# Harrow Early Years

# Provider Portal Guidance

**Education Services**
**April 2025**

# Contents

# 1. Introduction

The Online Provider Portal is a secure website where Harrow early years childcare providers can input and submit the termly headcount funding for funded 9 months - 2, 3 and 4 year olds. The Portal provides easy access to make funding claims and view payment breakdowns.

This document contains user guidance to help you access the Provider Portal to view, check and submit the following:

- 9 month – 23 month old Funding
- 2 year old Funding
- 3 and 4 year old Funding
- Working Family Eligibility Checker

And also, to submit any relevant Online Forms for the service, such as:

- 2 Year Old Funding Eligibility Check
- Leavers Form for Funded Children

Note: Some additional forms will be required outside of the portal, which forms part of the overall claims process; these can be found on the Harrow website.

- Disability Access Fund Form (DAF)
- Send Inclusion Funding Form
- Parent/Carer Declaration Form
- Provider Declaration Form
- Quality Supplement Application Form

Harrow Families Information Service team will:

- Relay any updates in regard to the provider portal at the termly Harrow Early Years Forums.
- Provide a portal guidance document, covering step by step processes to portal usage.
- Provide phone support to all PVI's, childminders and academies with the operational usage of the system.
- Provide user access to the system (for those who are offering free early years entitlements).
- Undertake termly audits to review submitted data quality and integrity.
- Notify providers of updates/changes to the system accordingly.

Childcare providers should:

- Ensure that accurate information about children attending their setting is submitted by the set dates (see the Key Funding Dates in the Handbook for Early Years Providers).
- Ensure accurate data is submitted.

- Ensure access is only granted to authorised personnel to submit the funding claims and online forms on behalf of the setting.
- Co-operate fully with the audits as and when required by a designated Harrow Council Officer.
- Ensure all staff comply with the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) 2018.
- Inform all relevant staff about updates or changes to the system.
- Comply with relevant legislation and financial requirements.
- Deliver the free entitlements to all eligible parents/carers and be clear about any additional services and charges.
- Retain any parental consent documentations relating to claims and submissions.
- Make parents/carers aware of the Harrow Council Privacy Notice when submitting information.

## 2. Important Information Before Claiming

**Parent/Carer Declaration**
As providers, it is your responsibility to:

- Ensure that you have a signed declaration in place for all children that you are making a claim for. If you do not have a signed agreement/contract in place you do not have consent from the parent/carer to make a claim. This form is to be retained for your records.
- Ensure that parents/carers are informed of any notice periods you have. It is the responsibility of the provider to ensure that notice periods are agreed with families when a child registers at a setting. These notice periods will not be part of the funding unless the child is in attendance for the whole period.
- View proof of the child's date of birth i.e., copy of birth certificate/passport. We will perform periodic audits to verify that details submitted correspond to claim information held on the portal.

**Security**
The Provider Portal is a secure system. In order to maintain this; the following guidelines need to be followed:

- Keep your login details secure.
- Do not share your login details with anyone else.
- Remember that the Portal when accessed online is secure; if you chose to print information from the portal or access the portal in a public location you need to take the relevant precautions around GDPR (please see the ICO website).
- Always remember to logout of the Portal system when not in use to prevent inappropriate access to the system and loss of data (the Portal will automatically logout after a prolonged period of inactivity).

**Stretched Hours**

- It is possible to stretch the funding entitlement over the academic year – however this is a matter for the settings and when submitting a claim please base this on the usual funded 38 weeks. When inputting the attendance for these children you need to 'standardise' the hours and weeks for that term.

For a full and complete guide to the funding process please refer to the Handbook for Early Years Providers on the Harrow website. This will include:

- Number of funded weeks (see the Key Funding Dates in the Handbook for Early Years Providers).
- General Data Protection Regulations (GDPR)
- Privacy Notice
- Appeals
- Complaints

**Please read this document before submitting any information, as this will help you understand the process of logging into the Provider Portal and submitting your headcount and supplementary claims correctly.**

**Please review your register to ensure that you claim for the exact number of children that are entitled to the funding.**

If you have any issues accessing the Provider Portal, please contact FIS via email fis@harrow.gov.uk or call 020 8901 2690 (option 2).

## 3. Submission Actions

| 9 months to 23 month olds | | |
|---|---|---|
| | | |
| **Key Action** | **Steps to Submit** | **Information** |
| **Existing** 9 month old to 23 month old claims | Save and submit existing child records **each** term, making any necessary amendments | Existing children from the previous term will already be listed on the Provider Portal but still **need to** be re-submitted for the current term (if the child is no longer at the setting, please delete the child record and submit it). |
| **New** 9 month to 23 months old **claims** | Add the new children on the Provider Portal and submit | Refer to the **Funding section** in this Provider Portal guidance document.<br>Ensure you enter the ***eligibility code*** in the funding section. |

| 2 Year olds | | |
|---|---|---|
| | | |
| **Key Action** | **Steps to Submit** | **Information** |
| **Existing 2 year old claims** | Save and submit existing child records **each** term, making any necessary amendments | Existing children from the previous term will already be listed on the Provider Portal but still **need to** be re-submitted for the current term (if the child is no longer at the setting, please delete the child record and submit it). |
| **New 2 year old claims** | Add the new children on the Provider Portal and submit | Refer to the **Funding section** in this Provider Portal guidance document.<br>The '**notes'** screen will **must be** completed with the evidence of eligibility (letter/email/out of borough letter).<br>If the child is from another borough the eligibility evidence should be sent securely to FIS |

| | | |
|---|---|---|
| **Submit a 2 year Old Funding Eligibility Check (Disadvantaged criteria)** | To check the eligibility for new 2 year old claims under the 'disadvantaged' criteria (whereby they have not received an eligibility letter) please complete the Eligibility Check Form on the Provider Portal under the 'Forms' section. | Refer to the **Forms section** in this Provider Portal guidance document. |

| 3 and 4 year olds | | |
|---|---|---|
| **Key Action** | **Steps to Submit** | **Information** |
| **Existing 3 and 4 year old claims** | Save and submit existing child records **each** term, making any necessary amendments | Existing children from the previous term will already be listed on the Provider Portal but still **needs to** be re-submitted for the current term (if the child is no longer at the setting, please delete the child record and **submit** it). |
| **New 3 and 4 year old claims** | Add the new children on the Provider Portal and submit. | Refer to the **Funding section** in this Provider Portal guidance document. |
| **Extended Hour claims (30 Hours)** | Validate/check code on the **'Eligibility Checker'** on the Provider Portal. Ensure that the code dates are valid for the appropriate term and submit claims making sure you complete the parent/carer section and tick the **Working Family Eligibility box**. Add the universal and extended hours accordingly | Refer to the **Funding section** in this Provider Portal guidance document. |

| Supplements for all funding entitlements | | |
|---|---|---|
| **Key Action** | **Steps to Submit** | **Information** |
| **EYPP** | Complete the parent/carer section of the child record and tick the EYPP box | Refer to the **Funding section** in this Provider Portal guidance document.<br>Before completing this section for EYPP, check that the parent/carer meets one or more of the |

| | | |
|---|---|---|
| | | eligibility criteria as set in the Handbook for Early Years Providers |
| **Quality Supplement Form** | Complete the Quality Supplement Form on the Harrow website. The completed form should be sent securely to FIS | To be submitted annually in the summer term, should you wish to access this supplement. |
| **Flexibility Supplement** | Automatically applied | Captured from information supplied in your Spring Term Early Years Census form. |
| **IDACI Supplement** | Automatically applied | Captured from the LSOA using the child's postcode (if a child is eligible for this, their record will have IDACI recorded on the 'weightings' tab. |
| **Inclusion Funding** | Applications to be completed and submitted to **inclusionfunding@harrow.gov.uk** securely | Information and application guidance can be found on the **SEND Funding** pages on the Early Years website. |
| **Disability Access Funding (DAF) (If applicable)** | Complete the DAF Form on the Harrow Website. The completed form should be sent securely to FIS together with a copy of the current DLA letter | Information and application guidance can be found on the **SEND Funding** pages on the Early Years website. |
| **Leaver form** | Complete Leavers Form for Funded Children who leave part way through the term on the Provider Portal. Please do not submit leaver forms for children who have left at the end of the term. For these children simply delete the child records from the headcount in the following term and submit | Refer to the **Forms section** in this Provider Portal guidance document. |
| **Estimates for interim payment** | Add the total number of estimated hours to the Provider Portal for the following term (for each funding type). Dates to submit your estimates are included within the funding timetable | Refer to the **Funding section** in this Provider Portal guidance document (estimates section). |

# 4. Managing your Login

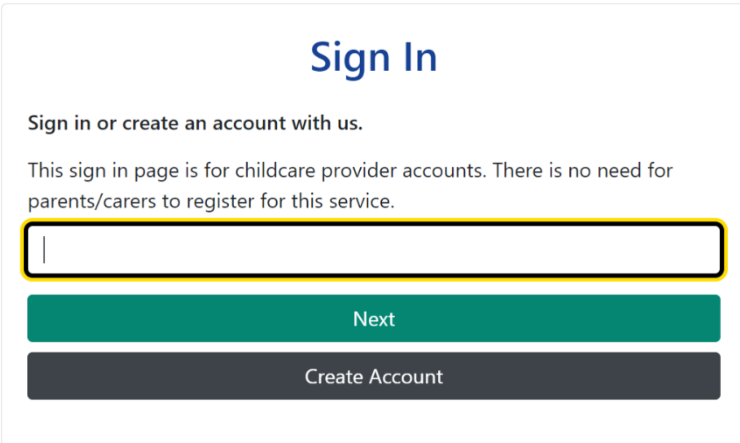
## Logging in for the first time

This document advises on your responsibility with regards to keeping your data and passwords safe as well as recommending a password policy for new and old users.

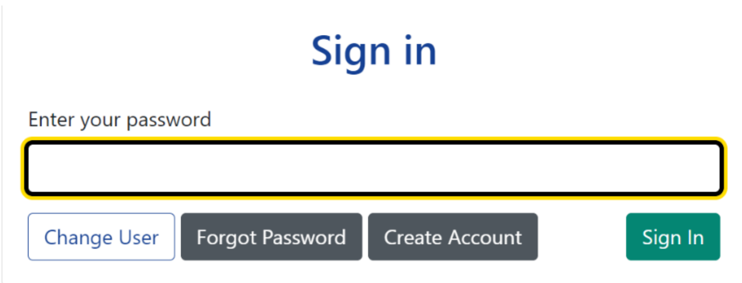
You can access the portal by clicking this link 'Provider Portal' or by copying this link into your internet browser Sign In - Synergy (servelec-synergy.com).

The link above will take you to the **'Sign In'** screen.

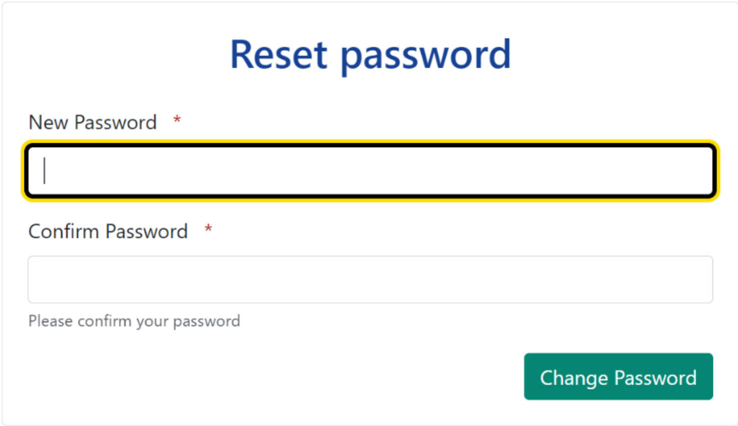
Step 1: Type in the username provided by FIS




Step 2: Type in the password provided by FIS and select sign in




Step 3: You will then be taken to a 'reset password' screen, where you can reset your password following the password policy below and select change password.




**To change your password:**
Please follow this password policy criteria to create new password.

- Cannot be the same as the username
- Must be a minimum of 8 characters in length
- Must contain at least one alphabetic character
- Must contain at least one number
- Must contain a special character (! $ % ^ & * () : ; @ # -)
- Must contain at least one capital letter

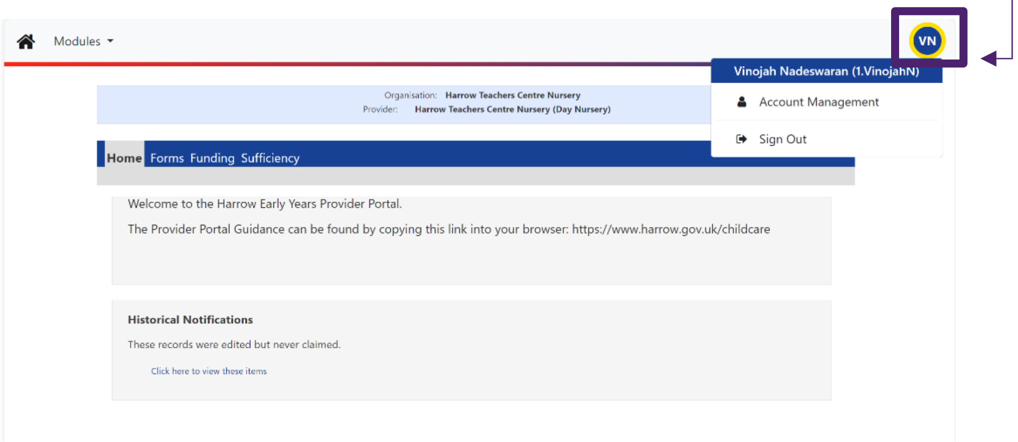
If you have any issues logging into the system, please contact FIS by email fis@harrow.gov.uk or call us on 0208 901 2690 (option 2).

