

Ealing's Childcare Directory

Guidance for parents and carers

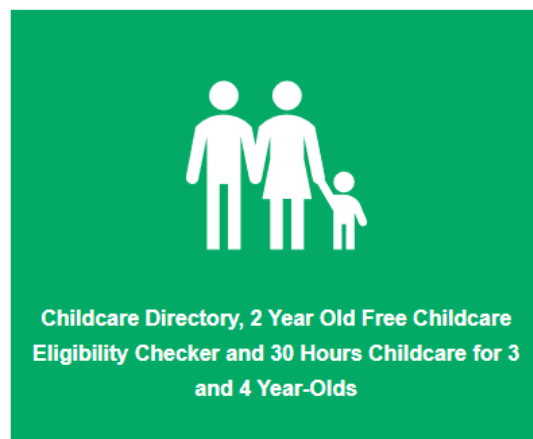
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What is Ealing's Childcare Directory?

Ealing's Childcare Directory is a web portal specifically designed for parents and carers who want to access childcare services from providers within the borough of Ealing. The portal is used to **check two-year-old free childcare eligibility** and **Extended (30 hours) free childcare eligibility**. The portal also has a directory for parents and carers to search for childcare providers, such as nurseries and childminders, that provide childcare based on selected search criteria.



Ealing's Childcare Directory sits with Ealing's Parent and Young Person Portal which allows families to access other services, some services are still in development. At the moment, by creating an account on the Parent and Young Person's Portal parents can:

- Check eligibility for childcare funding
- Apply for a school in year admission

To find out about each area of the Parent and Young Person's Portal homepage, please visit [What is Ealing's Parent and Young Person's Portal](#) (external link).

How to check if your child is eligible for Two-Year Old Free Childcare

Step 1: Where to access the check

You will need to visit Ealing’s Childcare Directory, which sits within Ealing Parent and Young Person’s Portal.

[Visit Ealing’s Childcare Directory](#) (external link)

You can also access this through the Two Year Old Free Childcare Eligibility Checker on Ealing Families Directory www.ealingfamiliesdirectory.org.uk

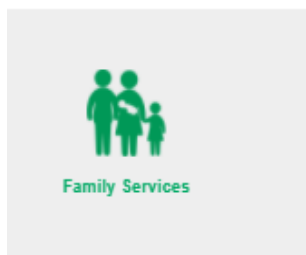


[Food Banks, Food Distribution Services & Food Bank Collections](#)

[Find out more about Free School Meals](#)

[Sign up to Ealing’s SEND Local Offer Newsletter!](#)

Note: This site subscribes to links from the NHS Choices website - bringing you key information on health and wellbeing. NHS information pages are clearly labelled. All other content is provided by Ealing Council.



Once you are on the Childcare Directory, you will then need to visit the Two- Year- Old Free Childcare Eligibility Tile.



Step 2: Check the eligibility criteria

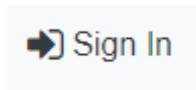
We advise first reading the eligibility criteria on the two-year-old free childcare eligibility page to see if you may be eligible.

If you are applying based on income related criteria, you will need to **create an account**. If you are applying based on other circumstances, there are other ways you will need to apply.

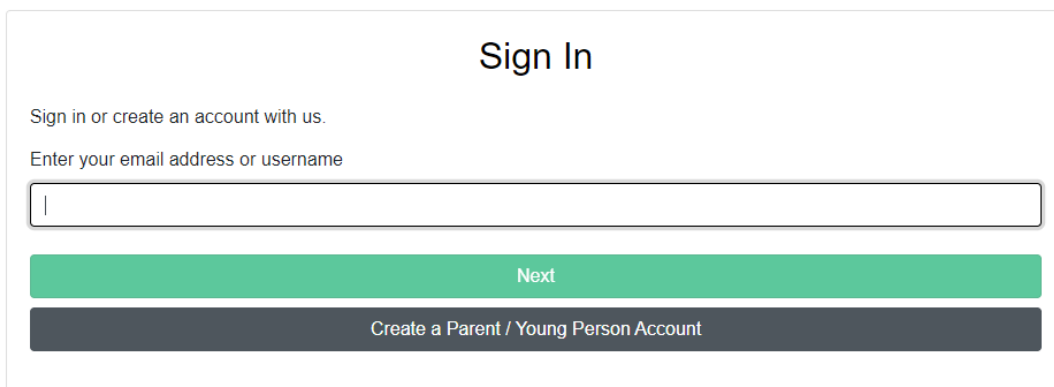
Step 3: Creating an account

You must first create a Parent / Young person portal account before you can complete a 2 year old check.

