

Early Years Funding FAQs

Updated 29/1/2026

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Latest FAQs

Q. What are the changes to 2 year old funding?

A. The 2 year old early years entitlements are:

- the 30 hours entitlement (term time equivalent) for eligible working parents of 2-year-old children (increased from 15 hours) this is also called “Expanded hours”.
- the 15 hours entitlement for disadvantaged 2-year-olds this is also called “FRAS” which stands for “Families receiving additional support”.

Q. How do parents get a disadvantaged/FRAS code?

A. In order to claim Disadvantaged/FRAS 2 year old funding, the parent must apply online at [Synergy - Enquiry](#)

If they are entitled the system will generate a 6 digit code that the parent can give to you. If the parent loses or forgets the code, they can log back into their account where the code will be saved.

Q. How do I use the codes?

A. You can enter the code by pressing the EY voucher code button on the claim. Disadvantaged/FRAS 2 year old funding does not need to be revalidated and will last until 3&4 year old funding starts.

In order to claim Working Family Expanded Two year old funding, the parent must give you an in date, valid code from HMRC Childcare Choices. These codes work in the same way as the 3&4 year old codes. You must enter this code on your claim, you don't need to upload any HMRC/Childcare Choices confirmation as the system will check it for you.

If a child has both types of 2 year old codes, please use both codes, as they will work together. They will still only get a maximum of 30 hours, not 45 hours.

Q. What date does the disadvantaged/FRAS code start?

A. The parent won't have a letter to give you, just a code. The code starts the funding period after the child turns two, in addition to this you cannot backdate funding to before the parent has given you the code, their child's birth certificate/passport, and completed the parent declaration form.

Although we hold the dates the codes start and when the parent applied for the code, you won't need this as you should never try to backdate a code.

Q. Can a 2 year old use both their disadvantaged/FRAS code and working parent codes?

A. Yes, some parents ask if they can have 15 disadvantaged hours PLUS 15 expanded/working parent hours, totalling 30 hours per week.

Q. Where is the disadvantaged hours box on the claim?

A. You can either enter the code via the EY voucher button or go to the funding tab if you have already created the child record. The disadvantaged / FRAS – families receiving additional support hours box on the claim is called Funded hours.

Home Forms Funding Sufficiency Images

Summary Actuals Adjustments Eligibility Checker Registered Interests

Child Details Parent / Carer Details **Funding Details** Documents Notes

Funding Details

Start Date*

End Date*

Default Term Dates

Weeks Attended in Term*

Present during Census ☒

Attends Two Days or More ☐

Nominated for DAF* ☐ Yes ☐ No

Stretching Entitlement ☐

Funded Hours per Week

Eligible for Funded Hours ✗

Click to check eligibility for 2-year-old receiving additional support funding **Check Eligibility**

Hours*

Expanded Funded Hours per Week

Eligible for Expanded Hours ✗

Eligibility Code

Click to check eligibility for Working Family funding **Check Eligibility Code**

Expanded Hours*

Total Funded Hours per Week

Total Funded:

Attendance Days

Attends Monday ☐ Yes ☐ No

Attends Tuesday ☐ Yes ☐ No

Attends Wednesday ☐ Yes ☐ No

Attends Thursday ☐ Yes ☐ No

Attends Friday ☐ Yes ☐ No

Attends Saturday ☐ Yes ☐ No

Attends Sunday ☐ Yes ☐ No

Non-Funded Hours per Week

Non-Funded Hours*

Census Information

Funded Entitlement Weeks

Expanded Entitlement Weeks

Maximum Values Allowed:

Number of Weeks: **14.0**

Funded Weekly Hours: **10.00**

Funded Termly Hours: **140.00**

Funded Yearly Hours: **380.00**

Expanded Weekly Hours: **10.00**

Expanded Termly Hours: **140.00**

Expanded Yearly Hours: **380.00**

ⓘ If this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

Save Cancel *denotes mandatory fields

If the box doesn't appear, please make sure you've ticked the additional support check permission box on the parent tab:

Child Details

Parent / Carer Details

Funding Details

Documents

Notes

Entering Parent/Carer details enables us to check whether the child is eligible for Early Years Pupil Premium (EYPP) funding, and whether the child is eligible for expanded hours.

Please ensure you input details for all records that have given their permission to do so, as this ensures you receive the additional funding. Please also ensure that the correct consent boxes are selected as per the usage of the details.

Parent / Carer Details

Forename

Surname

DOB

Email

Contact Number

☐ NI or
☐ NASS Number

Tick to give consent to Eligibility Checking for

☐ EYPP
☐ Working Family Eligibility
☒ Additional Support

Partner Details

Forename

Surname

DOB

Email

Contact Number

☐ NI or
☐ NASS Number

Tick to give consent to Eligibility Checking for

☐ EYPP
☐ Working Family Eligibility
☐ Additional Support

Switch

Consent for Eligibility Checking:
EYPP: The Surname, DOB and NI or NASS Number will also be required for this data to be used for an Eligibility Check.
Working Family: The Surname and NI Number will also be required for this data to be used for an Eligibility Check.
Additional Support: The Surname, DOB and NI Number will also be required for this data to be used for an Eligibility Check.

Save

Cancel

*denotes mandatory fields

4

Q. Where is the working parent hours box on the claim?

A. The working parent hours box on the claim is called Expanded hours. DfE use the term expanded hours, and working parent hours interchangeably for 9 month old and 2 year old funding.

Home Forms **Funding** Sufficiency Images

Summary Actuals Adjustments Eligibility Checker Registered Interests

Child Details Parent / Carer Details **Funding Details** Documents Notes

Funding Details

Start Date*

End Date*

Default Term Dates

Weeks Attended in Term*

Present during Census ☒

Attends Two Days or More ☐

Nominated for DAF* ☐ Yes ☐ No

Stretching Entitlement ☐

Funded Hours per Week

Eligible for Funded Hours ✗

Click to check eligibility for 2-year-old receiving additional support funding

Check Eligibility

Hours*

Expanded Funded Hours per Week

Eligible for Expanded Hours ✗

Eligibility Code

Click to check eligibility for Working Family funding

Check Eligibility Code

Expanded Hours*

Total Funded Hours per Week

Total Funded:

Attendance Days

Attends Monday ☐ Yes ☐ No

Attends Tuesday ☐ Yes ☐ No

Attends Wednesday ☐ Yes ☐ No

Attends Thursday ☐ Yes ☐ No

Attends Friday ☐ Yes ☐ No

Attends Saturday ☐ Yes ☐ No

Attends Sunday ☐ Yes ☐ No

Non-Funded Hours per Week

Non-Funded Hours*

An Eligibility Check for 2-year-old receiving additional support funding should be carried out if claiming Funded Hours. If the Eligibility check returns as not being eligible hours can still be entered, but may be rejected by the LA.

Census Information

Funded Entitlement Weeks

Expanded Entitlement Weeks

Records the Number of Weeks the Child is expected to stretch their Funded/Expanded hours across the Child's eligibility year, in line with the parental declaration form.

Maximum Values Allowed:

Number of Weeks: 14.0

Funded Weekly Hours: 10.00

Funded Termly Hours: 140.00

Funded Yearly Hours: 380.00

Expanded Weekly Hours: 10.00

Expanded Termly Hours: 140.00

Expanded Yearly Hours: 380.00

If this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carers

Save Cancel

*denotes mandatory fields

Q. How do I place a 2 year old adjustment?

A. The left side is for disadvantaged hours (FRAS) hours, and the right side is for Working Family hours.

The screenshot shows the FIS Provider Portal interface. At the top, it displays 'Organisation: Testing Tots' and 'Provider: Testing Tots (Day Nursery)'. Below this is a navigation bar with 'Home', 'Forms', 'Funding', and 'Sufficiency'. Under 'Funding', there are links for 'Summary', 'Adjustments', 'Eligibility Checker', and 'Registered Interests'. The main content area has tabs for 'Child Details', 'Parent / Carer Details', 'Funding Details', 'Documents', 'Pending Adjustment', and 'Notes'. The 'Pending Adjustment' tab is active, showing two side-by-side forms: 'Pending Adjustment' on the left and 'Expanded Pending Adjustment' on the right. Both forms have a 'Number of Hours' dropdown and a 'Reason (500 characters)' text area. Below each form is a red box with 'Maximum Values Allowed:' and 'Funded/Expanded Termly Hours: 140.00' and 'Funded/Expanded Yearly Hours: 380.00'. At the bottom left are 'Save' and 'Cancel' buttons, and a note '*denotes mandatory fields'. The footer includes '© 2025 The Access Group' and 'FIS Provider Portal - Part of the Synergy FIS Suite'.

Funded hours

AKA

Disadvantaged hours

FRAS hours

Families in receipt of additional support

Expanded hours

AKA

Working family hours

Requirements of providers for funding

Q. What are the requirement of providers for funding

A. The following is required:

- The Provider Agreement must be signed and returned to us
- An up to date Public Liability insurance certificate must be emailed to us at each insurance renewal, if it doesn't state Public Liability, please email in evidence as well as your certificate, such as your policy schedule document. We can't take the Employer's Liability certificate on its own as it's Public Liability that we require for all suppliers.
- Claims must be made correctly, on time and with the correct supporting documents. Adjustments should be made promptly.
- Ofsted registration kept up to date (no payments lapsed).
- Opening hours and dates as required.
- Early Years census to be completed on time.
- DfE returns and other forms completed when requested.

Without the above, payments can be stopped.

The early years provider must be located within North Somerset in order to claim funding from us. Children must be resident in England for funded hours. Those resident in Wales or Scotland will not qualify.

If your setting closes, whether permanently, or temporarily for a fortnight or longer (where not already on your funded weeks form), please inform us in good time, via email, so we can reconcile your funding account. We are able to put any funding payments on hold to avoid overpayments, but the more notice we have the less likely it is we will need to do this.

If children have left mid-funding period and the places have not been filled resulting in a large overclaim, please let us know as soon as possible so we can alter your monthly payment to prevent large overpayments.

All invoices from the providers to parent/carers must be clear and itemised. They must identify the funded hours (including times/sessions and dates). Parents must be made aware that all charges associated with funded hours are voluntary and they can opt out of these charges.

