Information for the User

About.....
This user guide explains how to use the funding element of the portal. This user guide is by no means exhaustive as the portal has many purposes other than the funding element this guide explains. Any other uses of the portal will be communicated to the user as and when necessary.

User Responsibility
It is the responsibility of the user to within the submission dates through the portal to:

1. Submit information on time when required to do so by the Childcare Strategy Team
2. Submit accurate information only
3. Ensure correct spelling and punctuation of the information submitted as it will not be processed by the Childcare Strategy Team and you may be asked to re-submit
4. If incorrect information has been submitted, then to resubmit through the portal again within the submission dates
5. If updates need to be undertaken to any information you have already submitted then re-submit again through the portal within the submission dates
6. Should you need to submit after the submission window has closed then you must contact the Childcare Strategy team to explain reasons why as outside the submission window the Childcare Strategy team will not process your submission

Data Protection - Early Years and Childcare Data Protection Statement:
The information you provide within portal is subject to the provisions of the Data Protection Act 1998 and is collected on behalf of Dudley Council as the Data Controller. It will be used for the purposes of identifying children who a registered for funding with providers and to carry out other statutory functions for which Dudley Council is responsible. We may share this information with other organisations and departments within Dudley Council in receipt of/or handling public funding. Dudley Council must protect public funds and so may use the information you have provided on this form to prevent and detect fraud. For further information on how your data will be used please call Tel: 01384 818125 or email: tracey.oliver@dudley.gov.uk or Tel: 01384 814291 or email: sam.orford@dudley.gov.uk
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1 Logging In

Your username will be in the format of forename.surname and the password will have been provided to you by the Childcare Strategy Team.

Type these in as shown below. When you have typed in the password it will appear as black dots.

Click on the ‘Sign In’ button. You will then be on the Home page.

NOTE..... IF YOU FORGET YOUR USERNAME AND/OR PASSWORD PLEASE CONTACT THE CHILDCARE STRATEGY TEAM
2 Home Page

Once you have logged in, you will see the home page below:

There are three main areas within the home pages as shown above:

1. This area will tell the user who they are ‘Signed in as’.
   It also allows you to logout of the portal by clicking on the ‘Sign Out’ link.

   Click on the ‘User Settings’ link in the top right hand corner, which will open a page that allows you to change your username and password details as shown below. This is done by typing in a New Username, New Password and Confirming the New Password. You will also need to enter your Current Password (provided by the Childcare Strategy Team) to proceed.

   Please note the guidance on right hand side which explains how your New Password must be created.

2. These areas allow you to do the following:
   a. **Home** – clicking on the link ‘Home’ will take you back to the home page
   b. **Forms** – clicking on the link ‘Forms’ will allow you to complete/update any forms that are accessed via the portal.
c. **Funding** – clicking on the link ‘Funding’ will take you to the funding section of the portal.

3. This area gives a ‘Welcome’ message to you with some information about the portal. The Information on this page can be updated or removed, by the Childcare Strategy Team or Family Information Service so may not look like it did the last time you were logged in.
3 Summary

NOTE..... PLEASE NOTE THAT CHILDRENS NAMES AND ADDRESSES HAVE BEEN REMOVED FROM THE EXAMPLES WITHIN THIS SECTION

Clicking on the link ‘Funding’ will take you to the area of the portal where you will be able to undertake anything to do with your funding. There are five sections within this area that you can access as shown below:

Within this you will see:

A. Summary – this column enables to view your term’s Summary / Estimates / Actuals
B. Year – this column shows which year the funding is referring to
C. Terms – this column shows which terms the funding is referring to
D. Funding Type – this column show which funding you have had i.e. 2’s, 3’s and 4’s

NOTE..... PLEASE NOTE THAT YOU WILL ONLY BE ABLE TO SEE 2016/2017 FUNDING ONWARDS.
Each section and how it is used by you are explained below:

When you click on the Funding area you will automatically see the Summary section. From this section you will be able to view a summary of the funding you have received. To do this, click on the ‘Select' link against any of your funding as shown below:

For this example, click on the ‘Select' link for Eef 4 Yrs Autumn 2017/2018 you will get the summary of the funding for this showing Estimates and Actuals:
4  Estimates

Within this section you can submit your estimates for a term. This is where you count up the total number of hours all you children are taking and enter them.