## Authentication Questions

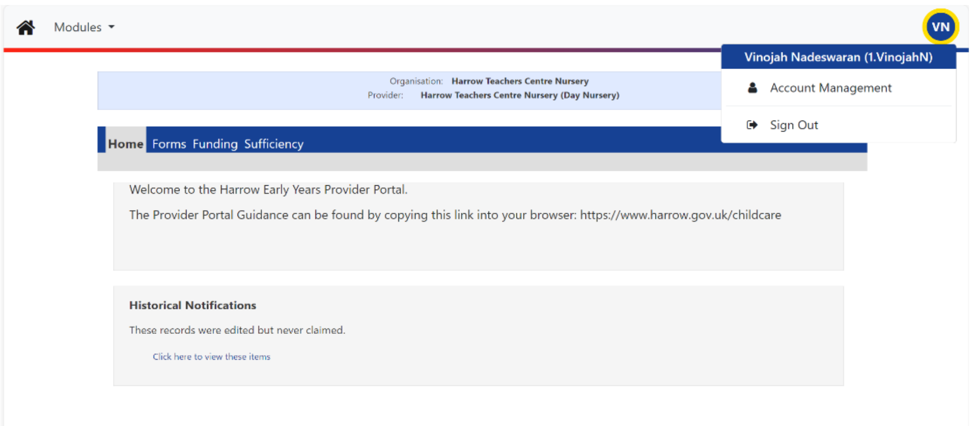
For added security on the provider portal, **'Authentication Questions'** have been added.

The first time you login, you need to reset all three authentication questions to personalise these settings because without resetting these questions, you will not be able to secure the funding access. The temporary questions and answers (which will be set by FIS) will be sent to you via email with your login details. Once you create your answers to the questions, you will be asked to answer a question at random each time you select the Funding tab.

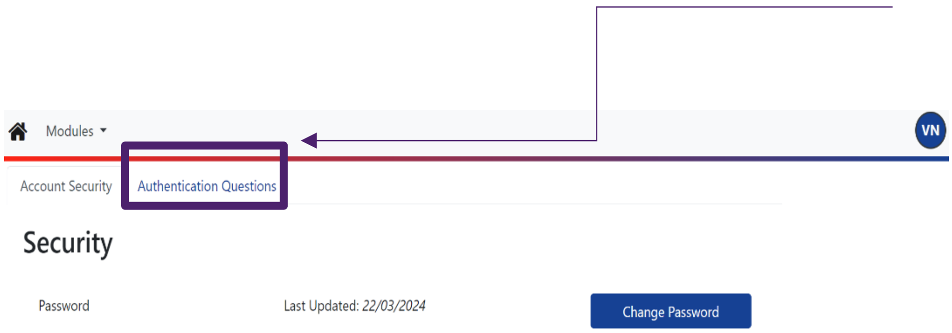
**Step 1**: To change your authentication question, click your initials as shown.



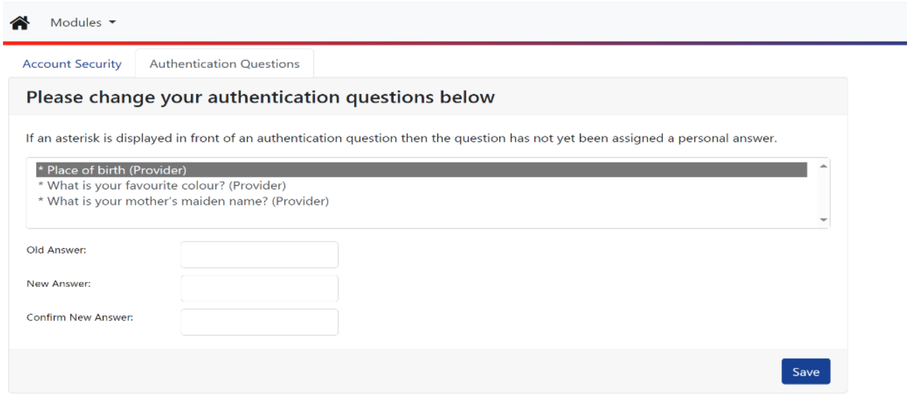

**Step 2**: Select Account Management



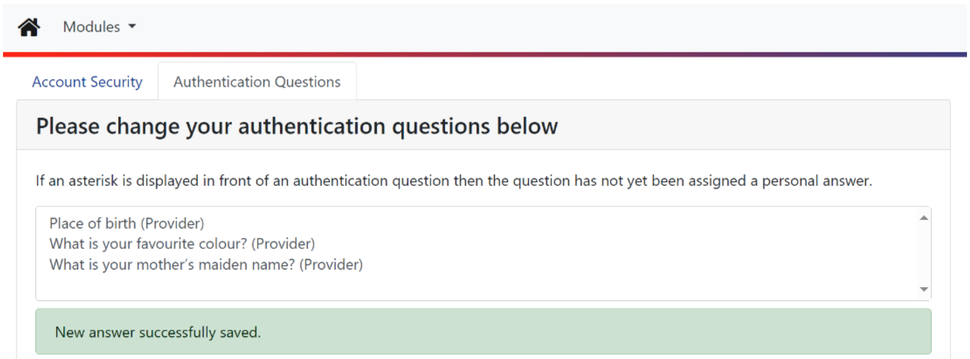

**Step 3**: You will be taken to this page and click authentication questions



**Step 4**: Click on each question and fill in the field with the old answer that the FIS team emailed you and your new answer then click save.




Once you have selected save, you will see a notification confirming your new answer was successfully saved.

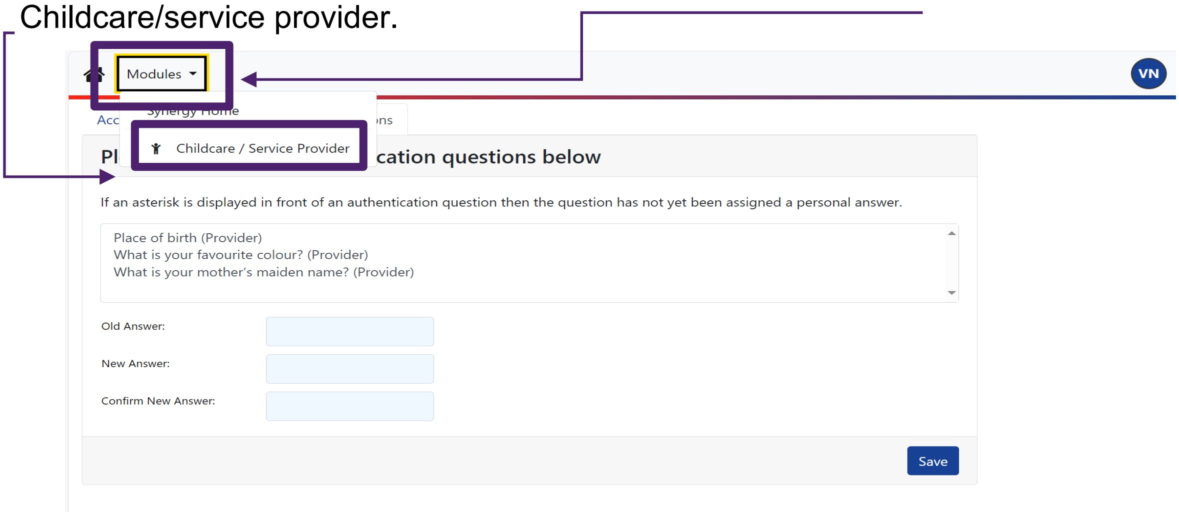



**Note: A '*' against any of the questions means that the Authentication Question has not yet been set.**

You can change your authentication questions at any point. In order to do this, you will need to edit your user settings. At the top right-hand side of the screen select 'User Name'.

Once selected, the screen will default to display the 'Change Password' tab, if you have already changed your password, you do not need to do anything on this screen; then Click on the '**Authentication Questions**' tab.

**Step 5:** to go back to the funding and headcount page, click modules and select Childcare/service provider.




## Existing user access

The portal can be found at the following link: [Sign In - Synergy (servelec-synergy.com)]

In order to access the Provider Portal you will need the following information:

- Username and Password
- Answers to the Security Questions

**If you forget your password, you can request for it to be reset it by contacting FIS by email fis@harrow.gov.uk or telephone 020 8901 2690 (option 2).**

**Please note**: the passwords in the portal are case sensitive. If you are locked out of the system, you will need to contact FIS for reset.

## New Users

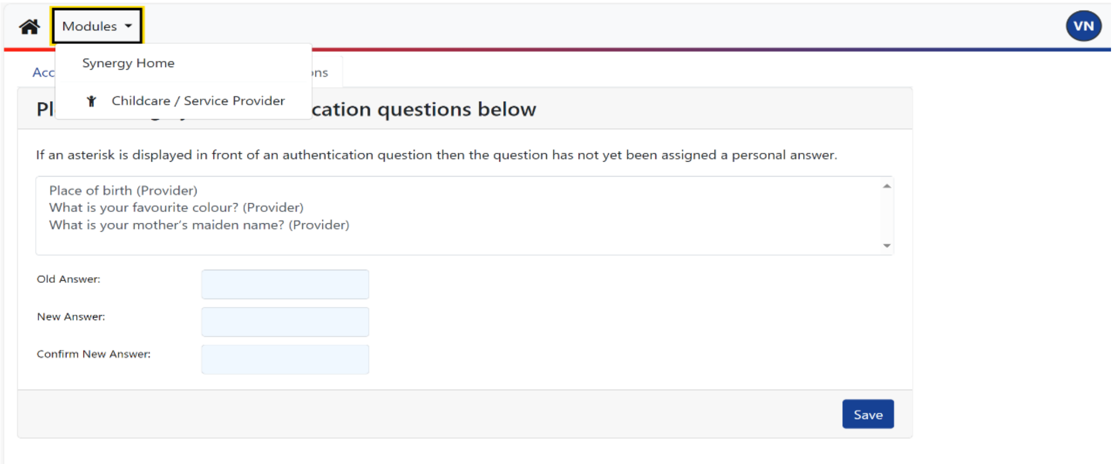
Access to the Provider Portal will only be granted at the request of the setting's manager in writing. Requests should be emailed to fis@harrow.gov.uk

## Inactive Users

When staff no longer work at the setting, it is the managers' responsibility to inform FIS so that their access rights are suspended/removed. Notification should be emailed to fis@harrow.gov.uk

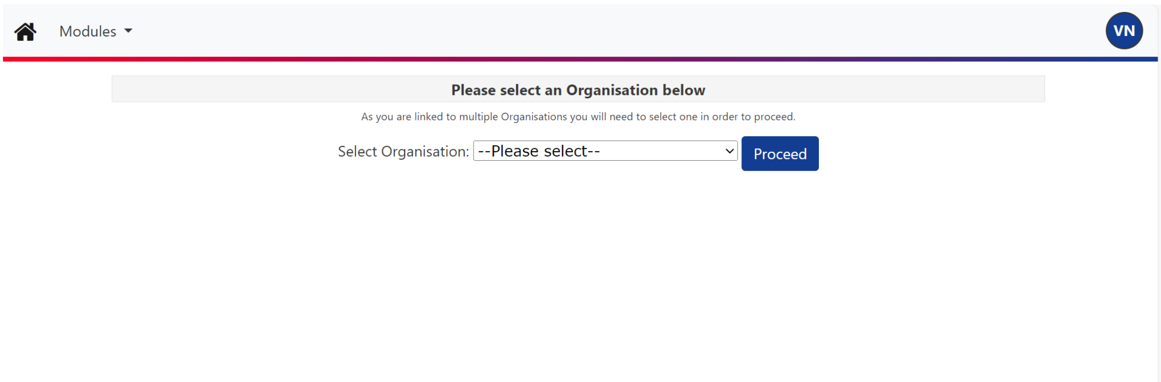
## Managing your password and security authentication answers

If you wish to change your password or the answers to your authentication questions at any time then select the ‘User Name’ at the top right hand side of the screen, and choose ‘Change Password’ and/or ‘Authentication Questions’ tabs to complete the relevant fields and make the required changes.

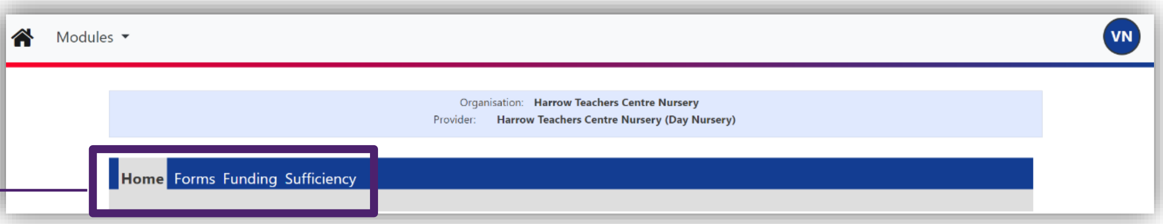



# 5. Using the Provider Portal

The Provider Portal has four main menu selections ‘**Home’**, ‘**Forms’**, **‘Funding’** and **‘Sufficiency’**. Each menu has several sub menu options which can be seen underneath the selected menu.