Child Funding and Funded Year FAQs

Q. What are the new entitlements?

A. Please check the Government's webpage Best Start in Life (previously called Childcare Choices) for all updates [Best Start in Life - Best Start in Life](#)

The early years entitlements as at 1st September 2025 are:

- 30 hours (term time) entitlement for eligible working parents of children from 9 months to 2 years old
- 30 hours (term time) entitlement for eligible working parents of 2-year-old children
- the 15 hours (term time) entitlement for disadvantaged 2-year-olds (also known as FRAS – families receiving additional support).
- the universal 15 hours entitlement for all 3 and 4-year-olds
- the additional 15 hours entitlement for eligible working parents of 3 and 4-year-olds

Q. When does a child's funding year start?

A. The child's birthday must be **before the start** of the funding period:

- Birthday between 1st Sept and 31st Dec for a funding year of 1st January – 31st December
- Birthday between 1st January and 31st March for a funding year of 1st April – 31st March
- Birthday between 1st April and 31st August for a funding year of 1st September – 31st August

Q. If a child's birthday is in the middle of a funding period, what happens?

A. The funding doesn't change until the next funding period.

Children change from 9 month old funding to 2 year old funding, and from 2 year old funding to 3&4 year old funding the funding period after they have their birthday.

This means if a child turns 2 on January 25th, they won't start 2 year old funding until the following funding period, which would be the Summer funding period (1st April).

Q. How many hours can a child have funding?

A. This depends on the type of funding:

- 1140 hours for 9 month old working family funding for a full funded year
- 570 hours for 2 year old disadvantaged hours / families receiving additional support hours for a full funded year.
- 1140 hours for 2 year old working family funding for a full funded year.
- 570 universal hours for 3&4 year olds for a full funded year.
- 570 extended hours for 3&4 year olds for working families for a full funded year.

The 2 year old disadvantaged/FRAS hours should be used first if they also have a working family code. However, this is still capped at 1140 hours.

All funded hours must be pro-rata, they can't be stockpiled.

We suggest this is done as a maximum of 15 hours term time only, and a maximum of 12 hours over 47.5 weeks.

Q. Can a child have part hours?

A. The funding should be given out in quarter, half and full hours in a day. We would not accept other fractions or decimals of an hour such as 5.4 of an hour in a day. Parents should be advised that should they choose to stretch funding, they may not receive their full entitlement.

Q. Will you tell me when a child is going over their hours?

A. Due to the children having different funded years, the system can't flag predicted overclaims, it is the providers responsibility to keep track of hours and not place overclaims. All claims are now on the new system so you can view each claim and calculate them. Any overclaims will be subject to a penalty per claim, per child. If the child attends more than one setting, please contact them direct as our information will not be up to date as claims and adjustments can be placed up until each deadline.

Q. Do you allow temporary changes for a child's hours?

A. We do not allow temporary or holiday changes.

Q. Can I change a child's hours during a funding period?

A. We advise against changing a child's hours during a funding period and every effort should be made to avoid a child changing from term time only to stretched hours or vice versa within their funded year due to the likelihood of overclaims. We do not allow temporary or holiday changes.

Q. Can a child be term time only at one setting and stretched at another?

A. No, a child must be either term time only or stretched across all providers they are using funded hours with. We will enforce this from September 2021 so please get them on track as soon as possible. You can charge private hours for weeks outside of this pattern. The only exception is for Springboard as they are a specialist facility and are only open term time.

You can offer one term time only pattern, and one stretched pattern in your setting, but the individual child must have one only (term time only OR stretched), across all settings for their funded year.

Q. A child's setting has closed / no longer takes funded children, can they change pattern?

A. The child should stay on the same pattern if possible. Please keep in mind overclaims can easily happen when changing patterns.

Q. Do you fund child absence?

A. We will provide funding for up to 2 weeks illness or holiday at a time, for illnesses/hospital treatment causing absences of over 2 weeks, please email EY.Funding@n-somerset.gov.uk with details to see if we can provide permission for extenuating circumstances. Please remember to follow safeguarding procedures for any absence. We will not fund excessive or frequent absences. We do not fund staff illnesses or absence.

Q. Can I claim funding for a relative?

A. Childminders cannot claim funding for a relative (even a distant relative), children you foster or care for. The intention of the rule is that you should not claim funding for a child you would normally socialise with.

Funding period FAQs

Q. When does the Summer funding period start?

A. The Summer funding period starts 1st April, not after the Easter school holidays. The funding periods are set by Government and are different to school term dates.

Q. What are the funding periods?

A. The funding periods are:

- **Autumn** 1st September – 31st December
- **Spring** 1st January – 31st March
- **Summer** 1st April – 31st August

Q. What should the code dates be?

A. The dates of the codes are set by HMRC. They have stated a code must be valid before the start of the funding period, and the end date should be after the start of the funding period for instance:

Start date of code	End date of code	Funding period
On or before 31 st December 2025	On or after 1 st January 2026	Spring
On or before 31 st March 2026	On or after 1 st April 2026	Summer
On or before 31 st August 2026	On or after 1 st September 2026	Autumn

Working family eligibility code FAQs

Q. How do I know if a working family code is valid?

A. Please check the code on the claim, or the eligibility checker. A code can be valid, but not in date for the funding period you want to use it for, so you need to check the dates.

In accordance with HMRC's guidance, the start date of the code should be before the funding period for it to work, and the code must still be in date.

For example, if a parent comes to you on April 19th for the Summer funding period, and their code shows they received it that day (start date of 19th April) they will not be able to use that code as it should have a start date of before 1st April. The claim and adjustment will not allow you to claim if the code isn't valid or doesn't cover the correct dates. The standalone checker will specify the dates, but you will need to check the code dates are ok for the funding period.

Q. What should the code dates be?

A. The dates of the codes are set by HMRC. They have stated a code must be valid before the start of the funding period, and the end date should be after the start of the funding period for instance:

Start date of code	End date of code	Funding period
On or before 31 st December 2025	On or after 1 st January 2026	Spring
On or before 31 st March 2026	On or after 1 st April 2026	Summer
On or before 31 st August 2026	On or after 1 st September 2026	Autumn

If the child has been attending your setting for extended hours in the previous funding period, then the grace period would apply.

Q. What if a family applies before the start date, but is awarded a late code?

This is the procedure from HMRC

Where parents have applied for a childcare code by the deadline (31 August, 31 December or 31 March) and HMRC requires some more information to make a decision, they may receive a decision after the start of term. In such cases, if HMRC are able to make a decision in the first 14 days of term, the code will be backdated to allow parents to use the code in the current term.

Example: Sally applied on 25th March for 30hrs to use for the summer term, but HMRC needed to assess her income, and did not make a decision until 5th April. Her code will be automatically backdated to 31st March to allow her to access her entitlement from summer term.

If parents have applied by the deadline and receive a decision after the 14th day of the new term, they may wish to consider compensation. They can place a claim for compensation for Childcare service issues - GOV.UK (www.gov.uk). Please note

that if parents applied on or after the first day of the term they are eligible for, they will not be able to use their code until the following term.

Q. Does the code number stay the same or change?

A. The code number normally stays the same as it's a working parent code not an age dependent code.

Q. Why haven't the Eligibility code dates updated?

A. You must click the blue Check Eligibility Code button in the Funding tab for the code dates to update on your claim, this refreshes the feed from the HMRC system. You must use the funding tab as the eligibility checker section will not update your claim, as this is a standalone checker. Please note if the parent has only just revalidated the code, it can take up to 48 hours to show.

Q. Why doesn't the Eligibility code work?

A. Most of time this is due to a mismatch in your data input compared to the details held by HMRC, so please check the code is correct, the child's date of birth is correct, and that the NI number is correct. The NI number needs to be from the parent that applied for the code, not someone else. Usually, the problem is one of those details is 1 digit out due to a typing mistake on your claim. Other reasons could be:

- **The dates may be invalid**

A child must have a valid Eligibility code with valid start and end dates in order to start their extended hours. The start date should be before the start of the funding period, and the end date should be after the start of the funding period. The system should not let you claim if they are in their grace period and were not previously claiming with you. For instance for Summer 2026, the code must start on or before 31st March 2026, and the end date must be after the 1st April 2026.

- **The parent may only just have revalidated their code**

The feed from HMRC isn't instant, you may have to wait up to 48 hours for HMRC to update their systems.

There are usually two different errors

- code is valid but does not cover the current term dates
- Eligibility for working hours not obtained

Please see below for further explanation and how to fix them.

Q. What does the error "Eligibility for working hours was not obtained" mean?

A. This means either the code, NI number or child's date of birth is incorrect so it cannot match the details to confirm the code. Please recheck with the parent. By using the eligibility checker you can check the dates of any code.

Q. What does the error "Code is valid but does not cover the current term dates" mean?

A. This means the system has found the code, but the code is not in date for the funding period you are trying to claim for. Make sure you have pressed the blue "Check Eligibility Code" button in the funding tab to refresh the code information that

HMRC has on file. If it still does not work, it means either the parent has not applied and got the code in time for the start of the funding period, or the code has run out and the parent has not revalidated the code with HMRC. You can check the dates of the code on the Eligibility Checker.

Rare grace period code issue on Synergy

If all the following apply to any of your children, please email EY.Funding@n-somerset.gov.uk with the child's name and DOB:

- You added a new child on your Autumn adjustment in December.
- You've had to manually add the child again as a new child to your Spring Claim as they weren't included in the automatic roll forward of child data.
- The child is in their grace period for January

This is because until the two child records are matched in the back office system Synergy won't know the grace period should apply.

If this is the case for any of your children, please let me know and I can help. This is very rare; in the past I've only had between 0 to 2 children per year.

Q. What is the Eligibility code hours grace period?

The grace period is there to allow a buffer for parents who lose their eligibility whilst already using their code. It is meant to help parents who lose their job, to give them enough time to find another job, or to make other childcare arrangements.

A child must have a valid Eligibility code with valid start and end dates in order to start their extended hours as the grace period only applies **if the child is already using their working parent code at your setting when the child falls out of eligibility.**

To clarify, if the child was with you for 3&4 year old universal hours only, you cannot start them on extended hours within the grace period. If a 9 month old or 2 year old is in their grace period, you can't start them in a newly funded place with you.

Q. The parent has had a letter from HMRC Childcare Choices to say their funded childcare is being cancelled, what does this mean?