To do this you will need to click on the Sign in icon in the top right hand corner of your screen:



You will be presented with a sign in screen. On the screen, click on the **Create a Parent/ Young Person account button**.



Sign In

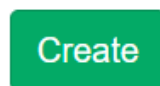
Sign in or create an account with us.

Enter your email address or username

Next

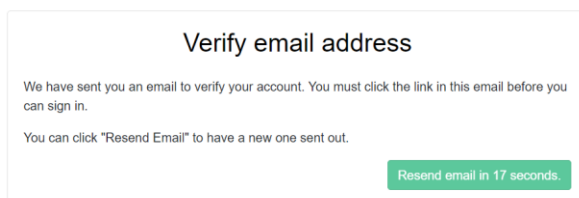
Create a Parent / Young Person Account

You will be asked to input your personal details, including your email and home address. Once completed, input a unique password and click the **create** button.



Step 4: Verifying your account

Once you have created your account, you will be requested to verify your email address. You need to verify your account to be able to access and sign into your account.



Verify email address

We have sent you an email to verify your account. You must click the link in this email before you can sign in.

You can click "Resend Email" to have a new one sent out.

Resend email in 17 seconds.

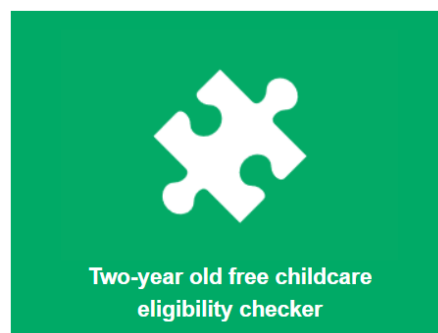
To verify your email address, log into your email (the email you used to create the account).

You will see an account verification email. In the email, click on the link provided. Your account will be verified, and you will be directed back to the sign in page.

Once you sign into your account you will be directed back to the Ealing Parent and Young Person's Portal landing page.

Step 5: Start your application

From the Ealing Parent and Young Person's Portal landing page, you will need to go back on to the Ealing Childcare directory tile. Then click on the Two-Year old Free childcare eligibility checker tile (you can look at step 1 for guidance).



Now that you are signed in you will be able to check your eligibility by clicking the check my eligibility button.



You will now be able to complete a two-year-old application. This involves adding further details about yourself and your children.

Step 6 : Adding your details

On the first step, you must add your National Insurance Number or your National Asylum Support Service (NASS) number followed by your date of birth.

Your Details

Please fill in your National Insurance (NI) or National Asylum Support Service (NASS) number:

NI or NASS Number *

NI NASS

NI Number: *

HN043636B ✓

Date of birth *

20 Sep 1995 ✓

Then click the next button



Step 7 : Adding Your Child's Details

On the next step, you must add the details of your two-year-old child/ren. In order to check your eligibility for two-year-old free childcare, your child/ren's date of birth must be between the age of 1 Year(s) 6 Month(s) and 3 Year(s) 2 Month(s).

To add a child, click on the 'New Child' button

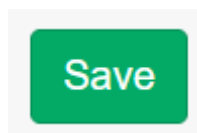
Select Children

You can only apply for a two year old funded place if your child is between the age of 1 Year(s) 6 Month(s) and 3 Year(s) 2 Month(s). ✕

Select the child(ren) you wish to include in the early years application.

[New Child](#)

Add your child details to the fields provided and tick if the child lives at the same address as you. If the child's address is different, add the child's address. Then click Save



Select Children

You can only apply for a two year old funded place if your child is between the age of 1 Year(s) 6 Month(s) and 3 Year(s) 2 Month(s). ✕

Select the child(ren) you wish to include in the early years application.

[New Child](#)

	Name	Date of birth	
<input type="checkbox"/>	Testing Smith	29/12/2018	
<input type="checkbox"/>	Testing-Two Smith	21/02/2019	

Please select the child you wish to apply for

Once you have added your two-year-old child/ren, tick the tick box next to each child that you are applying for and click 'submit application'

Select Children

You can only apply for a two year old funded place if your child is between the age of 1 Year(s) 6 Month(s) and 3 Year(s) 2 Month(s). ✕

Select the child(ren) you wish to include in the early years application.

[New Child](#)

	Name	Date of birth	
<input checked="" type="checkbox"/>	Testing Smith	29/12/2018	
<input type="checkbox"/>	Testing-Two Smith	21/02/2019	

Please select the child you wish to apply for

[Back](#) [Submit Application](#)

**The portal will complete a check with HM Revenue & Customs (HMRC) to identify the eligibility for free two-year-old childcare*

Step 8: Your Results

On the next step, you will be informed of your eligibility result.