Click on the ‘Estimates’ link, from here you will be able to select which year, term and funding type you would like to submit estimates for.

4.1  Viewing Previous Estimates

Click on the ‘Select’ link, this allows you to see what estimate hours you have submitted and have been approved in previous terms. For example, if you click on the ‘Select’ link for Time for Two’s 2017/2018 summer, you will see that 2736hrs were submitted as shown below. These cannot be changed, as they are previous estimates and are locked.
4.2 Submitting Estimates

Click on the ‘Select’ link, you can enter the estimated hours.

In the example below, the ‘Select’ link has been selected for Eef 4 Yrs 2017/18 Autumn:

By clicking on ‘Select’ the following screen will open:

The number of weeks box will show 14 for the number of weeks for this term as default. Please do not adjust these weeks.

Please note that the ‘Change’ button can be selected which will take you back to your provider record.
Once you have entered the number of funded sessions per week, click on the ‘Calculate’ button it will then tell you how many hours there will be in the term.

If you wish to change the hours then just overtype what you have entered and then click on the ‘Calculate’ button.

If you are happy with the hours entered click on the ‘Send Claim’ button and you will see the following message ‘Submission Successful’ to let you know that it has gone to the Childcare Strategy team to approve.

**Important Note for the Provider on Resubmissions.....** While the portal remains open for estimate submissions, you can send estimates in as many times as you like. For example, if you sent 100hrs worth in and you need to add another 10hrs to make 110hrs then you can repeat the submission process as detailed in this section. Your new submission would be 110hrs and not the additional 10hrs. The Childcare Strategy team will only approve the latest submission.
5 Actuals

Within this section you can submit Actuals for a term. This is where all the children you have had in your setting in the previous terms actual will appear. You can add, delete or amend child details in this section.

Click on the ‘Select’ link you will see the screen below.

5.1 Viewing Previous Actuals

If you click on the ‘Select’ link, this allows you to see what actual children you have submitted and have been approved in previous terms. For example, if you click on the ‘Select’ link for Time for Two’s 2017/2018 summer, you will see the children submitted as shown below. These cannot be changed.
Once you have clicked on the ‘Select’ link, you will see the Summary page.

Clicking on ‘Estimates’ will show previous estimates.

Clicking on ‘Actuals’ will bring up a list of all children where funding was submitted previously. The ‘names’ of children are linked and if selected will take you to the child detail page.
Clicking on ‘Adjustments’ will display adjustments made for that term.

5.2 Submitting Actuals

In this example, Eef 3 Years Autumn 2017/18 is used. Click on the ‘Select’ link. You will see the following screen which shows what Actuals we currently have against your setting for Eef 3 years 2017/2018 Autumn term:
The following changes have been made after a recent upgrade:

- For all headcounts, the status icon has been updated with the exclamation mark now denoting any unsubmitted records.
- Icon 'x' now replace ‘Request delete’ or ‘undo edit’.
- The Child’s Name is now the link to follow to view/edit the child’s record.
- All headcounts now show ‘Universal hours’, ‘Total Funding Amount for Term, and ‘Child weightings’ applicable for each child.
- For 3 and 4 year old head counts, where the Provider offers Extended hours, the Eligibility Status column is displayed showing start, end and grace period of the voucher code.
- Any child in the 30-hour grace period will show against the record.

5.3 Editing a Child’s Record

The name of the child is now a link.

If you click on it, it will display the following 4 tabs:
1) Summary
2) Child details
3) Funding details
4) Parent / Carer details
Below shows the Summary screen:

Where the child is part of a 2-year old headcount, information on Extended Funding is now shown.

For 3 and 4 year olds, the information concerning 30 hours eligibility is only shown if the child has Extended hours recorded.
If the child is in the 30 hours ‘Grace Period’, a warning is shown in the upper left section as shown in the diagram below.
The screen below shows the child’s details screen. You can edit the child’s details by updating the relevant fields and then select ‘Save’.

5.4 Applying for Universal Funding

Within the Funding Details tab you need to complete the following:
- Funding Start date (this would be pre-populated if 'default term dates' button is selected
- Funding End date (this would be pre-populated if 'default term dates' button is selected
- Weeks attended in term
- Nominated for DAF
- Universal Funded Hours per week
- Extended Funding Hours per week (if this is 0 then you must enter 0)
- Non-Funded Hours per week (if this is 0 then you must enter 0)

If you need to add stretched attendance then you need to do the following (after discussions with the parent about which option the child will be taking up, type in the allocation of weeks in relation to the term being claimed).