A. Although you would need to confirm with the parent, we believe most of these are simply refusals to revalidate the funding code as HMRC cannot verify the parent is entitled. The code should still work to the dates you can see on the system, but it won't be revalidated. This may mean some parents will still be able to use it up to the end of the grace period in the same setting they had been using the code. If in doubt, please ask the parent to check with HMRC.

Q. The standalone Eligibility checker doesn't work?

A. Please only enter in the information which has an asterix next to it, then it should work.

Q. Do children only claiming the 3&4 year old universal 15 hours need a code?

A. No children only claiming the 3&4 year old universal hours will not require a code, however you do need to ensure that parents are not accessing more universal hours elsewhere, if they are this is when you will require the code as you will become part of the 30 hour offer.

Q. Why isn't the code working for September when the parent has revalidated and I've pressed the blue check eligibility code button?

A. The codes are HMRC codes, and parents must reconfirm their details to revalidate their code, every 3 months. If the parent has revalidated, but the date has not extended to the Autumn claim, it may be that they haven't yet reached their revalidation timeslot. We open the claims a month in advance of the Spring and Summer funding periods, but much earlier for the Autumn funding period so this may be too early for some people's revalidation slot with Best Start In Life and you'll need to give them more time before you can enter their claim on the system. Their childcare choices account should tell them when they need to revalidate. They will need to revalidate their code before the start of the funding period for it to be valid, so you will have plenty of time to enter your claim.

2 year old funding FAQs

Q. What are the changes to 2 year old funding?

A. The 2 year old early years entitlements are:

- 30 hours (term time) entitlement for eligible working families of 2-year-old children (new entitlement from 1 April 2024) this is also called “Expanded hours”.
- 30 hours (term time) entitlement for disadvantaged 2-year-olds this is also called “FRAS” which stands for “Families receiving additional support”.

Q. How do parents get a disadvantaged/FRAS code?

A. In order to claim Disadvantaged/FRAS 2 year old funding, the parent must apply online at [Synergy - Enquiry](#)

If they are entitled the system will generate a 6 digit code that the parent can give to you. If the parent loses or forgets the code, they can log back into their account where the code will be saved.

If you have any difficulties adding the code, please contact EY.Funding@n-somerset.gov.uk

Q. How do I use the codes?

A. You can enter the code by pressing the EY voucher code button on the claim. Disadvantaged/FRAS 2 year old funding does not need to be revalidated and will last until 3&4 year old funding starts.

If you already have the child record on your funding claim, and there isn't a funded/FRAS – additional support code box on the funding tab for you to fill in, make sure you go to the parent tab and tick the permission box for “additional support”. This will make the box appear on the funding tab for you to enter the code.

In order to claim Working Family Expanded Two year old funding, the parent must give you an in date, valid code from HMRC Childcare Choices. These codes work in the same way as the 3&4 year old codes. You must enter this code on your claim, you don't need to upload any HMRC/Childcare Choices confirmation as the system will check it for you.

If a child has both types of 2 year old codes, please use both codes, as they will work together. They will still only get a maximum of 30 hours, not 45 hours.

Q. What date does the disadvantaged/FRAS code start?

A. The parent won't have a letter to give you, just a code. The code starts the funding period after the child turns two, in addition to this you cannot backdate funding to before the parent has given you the code, their child's birth certificate/passport, and completed the parent declaration form.

Although we hold the dates the codes start and when the parent applied for the code, you won't need this as you should never try to backdate a code.

Q. Can a 2 year old use both their disadvantaged/FRAS code and working parent codes?

A. Yes, some parents ask if they can have 15 disadvantaged hours PLUS 15 expanded/working parent hours, totalling 30 hours per week.

Q. Where is the disadvantaged hours box on the claim?

A. You can either enter the code via the EY voucher button or go to the funding tab if you have already created the child record. The disadvantaged / FRAS – families receiving additional support hours box on the claim is called Funded hours.

The screenshot shows the 'Funding' tab in a software interface. The top navigation bar includes 'Home Forms', 'Funding', and 'Sufficiency Images'. Below this, there are tabs for 'Child Details', 'Parent / Carer Details', 'Funding Details', 'Documents', and 'Notes'. The 'Funding Details' section contains several input fields and checkboxes. A red circle highlights the 'Funded Hours per Week' section, which includes a red 'X' icon and a 'Check Eligibility' button. Other sections include 'Attendance Days', 'Non-Funded Hours per Week', 'Expanded Funded Hours per Week', 'Census Information', and 'Maximum Values Allowed'.

Funding Details

Start Date*

End Date*

Default Term Dates

Weeks Attended in Term*

Present during Census ☒

Attends Two Days or More ☐

Nominated for DAF* ☐ Yes ☐ No

Stretching Entitlement ☐

Funded Hours per Week

Eligible for Funded Hours ☒

Click to check eligibility for 2-year-old receiving additional support funding

Hours*

Expanded Funded Hours per Week

Eligible for Expanded Hours ☒

Eligibility Code

Click to check eligibility for Working Family funding

Expanded Hours*

Total Funded Hours per Week

Total Funded:

Attendance Days

Attends Monday ☐ Yes ☐ No

Attends Tuesday ☐ Yes ☐ No

Attends Wednesday ☐ Yes ☐ No

Attends Thursday ☐ Yes ☐ No

Attends Friday ☐ Yes ☐ No

Attends Saturday ☐ Yes ☐ No

Attends Sunday ☐ Yes ☐ No

Non-Funded Hours per Week

Non-Funded Hours*

An Eligibility Check for 2-year-old receiving additional support funding should be carried out if claiming Funded Hours. If the Eligibility check returns as not being eligible hours can still be entered, but may be rejected by the LA.

Census Information

Funded Entitlement Weeks

Expanded Entitlement Weeks

Records the Number of Weeks the Child is expected to stretch their Funded/Expanded hours across the Child's eligibility year, in line with the parental declaration form.

Maximum Values Allowed:

Number of Weeks: 14.0

Funded Weekly Hours: 10.00

Funded Termly Hours: 140.00

Funded Yearly Hours: 380.00

Expanded Weekly Hours: 10.00

Expanded Termly Hours: 140.00

Expanded Yearly Hours: 380.00

If this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carer

Save Cancel *denotes mandatory fields

If the box doesn't appear, please make sure you've ticked the additional support check permission box on the parent tab:

Child Details
Parent / Carer Details
Funding Details
Documents
Notes

Entering Parent/Carer details enables us to check whether the child is eligible for Early Years Pupil Premium (EYPP) funding, and whether the child is eligible for expanded hours.

Please ensure you input details for all records that have given their permission to do so, as this ensures you receive the additional funding. Please also ensure that the correct consent boxes are selected as per the usage of the details.

Parent / Carer Details

Forename
Surname
DOB
Email
Contact Number
☐ NI or ☐ NASS Number

☐ EYPP
☐ Working Family Eligibility
☒ Additional Support

Partner Details

Forename
Surname
DOB
Email
Contact Number
☐ NI or ☐ NASS Number

☐ EYPP
☐ Working Family Eligibility
☐ Additional Support

Consent for Eligibility Checking:
EYPP: The Surname, DOB and NI or NASS Number will also be required for this data to be used for an Eligibility Check.
Working Family: The Surname and NI Number will also be required for this data to be used for an Eligibility Check.
Additional Support: The Surname, DOB and NI Number will also be required for this data to be used for an Eligibility Check.

*denotes mandatory fields

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Q. Where is the working parent hours box on the claim?

A. The working parent hours box on the claim is called Expanded hours. DfE use the term expanded hours, and working parent hours interchangeably for 9 month old and 2 year old funding.

Home Forms Funding Sufficiency Images

Summary Actuals Adjustments Eligibility Checker Registered Interests

Child Details Parent / Carer Details **Funding Details** Documents Notes

Funding Details

Start Date*

End Date*

Default Term Dates

Weeks Attended in Term*

Present during Census ☒

Attends Two Days or More ☐

Nominated for DAF* ☐ Yes ☐ No

Stretching Entitlement ☐

Funded Hours per Week

Eligible for Funded Hours ☒

Click to check eligibility for 2-year-old receiving additional support funding **Check Eligibility**

Hours*

Expanded Funded Hours per Week

Eligible for Expanded Hours ☒

Eligibility Code

Click to check eligibility for Working Family funding **Check Eligibility Code**

Expanded Hours*

Total Funded Hours per Week

Total Funded:

Attendance Days

Attends Monday ☐ Yes ☐ No

Attends Tuesday ☐ Yes ☐ No

Attends Wednesday ☐ Yes ☐ No

Attends Thursday ☐ Yes ☐ No

Attends Friday ☐ Yes ☐ No

Attends Saturday ☐ Yes ☐ No

Attends Sunday ☐ Yes ☐ No

Non-Funded Hours per Week

Non-Funded Hours*

Census Information

Funded Entitlement Weeks

Expanded Entitlement Weeks

Maximum Values Allowed:

Number of Weeks:	14.0
Funded Weekly Hours:	10.00
Funded Termly Hours:	140.00
Funded Yearly Hours:	380.00
Expanded Weekly Hours:	10.00
Expanded Termly Hours:	140.00
Expanded Yearly Hours:	380.00

Save Cancel

*denotes mandatory fields

Q. How do I place a 2 year old adjustment?

A. The left side is for disadvantaged hours (FRAS) hours, and the right side is for Working Family hours.

Organisation: **Testing Tots**
 Provider: **Testing Tots (Day Nursery)**

Home Forms Funding Sufficiency

Summary Actuals Adjustments Eligibility Checker Registered Interests

Child Details Parent / Carer Details Funding Details Documents Pending Adjustment Notes

Pending Adjustment

Number of Hours

Reason (500 characters)

Maximum Values Allowed:

Funded Termly Hours: **140.00**

Funded Yearly Hours: **380.00**

Expanded Pending Adjustment

Number of Hours

Reason (500 characters)

Maximum Values Allowed:

Expanded Termly Hours: **140.00**

Expanded Yearly Hours: **380.00**

Save Cancel *denotes mandatory fields

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Funded hours

AKA

Disadvantaged hours

FRAS hours

Families in receipt of additional support

Expanded hours

AKA

Working family hours

Q. Can I use the Eligibility Checker for Working Parent 2 year old codes?

A. Yes you can use the Eligibility Checker for all working family codes. Please see the eligibility checker section for queries on codes.