If you see an **eligible** result, you will be presented with a voucher code for your child:

Your Results

✓ **Result: Eligible**

The automated checking facilities provided by the Department for Education indicate that you are eligible for Free Nursery Place(s), and we will be in touch with confirmation details. By clicking 'Next Steps', your application will be submitted. Please note, this eligibility code is not confirmed until you have received a confirmation letter from Ealing's Family Information Service

Summary of children:

Name	Status	Details
Testing Smith	✓	Your eligibility code is: HG8C7O

This voucher code can be presented to a childcare provider to obtain free two-year-old childcare. However, before the voucher can be used, you must first receive a formal letter by email containing the voucher code.

If you see **not eligible** result, you will not be presented with a voucher code

*On clicking the finish button, both eligible and not eligible applications will be processed. Further checks will be completed for not eligible applications.



On click the finish button, you be navigated to a new page detailing next steps in the process. This includes searching for two-year-old childcare providers and register interest.

30 Hour Free Childcare Process

You can now check your 30-Hour code on the directory to see whether or not it is currently valid.

In order to obtain your code, you will still need to check if you are eligible first by visiting www.childcarechoices.gov.uk

If you have already applied for 30 hours free childcare and you have obtained your eligibility code, you can recheck your eligibility on the portal as part of a 30 hours application.

Before you complete a 30-hour eligibility check, you must first create a Parent / Young person account. If you do not have an account, follow the steps below, otherwise you can skip to the 30 Hour Eligibility Check.

Creating an account

Before you complete a 30-hour eligibility check, you must first create a Parent / Young person account. To do this you will need to click on the Sign in icon in the top right-hand corner of your screen:



You will be presented with a sign in screen. On the screen, click on the **Create a Parent/ Young Person account button**.

Sign In

Sign in or create an account with us.

Enter your email address or username

Next

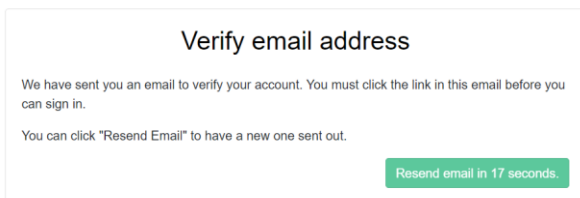
Create a Parent / Young Person Account

You will be asked to input your personal details, including your email and home address. Once completed, input a unique password and click the **create** button.



Verifying your account

Once you have created your account, you will be requested to verify your email address. You need to verify your account to be able to access and use it to sign it.



To verify your email address, log into your email (the email you used to create the account).

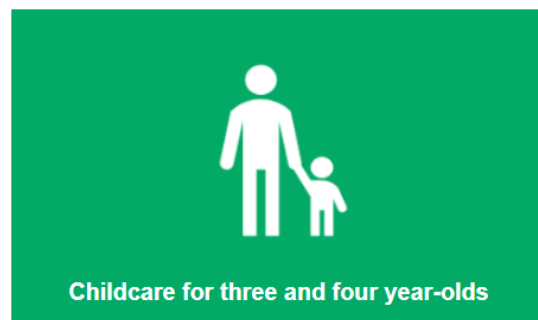
You will see an account verification email. In the email, click on the link provided. Your account will be verified, and you will be directed back to the sign in page.

Sign into your account and you are directed back to the Ealing Parent and Young Person's Portal landing page.

30-Hour Online Eligibility Check

To complete the 30 Hour Eligibility check, make sure you are first logged into your account. If you have just created an account you should be logged in already.

From the Ealing Parent and Young Person's Portal landing page, click on the Ealing Childcare directory tile. Then click on the Childcare for Three and four year-olds tile.



Regardless of your family income or circumstances, you can apply for universal free childcare by clicking on the 'Find out about 15 hours for three and four year olds' button.

[Find out about 15 hours for three and four year-olds](#)

However, if you are a working parent and meet the government 30 hour free childcare eligibility criteria, you can apply for 30 hour free childcare by clicking on 'Find out about 30 hours for three and four-olds' button.

[Find out about 30 hours for three and four year-olds](#)

In the 30-hour childcare page, you will information about the entitlement. If you have your voucher, click 'Validate your code- Log in / Create an account' This will take you to 30 hour check, if you are not logged in you will be prompted to.

1. To check if you are eligible for 30 hours, please visit www.childcarechoices.gov.uk. Once you receive your code you will need to validate it by creating an account on the parent and young person's portal. You can view the full criteria and find out about the entire 30 hour process below.

