



Frequently Asked Questions 30 hours funding



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Toddle On Inn Day Nursery



Who is eligible for 30 hours funding?

Families where both parents work and earn at least £120 per week, or where the sole parent works in a single parent family and earns over £120 per week. Each parent must have an annual income of less than £100,000 to be eligible

How can I check my eligibility?

You can check whether you are eligible for a range of government childcare offers, including 30 hours, via the Childcare Choices website at:

<https://www.childcarechoices.gov.uk> or the Childcare Calculator at:
<https://www.gov.uk/childcare-calculator>.

What do I do if I do not have internet access?

You can call the Customer Interaction Centre on 0300 123 4097 and apply for your eligibility code over the phone.

What information will I need to provide to apply for 30 hours funding?

You will be asked to enter personal details including your name, address and National Insurance number and the same details for your partner (if you have one). You will also be asked whether you expect to meet the income requirements over the coming three months and whether you are in receipt of any relevant benefits. This information will help HMRC decide whether you parent (and your child) are eligible for 30 hours. At the start of the application process, parents will create a Government Gateway account if you don't already have one.

What do I do if I have a problem with the application process?

You can call the Customer Interaction Centre on 0300 123 4097 for help

How do I get my eligibility code?

At the end of the application process, you will have a childcare service account. In the "secure messages" section of your account, you will receive messages regarding your eligibility. If you are eligible for 30 hours, you will be given an 11 digit 'eligibility code' for your child.

What do I need to bring into nursery to claim 30 hours funding?

We will need your 11 digit eligibility code, your child's date of birth and the National Insurance number of the applying parent. We will also require your written consent to verify your eligibility. We will then use these details to check the validity of your code on the Local Authority's funding portal.

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When do I need to bring my eligibility information into nursery?

You must have applied for your eligibility code before the start of the term, if you miss the start of the term you cannot claim 30 hours funding until the start of the following term. Please bring your eligibility code into nursery as soon as you get it so we can get your sessions booked in.

How often do I have to prove my eligibility?

You will need to apply for a new eligibility code every 3 months. When you receive your code it will have an 'end date' on it so you will know when you need to apply for the next one.

What is my grace period?

Even though the code has an end date, if you become ineligible when you would apply for your next code you are still able to keep your child in nursery claiming the 30 hours funding for a 'grace period'. This is typically until the end of the term, or the end of the following term.

What to do if I am not eligible for 30 hours?

You can still continue to claim your 15 hours funding with us in the usual way. You might find that you are eligible for Tax Free Childcare which can help towards the cost of childcare.

What is universal credit and how can this help me? Universal credit replaced the following benefits:

- income-based Jobseeker's Allowance (JSA)
- Housing Benefit
- Working Tax Credit
- Child Tax Credit
- Income-related Employment and Support Allowance (ESA)
- Income Support

Universal Credit is paid if you are on a low income and is paid into your bank monthly, depending upon your income depending upon how much you receive.

If you claim Universal credit and you work you may be entitled to Universal credit for childcare where you can claim up to 85% of your childcare costs. If you already receive Tax credits then you do not need to do anything.

If you claim 15 or 30 hours funding you must notify HMRC of this, and give HMRC the total amount that you pay directly to your nursery each month to enable them to give you the correct amount of credit each month.

To find out if you are entitled to this please visit [Childcare choices website](#)

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What if I currently use childcare vouchers?

You can use your childcare vouchers alongside 30 hours funding to pay towards any wrap around fees. If you want to apply for Tax Free Childcare no parents in the household can use childcare vouchers.

What if become eligible for 30 hours funding mid-way through a term?

You should apply for your eligibility voucher and bring it into nursery. You can start claiming the funding from the start of the following term.

My child is going to start reception in September, can I also take my 30 hours with a nursery or child-minder?

You are not allowed to claim 30 hours funding once your child starts reception. You might still be able to get an eligibility code but the childcare provider will not be able to claim any funding for you.

What happens if I lose my job?

If you become ineligible for 30 hours funding, for example, by losing your job, then you will not be able to apply for a new code when your current one expires. Your child will still be entitled to funding until the end of the grace period.

Do I need to inform Working Tax Credits?

Yes you must inform HMRC as soon as you start claiming funding within your nursery. If you do not inform HMRC then your tax credits could be stopped or you could be overpaid and will need to pay this back to HMRC. You need to inform HMRC of the exact amount that you pay directly to the nursery each month they will then work out your entitlement based on this and pay you each month directly.

My child is 2, when can I get my code?