Q. What is the link for Disadvantaged 2 year old funding applications?

A. [Synergy - Enquiry](#) If parents have any queries or referrals, they should email two.yearoldfunding@n-somerset.gov.uk

Q. What is the contact for the Disadvantaged two year old applications team?

A. two.yearoldfunding@n-somerset.gov.uk

Please give this email address to the parent if they have any referral queries.

Q. The parent has a letter from another Council is that acceptable?

A. No, they will need to do an application on the North Somerset system and do a referral if there are any problems.

Q. The parent has a Disadvantaged/FRAS 2 year old funding code and the Working Parent code, which one should I use?

A. If a child has both types of 2 year old codes, the DfE have asked that you use the Disadvantaged 2 year old code first and the working parent code if more hours are required.

Supporting documents (parent declaration form etc)

Q. Can a child start before I have their paperwork?

A. No, you must have all identification and completed paperwork before they should start funded hours with you, you should not backdate.

Q. What should the start date of the parent declaration be?

A. The start date of the parent declaration form needs to be the **exact** date the child started the funded pattern as stated on the form.

For instance:

4/1/2022 = OK

4th January 2022 = OK

Jan 2022 = can be rejected as it is not specific enough for Audit.

Q. Who should sign the parent declaration form?

A. If a code has been provided, the parent who applied for the code should sign the parent declaration form as it's their information you will be checking, so their permission that you need. A representative from the Early Years setting also needs to sign the form.

Q. The child attends two settings for funded hours what do I do?

A. All funded hours must be declared on the parent declaration form and signed by both settings. There is a specific parent declaration form for a child claiming funding at multiple settings. Both settings must check and sign the form. The child must be either term time only or stretched, not both. Please do a sense check that there won't be an overclaim between the two settings. Often, we find a parent has two different parent declarations for the two different settings, and this results in an overclaim as the settings have no idea what the other is claiming.

Q. Do I need to upload documents to my claim?

A. Yes.

New children need the parent declaration form and birth certificate / passport.

Current children need the current parent declaration uploaded to **every claim**, but you can upload the birth certificate to every claim if you wish.

If nothing has changed, and the child is claiming from the same funding stream, you do not need to get a new parent declaration filled out, but you do need to upload the current existing parent declaration form.

Due to the new entitlements, there is now a 9 month old declaration form, a 2 year old declaration form, and a 3&4 year old declaration form.

You will need to fill in a new form when they change funding streams from 9 month old funding to 2 year old funding, and again from 2 year old funding to 3&4yo funding.

You will not be able to upload them when the claim closes, so please only claim for children you have supporting documents for.

Q. Why do I have to upload the documents now?

A. The system is built so that a parent declaration should be uploaded as evidence to each claim. It saves this against the supporting documents against the claim period.

Q. Is the declaration form the same for 9 month olds, 2 year olds as 3 and 4 year olds?

A. From Summer 2024 there will be a different parent declaration form for each type of funding: 9 month old funding, 2 year old funding, 3&4 year old funding.

Q. Can I use my own parent declaration form?

No, you must use our standard forms. Funding will be refused otherwise.

Q. Can I amend a parent declaration form to add hours?

A. No, you must get a new form filled in by the parent, with the start date of the form filled in, and the signatures should reflect this. You cannot update an old form to add on more hours as your funding may be suspended.

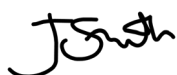
Q. Is there a new parent declaration form?

A. New forms will be published on our webpage, so please always download new forms from there rather than use saved copies.

Q. Can a parent sign electronically?

A. A parent can sign by hand, or they can sign electronically by hand. This must be by hand and a true representation of their signature, not typed in.

Accepted:

A handwritten signature in black ink, appearing to read 'John Smith'.

Not accepted:

A typed signature in a cursive font, reading 'John Smith'.

Not accepted:

John Smith

Term time only / Stretched funding

Q. Can a child be term time only at one setting and stretched at another?

A. No, a child must be either term time only or stretched across all providers they are using funded hours with. We will enforce this from September 2021 so please get them on track as soon as possible. You can charge private hours for weeks outside of this pattern. The exception is Springboard as they are a specialist facility that are only open term time.

A setting can offer one term time only pattern, and one stretched pattern in your setting as a business model, but the individual child must have one only (term time only OR stretched), across all settings for their funded year.

Q. How many patterns can I have?

A. Childcare providers can only have two patterns; one term time only and one stretched per setting. A child must be term time only OR stretched, this must apply to all providers they claim funded hours from. This is being enforced from September 2021, so please get children on track now.

Q. How do I work out stretched funding hours?

A. You should divide the number of hours via the number of weeks you are offering the funding and round down to the nearest quarter hour. For instance, 570 hours divided by 47.5 weeks = 12 hours per week.

Q. I am open more than 47.5 weeks for stretched funded hours, how do I claim?

A. If you are open 51 weeks for example, you can claim up to 11 hours per week. If a child is claiming this at your setting, to claim on the system, please claim 11 hours per week at the maximum number of weeks the system lets you claim (these weeks are set on our rolling year), you would then need to reconcile, and claim any extra hours on the adjustment, giving the reason that you are open 51 weeks per year. For example: Summer claim – you would claim 11 hours per week over the max the system will allow of 20.5 weeks. This is a claim of 225.5 hours. If you were really open 21 weeks in the Summer, and you needed to claim 231 hours, you would claim the difference of 5.5 hours on the adjustment claim.

Please note that a child may not get their full entitlement if you stretch over more than 47.5 weeks.

Q. Can I change a child's hours from term time only pattern to stretched funding pattern and vice versa?

A. We advise against this as it normally results in overclaims. Please make sure parents are aware of this when they sign up.

Q. A child's setting has closed / no longer takes funded children, can they change pattern?

A. The child should stay on the same pattern if possible. Please keep in mind overclaims can easily happen when changing patterns.

Children's hours

Q. Can I claim funding for a child if they are starting school?

A. If a child is starting school, you cannot claim any Early Years while they are on the school roll as this results in double funding. For example, you cannot give out hours while children are "settling in" at school.

Q. How many hours can a child have funding?

A. A child can have 570 universal 3&4 year old hours and 570 extended 3&4 year old hours if applicable in a full year. It must be pro rata-ed. We suggest this is done as a maximum of 15 hours term time only, and a maximum of 12 hours over 47.5 weeks. The 9 month old and 2 year old funding is changing to 1140 hours for working parent hours in September 2025.

Q. Can a child have part hours?

A. The funding should be given out in quarter, half and full hours in a day. We would not accept other fractions or decimals of an hour such as 0.4 of an hour in a day. Parents should be advised that should they choose to stretch funding, they may not receive their full entitlement.

Q. Can I change a child's hours during a funding period?

A. We advise against changing a child's hours during a funding period. A child is not able to change from term time only to stretched hours or vice versa within their funded year. We do not allow temporary or holiday changes.

Q. Do you allow temporary changes for a child's hours?

A. We do not allow temporary or holiday changes.

Making a claim

Q. Why won't the address matcher work?

A. The address matcher can't always find the address you need and may say there are too many matches. Please try the following:

- Check the postcode is correct, sometimes parents do get this wrong.
- Make sure you put the house number in the "Primary" box.
- If it's for a flat, for instance Flat 1, number 77 Station Road, put 77 into the "Primary" box rather than the flat number.

Search for an Address

Primary

Postcode* *

Search

If this still doesn't work, please press the "Enter Manually" button, which will then allow you to type the address into the boxes:

Search for an Address

Primary

Postcode*

Search

Please select an item from the list ...

Address

Address Line 1*

Address Line 2

Address Line 3

Locality

Town

County

Postcode*

Cancel Enter Manually

Tip: You have to press the Enter Manually button **before** it will let you type into the boxes.

If it still won't work for you, please put in another address such as the Town Hall or your setting's address, then overwrite it to input the correct address.

Q. My Claim (the Actuals Claim) isn't for the exact total number of hours for the funding period, what do I do?

A. This is normal. Please reconcile your hours on the adjustment.

Q. How do I submit a claim for children already on my claim?

A. Check the details, input the funded hours, check the Eligibility code if needed, upload an up to date parent declaration form, submit claim. Delete any children no longer with you by pressing the X next to their name. For more information, please see the quick start guide on our webpage.

Q. How do I submit a claim for new children not on my claim?

A. Input all the information, upload all supporting documents, submit claim.

Q. How do I submit a claim for children that were with me in the last funding period but haven't appeared on my claim?

A. You will need to enter in all their details again, as they have missed the data cut off for migrating the information across.

Q. I won't have any children this funding period, do I need to do anything?

A. As the system automatically rolls over children who are still of funding age, please log in to the new claim, and delete any children who have left your setting. If you forget to do this the child may stay on your claim, but at nil hours.

Q. Do I need to upload documents to my claim?

A. Yes.

New children need the parent declaration form and birth certificate / passport.

Current children need the current parent declaration uploaded to **every claim**, but you can upload the birth certificate to every claim if you wish.

If nothing has changed, and the child is claiming from the same funding stream, you do not need to get a new parent declaration filled out, but you do need to upload the current existing parent declaration form.

Due to the new entitlements, there is now a 9 month old declaration form, a 2 year old declaration form, and a 3&4 year old declaration form.

You will need to fill in a new form when they change funding streams from 9 month old funding to 2 year old funding, and again from 2 year old funding to 3&4yo funding.

You will not be able to upload them when the claim closes, so please only claim for children you have supporting documents for.

Q. What can I do if the address checker on the claim doesn't work?

A. The address checker may not work if the address is for a new build, or for a road with 100+ houses on it. Make sure you put the house number in the "Primary" box to narrow down the search. Make sure you put the house number in the "Primary" box to narrow down the search. However, most of the time it will be because the

postcode is incorrect. For instance, a road with 100+ houses can have several different postcodes.

The checker makes you check the address once, then it should let you enter the address manually. If that doesn't work, and you are sure the postcode is correct, please use your setting's address on the checker, then manually change it to the correct address before you submit your claim. Please see the make a claim section for screenshots.

Q. What are the “maximum hours” boxes on the claim and adjustment?

A. The control box on the claim screen during a claim will tell you the maximum number of hours according to our funded weeks calendar. The control box on the adjustment screen when the adjustment is open is programmed to have more hours available so that those who set their own funded dates are able to place their claim as they may claim more in one funding period and less in another compared to the council's funded weeks calendar. If you always claim the number of hours the box says is available as the maximum number, you will overclaim by the end of the child's funded year and will be charged a penalty fee. If we find fraudulent claims where people are consistently overclaiming, rather than claiming based on hours on the parent declaration and the 570/1140 hour limit, funding can be suspended.

