

Early Years Entitlements Update – November 2017 Bulletin

Welcome to the November Bulletin, our 7th edition of the Early Years Entitlements Update.

We are mid way through the first term for the 30 hours extended entitlement and encouragingly queries from both yourselves and from parents have eased off. However, we do need to prompt parents to re-confirm their 30 Hour codes to continue to be eligible for The extended offer as we move towards the Spring term.

We would like to say a very big THANK YOU to all providers who have enabled parents to take up this offer and for your patience whilst embedding such a huge new programme into your working arrangements. We appreciate it has not been easy but do feel sure that it will settle down and become a much clearer process for both parents and providers.

1. RE-CONFIRM, RE-CONFIRM, RE-CONFIRM

REMINDER FOR PARENTS – IF THEY ALREADY HAVE A CODE THEN THEY MUST RE-CONFIRM THEIR ELIGIBILITY

It is **important** to remind parents who have been issued with a 30 Hour codes to access the 3&4 year old extended childcare entitlement to re-confirm their eligibility. This needs to be done every 3 months. **IF A PARENT DOES NOT RE-CONFIRM THEIR ELIGIBILITY, THEY WILL ENTER A GRACE PERIOD AND WILL ONLY BE ABLE TO RETAIN THEIR 30 HOURS CHILDCARE FOR A SHORT PERIOD OF TIME.**

Parents should receive a reminder from HMRC inviting them to renew their eligibility. They will need to log in to their account to be able to do this.

Providers need to check the codes are eligible before offering or continuing to offer the parents a place.

THIS IS A CONTINUOUS CYCLE EVERY TERM FOR BOTH PARENTS AND PROVIDERS – PLEASE DON'T FALL FOUL OF THE REQUIREMENTS.

If there are any queries – parents can contact the Gloucestershire Family Information Service (01452 427362 or email familyinfo@gloucestershire.gov.uk) for assistance and providers can contact the Early Years Funding Team (01452 328668).

2. Inputting data onto the Funding Portal

The amendment task is now open in the Nursery Funding Portal until 24th November. You can revise or add Nursery Funding claims for the Autumn term here.

Children details **MUST BE ACCURATE**. Incorrect spellings of names, transposed dates of birth and over claims of apportioned hours are all examples of errors that can delay payments. Unfortunately, the quality of the data submitted for the first autumn term payment was significantly lower than in previous terms and led to over 10,000 lines of errors that had to be manually corrected before payments could be made. Please ensure that you only use legal names for children (e.g. Thomas not Tom) and that it is the correct way round (forename, surname). Make sure you have the right name for the carer and the date of birth is correct.

If you are unsure of any of the details please verify them before you submit your task.

3. Payment of children who had codes issued late from HMRC

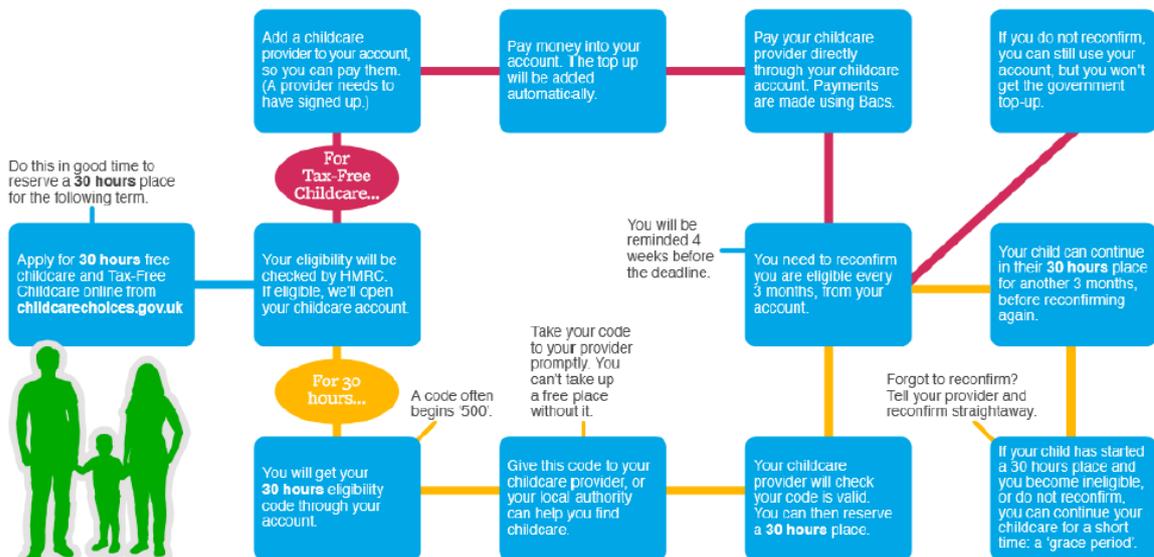
The Department for Education (DfE) has encouraged all Local Authorities to fund Autumn term places for parents who applied or attempted to apply for 30 Hours childcare by 31st August, but did not receive an eligibility code until after this date. We will continue to honour this arrangement until Christmas. Applications that were made after 31st August will not attract funding until January 2018.

