

# 30 HOURS OF FREE CHILDCARE



September 2017 • Issue 12

## MONTHLY UPDATE

### What is 30 Hours of Free Childcare?

The national rollout of 30 Hours of Free Childcare commenced on the 1 September 2017.

The Childcare Act 2016 is delivering the Government's election manifesto commitment to giving families (where parents are working and eligible) an entitlement to 30 Hours of Free Childcare for their three and four year olds.

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### MI Synergy Update, key reminders:

- Please ensure you have read the guidance before phoning Management Information with queries. It is best to have it in front of you when inputting your claims, as it has detailed instructions and screenshots showing you what to do.
- The FIS Synergy Provider Portal works best in Internet Explorer. If you are trying to open it in Google Chrome, it may not let you log in. Please try changing your internet browser before phoning Management Information
- If you are offering stretched funding, you will need to add in closure dates for all three terms, Autumn, Spring and Summer. The stretched funding calculator is based on what funded pattern you wish to offer your parents, not when you are physically open/closed as a business. You will need to add in the dates you are **not offering funded sessions**, in accordance with the table below to ensure the system will allow you to claim the correct number of hours a week you wish to offer parents:

Total number of weeks	Total weekly hours to be claimed	Total yearly hours claimed	Total hours to be capped in Summer Term
52	11	572	2
51	11.25	573.75	3.75
50	11.5	575	5
49	11.75	575.75	5.75
48	12	576	6

## MI Synergy Update continued:

- If you have a child that is eligible for the extended hours, but they are only taking the universal hours with you, you do not need to put in the 11 digit code. This only needs to be completed when the extended hours are being claimed by yourself.
  - When claiming for the extended hours, please make sure you complete all three tabs, child details, funding details and parent/carer details. You then have to go back to the funding tab and click the blue '30 Hours of Free Childcare' button to complete a 30 Hours check on the child. If you do not click this button, the system will tell you that 'an eligibility check needs to be completed' before saving the record. This can take a couple of attempts for the system to register the check, please try a couple of times before phoning Management Information.
  - Management Information provides support to Early Years Providers and **not** parents. Please **do not** give parents Management Information contact details, as this takes away our resources to answer your queries. If a parent wishes to speak to someone regarding their Early Years Funding, please direct them to Children and Families Information Service (CFIS) on 03000 41 23 23 or [kentcfis@kent.gov.uk](mailto:kentcfis@kent.gov.uk).
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## Guidance from Management Information on 30 Hours of Free Childcare scenarios since rollout:

The family must have applied before 31 August and been issued their code for a September start – all codes must be issued before the start of the term they wish to start and they must be in the eligible date of birth range.

If the family applied after 31 August they will be issued a September start date and therefore be told they can access their extended entitlement in January not September, as they applied too late. Any validity checks that return a September start date will be sent an automated January start email from Management Information. Please see the scenarios below highlighting families who have a September start date but may still be eligible from September:

- HMRC had issues with their account and many families tried to apply before 31 August but their application did not go through and therefore they received their code too late, resulting in a September start date – these are classed as amber cases and Management Information require a screen shot of the secure messages in the family's childcare account clearly demonstrating the date they originally applied. Once Management Information has this piece of evidence they will email to confirm if the family can access their 30 hours extended entitlement place in September for the Autumn Terms.
- If a family has applied over the phone with HMRC due to technical problems and they have received a temporary code, they may have no evidence that they applied for the 30 Hours of Free Childcare before 31 August. To confirm a family as eligible from September Management Information will need to discuss the family's case with you. Please call Management Information if you feel you have a family that fits this scenario.

Continued.....

## Scenarios Continued:

- Parents are required to reconfirm their details to HMRC every three months, to regenerate their 11 digit eligibility code with a new end date and grace period date. These new dates will be sent to you in the audits that take place six times a year. The new dates will also show on the Synergy Provider Portal once a claim has been submitted for the 30 Hours of Free Childcare.
- There is a 'Guaranteed First Term' for all families who applied before 31 August. If the family has not reconfirmed their details with HMRC before their validity end date, they will fall into their grace period. For this term only, a child in the grace period will be able to start in an extended place, but subsequent terms, this will mean the family cannot start in a setting. On Synergy these children will be flagged with a yellow exclamation mark.
- If a family continues to not reconfirm their details or are no longer eligible for the 30 Hours of Free Childcare, they will be able to access the guaranteed first term but their extended entitlement place will end on their grace period end date.
- If a parent reconfirms their details with HMRC after the validity end date has passed, their 11 digit eligibility code will have a new start date, end date and grace period date assigned to it. This could mean a code that was validated before the start of term, could now have a start date for the next term and is no longer eligible to start. Please contact Management Information if this occurs, so the history of the code can be checked. Once a check has been completed Management Information will confirm eligibility from September for the Autumn Terms, in line with the guaranteed first term.

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## 30 Hours Spring/Summer terms 2018:

Parents/carers are able to claim for the term **after** their child's 3rd birthday. The next deadline to apply by is:

**31 December 2017** to start in January 2018.

**31 March 2018** to start in April 2018.

**PLEASE ENSURE PARENTS/CARERS ARE MADE AWARE OF THE DEADLINE DATE FOR APPLICATIONS.**

We suggest providers use their 'empty belly posters' previously supplied to communicate the deadline dates with parents.

### 30 Hours Email Address

We have an email address for any queries you may have but please speak to your Childcare Sufficiency Officer in the first instance.