Q. Do I have to claim full hours per week?

A. You can claim in quarters, halves and full hours per day, but you can no longer claim decimals such as 5.1112 of an hour or 11.17 hours per week.

Q. Do I have to check every child on the claim?

A. Yes, this is your funding claim so you need to check it is correct.

Q. How do I know if I have submitted all my children?

A. You need to check the child is on your claim, and that they have “number of hours per week” and “number of weeks” entered for the claim, or if doing an adjustment, the **pending adjustment tab** needs to be completed instead of hours in the funding tab which will be greyed out.

When the whole claim has been submitted the “SEND CLAIM” button will be a light blue, and when you go to the Home screen, there will be no warnings that you have unsubmitted children.



Remember that if the claim is open and you edit anything in the child record **after** you have previously submitted your claim, you need to resubmit (send) the claim for child you have edited. If you do not do this, you may not receive funding for that child, or the funding may be based on the previous submission.

If this has happened for your claim, the system will show a notification on your home page:



There are unsubmitted child funding records

If you click on this, it will tell you what funding period this is for. You can then click this again and it will take you to your list of children's names.

The ones with the red circle with a white exclamation mark are the ones you have not submitted.

Awaiting LA download means that you have submitted a claim for that child, but the Local Authority has not yet downloaded it. This is OK and not a warning.

Q. How do I delete/remove a child from my claim?

A. Click the X next to the child's name. When the claim is accepted into the back office system the child will vanish from that claim. Please make sure you are deleting the child from your claim, as it won't work if you are in the adjustment. If you need to remove a child from the adjustment, you should reduce down their hours on the adjustment and resend the adjustment.

If you have made a mistake, press the back button next to the child's name that looks like a curvy arrow:



Q. If I delete a child from my current claim will it affect my previous claims / or adjustments?

A. No, it will just remove the child from the current claim and future claims. It will not affect past claims, or any adjustments and payments linked to previous claims (even if there are still outstanding payments).

Q. Why do I have to claim in weeks?

A. From April 2020 we have moved to funding term claims. The system has a number of weeks programmed in for each funding term as per the funded weeks calendar. This is how all funding systems work. Moving to funding period claims should reduce the difficulty providers were having with their monthly claims.

Q. What are the new fields on the Spring 2024 claim?

A. There are some new fields on the funding tab which I have explained below:

Summary **Actuals** Adjustments Eligibility Checker Registered Interests

Child Details Parent / Carer Details **Funding Details** Documents Notes

Funding Details

Start Date*

End Date*

Default Term Dates

Weeks Attended in Term*

Present during Census ☒

Attends Two Days or More ☐

Nominated for DAF* ☐ Yes ☐ No

Stretching Entitlement ☐

Funded Hours per Week

Hours*

Extended Funded Hours per Week

Extended Hours*

Eligibility Code

Check Eligibility Code

Eligible for Extended Hours ☐

Total Funded Hours per Week

Total Funded:

Attendance Days

Attends Monday ☐ Yes ☐ No

Attends Tuesday ☐ Yes ☐ No

Attends Wednesday ☐ Yes ☐ No

Attends Thursday ☐ Yes ☐ No

Attends Friday ☐ Yes ☐ No

Attends Saturday ☐ Yes ☐ No

Attends Sunday ☐ Yes ☐ No

Non-Funded Hours per Week

Non-Funded Hours*

Census Information

Funded Entitlement Weeks

Extended Entitlement Weeks

Records the Number of Weeks the Child is expected to stretch their Funded/Extended hours across the Child's eligibility year, in line with the parental declaration form.

Maximum Values Allowed:

Number of Weeks: **11.0**

Funded Weekly Hours: **10.00**

Funded Termly Hours: **110.00**

Funded Yearly Hours: **380.00**

Extended Weekly Hours: **10.00**

Extended Termly Hours: **110.00**

Extended Yearly Hours: **380.00**

What these fields mean:

- Expanded hours = working parent hours for 9 month old and two year olds.
- Funded hours (on a 2yo claim) Disadvantaged/FRAS hours = two year old funding for those with a North Somerset Council disadvantaged/FRAS code.
- Funded hours (on a 3&4yo claim) are Universal 3&4yo universal hours
- Extended hours = Working parent hours for 3&4 year olds
- Total funded hours per week = This cell calculates itself
- Funded entitlement weeks / Extended entitlement weeks / Expanded entitlement weeks = This is the number of weeks the child claims if they were with you for a full year, so 38 for term time only, or 47.5 / 50 etc for stretched funding.
 - If the child is with you for universal and extended hours, you will need to put the same number of weeks in both boxes.
 - If the child is only with you for part of the year, please still put in your normal term time number of weeks for instance 38 or normal stretched funded number of weeks, for instance 47.5 weeks.

Q. What if I am open for more than the maximum number of weeks in the funding period?

A. Please enter in the correct number of hours the child is doing per week so this is a true reflection for audit purposes. You can then enter in a number of weeks up to the maximum allowed by the system. If you need more weeks than allowed, you can

input more hours onto the adjustment. Please remember to enter in a clear reason so your adjustments are not delayed.

Q. My claim has been rejected, how do I find out why?

A. Log into the funding system. The front screen will tell you which claim period has been rejected. When you click into the claim, it will say rejected next to the child's name. Click on the child's name, and go to the Child Summary tab, there will be a box with the rejection details on there. You can then update your claim and resubmit it. If the deadline has passed, the reject function will no longer work, so the notification will disappear, your claim will be set to zero and the rejection reason will disappear as the function is turned off.

Q. What does the claim status mean?

- Blank = Any changes have been processed / No changes have been made to your claim.
- Awaiting LA Download = Claim has been submitted but has not yet been processed
- Rejected = Rejected and needs to be amended before the deadline
- Unsubmitted = The send claim button has not yet been pressed, so the claim has not yet been sent to us. You need to press the Send Claim button before the deadline.

We have requested an "accepted" / "processed" status rather than the blank box, which we hope will be developed in a future upgrade of the system.

Make sure your claim has been sent and check your home screen for any unsubmitted or rejected claims.

Making an adjustment

Q. How do I place an adjustment for a child I have already claimed for on the claim?

A. Go to:

- Funding
- Adjustments
- Choose the funding period
- Choose age range of claim
- **If the child was submitted on your claim:** Click on the child's name and go to the pending adjustments tab.
- Update the tabs if needed, don't worry about the greyed-out boxes/boxes with light grey text such as the number of weeks or number of hours per week on the funding tab, as they do not need to be filled in for the adjustment.
 - On to the **pending adjustments** tab
 - If you want to add hours to your claim, click "More Than" from the drop-down, then put the number. If you want to remove hours from your claim, click "Less Than", then put the number. You don't need to put in the minus sign.
 - Put in a reason, for instance, open 50 weeks per year. Without a full reason your adjustment may be refused. Remember to press the Save button on the adjustment screen, then the Send claim button.
 - If there are extended hours, repeat the above in the right-hand side of the screen
- Press Save
- Press Send Claim

Q. How do I place an adjustment for a child I haven't claimed for yet?

A. Go to:

- Funding
- Adjustments
- Choose the funding period
- Choose age range of claim
- **If the child was not claimed for on your claim:** Click add child and go to the pending adjustments tab.
- Update the tabs if needed, don't worry about the greyed-out boxes/boxes with light grey text such as the number of weeks or number of hours per week on the funding tab, as they do not need to be filled in for the adjustment.
 - On to the **pending adjustments** tab
 - Click "More Than" from the drop-down box
 - Put in the total number of hours you want to claim, this is for the full funding period, so for instance if it was 12 hours x 10 weeks put in 120 (don't just put in 12 hours as the system will then only pay you 12 hours).
 - Put in a reason, for instance, Child started on 1st June 2022. Without a full reason your adjustment may be refused. Remember to press the Save button on the adjustment screen, then the Send claim button.

- If there are extended hours, repeat the above in the right-hand side of the screen
- Press Save
- Press Send Claim

If you did not submit the child on your claim by mistake and have the error “unsubmitted children”, even if their name appears on your list and the submit button is light blue, you will need to press the undo button (circular arrow next to the child’s name) and go through the process of adding the claim details and documents again so you can submit the child on your adjustment. Remember to fill in all tabs including the pending adjustment tab.

Q. What are the “maximum hours” boxes on the claim and adjustment?

A. The control box on the claim screen during a claim will tell you the maximum number of hours according to our funded weeks calendar. The control box on the adjustment screen when the adjustment is open is programmed to have more hours available so that those who set their own funded dates are able to place their claim as they may claim more in one funding period and less in another compared to the council’s funded weeks calendar. If you always claim the number of hours the box says is available as the maximum number, you will overclaim by the end of the child’s funded year and will be charged a penalty fee. If we find fraudulent claims where people are consistently overclaiming, rather than claiming based on hours on the parent declaration and the 570/1140 hour limit, funding can be suspended.

Q. My adjustment has been rejected; how do I find out why?

A. Log into the funding system. The front screen will tell you which claim period has been rejected. When you click into the claim, it will say rejected next to the child’s name. Click on the child’s name, and go to the Child Summary tab, there will be a box with the rejection details on there. You can then update your claim and resubmit it. If the deadline has passed, the reject function will no longer work, so the notification will disappear, your adjustment will be deleted or set to zero and the rejection reason will disappear as the function is turned off.

Q. How do I change my rejected claim?

A. You need to press the curvy “undo edit” button next to the child’s name. If it asks you to delete the claim, you will have to press yes to proceed. It will wipe the claim that was rejected so you can make an adjustment from fresh.

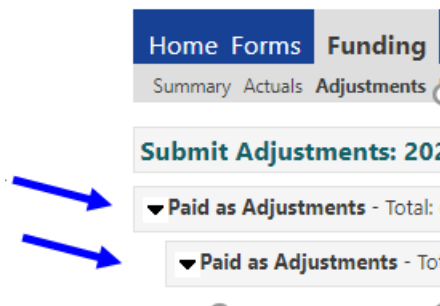
Q. Should I make adjustments as soon as possible or save them up to the end?