4. Promotional materials

HMRC have produced some promotional materials about the 30 Hours offer and to encourage parents wanting to take up the extended entitlement from January to apply as soon as possible. Some examples of these resources are copied below (which we think are very helpful) and attached at the end of this Bulletin (versions that you can print). HMRC have produced a 'communications toolkit' which includes logos, top things parents and providers should know' Q&A, a factsheet for parents on how they can use their 30 hours' entitlement etc.

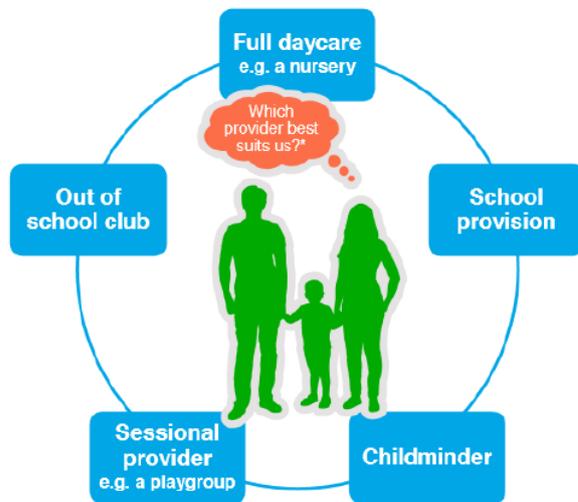
Our communications will be reminding parents to apply for a 30 Hours place from January ideally before the 30th November (latest deadline is 31st December 2017) via the [Gloucestershire County Council website](#), [Glos Families Directory](#) and via Facebook and Twitter. Please encourage parents in any way you can with applying (if appropriate) and accessing their entitlements.

Your new childcare account



Check your childcare options at childcarechoices.gov.uk

Tips on using my 30 hours free childcare



* You can only take up 30 hours at an approved provider, this means they need to be a school, registered by Ofsted or a Childminding Agency.

Different childcare arrangements work for different families. When deciding, you might want to consider the following:

- You can take up your 30 hours between 6am-8pm, but no session can be more than 10 hours.
- You don't have to use all 30 hours, just those that meet your needs.
- Providers have a choice whether to offer the hours, some may not offer the full 30 hours.
- You can split your hours between providers.
- Splitting is limited to a maximum of two sites per day. Remember to get your 30 hours code checked by all the providers you use.
- 30 hours is available for 38 weeks of the year (just like the existing 15 hours scheme). Some providers will allow you to 'stretch' your 30 hours entitlement over 52 weeks of the year meaning fewer hours per week (e.g. you could take 22 hours a week for 52 weeks).

Speak to your provider about whether they offer 30 hours or contact your local authority for further information about accessing the right childcare for you.

5. FREE 30 hours business tools training session

NDNA are offering a **FREE online session to introduce and explain tools which have been developed to help implement the 30 hours entitlement.** This will include a cost calculator, business appraisal and full financial management tool which you are able to download and use for free.

The session will run through how to access the tools, how to download them and how to use them for your setting.

The session will take place on **Thursday November 16th 2017, 7pm – 8pm.** To access the session you will need only a device with internet connection and means of hearing the audio i.e. speakers or headphones.

To book your place, please email Freya Roper, Project Officer, NDNA Freya.Roper@NDNA.org.uk with the following details:

Name of attendee(s):

Your setting name:

Post code:

Email Address(es):

You can view the **business training tools** prior to the session by visiting the [webpage](#).