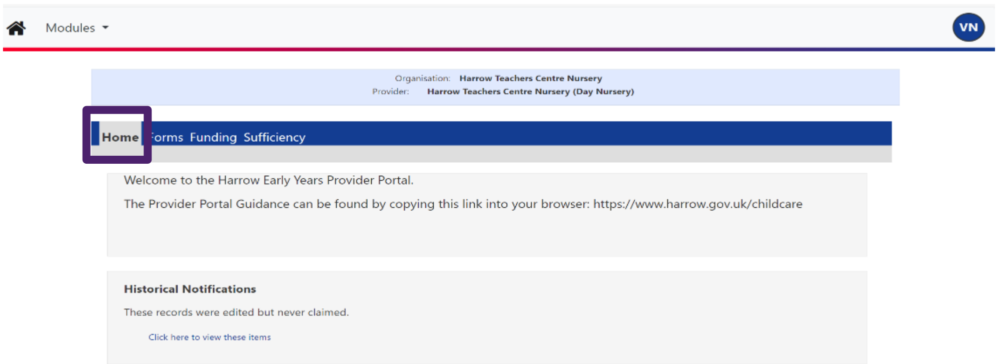



For multiple users (providers managing more than one setting), you will be able to select the relevant setting from the select organisation drop down list. Once you have selected a provider you will be taken to the home page as below (if you have only one provider, you will be taken directly to the home page once you login).




The Provider Portal has four main menu selections ‘**Home**’, ‘**Forms**’, **‘Funding’** and **‘Sufficiency’**. Each menu has a number of sub menu options which can be seen underneath the selected menu.

## 5.2 Home Page

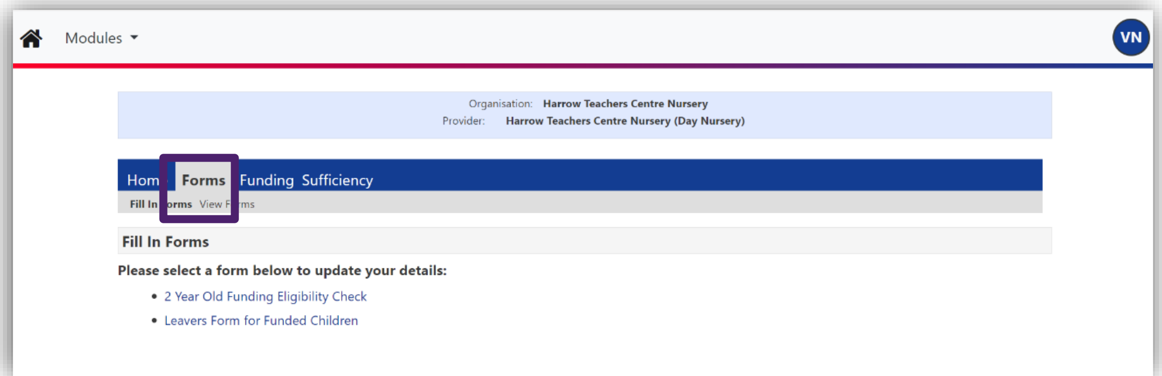



Each time you log into the Provider Portal you will be taken to the ‘**Home’** page. You can also return to this page at any time using the ‘**Home**’ menu selection at the top of the page.

The home page is where you will see important messages and communications. Examples of these might be when the Provider Portal is open for you to make Headcount Claims, links to the privacy policy and Early Years website, or any key information around funding which may need to be communicated to Harrow Early Years providers. Note that FIS will continue to email out communications as well as having them visible on the Provider Portal.

## 5.3 Forms Page

All online forms can be found under the ‘**Forms’** menu. The first sub menu is ‘**Fill in Forms**’, where a list of forms are available for completion. The second sub menu is ‘**View Forms’**, here you can view any submitted forms and check the status.




Please see below for the purpose of each current form and when they need to be completed:

### 2 Year Old Funding Eligibility Check (Disadvantaged Criteria Only)

This form can be completed and submitted by your provision to check a childs eligibility under the disadvantaged families criteria. Please ensure that the parent/carer has read and understood the Privacy Notice. Before you submit any details to Harrow Council, the parent/carer must consent to transferring the child’s information as part of their eligibility check.

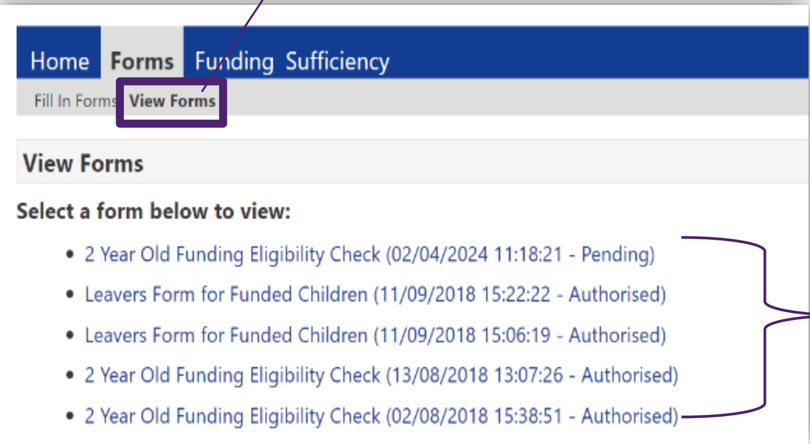
### Leavers Form for Funded Children

This form only needs to be completed if a child leaves your provision **after the headcount deadline** or **before the end of the term**. In some cases, under the 3 and 4 year old funding; funding adjustments may not be made i.e., once the funding is closed. The leavers form is still required for audit purposes.

Select the form you require by selecting the required form link. Each form will have at **least two pages**, you can select the ‘**Next Page’** button that appears on the online form to move from page to page.

All fields with a ‘*’ must be completed in order to submit the form. Once the form is fully completed, select ‘**Submit Form’**. If the form has been submitted successfully a green message will be displayed stating ‘You have successfully submitted the form’.

You can view forms you have previously submitted and check their status by selecting **'View Forms'**




The forms will have a status at the end to say if they are '**Pending**' or have been '**Authorised**' or '**Denied**'.

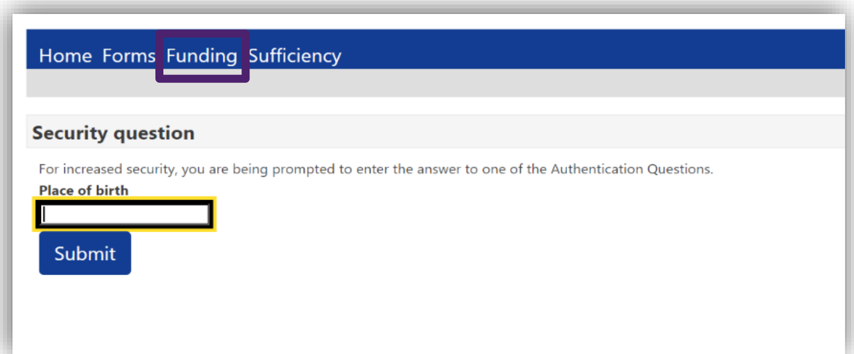
Forms are usually '**Denied**' if they have been submitted more than once/duplicated, a blank form has been submitted or the form has not been completed within the guidelines given in this guidance.

You should receive an email to advise of the outcome of your form submission once the FIS team has assessed the request. If there are any problems you will be contacted by FIS.

## 5.4 Funding Page

This is where you will complete all your headcount claims every term.

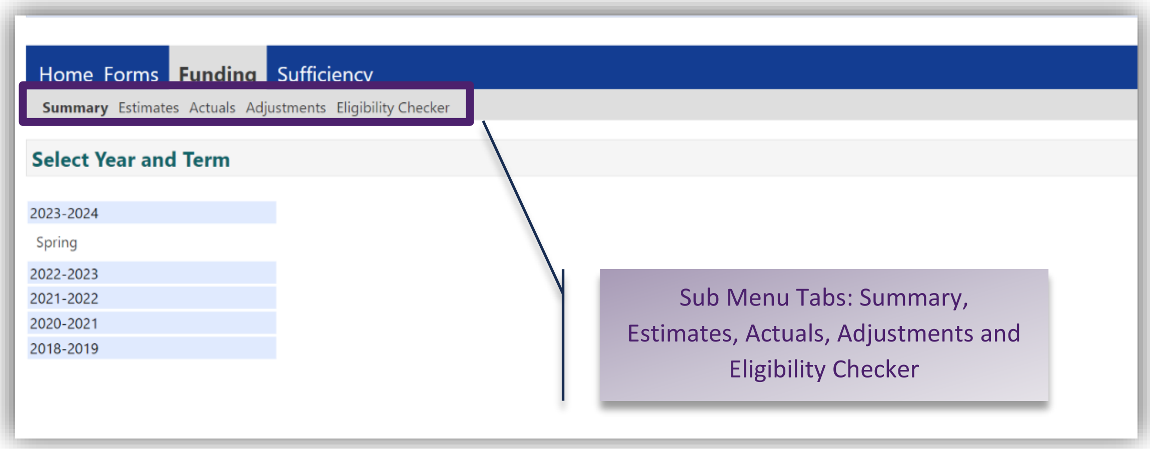
Please note: whenever you select the '**Funding**' Tab you will be asked one of your security questions.




For 9 months + and 2 year old funded children of working families, you must only submit funding claims for those eligible children with a working family eligibility code. For 'disadvantaged two year olds' you must have seen a current eligibility confirmation such as a valid eligibility letter or an email confirmation from FIS. refer to 'The Claim Process' in the Handbook for Early Years Providers.

If eligibility confirmation has not been received, you should complete and submit the '**2 Year Old Funding Eligibility Check**' form located in the '**Forms**' tab (use this form to check eligibility under the disadvantaged families criteria). You must wait for confirmation before submitting a funding claim for that child. If a parent/carer has not received an eligibility letter or an eligibility code and you think the child may be eligible under other eligibility criteria, contact FIS to confirm before making a funding claim.

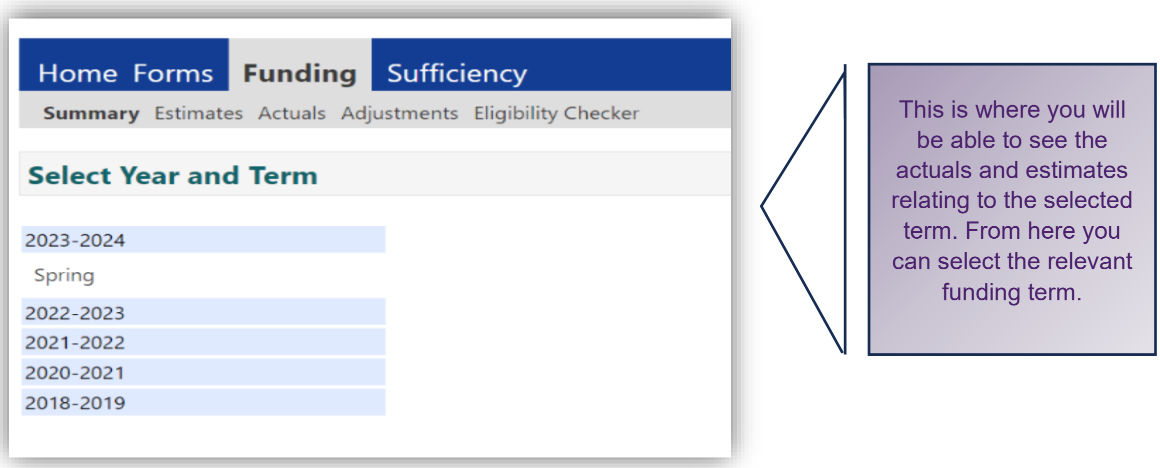
When selecting Funding, a sub-menu will appear immediately below showing '**Summary**', '**Estimates**', '**Actuals**', '**Adjustments'** and '**Eligibility Checker'** options.




### 5.4.1 Sub Menu: Summary

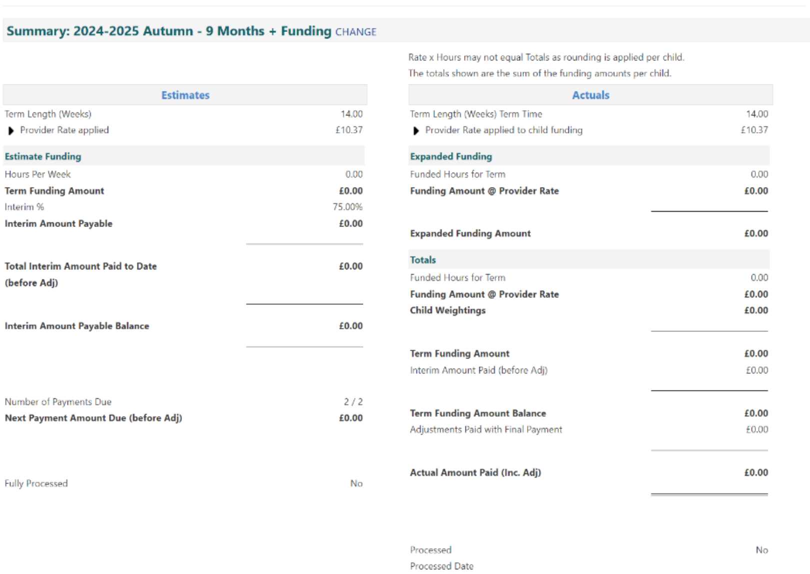
This is where you can view at a glance the funding breakdown, for your setting including your rates per hour, interim amount and adjustments.