A. As long as the adjustment is open, please do your adjustments as soon as possible rather than saving them up to the end. So please do add new children and adjust down for children that have left as soon as you can. Remember you need to have all the children’s documents before you are allowed to provide funded hours. If you have large minus adjustments, for instance someone leaving your setting near the start of a funding period with no-one taking up that funded space, please let us know so we can prevent large overpayments.

Q. How do I find out what adjustments I've already put on the system?

A. Go to the adjustment period you want to check, if you have put on adjustments you will see headings in grey "Not Paid" and "Paid as adjustments" you can expand these and see the child, adjustment, and the reason you entered. Not paid and Paid refers to processing, not actual payment as we do not pay directly from the system.

When you expand the arrows as below, it will show you the children, adjustments, hours, money and the reason you entered into the system.



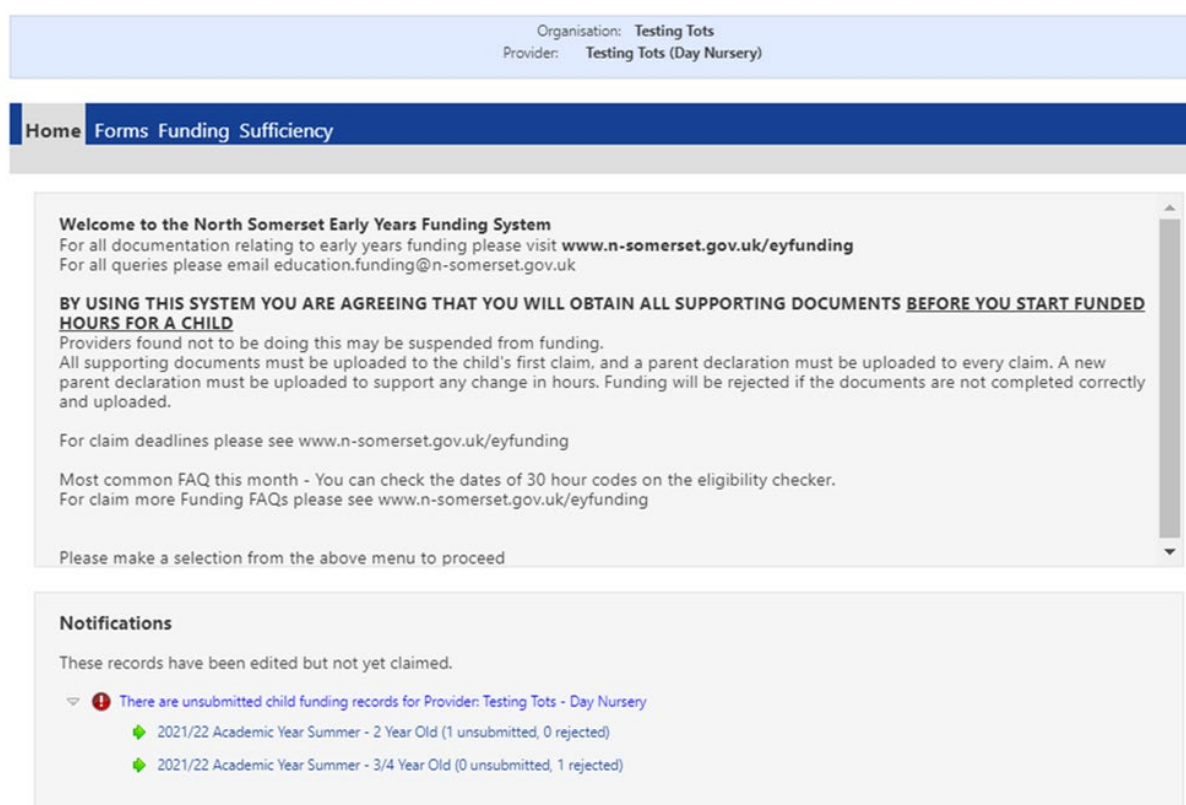
Rejected claims

Q. How do I know if my claim has been rejected?

A. You can log in to the funding system at any point up until the deadline, and it will tell you on the home page. The system does send out a notification email, however we have found some email providers are blocking these as they think it's Spam. We therefore advise you check the funding system in the week after submitting a claim/adjustment, and also around the deadlines. This has been reported to the system provider to look into.

If the deadline has passed, the reject function will no longer work, so the notification will disappear, your claim will be set to zero and the rejection reason will disappear as the function is turned off.

This is what your home page will look like if you have unsubmitted claims or rejected claims:



Organisation: **Testing Tots**
Provider: **Testing Tots (Day Nursery)**

Home Forms Funding Sufficiency

Welcome to the North Somerset Early Years Funding System
For all documentation relating to early years funding please visit www.n-somerset.gov.uk/eyfunding
For all queries please email education.funding@n-somerset.gov.uk

BY USING THIS SYSTEM YOU ARE AGREEING THAT YOU WILL OBTAIN ALL SUPPORTING DOCUMENTS BEFORE YOU START FUNDED HOURS FOR A CHILD
Providers found not to be doing this may be suspended from funding.
All supporting documents must be uploaded to the child's first claim, and a parent declaration must be uploaded to every claim. A new parent declaration must be uploaded to support any change in hours. Funding will be rejected if the documents are not completed correctly and uploaded.

For claim deadlines please see www.n-somerset.gov.uk/eyfunding

Most common FAQ this month - You can check the dates of 30 hour codes on the eligibility checker.
For claim more Funding FAQs please see www.n-somerset.gov.uk/eyfunding

Please make a selection from the above menu to proceed

Notifications

These records have been edited but not yet claimed.

There are unsubmitted child funding records for Provider: Testing Tots - Day Nursery

- 2021/22 Academic Year Summer - 2 Year Old (1 unsubmitted, 0 rejected)
- 2021/22 Academic Year Summer - 3/4 Year Old (0 unsubmitted, 1 rejected)

If the funding period has closed, they will appear under "Historical Notifications" rather than "Notifications".

Q. My claim has been rejected; how do I find out why?

A. Log into the funding system. The front screen will tell you which claim period has been rejected. When you click into the claim, it will say rejected next to the child's name. Click on the child's name, and go to the Child Summary tab, there will be a box with the rejection details on there. You can then update your claim and resubmit it. If the deadline has passed, the reject function will no longer work, so the

notification will disappear, your claim will be set to zero and the rejection reason will disappear as the function is turned off.

Q. My claim has been rejected, but I can't resubmit it as it's past the deadline, what do I do?

A. If your claim was rejected, please wait until the adjustment opens. If your adjustment claim was rejected, please contact us via email with the details. Adjusting down hours will not incur a fee but increasing hours may incur a late fee if we agree to fund. Please note any late claim or adjustment may be refused.

Q. How do I change my rejected claim?

A. You need to press the curvy "undo edit" button next to the child's name. If it asks you to delete the claim, you will have to press yes to proceed. It will wipe the claim that was rejected so you can make an adjustment from fresh.

Additional funding (EYPP/TUF/DAF/Social deprivation)

Q. How does a child get checked for EYPP?

A. You must fill in the child tab and the parent tab and tick the EYPP permission box. Please note you should only tick this if the parent has given permission on the parent declaration for EYPP to be checked. If this information has been filled in on the system, we will do a batch check on the claim. The batch check is done by loading the information to the Department for Education's eligibility checker. This is linked direct to HMRC and DWP. Due to data protection we don't see any information, only a Yes/No result. The batch check is done in the week/fortnight after the claim closes. This means we do checks near the end of September, January and April only. The system does not allow us to do EYPP checks on the adjustments. Please do not email in for an individual check.

Q. How does a looked after / adopted child get checked for EYPP?

A. If the child is a looked after / adopted child, please ask your Early Years advisor or Gail Alder gail.alder@n-somerset.gov.uk to check and then they will confirm to us via email to the Education Funding Team. The online checker can only check financial benefits of the household, not looked after status.

Q. How do I check if a child was awarded EYPP?

A. Go back into your claim and check the weightings column. If it says EYPP, this means they have been awarded EYPP on their universal hours. We do new EYPP checks at the end of September, January and April only. The system won't allow us to do EYPP checks on the adjustment.

Q. A child hasn't got EYPP but I think they are entitled – what do I do?

A. Please check you have entered the correct parent details and permissions into the system. Then check the EYPP criteria, it is slightly different to the 2 year old funding criteria, so not all previously funded 2 year olds will receive EYPP. If the parent matches the criteria, ask them to evidence this by providing you with their current benefit award statements, these must be current statements that have the qualifying benefit in payment at the time of the normal EYPP check. The whole household is assessed, not just one parent, so it may be that they as a household are earning too much.

Early Years Pupil Premium | North Somerset Online Directory (n-somerset.gov.uk)

Q. Why do I have an adjustment for an EYPP cap?

A. Due to the expanded hours being 30 hours instead of 15, and EYPP only being payable on the first "15" hours up to 570 hours, the system can only allocate EYPP on term time caps. We believe it's fairer to cap differently for stretched funded children, especially as children may move settings part way through a year, so this is done manually and will show in your adjustments.

The EYPP caps will be as follows:

	Term time	Stretched
Autumn	210	180
Spring	165	144
Summer	195	246
Total	570	570

Where a child changes from term time to stretched funded or vice versa in their funded year, further adjustments may be made.

Q. How do I claim DAF funding?

A. If a child is receiving Disability Living Allowance, and the family would like to claim DAF, please ask parent/carer to fill out DAF section on the parent declaration.

The following then needs to be emailed in to EY.Funding@n-somerset.gov.uk

- A copy of all pages of the current Disability Living Allowance award letter (please note that a Christmas bonus letter is not adequate).

- The parent declaration with the DAF section filled in

- The birth certificate/passport if not already uploaded to an existing claim.

The amount a setting is entitled to a one-off payment which can only be paid to one setting, even if the child is attending more than one. Children in receipt of the DAF will be eligible where they take-up any period of free entitlement. A DAF payment can be claimed once every 12 months.

Please do not tick the DAF box on the claim as this is only used for census and we do not monitor it for applications.

Q. Should I tick the DAF box on the claim?

A. No, the DAF box on the claim is not used by us at the moment as we need to check the evidence for DAF first. The system doesn't send us notifications when you tick the box. The Education Funding Team updates the DAF box for the census only, settings don't need to do this.