Already have your code? [Validate your code- Log in / Create an account](#)

You will now be able to complete a 30-hour Eligibility check. This involves adding further details about yourself and your children. This application is in 5 steps:

Step 1: Your Details

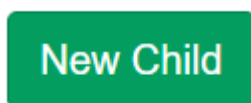
Enter your National Insurance (NI) Number in the field provided, then click Next



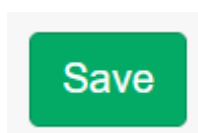
Step 2: Adding Your Child Details

On the next step, you must add the details of your three or four-year-old children.

To add a child, click on the 'New Child' button



Add your child details to the fields provided and tick if the child lives at the same address as you. If the child's address is different, add the child's address. Then click Save



Once you have added your children, tick the tick box next to each child and click 'Enter Eligibility code';

[Back](#)

[Enter Eligibility Codes](#)

Step 3: Enter Eligibility code

On the next step, enter the 30-hour eligibility code for your child:

Name	Eligibility Code *
Gary Grill	71503205555

Then click Validate codes.

[Validate Codes](#)

Step 4: Your Results


**The portal will complete a check with HM Revenue & Customs (HMRC) to identify the eligibility for free 30-hour childcare*

Your 30-hour eligibility results will be presented with a status and reason as well as the eligibility codes start and end date:

Step 4: Your Results

**The portal will complete a check with HM Revenue & Customs (HMRC) to identify the eligibility for free 30-hour childcare*

Your 30-hour eligibility results will be presented with a status and reason as well as the eligibility codes start and end date:

Gary Grill (71503205555)		Funding is available immediately.
		Valid From: 15/03/2020
		Valid To: 09/05/2020
		Grace Period Until: 03/07/2020

The statuses mean the following:



You can apply for free 30-hour childcare at a provider immediately.



You can apply for free 30-hour childcare at a provider in the next term




Your code has expired or your no longer eligible for 30-hour funding. You can find further information about reconfirming your code at the following link:

Then click next:



Step 5: Check complete

Your eligibility check is now complete. If your code status is , you can now search for a provider on the Ealing Childcare directory and register your interest.

Searching for childcare and registering interest

Searching for childcare

On the Ealing Childcare Directory page, using the search tiles provided, you can search for:

- Providers which offer two-year old free childcare places
- Providers which offer Universal (15 hour) free childcare
- Providers which offer 30 hours free childcare
- All non-funded and funded providers

Search for childcare

The image shows four search tiles, each with a green header and a white body. Each tile has a magnifying glass icon in the top right corner. The tiles are:

- Two year- old childcare providers**
Search for childcare providers offering two year old funded places.
- Three and four-year old (15 hours) childcare**
Search for providers offering three and four year old universal (15 hours) funded places.
- 30 hours childcare for three and four year-olds**
Search for providers who offer 30 hour funded (extended 15 hours) places for those who are eligible.
- Search all childcare**
Search all childcare including breakfast and after school clubs.

If you click on any of the search tiles, you will be presented with further search criteria below:




- Childcare Provider Type
- Search by location and radius in miles (home or work)
- Facilities
- Special Needs Area of Experience
- School Pick Up and Drop off

Select your search criteria, then click 'Search'.



Your search results

On your search result, you will see all providers which match your search criteria including the provider name, address, and contact details. This is search criteria is ordered by distance to your home or work.

Testprovider 1   

Day Nursery


Address: London Borough Of Ealing Perceval House,
14 Uxbridge Road,
Ealing, London,W5 2HL

Email: testprov@ealing.gov.uk

Telephone 02088882536


:

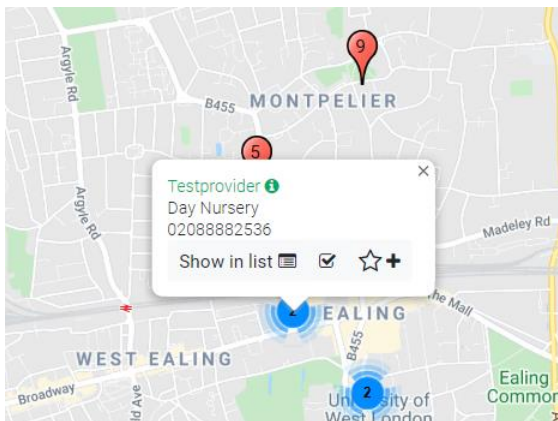
Ofsted ey123456


Reference 


:

Clicking on the provider name, you will see further information about the provider, including OFSTED registration, Special Needs Area of Experience, Opening times and much more.


Clicking on the map pointer icon  next to the Provider name will show the location of the provider on the Google Map.