To see the summary for any term use '**Select**' to the left of the required line, this will display a summary for the relevant period. Changes can only be made for the current term until the funding date has closed (please refer to Handbook for Early Years Providers. Once the funding term has been selected, the Summary screen will appear (see example below).




Once you select the funding term, you will be able to select '9 months + Funding', '2 year old funding' or '3 & 4 year old funding' to check your actuals or estimates.

To view a different term or funding type, select **'CHANGE'**. The screen will return to the list of funding terms where you will be able to select an alternative option.



Home Forms **Funding** Sufficiency

**Summary** Estimates Actuals Adjustments Eligibility Checker

## Summary: 2023-2024 Spring - 3yr & 4yr Old Funding CHANGE

Provider Rate, including supplements (note supplements may not be displayed until approved)

The interim payment is based on estimates and will be displayed here.

Once payments are processed, this field will be populated

| Estimates | |
|---|---|
| Term Length (Weeks) | 11.00 |
| Provider Rate applied | £5.87 |
| Base Rate | £5.39 |
| Flexibility | £0.24 |
| Quality Supplement | £0.24 |
| **Estimate Funding** | |
| Hours Per Week | 0.00 |
| **Term Funding Amount** | **£0.00** |
| Interim % | 75.00% |
| **Interim Amount Payable** | **£0.00** |
| **Total Interim Amount Paid to Date (before Adj)** | **£0.00** |
| **Interim Amount Payable Balance** | **£0.00** |
| Number of Payments Due | 2 / 2 |
| **Next Payment Amount Due (before Adj)** | **£0.00** |
| Fully Processed | No |

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.

| Actuals | |
|---|---|
| Term Length (Weeks) Term Time | 11.00 |
| Provider Rate applied to child funding | £5.87 |
| Base Rate | £5.39 |
| Flexibility | £0.24 |
| Quality Supplement | £0.24 |
| **Funding** | |
| Funded Hours for Term | 330.00 |
| **Funding Amount @ Provider Rate** | **£1937.10** |
| **Child Weightings Total** | **£128.70** |
| 2 children with Deprivation Area Band 3 (£0.06) | £19.80 |
| 1 child with Early Years Pupil Premium (£0.66) | £108.90 |
| **Funding Amount** | **£2065.80** |
| **Extended Funding** | |
| Funded Hours for Term | 0.00 |
| **Funding Amount @ Provider Rate** | **£0.00** |
| **Extended Funding Amount** | **£0.00** |
| **Totals** | |
| Funded Hours for Term | 330.00 |
| **Funding Amount @ Provider Rate** | **£1937.10** |
| **Child Weightings** | **£128.70** |
| **Term Funding Amount** | **£2065.80** |
| Interim Amount Paid (before Adj) | £0.00 |
| **Term Funding Amount Balance** | **£2065.80** |
| Adjustments Paid with Final Payment | £0.00 |
| **Actual Amount Paid (Inc. Adj)** | **£0.00** |
| Processed | No |
| Processed Date | |

Child weightings include EYPP, DAF and IDACI (click on the arrow to display rates)

Once payments have been processed, this field will be populated.

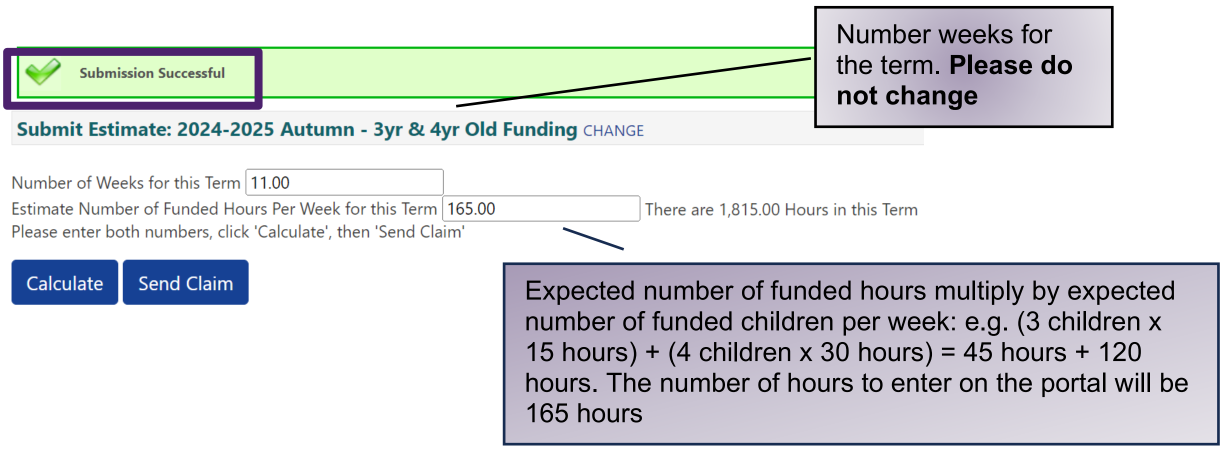
### 5.4.2 Sub Menu: Estimates

The interim payment will be based on the estimates provided prior to the start of term.
You will need to enter your estimated number of funded hours per week for each term in advance of each term's start date. Dates to submit your estimates prior to a new term will be included in your funding timetable.

Select the '**Estimates**' tab and enter the

- **Number of weeks: Please do not change**
- **Estimated Number of Funded Hours Per Week for the term**: **Expected number of funded hours multiply by expected number of funded children per week: e.g. (3 children x 15 hours) + (4 children x 30 hours) = 45 hours + 120 hours. The number of hours to enter on the portal will be 165 hours**

As a total for all children that you are expecting to attend your setting that term and select '**Calculate**'. Then select '**Send Claim'** once you have done this, you will see a notification on your screen confirming that your submission is successful.




Please note: estimates can be viewed, amended and re-submitted whilst the submission dates remain open (see the Key Funding Dates in the Handbook for Early Years Providers). Separate estimates will need to be completed for each funding type (9 month +, 2 year old and 3 and 4 year old).

Once the Estimate submission date has passed, the '**Estimates'** screen for that term will show a summary of what was submitted.

Note: The interim payment will be approximately 75% of your estimates. **If the estimated submission date is missed, no interim payment will be made.**

### 5.4.3 Sub Menu: Actuals

This is where you will need to complete the Headcount Claims for all the children you are claiming funding for each term. Select '**Actuals**' tab, then select the relevant funding type for the term (9 month +, 2 year old and 3 and 4 year old). Within the selected term you will manage children's records for the headcount for that period.

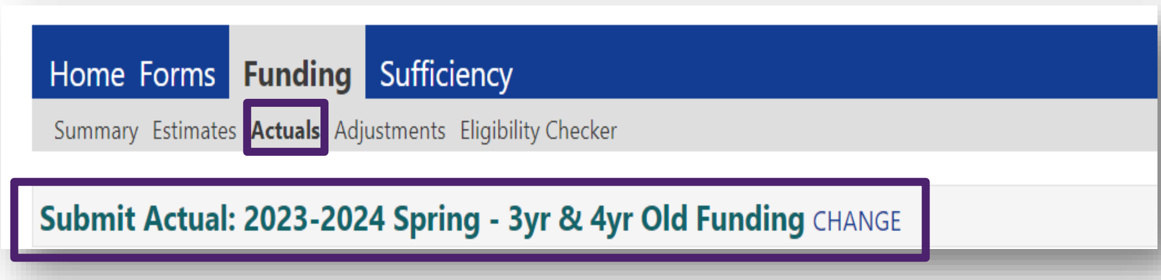

Note that once funding dates are closed the icon will still be present, but no amendments or further submissions can be made for that term as it is now closed.

Once you '**Select**' the term you will either see '**View Actuals**' or '**Submit Actual**' (discussed in the next section) displayed in orange. Previous terms are displayed as '**View Actuals**', they are available as **view only** and changes cannot be made as the funding submission for the selected term has now closed.

Where icon appears indicates the funding for that term/type has been submitted. If the funding dates are still open you can submit again to send through this claim (and any others with this icon).

#### 5.4.3.1 Understanding Child Record Status

Once you have selected the correct term from the Provider Headcount Records screen you will see the **'Submit Actual'** screen for the term selected (if you see




'**View Actual**' this indicates that the submission dates are closed).

On this screen you will manage and submit your headcount details. This screen will be pre-populated to display the details of all children who have been transferred from your previous headcount return and are still eligible for funding for the current term.

From this screen you can:

1. Remove child records that are no longer required i.e. child has left setting
2. Add actual attendance hours for your existing child records
3. Check that all the details of the children carried forward from the previous term are correct and change or amend any discrepancies
4. Add new child records to your headcount submission

Each time you add, delete or amend the details of a child record it will be saved in the Provider Portal, and you will be able to revisit and make further changes at any time **before the current headcount submission closes.**

**Once you have been through the process of:**

- Deleting those children who are no longer at your setting
- Updated the existing children who are on roll, and
- Adding new children at your setting claiming the funding

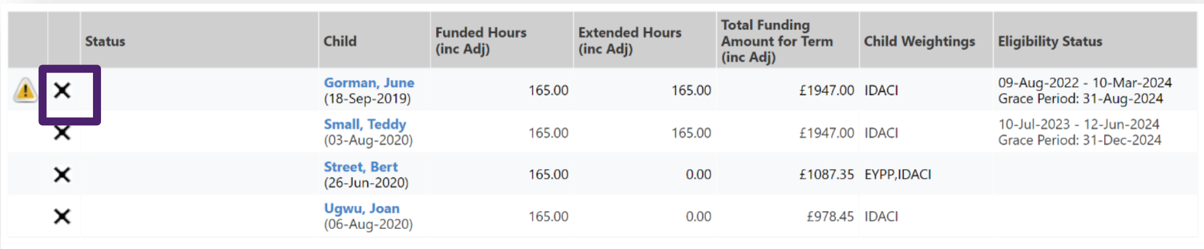
**Then select the 'Send Claim' button to submit your claims.**

### 5.4.3.2 Deleting a child record from the headcount

The '**Submit Actual**' screen will initially show all your eligible child records that have been carried forward from the previous term.

You must ensure that you delete all children that no longer attend your setting.

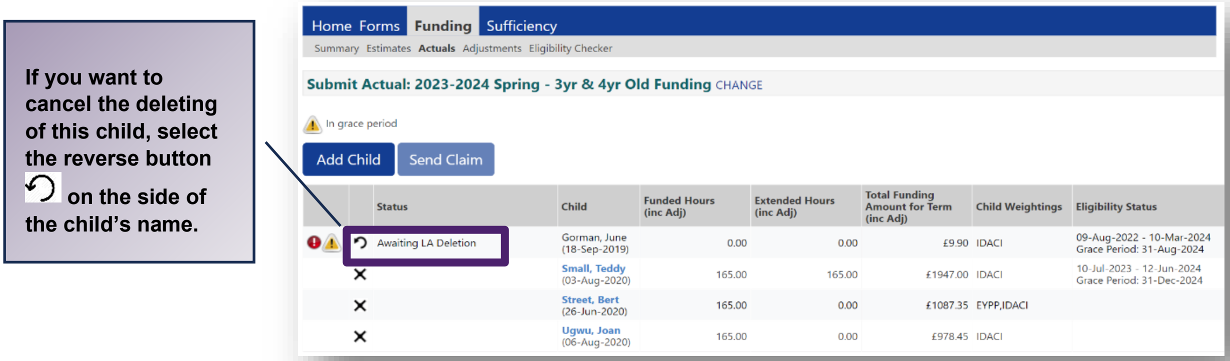
To remove a child that is no longer in attendance at your setting, select this symbol button × by the relevant child record.



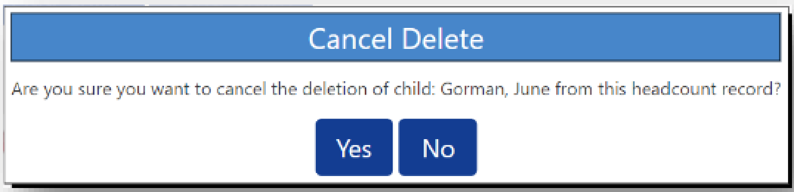
| | | Status | Child | Funded Hours (inc Adj) | Extended Hours (inc Adj) | Total Funding Amount for Term (inc Adj) | Child Weightings | Eligibility Status |
|---|---|---|---|---|---|---|---|---|
| ⚠ | × | | Gorman, June (18-Sep-2019) | 165.00 | 165.00 | £1947.00 | IDACI | 09-Aug-2022 - 10-Mar-2024 Grace Period: 31-Aug-2024 |
| | × | | Small, Teddy (03-Aug-2020) | 165.00 | 165.00 | £1947.00 | IDACI | 10-Jul-2023 - 12-Jun-2024 Grace Period: 31-Dec-2024 |
| | × | | Street, Bert (26-Jun-2020) | 165.00 | 0.00 | £1087.35 | EYPP,IDACI | |
| | × | | Ugwu, Joan (06-Aug-2020) | 165.00 | 0.00 | £978.45 | IDACI | |

Once you click the symbol to delete, you will get a pop up notification like the one below which you click yes to confirm the deletion of a child.