Q. When can I claim DAF?

A. You can claim DAF once every 12 months, but please do not claim in the month or two before they are due to leave the setting as DAF is meant to help that child access the setting. We are currently predicted to overspend the DAF budget for this year.

Q. Can the DAF funding be shared between two settings?

A. The local authority can only pay one setting but there is nothing to stop two settings having a private arrangement to share funding, with the parents' consent. Funding must not be given to the parent to give to the setting that has not been paid. Please make sure only one setting is named in the DAF section of the parent declaration form.

Q. A child is eligible for Top-up funding how do we receive it?

A. We no longer use the Form C, but are checking the Top Up Funding / SEN Panel data so most top up funding should be processed automatically, although not

instantly. Please do email in to EY.Funding@n-somerset.gov.uk if you would like to check on the status of the claim.

To check on your funding screen:

At the start of a funding period: For TUF already in place at the start of the claim, you should be able to see the TUF band in the weightings column on the claim (for instance B2), however your claim has to have been submitted and processed for the funding to update to the correct amount, rather than on an unsubmitted claim or a claim "Awaiting LA download".

Mid-funding period TUF changes:

You may not see the band category in the weightings until the next claim period however you will still be funded as per the TUF panel.

Mid-funding period TUF changes are done by the Education Funding Team in the back office system and will show on your funding screen.

For detailed information you can go to the funding period you want to check, and into the adjustments. If the adjustments have been added, there will be headings in grey "Not Paid" and "Paid as adjustments" you can expand these and see the child, the adjustment, and the reason entered. Usually there will be a negative adjustment to remove hours at one rate, and then a positive adjustment to add them back on at a higher rate of TUF.

(Not paid and Paid refers to processing, not actual payment as we do not pay directly from the system).

TUF is usually added to the system the month after the TUF panel decides on the information, and it is backdated to the date the panel has stated.

Q. What is social deprivation funding?

A. Social deprivation funding is given to settings based on the postcodes of 3&4 year old funded children who attended their setting in the previous funded year.

Social deprivation will be calculated at 2 different points in the year, based on the Spring claim and adjustment for April – August, and the Summer claim and adjustment for September to March. This means payments will vary in year.

It will be paid by breaking it down into monthly payments, although the April and September social deprivation will not be paid until the following month due to the time taken to run the data analysis to calculate what settings are due.

This means April – August will have the same social deprivation payments, and it will then be recalculated for the September to March payments, and then be recalculated again for the next April – August and so on.

You can check if you get social deprivation funding, and how much, on your monthly payment breakdown. You must keep records on what you spend the funding on. If you don't want your social deprivation funding, we can redistribute it to those who need it, so please email in to the Education Funding Team. If you would like help on what you should spend your deprivation funding on, please contact Gail Alder on gail.alder@n-somerset.gov.uk or your early years advisor.

Payments

Q. When is funding paid?

A. Funding is usually paid on the last working day of the month, occasionally due to the pay runs funding is paid on the second to last working day of the month. Claims are paid monthly by splitting the claim into equal monthly payments for that claim period. More information can be found on the Claims deadlines and dates document found at www.n-somerset.gov.uk/eyfunding

Q. When will the adjustment be paid / reclaimed?

A. As we need to check for any adjustment clashes throughout the adjustment period, the adjustment will be processed the month after it closes. So, the adjustment will be paid at the end of April for the Spring claim, September for the Summer claim and January for the Autumn claim. The exception to this is if you have large minus adjustments, for instance someone leaving your setting near the start of a funding period with no-one taking up that funded space. If this happens, please let us know as soon as possible so we can prevent large overpayments.

Q. How is my monthly payment calculated?

A. Your claim for funding is split into equal monthly payments. This means Autumn is split into 4 monthly payments, Spring is split into 3 monthly payments, and Summer is split into 5 monthly payments (even if you only take term time only funding). On top of the claim you can see on the funding system, you may also get payments included on top of that for 0-2 year old funding, social deprivation funding, disability access funding (DAF), lead child minding bursary, and other payments / clawbacks from the Early Years Team. Please check the monthly payment breakdown on our webpage. This is an excel spreadsheet. You need to click "Enable Editing" on the big yellow banner, and then enter your URN in the green box. It will then populate the spreadsheet.

Q. Why is my payment amount different this month?

A. Payments vary month on month due to when adjustments are paid, when social deprivation is paid, or when any additional payments such as the LCP bursary are paid. Please check the monthly payment breakdown on our webpage. This is an excel spreadsheet. You need to click "Enable Editing" on the big yellow banner, and then enter your URN in the green box. It will then populate the spreadsheet.

Q. The funding system says paid / not paid, what does this mean?

A. We do not pay from the funding system, so any reference to "paid / not paid" just refers to a process we have run in the background for that claim/adjustment. Please check your monthly payment breakdown spreadsheet (online at www.n-somerset.gov.uk/eyfunding) to keep track of your payments.

Q. Do you fund closures due to COVID?

A. We no longer fund closures due to COVID for childminders or early years settings. As with other closures, you can offer the hours at an alternative time in the same funding period or adjust down your claim.

Q. What will prevent funding being paid?

A. Claims should be on time, with full supporting documents. We also require an up to date Public Liability insurance certificate (for a minimum of £5m) and a signed education agreement. Please send in the new Public Liability insurance certificate to EY.Funding@n-somerset.gov.uk If your insurance certificate doesn't state Public Liability, please send in evidence, such as your policy schedule document. We can't take the Employer's Liability certificate on its own as it's Public Liability that we require for all suppliers.

If your bank details change, please email accounts.payable@n-somerset.gov.uk to update them. If your setting closes, or temporarily closes, please inform us in good time so we can reconcile your funding account.

We are able to put any payments on hold to avoid overpayments.

Q. My Public Liability insurance certificate has renewed, do you need a copy?

A. Yes, please email it to EY.Funding@n-somerset.gov.uk If your insurance certificate doesn't state Public Liability, please send in evidence, such as your policy schedule document. We can't take the Employer's Liability certificate on its own as it's Public Liability that we require for all suppliers.

Q. When will funding rates change?

A. We usually review rates for April each year. As we have to wait to find out what funding we will get in for early years, we usually cannot confirm new rates until March. Please don't email in to ask about the rates as this diverts our resources, we always email out to all users registered on the funding system each year as soon as we know. If you need to work out budgets, please use the current rates.

Q. Do you need to know if my setting is going to close down?

A. If your setting closes, whether permanently, or temporarily for a fortnight or longer (where not already on your funded weeks form), please inform us in good time, via email, so we can reconcile your funding account. We are able to put any funding payments on hold to avoid overpayments, but the more notice we have the less likely it is we will need to do this.

Q. Do you need to know if children leave my setting?

A. Normally we don't need to know if a child leaves your setting, just adjust down their hours on the system, however, if a child leaves your setting early in the funding period and the place isn't taken up by another child resulting in a large minus adjustment, please let us know as soon as possible so we can prevent large overpayments.

Dates

Q. What are the claim and adjustment deadlines?

A. Please check the document Claim dates and deadlines at www.n-somerset.gov.uk/eyfunding

The supporting documents should be uploaded to the system. The birth certificate/passport should be uploaded to every new child, and the parent declaration should be uploaded to every child, whether they are new or not. This does not need to be a new parent declaration form for each funding period, but it does need to be the current parent declaration form, and for the correct age range of funding. This will need to be uploaded to each child on each claim (3 times per year) it does not need to be uploaded to the adjustments (unless it is to support a change in hours).

When the claim closes the system does not allow any further claim submissions and will not allow you to upload documents to your claim, so please only claim for children you have documents for.

Please label your documents accordingly – for instance “Birth Certificate”, “Parent declaration”, or “Birth certificate and parent declaration” if on one file.

Q. When is funding paid?

A. Funding is usually paid on the last working day of the month, occasionally due to the pay runs funding is paid on the second to last working day of the month. Claims are paid monthly by splitting the claim into equal monthly payments for that claim period. More information can be found on the Claims deadlines and dates document found at www.n-somerset.gov.uk/eyfunding

Q. When will the adjustment be paid / reclaimed?

A. As we need to check for any adjustment clashes throughout the adjustment period, the adjustment will be processed the month after it closes. The adjustment will be paid at the end of April for the Spring claim, September for the Summer claim and January for the Autumn claim. The exception to this is if you have large minus adjustments, for instance someone leaving your setting near the start of a funding period with no-one taking up that funded space. If this happens, please let us know as soon as possible so we can prevent large overpayments.

Closing your setting or stopping funded hours

Q. I am closing my setting what do I have to do?

A. Please let us know as soon as you decide to you may stop providing funded hours. Please do this by emailing EY.Funding@n-somerset.gov.uk We will need to reconcile your funding account, so please aim to give us at least one month's notice if at all possible so we process any adjustments you may need. Please also inform the Family Information Service and Early Years Team on FIS@n-somerset.gov.uk and earlyyearsteam@n-somerset.gov.uk

Q. I still plan to offer funded hours, but what should I do if I don't have any funded children next period?

A. Please let us know as soon as possible if you think you will have any negative adjustments so we can check your funding account is reconciled by the end of the funding period. If there are negative adjustments, and no further payments to offset them against, we will raise an invoice. Please let us know by emailing EY.Funding@n-somerset.gov.uk

Troubleshooting on the funding system

Q. I can't see anywhere to enter in the 2 year old funded/FRAS/additional support code on the funding tab?

A. If you already have the child record on your funding claim, and there isn't a funded/ additional support code box on the funding tab for you to fill in, make sure you go to the parent tab and tick the permission box for "additional support". This will make the box appear on the funding tab for you to enter the code.

Child Details Parent / Carer Details Funding Details Documents Notes

Entering Parent/Carer details enables us to check whether the child is eligible for Early Years Pupil Premium (EYPP) funding, and whether the child is eligible for expanded hours.

Please ensure you input details for all records that have given their permission to do so, as this ensures you receive the additional funding. Please also ensure that the correct consent boxes are selected as per the usage of the details.

Parent / Carer Details

Forename

Surname

DOB

Email

Contact Number

☐ NI or ☐ NASS Number

Tick to give consent to Eligibility Checking for

☐ EYPP

☐ Working Family Eligibility

☒ Additional Support

Partner Details

Forename

Surname

DOB

Email

Contact Number

☐ NI or ☐ NASS Number

Tick to give consent to Eligibility Checking for

☐ EYPP

☐ Working Family Eligibility

☐ Additional Support

Consent for Eligibility Checking:

EYPP: The Surname, DOB and NI or NASS Number will also be required for this data to be used for an Eligibility Check.