Click on the Shortlist icon  will add the provider to a shortlist. The shortlist can be viewed by clicking on 'Shortlist' Found on the top right-hand side of your page. You can add more than one provider to your shortlist.

 Shortlist 2

Registering Interest in providers

You can also register interest for a provider and confirm your place by clicking on the Registered interest icon  when searching for childcare. You will need an account to be able to register interest in settings via the portal. Registering interest is optional, if you prefer you can contact the setting directly.

Testprovider
Day Nursery


  

Address: London Borough Of Ealing Perceval House,
14 Uxbridge Road,
Ealing, London, W5 2HL

Email: testprov@ealing.gov.uk

Telephone: 02088882536

:

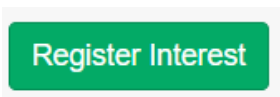
Ofsted: ey123456 

Reference:

:

Once you select the register interest icon, you will be taken to a register interest page. On the Register interest page, select the method you would like to be contacted by, following by the children you are interested in arrangement childcare for.

Then click the 'Register Interest' button



**The provider will automatically receive your registered interest request by email. They may contact you to discuss your arrangements and availability. Once this has been agreed, they can confirm your place and you will be notified by email.*

***If the provider does not have a place, you will be informed by email along with a reason.*

In the email confirming your place, click on the link provided and sign into the portal.

In the Account Management section in the portal, navigate to the Childcare/Applications tab

Account Management

[My Details](#)

[Childcare/Applications](#)

[Notifications](#)

Under the 'Providers I have Expressed an Interest in' section, you will see all providers you have expressed interest where the request is Active, completed or Withdrawn.

[Active](#) **1** [Complete](#) **4** [Withdrawn](#)

Provider	Child(ren)	Status	Actions
Testprovider2test	Testing	Sent to Provider	View Childcare Agreed Withdraw

For all Active requests, you will see statuses below:

- Sent to Provider – Provider has received the request, but has not confirmed the place
- Provider Confirmed – Provider has confirmed your place

Once a notification has been sent to the provider, they may contact you and discuss childcare with you further. If you do not hear back, you may wish to call them directly.

If a provider has then confirmed the interest, you will also need to do this on account too:

[Active](#) **1** [Complete](#) **4** [Withdrawn](#)

Provider	Child(ren)	Status	Actions
Testprovider2test	Testing	Provider Confirmed	View Confirm Withdraw


To confirm your place, click on the 'Confirm Place' button.

[Confirm Place](#)

**The Provider will automatically receive a notification that you have confirmed your place.*

Withdraw or Confirm Your Place at anytime

At any point, you can Withdraw or Confirm Your Place before or after you have heard back from the provider in the Account Manager screen.

To access the Account Manager screen, click on the Account Details icon , followed by Account Manager heading. Then navigate to the Childcare/Applications tab.

You can withdraw your interest by clicking on the 'Withdraw' button in the Account Manager section



**The provider will automatically receive a notification that you have withdrawn your interest.*

Issues with your account

Forgotten Password

If you have forgotten your password, you will first need to click on the 'Sign In' icon on the top right hand of your screen.

Enter your email address, then click next. You must the click on the forgotten password button.

Sign in

Enter your password

Change UserForgot PasswordSign In

In order to reset your password, you must request a token.

Forgot Password

Request a token to reset your password, which we will email to you to verify your identity.

Enter your email address or username

Start AgainI have a tokenHelp ▾Request Token

Click on the Request token button and you will receive an email with a token inside.

Forgot Password

Request a token to reset your password, which we will email to you to verify your identity.

Enter your email address or username

Start Again I have a token Help ▾ Request Token

You should then receive an email with token, like the example below.

Synergy Forgotten Password Request ▶ Inbox ×

noreply@ealing.gov.uk

You recently requested for your Synergy password to be reset.

Please enter the following text into the "Token" field as required by the forgotten password process:

dda4ba10-d1cd-44be-9e37-cf4211a11ad0

You will then need to enter the token received into the field below.

Enter Token

To reset your password, enter the token contained in the email that we sent you.

Token

×

Start Again Help ▾ Reset Password

My Account has been locked

Sometimes your Parent / Young person account may become locked and you will not be able to Sign in into the portal. Your account will be locked for the following reasons:

- You have entered a incorrect password more than 5 times
- You have not accessed your account in over 3 months.
- You have not verified your account

Contact Us

If your account becomes locked, Ealing Council will need to unlock this for you. Please contact us on **020 8825 5588** or email us at **children@ealing.gov.uk**

You will need to provide the following details to verify who you are:

- Your name
- Email address
- Home address

Once your account has been unlocked, you will need to change your password.

Our support opening times are 09:00am - 05:00pm Monday to Friday (excluding weekends)