

Frequently Asked Questions on FF2

“The child’s sibling has had FF2 funding before, so this child is eligible.”

“We know that the child is eligible, due to their disability.”

This is incorrect. Parents (or the provider/children’s centre or other professional) **must** apply for each of their children at the point they are old enough for FF2 childcare. You must then see the written eligibility confirmation from KCC showing the eligible start date. You can then start the child and then claim the funding through Synergy.

“We were not aware that an application for eligibility must be completed and confirmed before we claimed FF2 funding on Synergy”

The FF2 funding scheme is subject to the household meeting the eligibility criteria **before** you claim funding. A full list of the criteria is available on the FF2 Kelsi page at: <https://www.kelsi.org.uk/support-for-children-and-young-people/early-years/sufficiency-and-sustainability/free-early-education/free-education-places-for-2-year-olds>

“I thought that FF2 parents have to re-apply every term to check their eligibility.”

This is incorrect. Parents **do not** have to re-apply each term. Once a parent is eligible, the child keeps that eligibility until they become a 3-4-year-old funded child (the term after their third birthday). This is **always** the case, even if a parent’s financial circumstances change, they move address, or they change providers.

“I wasn’t sure if the child was eligible, so I just applied/asked the parent to apply online.” or

The parent has lost their confirmation, so I just applied/asked the parent to apply online.” or

“The child has been attending for a while and the parent has now enquired about FF2 funding, so I just submitted an online application for them.”

This is not correct. If you are not sure if an application has already been made, or you think the parent has lost their confirmation, please contact the Management Information Early Years team by e-mail at miearlyyears@kent.gov.uk or on 03000 421612 and we will confirm the situation. **Please do not complete another application online, as this is an unnecessary piece of work for yourself and creates duplicates, that are not needed, for the team to investigate.**

“I applied on behalf of a parent and the result was not eligible, so I submitted another application.”

This is not correct. If you have already applied, please contact the Management Information Early Years team by e-mail at miearlyyears@kent.gov.uk or on 03000 421612 so we can clarify why the application was not automatically eligible at the point of applying and the latest news on where it is in the process. **Please do not complete another application online, as this is an unnecessary piece of work for yourself and creates duplicates, that are not needed, for the team to investigate.**

“I applied on behalf of a parent and I couldn’t download the PDF result, so I submitted another application.”

This is not correct. If you have already applied, but not been able to see the result at the end of the application, please contact the Management Information Early Years team by e-mail at miearlyyears@kent.gov.uk or on 03000 421612 so we can update you on the result and if eligible, send you written confirmation by e-mail. **Please do not complete another application online, as this is an unnecessary piece of work for yourself and creates duplicates, that are not needed, for the team to investigate.**

“I thought I had to re-apply for the child when moving over to the 3-4 funding scheme.

This is incorrect. A parent must meet the criteria published by central government (shown on the Kelsi website) for their child to receive FF2 funding. The term after their 3rd birthday, the child moves over to the 3-4-year-old funding scheme and are automatically allowed to receive a maximum of 15 hours free childcare a week. **Therefore, no further applications to KCC are needed.** If the parent wishes to access the 30 hours free childcare, they need to contact HMRC and create a Childcare Choices account. They will receive a code that they then show to you, as a provider.

A parent has applied for FF2, but they have not received a code to show me that they are eligible, so what do I do?

This is incorrect. The applicant who applies online will receive written confirmation from KCC. **KCC do not issue codes** (unlike other Authorities, including Medway Council). You must then see the written eligibility confirmation from us showing the eligible start date. You can then start the child and then claim the funding through Synergy.

“A parent has shown me their FF2 eligibility confirmation, but it is not from KCC. What should I do?”

To enable us to match the child details when you claim funding for them on Synergy, you must either get the parent to apply online or you can complete it on their behalf. If the result is still eligible, the applicant can download the PDF. If it does not show as eligible, we will need to investigate and if the parent’s circumstances have now changed and they are no longer entitled, then we are unable to confirm FF2. **However, we can honour the previous LA’s decision, but only if the child has been accessing a place at a setting within that Authority.** We will need that provider’s details to confirm.

“I’ve realised why a “No Trace Result” has been found on the online application. The home address is incorrect.”

This is not correct. A “No Trace” result means there is inaccurate **parent** information submitted on the online form covering one or some of the following: **the parent’s NI number, their date of birth or their surname.** In this case, please click on the link you will have been sent in an e-mail to resubmit just those details, or please contact the Management Information Early Years team by e-mail at miearlyyears@kent.gov.uk or on 03000 421612 with the amended information. **Please do not complete another application online, as this is an unnecessary**

piece of work for yourself and creates duplicates, that are not needed, for the team to investigate.

“When can I submit an estimate/headcount for FF2?”

This is incorrect. There is no estimate or Headcount for FF2 funding. The first claim of the term in January, after Easter (usually April) and September is made under the Actuals tab in Synergy. If a child starts after this point, or parents wish to increase their child’s hours later in the term (up to maximum of 15 free hours a week), a claim is made under the Adjustment tab in Synergy.

What is the difference between clicking on “more or less hours” when I’m in the adjustment tab on Synergy?

If you wish to be paid for FF2 children, you must select “more hours.”

If you wish to pay money back to KCC for FF2 children, you must select “less hours.”