Working Family: The Surname and NI Number will also be required for this data to be used for an Eligibility Check.

Additional Support: The Surname, DOB and NI Number will also be required for this data to be used for an Eligibility Check.

*denotes mandatory fields

Q. Why won't the address matcher work?

A. The address matcher can't always find the address you need, and may say there are too many matches. Please try the following:

- Check the postcode is correct, sometimes parents do get this wrong.
- Make sure you put the house number in the "Primary" box to narrow down the search.
- If it's for a flat, for instance Flat 1, number 77 Station Road, put 77 into the "Primary" box rather than the flat number.

Search for an Address

Primary

Postcode*

If this still doesn't work, please press the "Enter Manually" button, which will then allow you to type the address into the boxes:

The screenshot shows a web form for address search. At the top, there is a section titled "Search for an Address" in blue. Below this, there are two input fields: "Primary" with the text "Town Hall" and "Postcode*" with the text "BS23 1UJ". A blue "Search" button is positioned below these fields. Below the search button is a dropdown menu with the text "Please select an item from the list ...". Below the dropdown is another section titled "Address" in blue. This section contains several input fields: "Address Line 1*", "Address Line 2", "Address Line 3", "Locality", "Town", "County", and "Postcode*". At the bottom of this section, there are two buttons: a yellow "Cancel" button and a blue "Enter Manually" button.

Tip: You have to press the Enter Manually button **before** it will let you type into the boxes.

Tip: Make sure you put a house number into the "primary" box.

Q. I can't update my claim/adjustment?

A. Please check you are in the correct funding period; it is easy to confuse funding periods when the current adjustment and the next claim are open at the same time. Use the adjustment and adjustment tab for the adjustment, and the actuals and the funding tab for the claim.

Q. I have an unsubmitted claim what do I do?

If the claim is open, press the Send claim button.

If the claim has closed, you need to wait until the adjustment, press the undo button (circular arrow next to the child's name) and go through the process of adding the claim details and documents again so you can submit the child on your adjustment. Remember to fill in all tabs including the pending adjustment tab.

If the adjustment is closed, you have missed the deadline and cannot claim.

Q. How does the system roll over children?

A. We roll the children over from one claim to the next to prevent you having to re-enter all the details from scratch. However, this cannot be taken as 100% accurate as the system takes a cut of children while the adjustment is still open. This means some children, or newly entered details may not be rolled over to your claim. Hours will need to be re-entered, so please do check all children and their hours before pressing the send claim button.

Q. I am term time only, but the claim is capping me at 12 hours per week

A. Please check that you haven't ticked the "stretched funding" box.

Q. My claim is capped at 10 hours per week

A. Please tick the box to show that the child attends 2 days or more. If the child only attends one day per week, the maximum they are allowed is ten hours per week.

Q. When adding a new child on the adjustment the number of hours per week and number of weeks per term boxes are greyed out, is this right?

A. Yes this is correct, the adjustment works differently than the claim "Actuals". Fill out what you can on the funding tab, then go to the adjustment tab to enter in the total number of hours you need to claim for the full funding period.

Q. What if I am open for more than the maximum number of weeks in the funding period?

A. Please enter in the correct number of hours the child is doing per week, so this is a true reflection for audit purposes. You can then enter in a number of weeks up to the maximum allowed by the system. If you need more weeks than allowed, you can input more hours onto the adjustment. Please remember to enter in a clear reason so your adjustments are not delayed.

Q. Summary Screen

A. The summary screens should update once we set both the claim and adjustment to paid. Until then it shows an estimate based on the children linked to your setting. We do not pay direct from the funding system so when it says "Paid" this means processed, not paid into your bank account. Please continue to check your monthly payment breakdown summary. This will be updated around the 31st of the month and can be found at www.n-somerset.gov.uk/eyfunding

Q. Why has my claim been set to nil?

A. If your claim was rejected and not corrected before the claim deadline, the reject function will no longer work, so the notification will disappear, your claim will be set to zero and the rejection reason will disappear as the function is turned off. For this reason please do your claim in good time, and recheck your Home Page before the deadline.

Other FAQs

Q. I still plan to offer funded hours, but what should I do if I don't have any funded children next period?

A. Please let us know as soon as possible if you think you will have any negative adjustments so we can check your funding account is reconciled by the end of the funding period. If there are negative adjustments, and no further payments to offset them against, we will raise an invoice. Please let us know by emailing EY.Funding@n-somerset.gov.uk

Q. Are there any fees?

A. If we find issues because you have not followed the best practice way of claiming funding, for instance you chose not to follow the funded weeks calendar, you make consistent mistakes, or parents raise concerns about the hours you are providing, and we have to audit your claims more than normal, we will charge a penalty fee of £250.

We will normally refuse incomplete claims for individual children (for instance where documents are missing), if we have the resource to allow them, and process off system, there will be a minimum fee of £10 per child if the supporting evidence is provided promptly (within two days of the deadline).

For children who overclaim there will also be a minimum fee of £10 per child and hours will be reclaimed. Settings that repeatedly overclaim will be suspended from funding. Late claims will normally be refused, in exceptional circumstances we will discuss if we can allow the late claim and provide a quote for the work involved.

Children should be added promptly when they start with you, if you add children late when the DfE have requested a headcount/data return, there will be a £10 late headcount/census fee per child. We will email out to tell you we need the information by a certain date and give you at least 2 weeks to submit the information.

Q. Do you need my new Public Liability insurance certificate?

A. Yes, we have a duty of care to check you are insured. Due to data protection, we cannot contact your insurance company directly, so we require you to email the certificate to us at EY.Funding@n-somerset.gov.uk You do not need to upload it to the funding system. Without your insurance certificate we are unable to make payments to you as we cannot verify you are insured. Please note it's the Public Liability certificate we need not the Employers Liability. If it's included in your Employers Liability, please email across evidence such as your policy document.

Q. Can childcare providers ask for additional charges?

A. North Somerset Council have to work to the statutory rules. Please see the [Early education and childcare \(effective from 1 April 2025\) - GOV.UK](#)

Please remember your invoices need to be clear, itemised and easy for parents to understand. They must show the funded hours (times/sessions and days). Charges related to funded hours must be voluntary and parents must be made aware that they can opt out of these charges. Please see the link to the ombudsman's decision here:

[21 016 061 - Local Government and Social Care Ombudsman](#)

Q. Can you charge for the lunchtime period?

A. You can claim funding for the lunch period and you can charge for the actual lunch but there must be an alternative option offered to parents for example they can bring a packed lunch. Parents must be able to access funded hours without any charges. All charges must be voluntary and parents must be made aware they can opt out of these charges. Please see the link to the ombudsman's decision: [21 016 061](#)
- Local Government and Social Care Ombudsman

Q. Can childcare providers charge a deposit?

A. Refundable deposits can be charged to parents accessing the free entitlements.

Q. Who will monitor the additional costs to parents?

A. Providers are expected to take responsibility and provide clear, itemised invoices to parents. These should clearly identify the funded hours, stating the sessions/times and dates. The local authority can visit settings to audit.

Q. Can the local authority still pay childcare providers for a place when a child suddenly leaves without giving a notice period?

A. No the funding must follow the child. If you charge a deposit this may help as the parents are more likely to think about the money they will be losing if they just leave without providing notice. The only exception is the Summer 2020 funding period due to the pandemic where the guidance was not to move funding except in exceptional circumstances. From Autumn 2020 this reverts back to normal.

Q. Can the local authority still pay childcare providers for a place when a child leaves without attending in their notice period?

A. No the funding must follow the child. If you charge a deposit this may help as the parents are more likely to think about the money they will be losing if they leave without attending throughout their notice period.

Q. Can you charge for visits/outings?

A. Yes like schools you can make this a voluntary contribution from parents.

Q. Can we provide the 3&4 year old 15 universal hours only?

A. Yes but you must be aware that a parent may be using their universal entitlement at another setting, (you will then be part of the 30 hour offer).

Q. Do parents have to choose which 15 hours they are taking at the setting?

A. Yes, this information will need to be included on the parent declaration form as to the number of hours they are claiming at each setting, they will need to say how many universal hours, and how many extended hours they are claiming. The Parent Declaration Form should be taken to both settings by the parent. It is advisable to split universal and extended hours equally, so a child does not run out of one type of hours too quickly.

Q. Do we continue to receive funding for staff illness/absence/closures?

A. No, we do not provide funding for staff sickness, or closures due to staff shortages, even when related to COVID. We will support settings to provide the hours at an alternative time in the same funding period. We may put funding payments on hold to avoid overpayments, so please notify us by email for any closures not on your funded dates form.

Q. Do you fund child absence?

A. We will provide funding for up to 2 weeks illness or holiday at a time, for illnesses/hospital treatment causing absences of over 2 weeks, please email EY.Funding@n-somerset.gov.uk with details to see if we can provide permission for extenuating circumstances. Please remember to follow safeguarding procedures for any absence. We will not fund excessive or frequent absences.

Q. Will you fund for an emergency closure?

A. Please inform us of any closures, we may be able to fund an emergency closure such as a red weather warning. Emergency closures are normally last minute, unavoidable and for one day's funding only.

Q. A child also has Welsh funding, can they use English funding?

A. No, they should use the scheme in which they are resident. If the family is split, it should be down to where the child resides. If there is joint equal custody, the parents will need to decide. If they can't we advise it should be the parent that claims child benefit. They cannot use both schemes, even just universal hours, as this will be double funding the child.

Q. Can I claim funding for a relative?

A. Childminders cannot claim funding for a relative (even a distant relative), children you foster or care for. The intention of the rule is that you should not claim funding for a child you would normally socialise with.

Q. Where do we send our Public Liability insurance certificate?

A. Please email in a copy of your insurance certificate at each renewal to: EY.Funding@n-somerset.gov.uk we cannot fund without this. If your insurance certificate doesn't state Public Liability, please send in evidence, such as your policy schedule document. We can't take the Employer's Liability certificate on its own as it's Public Liability that we require for all suppliers.

Q. I need to discuss an issue I have who do I contact?

A. Email EY.Funding@n-somerset.gov.uk this is the best way of contact as this inbox is always monitored.