claiming the full 15 funded hours, then the non-funded hours would be 30.

**10. We have a child starting in the second half of the term; can we claim for that child?**

A. Yes, you can claim for a child starting in the second half of the term by completing the starter/leaver form by the given deadline.

**11. We have a child starting in a school nursery but will be with us for a few weeks at the start of term, can we claim for that child?**

A. Yes, you can claim for a child starting in a school nursery providing you only claim the weeks in attendance at your childcare setting.

**12. What do I do if a child for whom we have claimed funding for this term leaves?**

A. If a child leaves your setting, you should notify us as soon as possible via Adjustments in the portal –we will then make amendments to your funding claim accordingly. Failure to notify us in a timely manner may result in over claiming, this could in turn lead to delays in receiving your final payments.

**13. Can I make a claim after the submission deadline?**

A. No, you cannot make any changes after the claim submission deadline. If you do not submit your claim before the deadline, this may result in non-payment of the claim form. Late claims will not be accepted unless there are extenuating circumstances. If you think you may have a problem submitting your information, please email us on:  
[earlyyearsprovider@haringey.gov.uk](mailto:earlyyearsprovider@haringey.gov.uk)

**13. Do children get funded during holidays?**

A. No, funding is term time only – in total children will only be funded for 38 weeks in a year.

**14. Will the system tell me if I have made an error e.g. date of birth out of eligible range?**

A. Yes, within the ‘add new child’ field, if the child does not have a valid date of birth, an error message will show when you try to save the information. The error message will give details of the field which has the invalid information.

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

A. No, if there is an over claim of hours between two providers, we will be in touch with the providers concerned to resolve the issue. It is important that you discuss the funding with the parents so that they understand the funding terms and conditions. Also ensure that the parental agreement forms are completed accurately as this will highlight if the child is attending another setting/provision.

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

A. Yes, Parent Agreement Forms have to be completed and signed by all parents when a child first claims a free early education place with your setting. In subsequent terms, you just need to check with parents that nothing on the agreement form has changed. If all details remain the same as for the previous term, there is no need to complete a new form.  
[Download the Haringey Parental Agreement Form \(PDF, 105KB\).](#)

**However, for Data Protection and Auditing purposes new forms have to be completed at the start of each academic year – by all parents.**

**17. Why do we have Parent Agreement forms?**

A. For auditing purposes - the Statutory Guidance for Local Authorities on the delivery of Early Education and childcare requires that the funding is used properly and in accordance with government legislation. An Officer may visit your setting to audit your claim information. They will expect to see Parent Agreements and all other paperwork pertaining to the free early education funded children.

**18. How long do we have to keep parental Agreements?**

A. We advise that providers keep Agreements for six years for audit purposes.

**19. How do I know which children qualify for Early Years Pupil Premium (EYPP)**

A. Go to the appropriate Headcount record, under the ‘Child Weighting’ column - EYPP will be indicated against all qualifying children.

**20. How do I know which children qualify for SEN Early Years Top-Up funding?**

A. Go to the appropriate Headcount record, under the 'Child Weighting' column - the following codes will be indicated against all qualifying children:

- **K** → Sen Support (High Level) – for all age groups
- **K-2YO** → Sen Support (Medium Level) – for 2year olds
- **K-3/4YO** → Sen Support (Medium Level) – for 3-4year olds

**21. How do I know which children qualify for SEN Early Years Top-Up funding?**

**22. Can a parent with a 30hrs eligibility code start immediately?**

A. Not always, you need to check the start date of the code. If it falls within the current term then, they would not be able to start claiming for the 30hr entitlement until the following term. For example, if you have a parent with a code with a start date of 11/09/2017Go – this code will not be effective until the Spring term.

**23. Can a parent claim 30hrs funding across two providers?**

A. Yes. But both providers need to have the Eligibility Code, and would need to verify with the parent/carer which part of the 30hrs they would be claiming (Universal 15hrs or Extended 15hrs) at which provider.