Once you select '**Yes**', the '**Status**' of the funding for the child will show '**Awaiting LA Deletion**'. This allows you to easily identify which records will be removed.



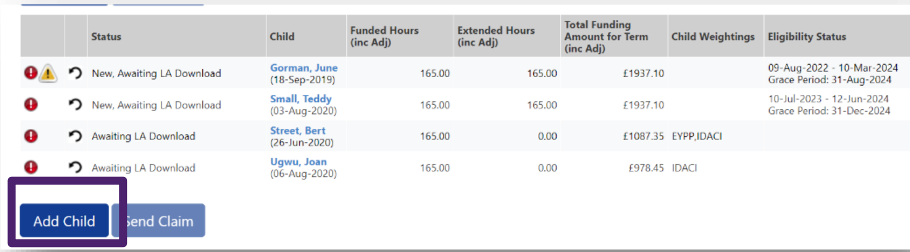

The **'Cancel Delete'** message will appear. Select '**Yes**' to reverse the delete action.




### 5.4.3.3 Amending and updating an existing record

Existing child records carried over from the previous term, will be shown with the status '**Unchanged**', you **must still edit** all records where a status of 'Unchanged' is showing in order to submit a headcount claim for these children. **Failure to do this will mean the child will not be funded for the current term.**

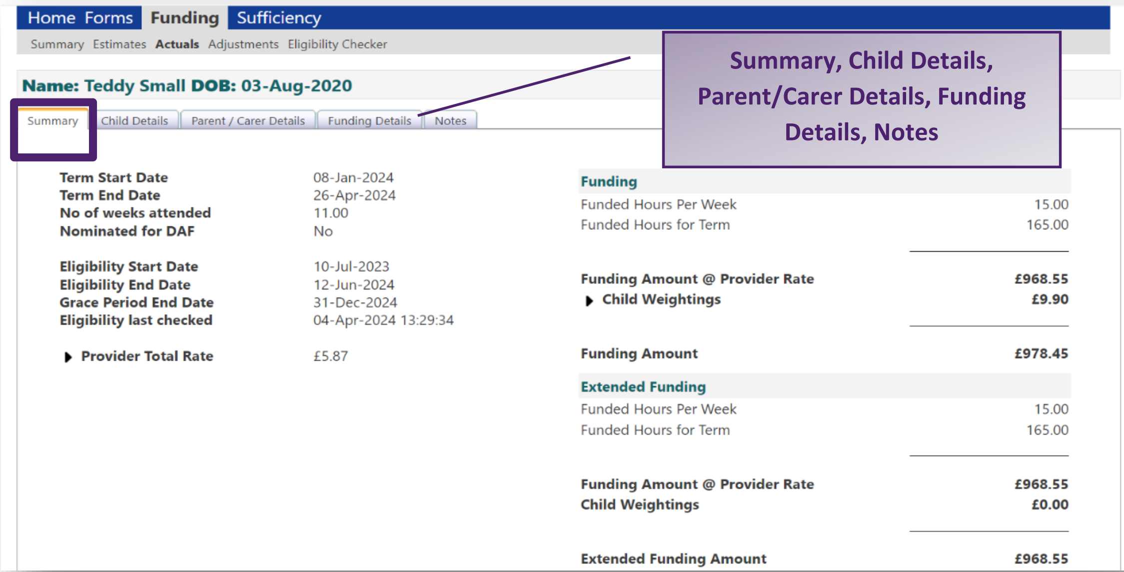
If you have no existing children carried over and wish to claim for new children select **'Add Child'.**



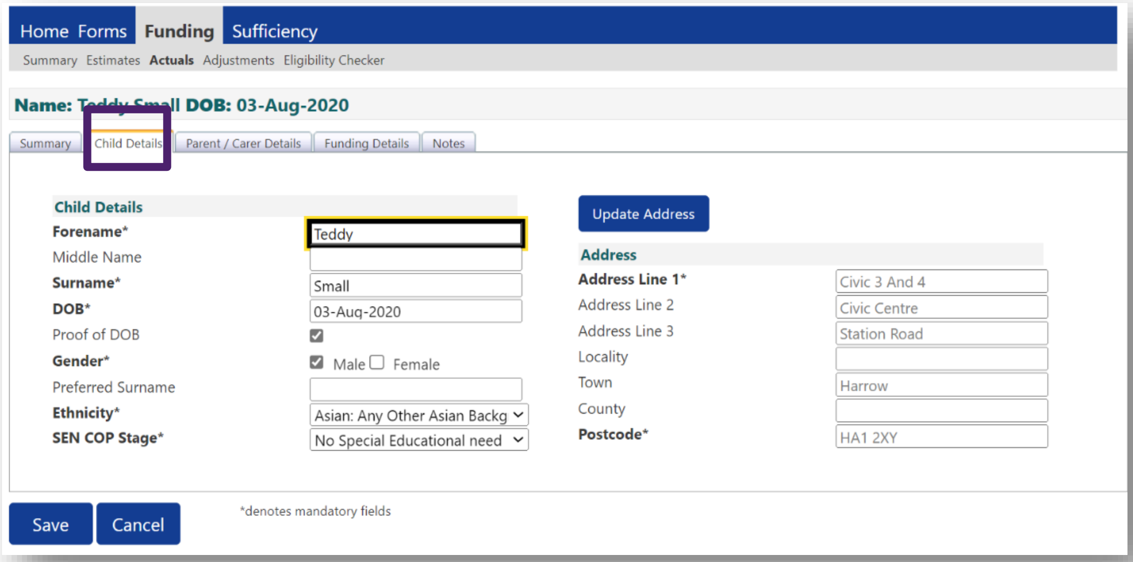

To amend or update an existing child's record, select the child's name; this will open the '**Child Details'** screen. Most of the information will be pre-populated, however please ensure that you complete or amend all relevant mandatory fields for a child record before you save again and submit.

The screen below will appear with four tabs as follows: **'Summary'**, **'Child Details'**, **'Parent/Carer Details'**, **'Funding Details'** and **'Notes'**.

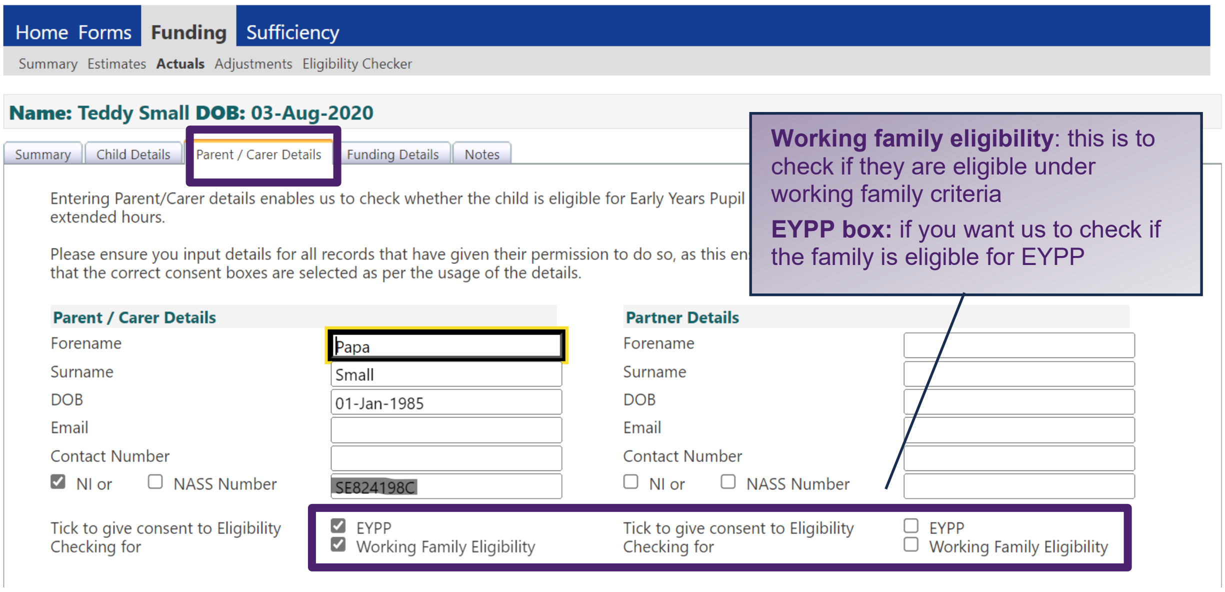
**Summary Tab:** This is a view only screen which has the funding details for the child.




**Child Details Tab:** Please ensure that **all** mandatory fields marked '*' are complete and accurate.




**Parent/Carer Details tab:** Complete all section for parents/carers.




**Funding Tab:** Complete all sections to advise of funding details. Please note:

- **Start date**: If you have standard term dates that match the pre-set Harrow term dates then select the 'Default Term Dates' button which will then populate the current term dates into these fields.

  If a child starts at your setting after the headcount week, then manually enter the dates from when the child starts to the end of the term.

- **End date**: enter the last day for the child in the current school term if they leave part way through the term.
- **Weeks attended in term**: **only** change the number of weeks that you wish to claim for the child should it be different to the pre-populated number of funded weeks in that term i.e. child starts after headcount week or leaving before end of term
- **Present during census**: tick this box for **all** children that you are making a claim for. You can claim for all children that are on roll or physically present at least one day during the headcount week
- **Attends two days or more**: tick this box if the child attends your setting for more that one day a week. Tick the appropriate days of the week that the child attends at your setting on the right hand side of the screen. You can only claim the full 15 hours funding for '9 months + and 2 year old funding' if this box is ticked.
- **Nominated for Disability Access Funding (DAF)**: this must be '**No**' even if you are claiming DAF for this child, this is for validation purposes. Please complete the DAF form (see Harrow Website) and attach a copy of the current DLA letter for the child before you send it by secure email (Microsoft Encryption or Password Protected document) to FIS. **Please note** that you can only claim DAF once per financial year.
- **Universal hours**: enter the universal hours - ensure that you do not exceed the termly maximum hours. Where the child has been claimed for in the previous term, those hours will already be pre-populated in the current term, therefore, ensure that you amend the number of funded hours that the child is attending in the current term, if different. If a child is attending your setting and is only accessing the extended hours only, then the universal entitlement field must be entered as '0'.
- **Extended hours**: if claiming extended hours enter this field - ensure that you do not exceed the termly maximum hours. **Please ensure that the Working Family Eligibility box on the Parent/Carer tab is ticked**.
- **Expanded hours**: This is the 15 hours funding for working families of 9 Month + and 2 year olds. If claiming expanded hours for '9 month + and 2 year old funding' then enter this field and ensure that you do not exceed the termly maximum hours. Please ensure that the working Family Eligibility Box on the Parent/Carer Tab is ticked.
- **Census Information**: This section requests the funded entitlement weeks, which represents the number of weeks the child is anticipated to distribute their funded hours over the academic year. For children attending term-time only, the funded entitlement should be set to 38 weeks. For children who claim stretched hours, the funded entitlement may extend to up to 52 weeks. The minimum value for this section is 38 weeks and cannot be less.
- **Non-funded hours per week**: enter any other paid hours that the child attends at your setting.