6. Opening times of HMRC Contact Centre (0300 123 4097) over Christmas and New Year

Friday 22nd December 8am to 8pm

Saturday 23rd December 8am to 4pm

Sunday 24th December 10am to 4pm

Christmas Day 25th December CLOSED

Boxing Day 26th December CLOSED

Wednesday 27th – Friday 29th December 8am to 8pm

Saturday 30th December 8am to 4pm

Sunday 31st December 10am to 4pm

Monday 1st January 2018 CLOSED

Tuesday 2nd – Friday 5th January 2018 8am to 8pm

7. How to access help

▪ HELP FOR PARENTS

If a parent has specific enquiries about their code and eligibility for the extended entitlement, they should contact the **HMRC Contact Centre** on **0300 123 4097**. The Contact Centre is open 08:00 – 20:00 Monday to Friday, 08:00 – 16:00 Saturday and 10:00 – 16:00 Sunday. If a parent has applied for 30 hours childcare before the end of August but is still awaiting their code, they must contact the HMRC Contact Centre on 0300 123 4097. Only HMRC can issue 30 hour codes to parents.

If a parent has a general query about their code, about the extended free childcare entitlement, wants to know childcare providers in their area etc they should call **Gloucestershire Family Information Service** on **01452 427362**.

Information for parents on the 30 hours offer is available on the **Glos Families Directory** [here](#)

▪ HELP FOR CHILDCARE PROVIDERS

Whether you're a childminder, playgroup, day nursery or school, we're here to give you as much **free** support and advice as you need. No question is silly and no problem is too small, we're available to help you with any queries you have about the 30 hours offer or any other query about early years funding or how this can work for you. For further support and advice contact one of the numbers below depending on your query:

Tax free childcare or 30 hours general information

Gloucestershire Family Information Service can help parents and providers make sense of information about childcare entitlements and can help parents find a place for their child/ren. Phone **01452 427362** (Monday to Friday between 9am and 5pm, answer machine at all other times) or email familyinfo@gloucestershire.gov.uk

2 year old, 3 & 4 year old first 15 hours (universal entitlement) or 30 hours (extended entitlement) funding and the online portal

Any queries about how the funding works, how to input information into the funding portal, guidance on what charges you can make to parents and how to keep this within the terms of the

funding agreement etc, please contact the **Nursery Funding Team** (Sue Bodenham, Ben Mumford, Glynis Russell and Razia Munshi) on **01452 328668** or free34forms@eygloucestershire.co.uk

Guidance notes on the changes to the Funding Portal can be found in your gmail account.

Business support and advice

If you're unsure you can offer the 30 hours and how to help parents access a place, **Deborah Robinson** from National Day Nurseries Association offers **free** business support and advice to all childcare providers (including schools). Contact Deborah on 07808 529 231 or email deborah.robinson@ndna.org.uk

Schools

If you're from a school setting and would like to understand more about the 30 hours extended childcare entitlement contact **Liz Giles** or **Rebecca Jelf** on **01452 328518** for free information and advice.



8. UNDERSTANDING THE ENTITLEMENTS

Parents can work out which childcare entitlement would suit them best by completing the [Childcare Choices Calculator](http://www.gov.uk/childcare-calculator) (www.gov.uk/childcare-calculator). They will need the following information ready to use the calculator and apply for their childcare entitlement:

- ✓ Parent's name, address and National Insurance number and the same details for their partner (if they have one)
- ✓ Child/ren's date of birth
- ✓ Details on their income
- ✓ Details on any benefits they or their child receives

As a provider, you can keep yourself up to date by regularly visiting the [Childcare Choices](http://www.childcarechoices.gov.uk) website (www.childcarechoices.gov.uk). Look for the below option on the homepage to take you to provider information:

Childcare providers
What you need to know 

This website is **being updated with all the latest advice and information regarding Tax Free Childcare and 30 hours entitlement.**

If you wish to speak to anyone about any aspect of this bulletin please contact the Family Information Service on 01452 427362 or e-mail familyinfo@gloucestershire.gov.uk



Tips for using 30 hours.pdf



Customer journey.pdf



Parent Communications Toolkit.pdf