**NOTE..... THE WEEKS AND HOURS WILL BE 0. YOU WILL NEED TO ENTER THESE BACK IN FOR EACH CHILD. THIS ENSURES THAT NO PAYMENT WILL BE MADE FOR CHILDREN NO LONGER IN YOUR SETTING.**
Please note that ‘Universal Funding’ is also known as ‘Early Education Funding’. ‘Extended hours’ is also known as ‘Additional hours’ for the ‘30 hours offer’. ‘Time for Twos’ will always be listed as ‘Universal Hours’.

Note that you must complete the ‘Extended Funded Hours per week’ and ‘Non-funded Hours’ boxes even if they are not applicable. If this is the case then enter 0 in these fields. **DO NOT PRESS ‘30 HOURS FREE CHILDCARE’ BUTTON AS THIS STAGE.**
### Funding Details

<table>
<thead>
<tr>
<th>Start Date *</th>
<th>01-Sep-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>End Date *</td>
<td>31-Dec-2017</td>
</tr>
</tbody>
</table>

#### Universal Funded Hours per Week
- **Universal Hours**: 15
- **Extended Funded Hours per Week**: 0.00

#### Non-Funded Hours per Week
- **Non-Funded Hours**: 5

#### Universal Eligibility Codes
- 30 Hours Free Childcare

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### 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

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**Note:** 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/carer.
If only universal hours is being applied then select ‘Save’ when all fields have been completed.

Once you are happy you can click on the blue ‘Send Claim’ button and you will see the following:
If submission was successful then you will see the following message:

Applying for 30 hours / Extended Funding

To apply for 30 hours / Extended hours funding, complete the ‘extended hours’ and ‘30H Eligibility Code’ fields. The portal would automatically calculate the total funded hours per week. **DO NOT PRESS THE 30 HOURS FREE CHILDCARE BUTTON AT THIS STAGE.**

Please note that DAF stands for ‘Disability Access Fund’. It is money given to providers to help support children with special educational needs and/or disabilities in their setting. The aim of DAF is to help give children who are disabled access to free childcare.
Next select the ‘Parent / Carer’ Details tab.

Complete the relevant fields. Try and complete as much information as possible. Do not select save at this point as it would display an error. Parent details will only need to be entered for parents who wish to access any element of the 30 hours entitlement.

Next go back into the ‘Funding Details’ tab.
In the Funding details tab, check that all relevant fields marked * have been completed and then select the '30 Hours Free Childcare' Button. An ECS check would then be carried out.

Extended Funded Hours per Week

Extended Hours*  
30H Eligibility Code

If the voucher code has been found then the following message would be displayed.

If the code has not been found then the following message would be displayed.
Once you have made any changes, click on the blue ‘Save’ button you will be back to Actuals page as shown below.

**IF YOU RECEIVE AN ERROR MESSAGE PLEASE CONTACT THE CHILDCARE TEAM.**

If you are happy with the changes made then you can click on the blue ‘Send Claim’. The below message would be displayed if the submission was successful. The status column will also say ‘Edit Pending, Submitted’.

Return to Funding area and click into Actuals and then the term you are updating.
6 Request a Deletion of a Child From Your Actual

There will be times when a child on your Actuals list no longer attends your provision whether they are 2’s, 3’s or 4’s.

In this example, Eef 4 years 2017/18 will be used to show you how to delete a child off your actual list. On the main headcount page, select the year, term and funding type. In this example, Eef 4 2017/18 Autumn has been selected.

You will then see the following screen which shows what Actuals we currently have against the providers for Eef 4 years 2017/18 Autumn. To delete a child record, select next to the name of the child that is no longer at your provision.

You will then be prompted with the following screen:
Select ‘Yes’ and this will send this request to the Childcare Strategy team. You will notice that the status column will now say ‘Delete Pending, submitted’.

If you have deleted a child in error then select ‘No’ and you will get the following message:

Click on ‘Yes’ and this will keep the child on your Actuals list.
### Adding a Child to Your Actual

There will be times when a child on your Actuals list is not there as they are new to your provision whether they are 2’s, 3’s or 4’s.

