

SYNERGY FREE ENTITLEMENT DATA

FAQs



December 2020, Version a

Q1. What are the 'eligibility checker' and 'registered interests' tabs for?

Answer. This is for 30 hours ad hoc eligibility checking so that you can immediately confirm eligibility dates when a parent approaches the setting for the additional hours -please note this is not saved so you will need to make a record . Once entered into your data collection it will be saved . The registered interests tab is not used at present.

Q2. Will the provider portal be in use? How do you get the EY Voucher?

Answer. The provider portal in Synergy is your funding/data collection system -it does not allow you to do assisted applications. All 2YO applications must be done by parents on the Synergy parent portal. You can assist parents but you must do it using the parent portal. Re: the EY voucher -parents will receive this via e-mail from the parent portal . Before offering the free entitlement place please ask to see this e-mail.

Q3. Will you be importing the existing children for 3&4 Years; and will we be able to upload and import a CSV of our data?

Answer. Yes, data on existing children has been ,and will continue to be, imported as per the previous system. Data cannot be uploaded via CSV.

Q4. Will we use this new system for actuals for this Autumn term?

Answer. Yes

Q5. Do you need one or both parents details for the EYPP eligibility?

Answer. One should be sufficient

Q6. Once we do eligibility check through the provider portal, we get a TYF code. Do we then send it in to get a voucher or how would it work?

Answer. See response to Q2

Q7. This term how will we be doing it with the new system?

Answer. Following the training sessions manuals & recordings of the sessions will be made available . Login details to setting accounts with pre-populated data from the Summer term will be issued after these sessions.

Q8. When should we start to add new children?

Answer. As soon as you receive your account logins and start to work on your Autumn term data return please add new children for this term and remove any children who left in the Autumn term or ceased to be eligible for free entitlement funding.

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Q9. Will we no longer use the EMS portal for 30 hours checks?

Answer. If this refers to the Capita Portal then yes -you will no longer use this . The Synergy Portal allows you to do ad hoc 30 hour eligibility checks.

Q10. We will be able to remove or archive children that have left the settings mixing them with existing ones and do we do that?

Answer. Yes, you can and should remove children who have left the setting before submitting the claim for the following term .Re: the archiving of details of removed children - we will respond later to this issue.

Q11. Would Children receiving additional hours from MAT etc be paid in the same way as they were previously?

Answer. Yes, there will be no changes to the MAT payment process which is done outside Synergy- DAF & EYPP data will be collected via Synergy as they are supplements to the free entitlement . At the moment backup data for DAF i.e. the DLA award letter will be collected separately.

Q12. Will we receive an email when all is updated and ready for use?

Answer. Yes

Q13. When do we tick the EYPP?

Answer. It is in the 3&4 yo parent/carer section

Q14. What happens to inputting the termly census for all children attending your nursery?

Answer. We will not be collecting data via Synergy on any non -free entitlement funded children. This is a funding module only.

Q15. Can we have until mid January please? Otherwise we only have two weeks or we have to work during the holiday.

Answer. This is possible - submission windows will be confirmed .

Q16. Does this replace the portal we use now?

Answer. Yes

Q17. Will we be able to see the details of children from summer term, in order to delete those who have left?

Answer. Yes

Q18. Can we have a new link for uploading the census, please?

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Answer. This is done via the Synergy system and you can start as soon as your account details are sent to you.

Q19. Can you explain about the estimates for the summer term? What is based on? What do we do with children who have joined and left since summer term? How will we get the actual information to you?

Answer. In the Synergy system settings can submit expected numbers for the term and estimated payments can be based upon these numbers once accepted by the LA . This term ,and possibly in the Spring Term , the LA will continue to process the estimated payments based upon previous comparable terms .This is because of the timing of the implementation. In the Summer term 21 we will be using this function which was demonstrated at the training session.

Q20. Do we press the 'send claims' button after each child, or after adding all the children?

Answer. No -please add all the children you wish to claim for before submitting the data via the send claims button.

Q21. Please explain more on the EY voucher. Any connection with childcare vouchers or tax free childcare?

Answer. No ,this refers to the 2YO eligibility code.

Q22. EY Voucher term used today; is this the new term for the funding of 2 yr olds ?

Answer. Yes, see above.

Q23. When you click more hours and less hours, what does that refer to?

Answer. This is the adjustment process which will replace the current systems for notifying the LA of early leavers (the less hours option) and late starters/children omitted from the headcount (more hours option) .Please follow the guidance on the system for calculating these adjustments (should not be necessary in the Autumn Term due to the timing of the headcount). In future there will be dates set up in the system during which you can submit estimates,headcounts and adjustments.

Q24. Do we need the partner details?

Answer. Not necessarily required unless you are using their details for one of the funding claims.

Q25. If I make a mistake with a spelling of the name or DOB, will it tell me that I have an error before submitting?

Answer. This will only usually happen if the dob is outside the eligibility range for the funding claimed.

Q26. We only do the 15 hours for 3&4 year old's. Do our parents need to sign up to this still?

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Answer. If only claiming 15 hours for 3&4YOs the parent /carer details are not required.

Q27. Do you need to tick the days of the week they attend, if they attend all?

Answer. This is not necessary for funding purposes - we will advise you at a later stage if the LA wishes to collect this on a regular basis. It may be required for example for the January census.

Q28. This is for only entering data collection details for TYOF and 3&4 year olds. The usual data collection where we enter ALL the children's details on the access documents, is that now obsolete?

Answer. Yes

Q29. Will your queries be on the system or on email?

Answer. This will probably continue to be via e-mail (including Anycomms) or telephone.

Q30. If the capita website won't be used are the parents going to have to obtain their own TYF numbers from now on?

Answer. Yes -via the Synergy Parent Portal.

Q31. From what date does the synergy system start for 2 year old funding?

Answer. Parent portal was opened for use week commencing 7.12.20. Please encourage parents to use the link to this form <https://education.hackney.gov.uk/free>

Q32. Can we make the adjustments as they happen if a child leaves or starts in the middle of term or can we only do the adjustments on a termly basis?

Answer. I would ask that you submit the adjustments once a term if at all possible- you can save the information but don't submit until the list is complete.

Q33. It sounded like our parents needed to apply for something but I guess that is for the 30 hours

Answer. Parents need to apply for both funding streams - 2YOs via the Synergy Parent Portal (see link above) and 30 hours via HMRC (Childcare Choices website <https://www.childcarechoices.gov.uk/>)

Q34. How many people can have access to Synergy (login/passwords) at each service? Can they use the system at the same time?

Answer. Each setting will have an individual log in which can be shared (securely) . Re: using at the same time - to be confirmed.

Q35. When does the system start and will we still get some help when filling in the data?

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Answer. System is live and can be used from the date account logins are received(7/8.12.20). For enquiries/support contact Lesley or Claudia.

Q36. How will we be able to view the data that you used for the payments that we received this term, so that we can work on the adjustments?

Answer. You will be submitting the data for the Autumn term 20 and this will be accessible within your account . We have paid to date based upon Autumn term 19 numbers and not named children .This will be reviewed when the data returns are received. There should not be any requirement for you to complete adjustments this term.

Q37. Is there a box for unclaimed hours?

Answer. The system does have a section asking for unfunded hours to be entered - this is not required for funding purposes but you cannot leave it blank . It must at least have a 0 figure . We may review the requirement to enter these hours at a later stage if the LA wishes to collect this data on a regular basis.