**Working Family Criteria:** Enter eligibility code and check if eligible for expanded hours is ticked to confirm code validity

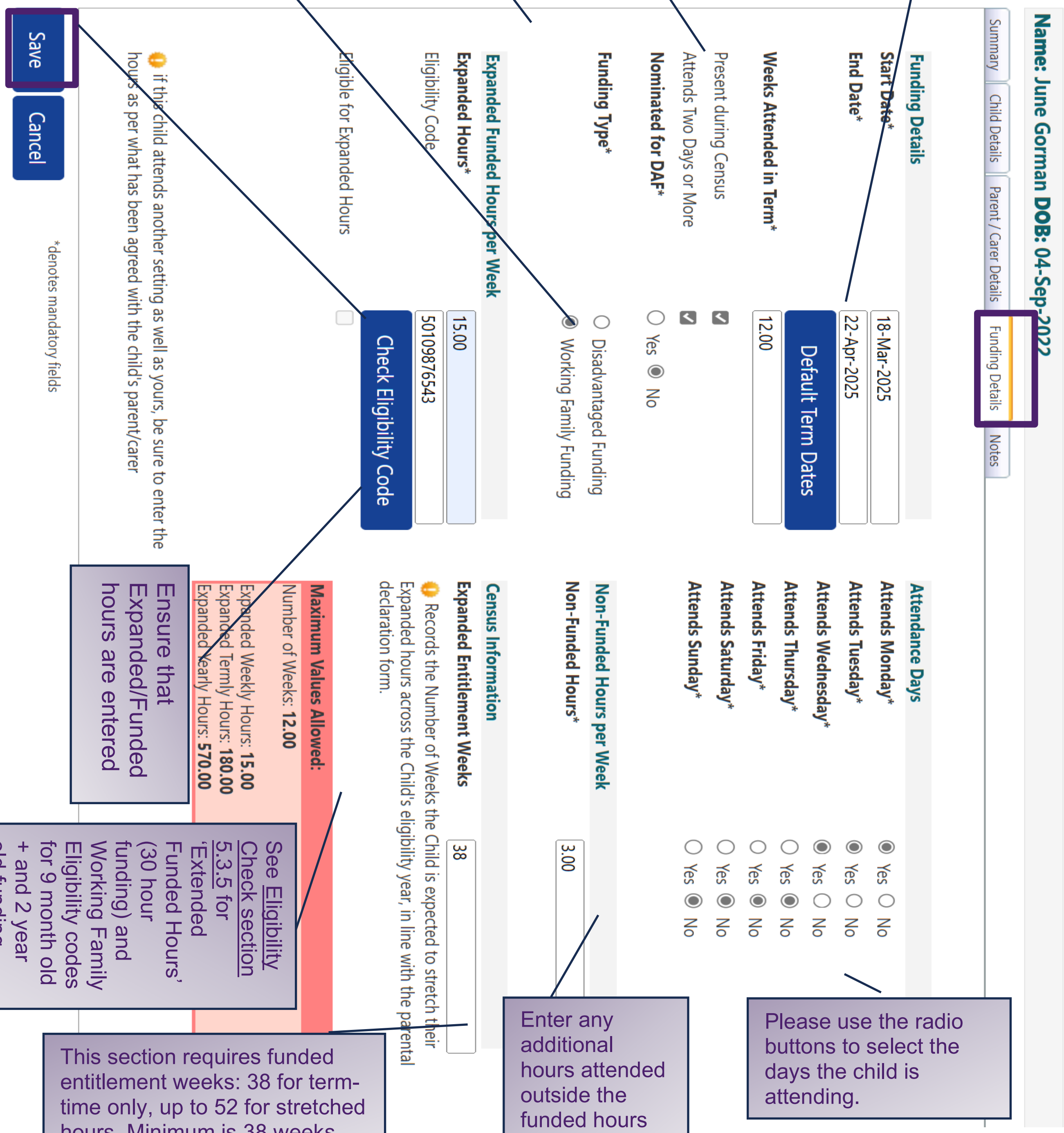
Select No

Select funding type of 2YO funding. **Disadvantage** or **Working Family.**

Please tick box if child is present during the headcount week.

**Must tick 'Attends Two days or More' to get more than 10 hours funding.**

Select the **'Default Term Dates'** and the term dates will be populated in the field. If a child is only attending part of the term, then enter the start and end dates manually in the field. Enter the number of weeks




Ensure that Expanded/Funded hours are entered

See Eligibility Check section 5.3.5 for 'Extended Funded Hours' (30 hour funding) and Working Family Eligibility codes for 9 month old + and 2 year old funding.

This section requires funded entitlement weeks: 38 for term-time only, up to 52 for stretched hours. Minimum is 38 weeks.

Enter any additional hours attended outside the funded hours

Please use the radio buttons to select the days the child is attending.

Select No for '**Nominated for DAF**', if a child is eligible for DAF please complete the DAF form which can be found on Harrow website.

**Notes tab**

**For New 2 Year Old Funding Claims (Not applicable for working family claims)**

This is where you enter notes in this section specific to the child's claim i.e.

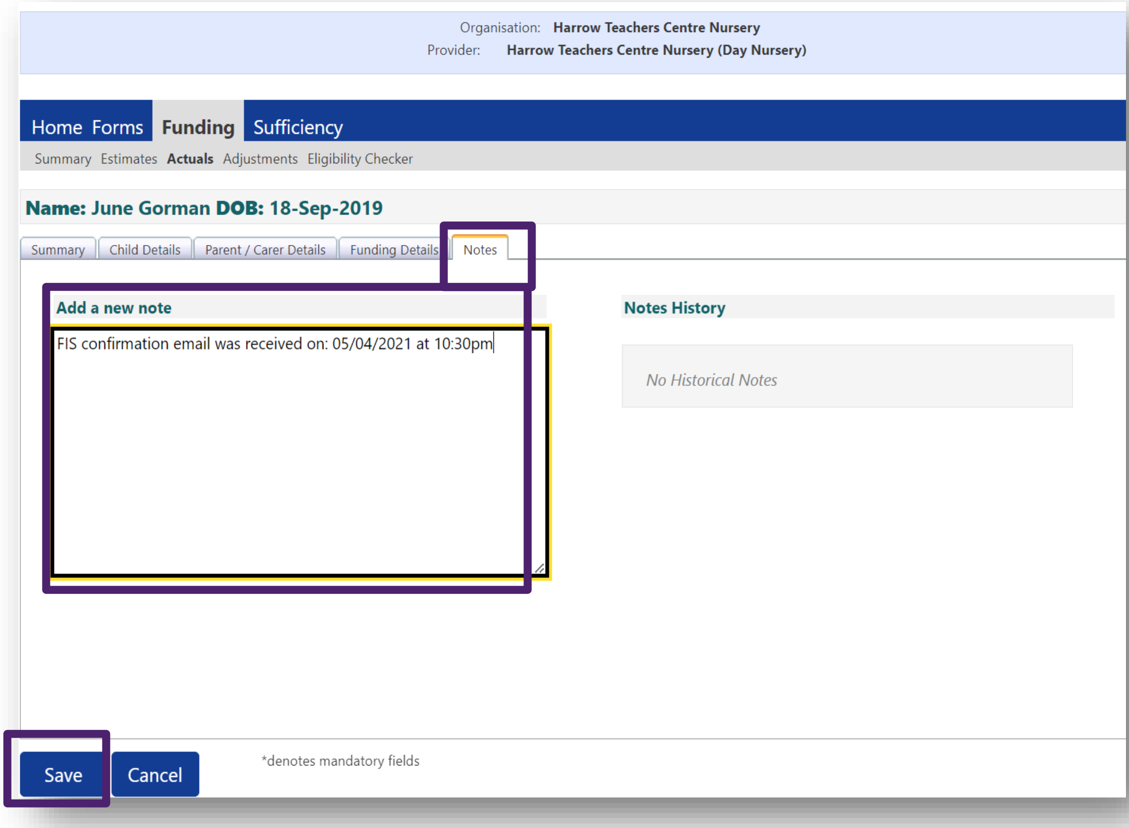
On the notes tab, you will need to indicate the evidence of new 2 year old funding such as:

| | |
|---|---|
| **Harrow Council Eligibility Letter** | Please enter the date and reference Code of the letter e.g., **April 2019** |
| **FIS Email** | Please type the date the eligibility confirmation email was received e.g., **Wed 15/05/2019 16:13** |
| **DLA Statement/EHC Plan Disability Living Allowance /Education Health Care Plan** | Please type under which criteria the child is getting funding and email FIS a copy of the current DLA Statement or EHC Plan letter via secure email to FIS |
| **CLA - Child Looked After** | Please write the name of the Social Worker in order certify that they meet this criterion |
| **Eligibility letter** | Please email the evidence to FIS via secure email |
| **Leaving before end of term** | Please provide dates |
| **Going on holiday – please provide dates** | Please provide dates |
| **Splitting hours between providers** | Please provide attendance dates and name of other setting if known |

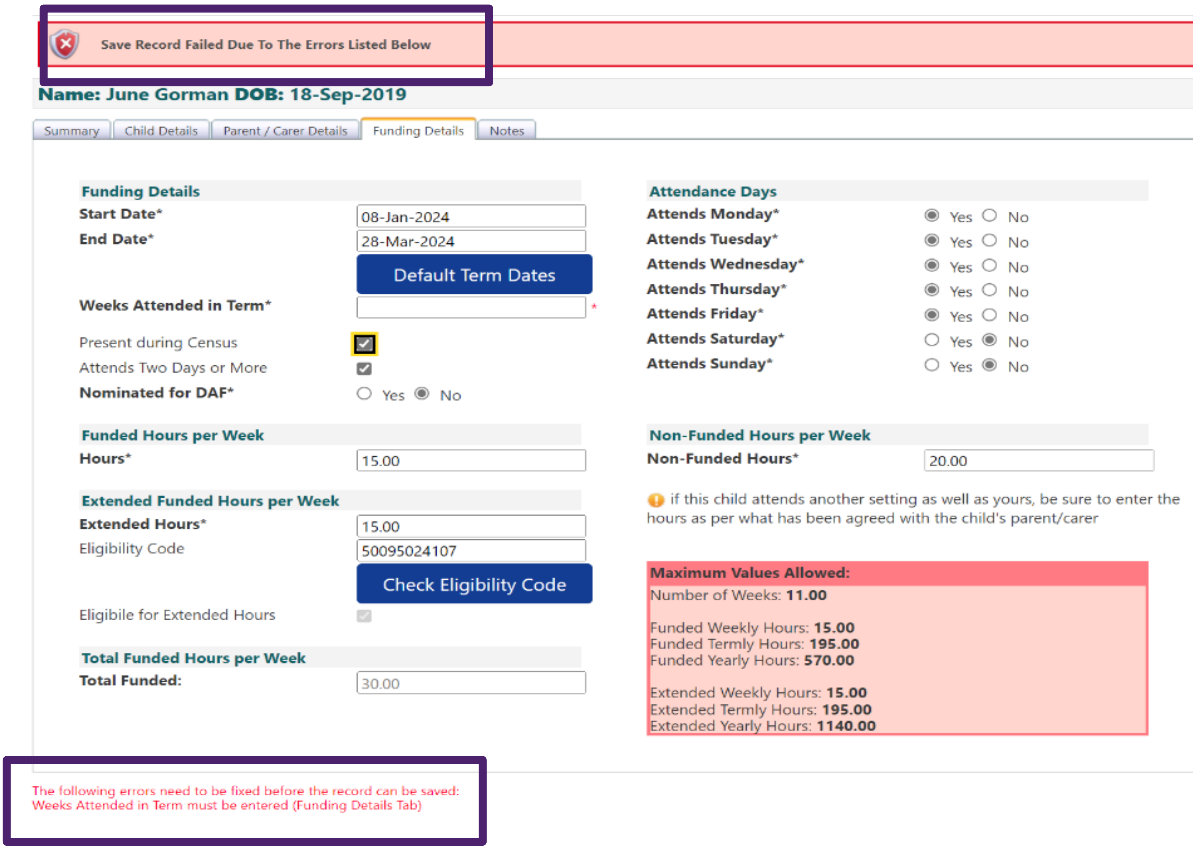
**Other notes for all funding claims:**

This is where you enter notes in this section specific to the child's claim i.e.

| | |
|---|---|
| **Leaving before end of term** | Please provide dates |
| **Going on holiday – please provide dates** | Please provide dates |
| **Staggered entry to school reception** | Please provide dates |
| **Splitting hours between providers** | Please provide attendance dates and name of other setting if known |

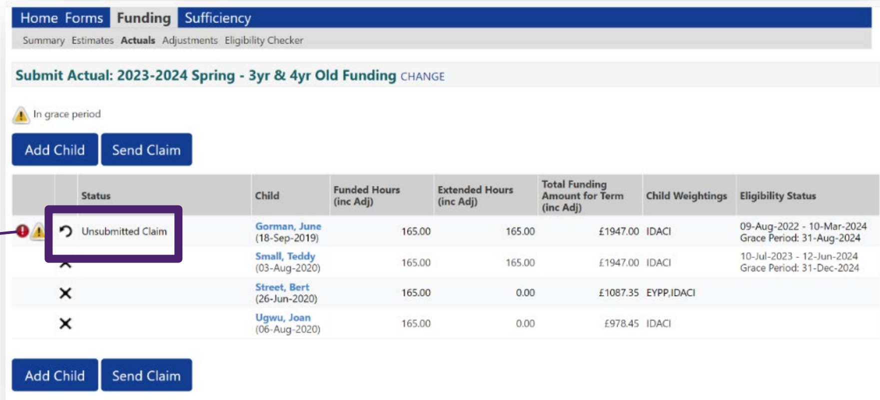



Select '**Save**' button to update the record.

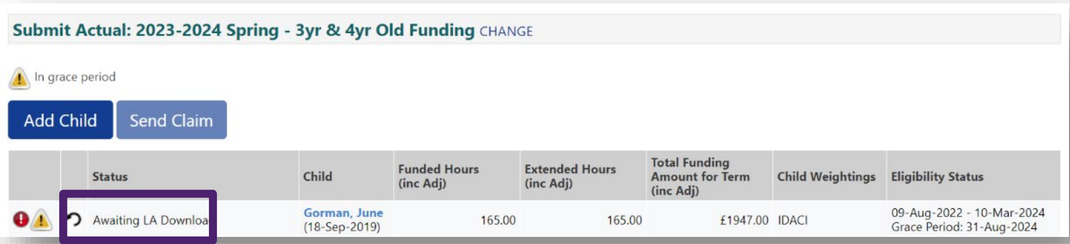


Note that all mandatory fields need to be completed. If mandatory fields have not been completed, you will receive an error message on screen displaying the fields that require completion prior to saving.