In this example, Eef 3 years 2017/2018 Autumn will be used to show you how to add a child to your actual list. Click on the ‘Select’ link.

![Synergy FIS Provider Portal](image)

#### Provider Headcount Records

You will then see the following screen which shows what Actuals we currently have against the providers for Eef 3 years 2017/2018:

![Synergy FIS Provider Portal](image)

#### Submit Actual: 2017/2018 Autumn - Eef 3 Yrs 2017/18

You will see an ‘Add Child’ buttons. It will then open up the following screen. Complete child details. All fields marked * are mandatory fields and therefore must be completed which are:

- Child’s forename
- Child’s surname

<table>
<thead>
<tr>
<th>Status</th>
<th>Child Name</th>
<th>Universal Sessions (inc. All)</th>
<th>Extended Sessions (inc. All)</th>
<th>Total Funding Amount for Term (inc. All)</th>
<th>Child Weightings</th>
<th>Eligibility Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unchanged</td>
<td>(09-Nov-2013)</td>
<td>0.00</td>
<td>0.00</td>
<td>£0.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unchanged</td>
<td>(26-Mar-2014)</td>
<td>0.00</td>
<td>0.00</td>
<td>£0.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unchanged</td>
<td>(07-Aug-2014)</td>
<td>0.00</td>
<td>0.00</td>
<td>£0.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
- Child’s DOB
- Child’s Gender
- Childs ethnicity
- Child’s Address
- Child’s Postcode

Note: at this stage, do not select the ‘Save’ button yet as you will need to complete funding details next by selecting the ‘Funding details’ tab.

When the funding details tab has been selected, you will see the following screen.

Within the Funding Details tab you need to complete the following:
- Funding Start date (this would be pre-populated if ‘default term dates’ button is selected
- Funding End date (this would be pre-populated if ‘default term dates’ button is selected
- Weeks attended in term
- Nominated for DAF
- Universal Funded Hours per week
- Extended Funding Hours per week (if this is 0 then you must enter 0)
- Non-Funded Hours per week (if this is 0 then you must enter 0)

If only universal hours is being applied then please refer to Section 5.4 on page 17.

Note, if you are claiming for 30 hours / Extended Funded Hours then please refer to Section 5.5 of this guidance on page 21.
Select ‘Save’ when all fields have been completed.

You will see that the child has been added as shown below:

If you need to remove the new child, then select the button next to the child’s name. You will then see the following screen to confirm the deletion. If you are sure about the deletion then select ‘Yes’.

**Confirm Delete**

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

Yes  No
Once you are happy you can click on the blue ‘Send Claim’ button and you will see the following:

If submission was successful then you will see the following message:
8 Adjustments

Adjustments may need to be paid due to:

1. A provider has over claimed – this is where the providers estimate is more than the actual and Dudley MBC will retrieve the money paid
2. A provider is to be paid more – this is where the providers estimate was less than what is actually being claimed and Dudley will pay what is owed

Such adjustments will appear here and the reasons why an adjustment has been paid

If a provider has no Adjustments then it will say ‘No Records’. Where there have been Adjustments then it will say there is a record(s) of Adjustment.
9  Carrying out a General ECS Check for 30 hours Funding

This function allows childcare providers to check the start, end and grace period dates of voucher codes. Please note that this function only allows providers to carry out a general ECS check. No information inputted here is saved and so providers are required to enter and submit the voucher codes and parents’ information again when submitting the headcount data.

1. Log into the Providers Portal

   FIS Provider Portal
   Part of the Synergy Software Suite

   Sign In
   User Name: Adam Smith
   Password: ***********
   Sign In

2. Once you have logged on select ‘Funding’ which will take you to the Summary page.
3. Once on the Summary page select ‘Eligibility Checker’.

4. Next click on the ‘30 Hours Free Childcare’ Button
5. Enter in the Eligibility code and child, parent and partner information.

Only the Eligibility/voucher code, child date of birth and Parent / Carer National Insurance number is mandatory when carrying out an ECS check, however if more information is available then this should be entered as it may improve search results.

6. Once all information has been entered select the ‘Submit’ button.
7. If the voucher code has been found then the start, end and grace period end date would be displayed. This information is not saved in the system when an ECS check is carried out this way.

8. If the voucher code has not been found, then the following information will be displayed.

9. To start a new ECS check, select the '30 hours free childcare' button.