

Provider Update on the Citizen Portal and validating codes for Extended FEL (“30 Hours”)



October 2018

Background

The Citizen Portal is the system in place to enable parents and carers to apply for FEL for 2 year olds and apply for school places.

We have now added an extra function, to allow parents to confirm the validity of their “30 Hours” code from HMRC instead of requiring providers to do this for them.

Parents can also access the details of their “30 Hours” code without having to log into their HMRC Childcare Service account. The Childcare Service requires a number of security checks, so the Citizen Portal makes it easier for parents to check that their code is still valid for the coming term.

Please note, parents **cannot** renew their code via the Citizen Portal. Renewal of codes is still the parent’s responsibility and must be done every 3 months with HMRC.

What do Providers need to know?

The new system will also allow parents to contact their chosen provider, with the confirmed code in order to book a place. This document explains what that will look like for providers.

What will parents do?

Parents and carers will now be able to log into the Citizen Portal and confirm their “30 Hours” code from HMRC is valid. HMRC will still *issue* the code, but the update to the portal enables parents to validate the code rather than needing a provider to do it. Parents can also easily access their code’s end date and grace period details.

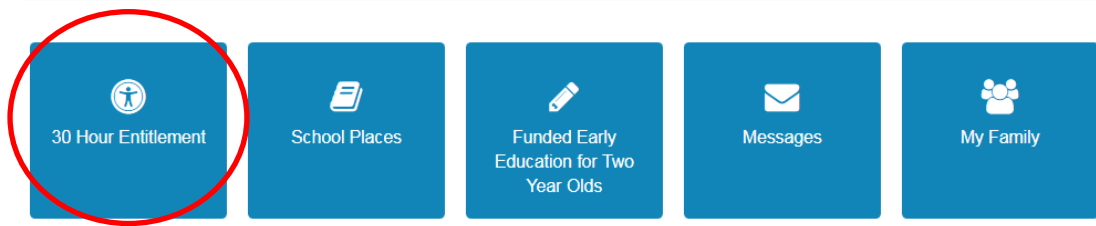
Parents will need to register for the Citizen Portal and add details for their child/children.

Welcome to the Citizens Portal.

Below, you will see the services available to you.

- If you wish to apply for a school place for your child, select the “School Places” button below (Active after 01/07/16)
- If you have a two year old or a child coming up for two you could be eligible for support with nursery funding. Click on the Two Year Old Funding button to apply.

NB - Applications for Two Year Old funding are restricted to 10 weeks prior to the start of the term which follows your child’s 2nd birthday. For example if your child turns 2 in May, you will be able to apply 10 weeks before the beginning of the September term. Terms begin in September, January, and Late March/April.



There is a short form required so that the system knows there is a child the right age for the Extended FEL (“30 Hours”) offer.

Add Child
Add a child

Legal Forename *	<input type="text"/>
Middle Name	<input type="text"/>
Legal Surname *	<input type="text"/>
Gender *	<input type="text" value="Please select a gender"/>
Date of Birth *	<input type="text" value="dd/mm/yyyy"/>
Ethnicity *	<input type="text" value="Please select"/>
First Language *	<input type="text" value="Please select"/>
Relationship to Child *	<input type="text" value="Please select"/>

Your relationship to this child (i.e. you are the Father of this child)

Parental Responsibility * Yes No

If you have legal responsibility for this child, select Yes

The parent can then confirm the code received from HMRC is valid against that child's records.

Children whose age is covered by Thirty Hours Entitlement

In the Correct age group

Peter Buck
Date Of Birth: 14-Aug-2015
Current Age: 3
The Earliest Date to take up an Extended Hours place: 01-09-2018
Date Range to re-confirm Extended Hours Eligibility Code: 02-09-2018 to 30-09-2018

You can perform the following actions

- Retrieve Entitlement Details**
- Choose Providers to apply for Extended Hours Placement
- Review Entitlement History

Once this process is complete they will also be able to log in and check when their code is valid until and when the Grace Period will run to (if applicable).

These details also show the earliest date they can use the Extended FEL hours from, so it should be clear when they cannot start until the start of the following term.

By clicking in “Review Entitlement Details” the parent will go to the following screen. They need to enter their National Insurance Number and the code from HMRC. The system will then check with HMRC and either give a red “Sorry Not Eligible” or a green “Success” message. If successful, they can click to send their details to a provider.

Welcome to the Thirty Hour Entitlement Portal

Retrieve Entitlement Dates for Extended Hours

Child's Forename	Child's Surname	Child's Date of Birth	Parent's NI Number *	Eligibility Code *
Peter	Buck	08/14/2015	AB123456C	50012345681

[Retrieve Entitlement Dates](#)

Sorry, Not Eligible!
The checking service has responded that this code is not eligible, please confirm that all the details you have entered are correct.