[30HoursFreeChildcare@Kent.gov.uk](mailto:30HoursFreeChildcare@Kent.gov.uk)

**WORKS  
FOR  
ME**

## **KELSI Website**

The 30 Hours of Free Childcare page on KELSI is designed to provide you with the information you need with ease. Each heading will take you to your desired page.

### **30 Hours of Free Childcare:**

- Eligibility Criteria
- Childcare Choices
- Statutory Guidance
- Operational Guidance

### **Eligibility Checker:**

Free Early Education

### **Guidance Documents:**

- Open Objects Register
- Parent Declaration Form
- Disability Access Fund
- Transition and 30 Hours
- Further Information

### **Monthly Updates:**

- 30 Hours of Free Childcare News

### **District Information:**

- June Seminar Slides
- Countywide and District Presentations

### **Q and A:**

- Provider Q and As

### **Promotional Materials:**

- Parent Leaflet
- Poster
- Postcard
- Images
- Digital Badges
- Eligibility Code Poster

**The 30 Hours of Free Childcare updates will continue to be uploaded onto KELSI the last Friday of each month.**

**<http://www.kelsi.org.uk/30-hours-free-childcare>**

## **Parents/carers reconfirming their eligibility codes:**

**This is the information for parents/carers regarding reconfirming their eligibility code:**

**Reconfirm your eligibility every three months:**

If you have applied and/or claimed up to 30 Hours of Free Childcare and/or Tax-Free Childcare, you must reconfirm your eligibility. This must be done even if your child hasn't started their 30 Hours place. You must reconfirm your eligibility 3 months from the date you applied to receive the extra hours, this must be done every three months.

**How do I reconfirm?**

1. You can reconfirm your eligibility up to four weeks before your reconfirmation date and log into your Childcare Service account. You are advised to make a note of this date.
2. HMRC should also text and/or email four weeks and two weeks before the deadline. You should keep them informed of any changes to your contact details. You will be prompted to log into your Childcare Service account.
3. In the account you must go to 'secure messages'. You can access this section at any time. The section on reconfirmation will inform you of your new reconfirmation date.

**The reconfirmation process may differ for some parents/carers, such as if:**

- your circumstances haven't changed you will need to tick a box to confirm this. You will not receive a new code but the existing one will get extended for three more months
- your circumstances have changed. You must amend and resubmit your details
- you completed your original application over the phone. You will need to phone the Customer Interaction Centre to reconfirm your eligibility on 0300 123 4097
- you currently have a temporary code (these start with 11) you must complete a new application. You must do this through your Childcare Service account to get a permanent code

**Continued.....**

## Reconfirmation continued:

### What happens if I no longer meet the eligibility criteria?

- If your family no longer meets the criteria, KCC will inform your childcare provider and you will stop being eligible to claim the extra hours. However, there will be a grace period until the start of the next funded period to give you the opportunity to regain employment. If your circumstances change during the grace period you can reapply again and continue to receive the extra hours
  - You will still be able to receive the universal 15 hours of Free early education and childcare for 3 and 4 year olds even if you are no longer eligible for the extended entitlement.
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## Workforce Conference – Reminder:

Kent's Early Years and Childcare Service is holding a workforce conference on **the 14th November 2017 at The Mercure (Maidstone)**. Delegates will have the opportunity to attend two workshops (morning and afternoon). To book please click on the link [Kent CPD Online](#)

**To benefit from the early bird offer, secure your place by 6<sup>th</sup> October 2017** when charges will be £76.00 for Kent based settings and £96.00 for settings outside of Kent. After 6<sup>th</sup> October 2017 charges will be £95.00 for Kent based settings and £120.00 for settings outside of Kent.

### Workshops:

1. Leadership in a changing landscape
2. Developing and Sustaining Diversity in the Workplace
3. To explore effective models of support for children with SEND including examining the impact of individual support on children's outcomes, independence and wellbeing\*
4. Developing an Inclusive Workforce – making your inclusive setting even better\*
5. Importance of a robust Performance Management process in Early Years
6. Growing and Developing Your Workforce.

**\*There have been changes to the titles of workshops 3 and 4.**

### Objectives:

- To support the Early Years Workforce Strategy to build an increasingly highly-skilled and capable workforce, which is essential to deliver high quality services and achieve the best outcomes for children.
- To strengthen and develop leadership
- To bring together a range of Early Years providers to debate workforce issues.
- To share best practice
- To provide tangible solutions to a number of workforce challenges.

**Continued.....**

## Workforce Conference continued:

### Benefits of attending:

- To gain an understanding of the changes set out in the Department for Education's Early Years workforce strategy
- To get clarification on delivery of qualifications for Early Years educators
- benefit from the opportunity to discuss the realities of putting the proposed workforce changes into practice
- To gain insight from a best practice enhancing quality for young children through continual workforce support and professional development.

### Target audience:

- Early Years representatives from private, voluntary and independent sector, nursery schools
- Childminder organisations
- Committee members and owners
- Managers and Head teachers
- Local Authority Early Years teams
- Workforce planning and implementation teams
- Employment training and development teams
- Human resources teams.

Booking Link – [Kent CPD Online](#)

Childcare choices link - <https://www.childcarechoices.gov.uk/>



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## Queries/Complaints:

If a parent/carer has a query or a complaint they must contact Children and Families Information Service on 03000 412323 or email [kentcfis@kent.gov.uk](mailto:kentcfis@kent.gov.uk)