

FAQs

1. What happens if a child leaves mid-way through the term?

As soon as the child has left, log into Synergy, open that child's record. Change the attendance end date and number of weeks accordingly and 'send claim'. This must be actioned within 5 working days.

2. What happens if a child starts mid-way through the term?

As soon as the child starts regularly at your setting, get a signed Parent Declaration form, log into Synergy, add a new child and set the attendance days and number of weeks accordingly and 'send claim'. Send your original Parent Declaration form to Borough Hall. This must be actioned within 5 working days.

3. What happens if a child leaves or starts after the portal is closed?

Go to the 'Adjustment tab' on Synergy and press the blue button 'send email'. Fill in ALL the details asked for with as much information as possible. For a new starter, you will need to send in a signed Parent Declaration form. An adjustment will be made to your payments in the next payment according to the payment schedule.

4. The child is being phased into school. Can I claim any hours?

If the child is going into nursery you can claim for the hours / weeks before they start school. However, if they are going into Reception, you are not able to claim for any hours. Please see footnotes on pages 8 and 10 of the Early Education and Childcare - Statutory Guidance for Local Authorities – June 2018 (copy on our website).

5. Parents comment that they find the forms confusing; can I help them fill it in?

We advise that you support parents to fill in their forms but do not fill it in for them. You are able to check that they have completed the forms correctly and support them to amend if necessary. There are example Parent Declaration forms on the Portal Page on the website that you can download.

Parent Declaration forms are in a PDF format; please do not alter them or they will not be accepted. We need the original forms (**printed on one sheet of paper**) and you need to keep a copy. All forms should be signed and dated.

6. I have a funded two year old and the eligibility code does not work in Synergy

If the child has an old voucher, an AF reference or a JL reference, these will no longer work. Please support the parent to apply via the Parent Portal. If the child is adopted or a Looked After Child (LAC), they may not have a code, however they will have received a letter regarding their eligibility.

7. I have a child who is in receipt of Disability Living Allowance (DLA); does this mean my setting will get Disability Access Funding (DAF)?

If the parent chooses your setting as the main setting then yes you will receive DAF. A copy of the DWP letter showing the child's eligibility for DLA **MUST** be sent with the Parent Declaration form. Ensure that you tick the relevant box on the child's funding page.

8. A child has not been into my setting for the last few weeks, what do I do?

Please notify FIS@bedford.gov.uk if you have any funded two, three or four year old that hasn't attended the setting for two weeks and you have not had a response from the parents/carers of the child.

9. How does my setting get Early Years Pupil Premium (EYPP)?

If the parent/carer fills in their details on the back of the form and gives their consent to share, you will be able to put this into Synergy. We are then able to check which children are eligible for EYPP and this will appear on your portal in Synergy, both in the summary page and against each child.

10. Does an adopted or LAC child qualify for EYPP?

Yes they do if the child is a 3 or 4 year old. However, EYPP is not automatically allocated to the child on Synergy so you MUST inform us (fis@bedford.gov.uk) so we can manually add EYPP to the child's record on Synergy and you receive the funding each term.

11. I have children who are eligible for 30 hours but I am only offering 15; do I still need the eligibility code?

Yes, all settings that have children who are eligible for 30 hours will need this code so that we can check that there are no overpayments made when funding 30 hours. It also helps us identify which provider is Universal and which is the Extended provider.

12. My setting can offer parents the stretched offer; how does this work?

Refer to the guidance notes on page 13.

13. I have run an eligibility check on a 30 hour code and the start date is during this term; is it eligible?

The cut off dates for applying for 30 hours are 31/08 for September, 31/12 for January and 31/03 for April.

14. How many hours is EYPP paid for?

EYPP is 53p an hour, paid for a maximum of 15 hours per week, for up to 38 weeks a year.

15. How many hours is Social Deprivation paid for?

Social Deprivation is either 73p or 30p an hour, paid for up to 30 hours per week, for a maximum for 1140 hours per year