

30 Hours of Free Childcare – Extended Free Entitlement Eligibility/Applying Process

How will parents apply for 30 hours?

Parents will need to access the following website to apply <https://www.childcarechoices.gov.uk> As part of the application process parents will be asked to enter the following personal details for themselves and their partner (if they have one):

- Name
- Address
- National insurance number

Parents who need assistance to apply (or who do not have access to the internet) can call the childcare service **Customer Interaction Centre on 0300 123 4097** and apply over the phone. Parents that complete their original application over the phone will need to phone the Customer Interaction Centre to reconfirm their eligibility every three months.

They will be asked if they expect to meet the income requirements over the coming three months and whether they are in receipt of any relevant benefits. This information will help HMRC decide whether a parent (and their child) are eligible for 30 hours.

At the start of the application process, parents will create a Government Gateway account if they don't already have one.

If parents encounter any problems with the application process or accessing the childcare account, they should direct their queries to the childcare service **Customer Interaction Centre on 0300 123 4097**.

At the end of the application process, parents will have a childcare service account. In the 'secure messages' section of their account, parents will receive messages regarding their eligibility. If parents are eligible for 30 hours, they will be given an 11 digit 'eligibility code' for their child. **Please be aware that, even once you have started accessing your 30hrs, you will still be required to update your eligibility data EVERY 3 MONTHS to continue receiving this funding.**

Note: Parents may receive eligibility codes before their child is three but they can only start claiming their 30 hours place the term following a child's third birthday or the term following the date the eligibility code was issued, should this be part-way through a term (whichever is the later).

What information will parents need to give to providers in order to claim their 30 hour place?

Providers will need to ask parents to bring their:

- Eleven digit 'eligibility code' usually starting with '5000' ('11' for parents who have been issued with a temporary code)
- National Insurance Number of the parent who made the application. (A partner who is listed in the application may come in place of the original applicant and should bring their own National Insurance number)
- Child's birth certificate
- **Written consent** from a parent to allow a childcare provider to share parents details in order to validate the eligibility code (please see attached sheet).