

## 30hr extended entitlement (30hr Childcare) important updates

August 29<sup>th</sup> 2017

Dear Colleagues, we have a number of important updates from both the DfE and the LA to pass onto you in preparation for the roll out of the programme.

### 1. Parents who are concerned that they will not receive a code before 31<sup>st</sup> August for the Autumn term.

- The DfE has informed us that the childcare service helpline is now able to provide a temporary code to eligible parents experiencing ongoing technical issues. Please encourage parents to contact the helpline on 0300 123 4097, who will check eligibility and provide them with a code if they qualify for 30 hours in the event that they cannot resolve their issue with their on-line application.
- Please be aware that these codes need to be validated via the Eligibility Checking System (ECS) in the same way as standard codes, although please note they begin with '11' as opposed to the '500'.

### 2. Parents who applied before 31<sup>st</sup> August who may receive their 30hr code in September ('amber' cases still under review)

- The DfE anticipate that a small number of parents who have applied before 31 August may receive their 30 hours code in September, because HMRC required additional information before determining their eligibility ('amber' cases). The DfE anticipate that these amber cases from before 31 August will have been processed by the end of the second week of September.
- To support this critical first term of delivery, Ealing Council has agreed to fund a 30 hours place from September 1<sup>st</sup> to September 30<sup>th</sup> for those parents who are currently an amber case, have not received an eligibility code and are awaiting a decision from HMRC.

### Guide for Providers

- In these circumstances, Ealing Council asks providers to be satisfied that a parent applied for 30 hours by 31 August before offering a 30 hours place.
- The provider to contact Maggie Luuka: Tel : 020 8825 9532/5588  
Email: [mluuka@ealing.gov.uk](mailto:mluuka@ealing.gov.uk)
- Email the proof of the screenshot from the parents that the application was made before 31<sup>st</sup> August
- **Proof:** a parent might demonstrate that they applied before 31 August through sharing a screenshot of the information contained within their childcare account mailbox and secure message that will state:
  - when they were identified as an amber case, and
  - the date they received the message.
- Maggie will confirm the place and instructions regarding headcount and payments.
- If the HMRC determination is that the child is eligible, the parents will receive an eligibility code and the provider will validate this on the portal and the child will be eligible for the Autumn term funding.
- If the HMRC determination is that the child is ineligible, the funding for that child will cease on 30<sup>th</sup> September 17. There will not be a grace period as a child must be eligible for funding before the grace period is applicable.

### **3. Ealing 30hrs Incentive Fund 2017/18**

In order to encourage and support providers in establishing 30hr places in Ealing, we will be allocating an additional one off payment of £200 per place for each valid child entered onto the portal. Details will be discussed at the briefings below and then issued on our EGFL page.

### **4. Important 30hr Briefing and Portal Demonstration.**

This briefing is primarily aimed at those providers (School Business Managers and Administrators, PVI's and Childminders) offering 30hr places from September 1<sup>st</sup>, but other providers who are considering offering places from January 2018 would also find this briefing useful.

The briefing will be in two parts:

1. The 30hr Extended Entitlement Programme begins on 1<sup>st</sup> September and we have our portal system in place to validate voucher codes, input children and parents' details and process payments, which opens on 4<sup>th</sup> September. There has been a system update in August and there will be a demonstration of the portal process and opportunity to ask questions at the demonstration.

A guide to using the portal will be circulated by 8<sup>th</sup> September.

2. We will be giving an update on 30hr progress and demand in Ealing. Key dates and grace periods and as part of the support to providers offering 30hr places in 2017/18, we will be giving details of the incentive fund, which will give providers an additional £200 per place for each valid child entered onto the portal.

*Note: We are awaiting confirmation of the booking, and will confirm shortly.*

Therefore the provisional dates are:

- Monday 18<sup>th</sup> September 10am-11.30am and 1.30pm -3.00pm
- Tuesday 19<sup>th</sup> September 10am-11.30am

Venue: EEC                      Booking will be through CPD online.

### **5. Importance of validating the parents eligibility code and entering details onto the portal**

It is the responsibility of providers to validate the parents' code when they are presented to them. This is a very important step as the code must be validated via the ECS before the child can take up their funded place. If providers choose to allow parents to start the place prior to validating the code, it will be at the providers risk should the parent prove to be ineligible.

### **6. Parental queries about 30hr eligibility**

This is a reminder to please direct parents with queries regarding eligibility and related queries concerning tax free childcare, to the Childcare Choices Website [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk) or to the Customer Interaction Centre 030 0123 4097, not to the Ealing FIS.

The Council cannot give any advice to parents regarding their eligibility; this is the role and responsibility of the HMRC.