You can apply now, but you will only be given the funding from the term following your child's 3rd birthday, or the term following the date the eligibility code was issued, whichever is later.

What do I do if I forget to apply for my eligibility code?

Apply for it as soon as possible, if you have missed the start of the term then you will not be able to get your 30 hours funding until the start of the following term.

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Questions About My Nursery

Why do I have to pay anything? Isn't the funding free?

You may have heard a lot in the media about how the government funding that nurseries receive doesn't cover the cost of the childcare given. This is why it's estimated that half of childcare providers will not be offering the 30 hours funding. We think anything that helps parents back to work is great so we're offering the additional funding at our nurseries. But to make this sustainable we've had to limit the number of fully funded sessions that we offer. We hope that the wrap around sessions on offer will mean that working parents can access childcare at a significantly reduced rate with a mixture of funded and privately paid hours.

The rate that your childcare provider receives for delivering funded places does not include consumables (meals, snacks, nappies, wipes, sun cream etc.) or additional services (outings, classes, emergency cover, drop-offs and pick-ups, etc.). Parents can therefore expect to be charged for these, although charges cannot be a condition of providing a free entitlement place.

Providers can also charge you a refundable deposit to confirm your child's place in advance. They can only charge a non-refundable registration or reservation or administration fee if you are paying for hours in excess of the entitlement.

You should be aware that in many parts of the country, the rate that your provider receives from their local authority for delivering the free entitlement is lower than their private rate, and they may be losing money by providing a 'free' place. Toddle on Inn and other early years organisations have been calling on the Government to provide sustainable funding for childcare and early education places, so the extension to 30 hours can be delivered to all working families who need it.

How does the wraparound fee work?

The wraparound fee is charged to cover the hours of the day that the government funding does not cover. It is an inclusive fee and so this covers all of your child's meals as well.

I want to use my hours for free childcare but my nursery doesn't have any availability for fully funded 30 hour's sessions?

The nursery will only have a limited number of fully funded places which will be reviewed each term. If there are no 30 hours fully funded places available then you might still be able to get a space for a 15 hours fully funded place. You can then take the remaining 15 hours with another provider.

I want to attend Term Time Only but over a full day?

We do accept Term Time Only bookings over 38 weeks of the year please speak to the Manager to see what days we currently have available.

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I want a full time place, how do the sessions work?

You would book 3 wrap days and 2 normal full days, it does not matter which days of the week you choose for wrap days and full days.

What if I want to attend for 2 days or less?

You are welcome to only book onto 2 wrap days and to use the remaining hours with another provider. This works out at a remaining 10 hours with a Term Time Only provider, or a remaining 7.3 hours if the other provider is stretching their funding.

What is happening with the original 15 hours funding?

If you are not eligible or do not want to claim the additional 15 hours funding with us then you are still welcome to claim your original 15 hours with us. There is no change to the way we offering the 15 hours funding so if you are already claiming this with us then there is no need for you to change your sessions. We offer the 15 hours stretched to 10.96 hours per week and you can these to attend 2 half days per week.

What do I need to do to end my place at the nursery?

If you wish to end your nursery place then please speak with the nursery manager as soon as possible. We then require 4 weeks written notice from you of the termination of your nursery place. This will give adequate time for the final invoice to be raised, any vouchers or direct debits to be stopped, and for any funding to be stopped – for the nursery to contact the Local Authority.

Can I book additional sessions?

Yes, if you need extra days then you can request to book these, subject to availability. If you are taking a fully funded term time only place then you can book extra sessions during the school holidays but there will not be an option to book additional hours on top of your fully funded hours other than the optional lunch hour.

Will there be any additional costs and what is this for?

If you are paying a wraparound fee then this fee is fully inclusive and you won't need to pay for meals. If you are taking a 30 hours fully funded place then you may wish for your child to stay for lunch with us, if that is the case then you will be charged a fee for meals. It is not mandatory for your child to stay with over the lunch hour, or tea but prior arrangements would need to be made.

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What is the difference between a stretched and a term time only place?

Stretched funding is where the annual entitlement of funded hours has been stretched to cover 52 weeks of the year, this is more convenient for most working parents who require childcare all year round. A term time only place would give you childcare for 38 weeks of the year, similar to the way that schools operate.

Can I take some of my hours with your nursery and some with another nursery or child-minder?

Yes, you can take your 30 hours funding with up to 3 providers, you can use up to 2 providers on the same day. You may wish to take your original 15 hours funding with us and use your additional 15 hours with another nursery or child-minder, but would need to make us aware of this prior to the term starting.