Once saved you will be taken back to the '**Submit Actuals**' screen, which will now show the revised status of the child as '**Unsubmitted Claims**'.

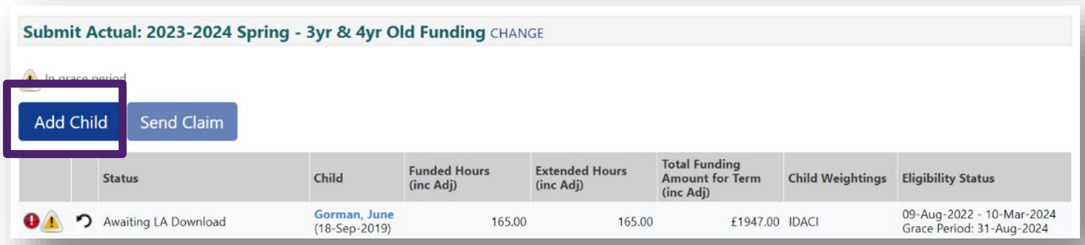



- ➢ Repeat this process for all existing children from the previous term who are already listed on the Provider Portal but still need to be re-submitted for the current term (if the child is no longer at the setting, please delete the child record and submit it).
- ➢ Please select 'Send Claim' button once all existing and new children are saved.




Once you send claim, the status will show as **'Awaiting LA Download',** meaning that the claim has been sent to the LA.

Go to Funding – **'Actuals'**, select the required funding period.  Select **'Add Child'**



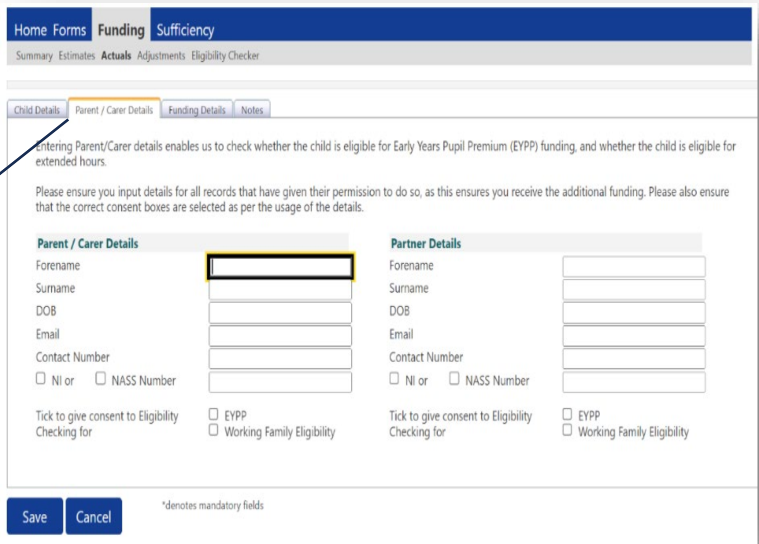

A new screen will appear with the following sub heading: Child Details, Parents/Carers Details and Funding Details. Please complete each tab with the information required.

**Complete all mandatory fields marked '*' on all the tabs following the instructions above.**

Note: that Parent/Carer details should be added for EYPP and 30 hours funding.

Enter the following:

- Child details
- Parent/Carer Details (required for 30 hours eligibility code validations, 9 Month + &2 yo working family code entitlements and EYPP eligibility checks)
- Funding details and any
- Notes if applicable, then save record.




**Repeat this process for all new claims for the term.**

**Please select 'send claim' button once all existing and new children are saved.**

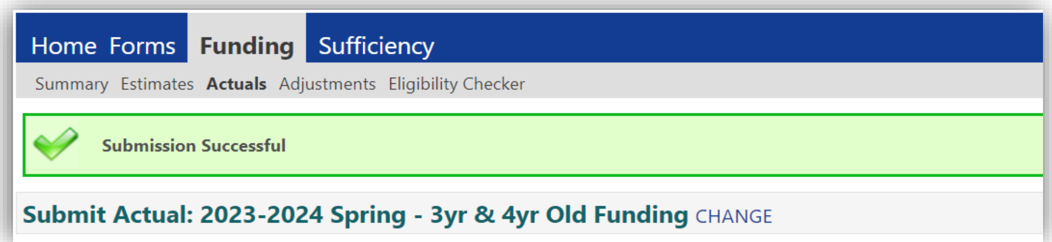
### 5.4.3.5 Finalising your headcount

**Once you have been through the process of:**

- Deleting those children who are no longer at your setting
- Updated the existing children who are on roll, and
- Adding new children at your setting claiming the funding

**Then select the 'Send Claim' button to submit your claims.**

A green bar will appear at the top of the screen to confirm the submission was successful.

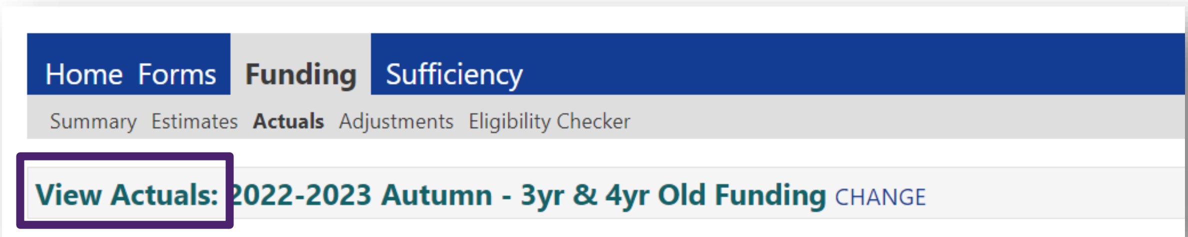



Please note: The information can be viewed, amended and re-submitted whilst the submission dates remain open for that term (see the Key Funding Dates in the Handbook for Providers.

Once the Actuals submission date has passed, the **'Actuals Screen'** for that term will show **'View Actual'** rather than **'Submit Actual'** screen.

The **'View Actual'** screen is the summary of what was submitted for that term. Individual child records can still be viewed, but no further amendments can be made.

The final payments will be calculated based on those records which have been submitted for that term. For any adjustment claims after final submission date please email fis@harrow.gov.uk.



#### 5.4.3.6 Providers Offering 30 hours Extended Entitlement Funding

Please see **section 5.4.5** for information on using the Working Family Eligibility Checker prior to adding a child's extended hours claims.

For those providers offering 30 Hours, you will have access to the following screen which will allow you to enter both Universal and Extended hours.

In order to make a 30 hour claim you must:

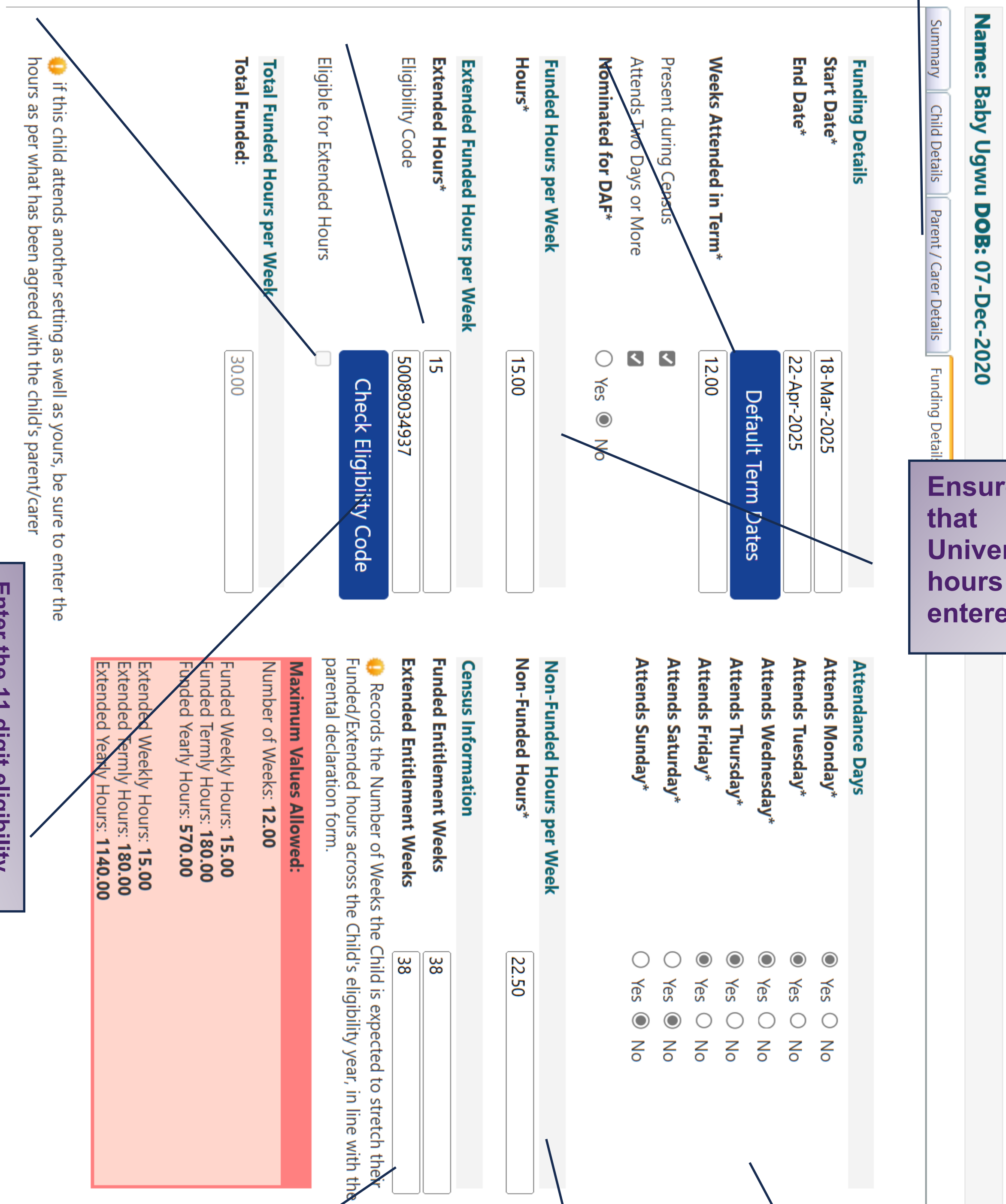
- Complete the 'Parent/Carer Details' tab
- Complete the 'Funding Details' tab'

Do not select this box. It will automatically be ticked once the code has been successfully validated.

If child is claiming 30hours funding then add 15 hours in this section or leave it as 0.00.

Select the 'Default Term dates' to populate and enter the number of funded weeks in the box below

Please ensure that you have completed the information required in this parent/carer section for all 30 hours and EYPP claims. You must complete this section for all 30 hours claims.




Ensure that Universal hours are entered

Enter the 11 digit eligibility code. Then select the 'Check eligibility code' button.

Fill both of them with 38 weeks if claim is term time only or if it is stretched hours, it could be up to 52 weeks.

Enter the number of non-funded hours (hours paid for by parent/carer)

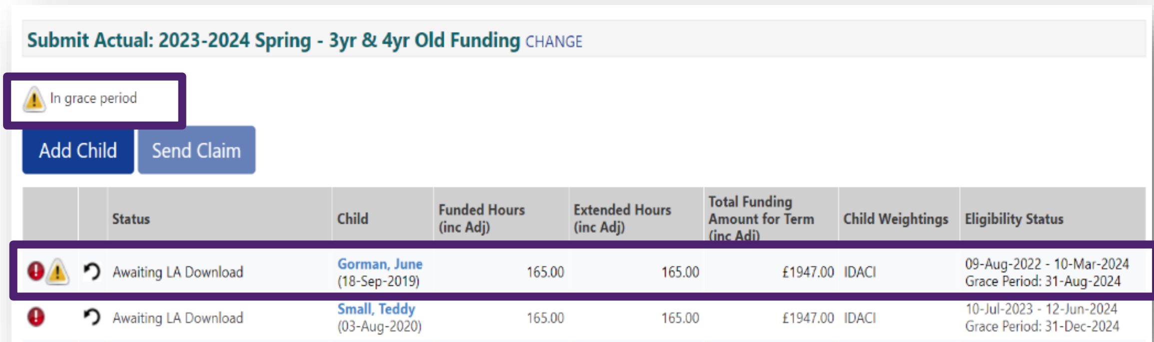
Select the days the child attends

Once you select the **‘30 Hours Free Childcare’** button, if successful the box below will appear.

The system will be automatically populated with the information relating to the 30

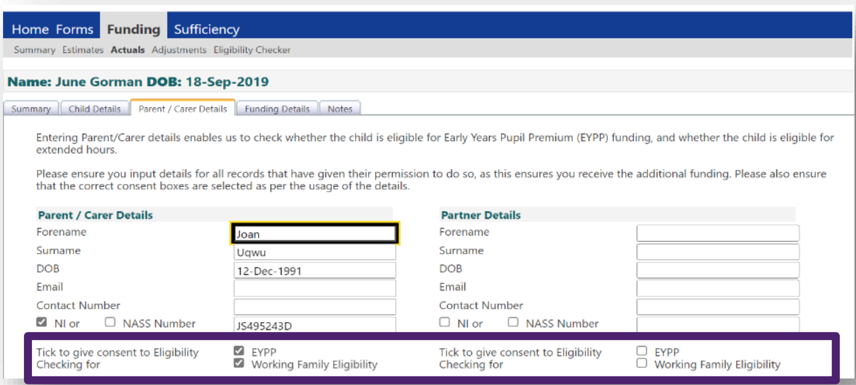

hour code: ‘Validity Start Date’, ‘Validity End Date’ and the Grace period’ for that child. **Repeat this process for every child you wish to claim 30 hour funding for in that term.**

If a child is within their grace period, the child’s record will be flagged with a yellow exclamation icon. The applicable dates will be displayed in the ‘**Eligibility Status’** column and on your headcount page. The revalidation should take place before the Grace Period starts.

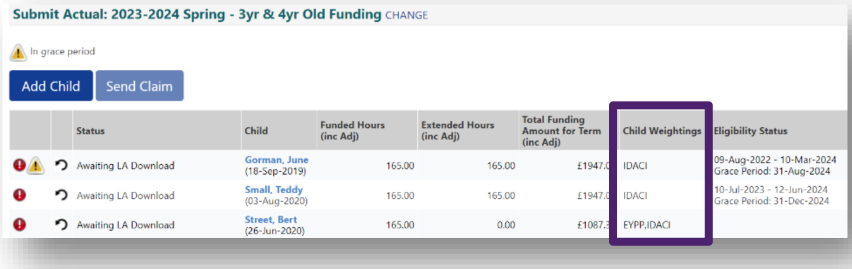



### 5.4.3.7 Early Years Pupil Premium (EYPP)

EYPP information can be submitted for 9 Month +, 2 and 3 and 4 year old children if eligible (please refer to the Handbook for Early Years Providers. Details of the benefit claimant must be added on the 'Parent/Carer Details' tab. These details will then be used to check their eligibility.



Once EYPP is authorised, the Child record will display EYPP under the '**Child Weightings**' column (see example below) within the selected funding period.  If eligible EYPP will be displayed see [Handbook for Early Years Providers]() for further information.


Submit Actual: 2023-2024 Spring - 3yr & 4yr Old Funding CHANGE

In grace period

Add Child | Send Claim

| | | Status | Child | Funded Hours (inc Adj) | Extended Hours (inc Adj) | Total Funding Amount for Term (inc Adj) | Child Weightings | Eligibility Status |
|---|---|---|---|---|---|---|---|---|
| | | Awaiting LA Download | Gorman, June (18-Sep-2019) | 165.00 | 165.00 | £1947.0 | IDACI | 09-Aug-2022 - 10-Mar-2024 Grace Period: 31-Aug-2024 |
| | | Awaiting LA Download | Small, Teddy (03-Aug-2020) | 165.00 | 165.00 | £1947.0 | IDACI | 10-Jul-2023 - 12-Jun-2024 Grace Period: 31-Dec-2024 |
| | | Awaiting LA Download | Street, Bert (26-Jun-2020) | 165.00 | 0.00 | £1087.3 | EYPP,IDACI | |

### 5.4.4 Adjustments

The online adjustment is currently not available.

For children starting or leaving the setting after the given submission deadlines, for example:

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

Please email FIS **fis@harrow.gov.uk** using Microsoft encryption or password protected document for notification of those changes, so that any necessary adjustments to the funding for your setting can be made.

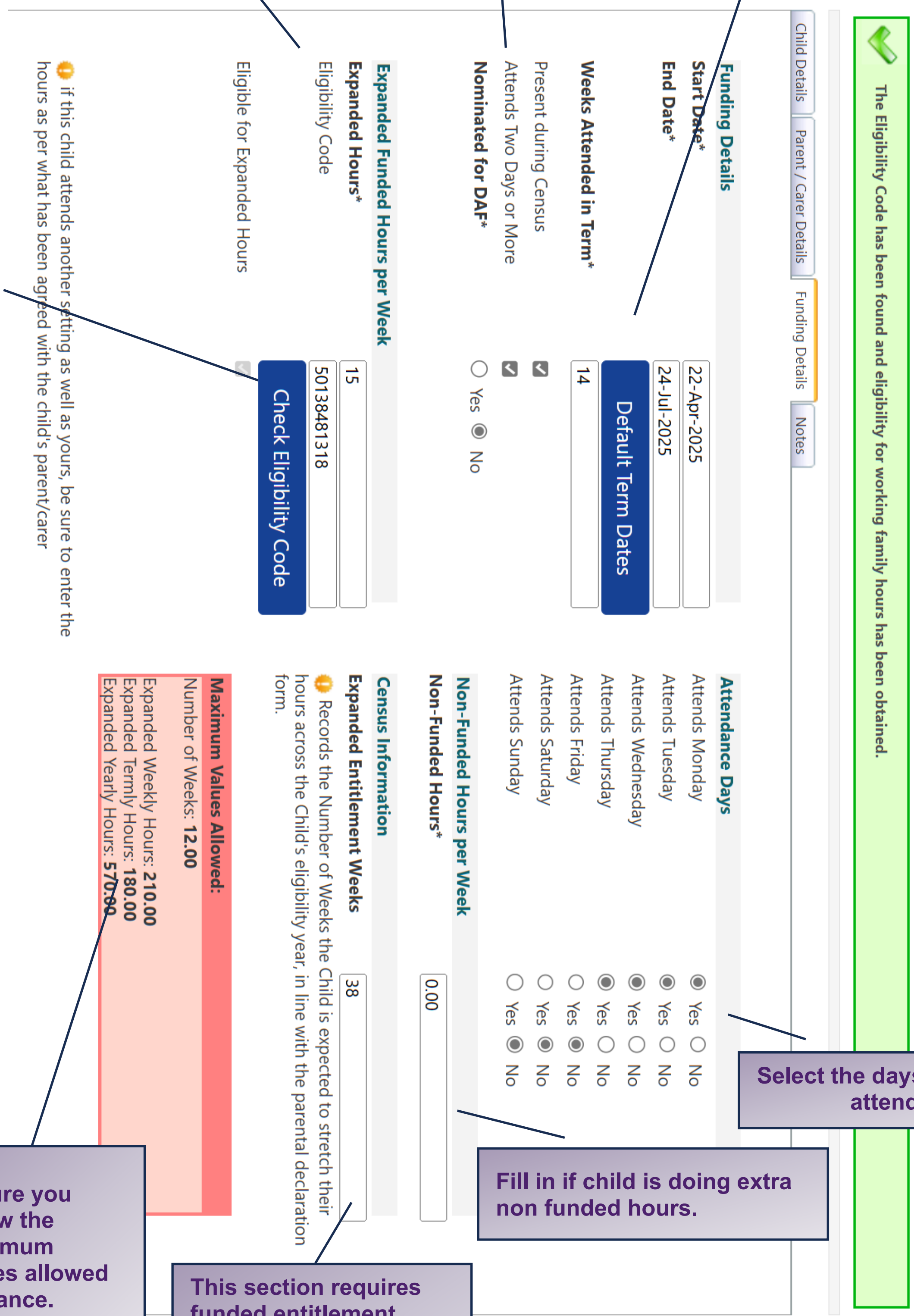
## 5.4.5. 9 Month Old + Funding and 2 year Old Funding

**Select the 'Default Term dates' to populate and enter the number of funded weeks in the box below**

**Select attends two days or more to get full 15 hours funding.**

**Expanded hours is the funded hours. You have to fill this in to get payment for the funded hours.**

**Once code has been filled, you have to click check eligibility code to check whether it is valid.**




**Select the days the child attends**

**Fill in if child is doing extra non funded hours.**

**Ensure you follow the maximum values allowed guidance.**

**This section requires funded entitlement weeks: 38 for term-time only, up to 52 for stretched hours. Minimum is 38 weeks.**

### 5.4.6 Eligibility Checker (9 Months + and 2 Year Old Working Families & 30 Hours Funding)

Before offering a place to parents/carers who qualify for 30 hours funding,9 Month + and 2-year-old working family funding, providers **must** first check that the eligibility code is valid and within the set dates of eligibility for the current term.

To validate the code prior to submitting a funding claim, providers will need the following information:

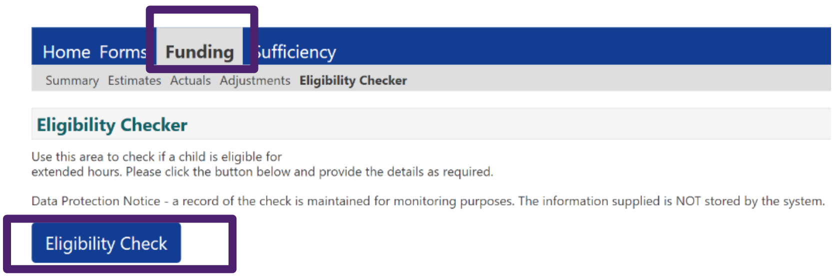
- Eligibility Code
- Child DOB
- Parent's National Insurance Number

**The eligibility Code**: this is the 11-digit code issued to parents/carers by the HMRC

- **Code Start Date**: This is the date the parents/carers applied, and the code was issued.
- **Code End Date**: Parents/Carers deadline for reconfirming their eligibility.

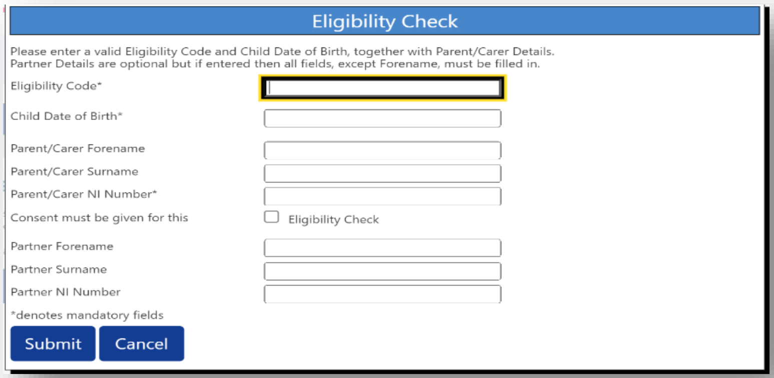
**Please note:** Parents/Carers must reconfirm their eligibility every three months. They should receive messages about reconfirming their eligibility in the 'secure messages' section on their HMRC childcare account or through email/text.

**Grace Period End Date**: This enables parents to retain their childcare for a short period (Grace Periods typically last until the end of term – 31st March / 31st August / 31st December) if they fall out of eligibility. If the parent's eligibility status has not reverted to 'eligible' after this date, then their funding will cease form the following term.




Select the **Funding Tab**, then Eligibility Checker. Then select on the 'Eligibility Checker' button

Complete all mandatory fields marked '*' in each tab




The screen above will appear. **Then populate the fields marked '*' as without this the information will not be processed.**

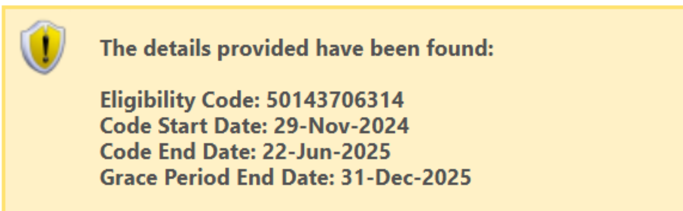
Upon selecting 'Submit,' you should receive set of code dates with a yellow background and a caution symbol. This indicates that the code is either valid, valid for the next term but not the current term, or within its grace period. However, if the outcome shows a red background, the code is invalid or expired. Validity for each term is determined by the code dates as outlined in the provider handbook timetable. For example, a code valid for;

- ✓ Spring term must have a start date by 31st of December
- ✓ Summer Term must have a start date by 31st of March
- ✓ Autumn Term must have a start date by 31st of August

Please note, a child cannot start accessing the working family funding entitlement for the first time within their grace period (period between the validity end date and grace period end date) regardless of if the code has been validated. Further information can be found in the Handbook for Early Years Providers.

1. **Code is valid and child is eligible for funding.**

   *E.g. This code is valid for Spring Term 2025 as the code start date is before the deadline (31 Dec 2024) and it is not within its grace period when the term starts.*



2. **Code is valid for next term but not the current term.**

*E.g. This code start date is the 31st of Jan which is after the deadline for Spring Term ( 31-Dec-2025) but the code is valid for summer term as the start date is by the Summer Term deadline (31-March-2025).*

**The details provided have been found:**

**Eligibility Code: 50131135333**
**Code Start Date: 31-Jan-2025**
**Code End Date: 16-Jun-2025**
**Grace Period End Date: 31-Dec-2025**

3. **Code is in its grace period.**

   *E.g. For a new child, this code is in its grace period for the Summer Term 2025, as the validity end date is prior to the term starting.*

   *Note: Child cannot claim funding for the first time when code is in its grace period.*

**The details provided have been found:**

**Eligibility Code: 50137503016**
**Code Start Date: 24-Jan-2025**
**Code End Date: 20-Mar-2025**
**Grace Period End Date: 31-Aug-2025**

4. **Code is not valid as it has expired or has not been revalidated, therefore, child is not eligible.**

**The details provided for Eligibility Code 50124532942 are not eligible for working family hours.**