[Back](#)

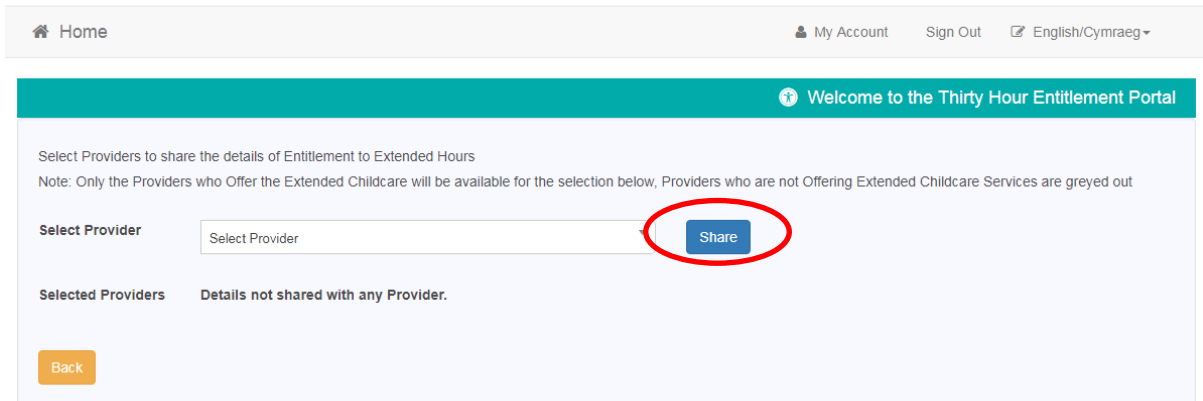
Success!
The earliest start date you can take up Extended Hours funding is 01-Sep-2018 Autumn Term.
Please choose the Provider(s) you would like to check for a Childcare Place, entitlement Details will be shared with the chosen Providers.
This eligibility code is valid from 31-Mar-2018 to 30-Sep-2018, with a grace period to 31-Dec-2018.
You must re-confirm your eligibility code with HMRC between 02-Sep-2018 and 30-Sep-2018 in order to retain the extended hours eligibility, failure to do this could lead to loss of funding.
You can use this link to the [HMRC Childcare Account](#) when you need to reconfirm your Eligibility.

[Back](#)

[Choose Providers to share Entitlement Details](#)

Parents will be able to choose from an alphabetical dropdown list. If they start to type in the name of a provider they have already chosen then the available options will reduce to match what they are searching for.

Citizen Portal



The screenshot shows the 'Citizen Portal' interface. At the top right, there are links for 'My Account', 'Sign Out', and 'English/Cymraeg'. Below this is a teal banner with the text 'Welcome to the Thirty Hour Entitlement Portal'. The main content area is titled 'Select Providers to share the details of Entitlement to Extended Hours'. A note states: 'Note: Only the Providers who Offer the Extended Childcare will be available for the selection below, Providers who are not Offering Extended Childcare Services are greyed out'. There is a 'Select Provider' label next to a search input field containing the text 'Select Provider'. A blue 'Share' button is located to the right of the input field and is circled in red. Below the input field, it says 'Selected Providers Details not shared with any Provider.' At the bottom left, there is an orange 'Back' button.

Once they have selected a provider, they can click “Share” and their details will be sent to the provider they have chosen. Our guidance to parents and carers advises them to follow up with a phone call.

The system gives you an option to accept them, reject them or contact them. We advise that you contact them and arrange for them to visit your setting, if this hasn't already taken place – see next section.

What will providers see?

Once a parent or carer has completed the process above, their details will be sent to one or more childcare providers.

This will show up in your Provider Portal account, but it will **not** flag up as a notification or message in your home screen – you will need to check if anyone has contacted you. *Please note that we are waiting on an upgrade to this system that **will** notify you about these queries.*

From the Provider Portal home screen, click on the “30 Hours” button. Please note that this example shows 5 pending checks, but these are notifications for children already on the eligibility checks and don’t relate to the contact from the new parent.

Welcome to the Provider Portal.

Below, you will see the services available to you.

Click on the **30 Hours Free Childcare** lozenge to access the 30-hours Entitlement Checker; for checking child eligibility and reviewing children's eligibility start and end dates.

Click on the **Headcount** lozenge to access and submit your Free Early Learning headcount Tasks, and to access your Messages and Payment reports.

Click on the **Two Year Old Funding** lozenge to access the 2 Year Old Eligibility Checker; for checking child eligibility and making Placement Notifications.

30 Hours Free Childcare **Disability Access Fund** **Headcount** **PROV03**

Welcome to the Thirty Hour Entitlement Portal

The Department for Education (DfE) provides an Eligibility Checking System (ECS) to allow you to check online and in real time the validity of eligibility codes issued by HMRC to working parents eligible for 30 Hours Free Childcare.

Run a New Check **Review Previous Checks** **Expiration Dashboard** (5)

In the “Review Previous Checks” screen, the top section relates to children already placed with you.

The “Ad-hoc Checks” section is where the contact from the new parent will appear.



Sheffield Provider Portal

Home Headcount 30 Hours Free Childcare Disability Access Fund PROV03 Sign out

Checks Run for Ages 2 to 5 Years 6 Months

Use this screen to view checks that you have done.

Existing Child Checks

Child	Eligibility Code	Check Last Run	Eligible From	Eligible To	Grace Period End	Check Status	Earliest Date to take up 30 Hrs place	From Citizen Portal	Further Action Needed
-------	------------------	----------------	---------------	-------------	------------------	--------------	---------------------------------------	---------------------	-----------------------

Ad-hoc Checks

Child	Eligibility Code	Check Last Run	Eligible From	Eligible To	Grace Period End	Check Status	Earliest Date to take up 30 Hrs place	From Citizen Portal	Further Action Needed
Peter Buck (14/08/2015) - AB123456C	50012345678	22/10/2018	31/03/2018	30/09/2018	31/12/2018	Eligible	01/Sep/2018 Autumn Term	✓	Accept Placement, Reject Placement Contact Details

The listing gives you the details of when the code is eligible from and to, and gives you option to accept, reject or contact. Note, if you *reject* the placement you will lose the parent’s details so don’t do this before you know for sure.

If you haven’t already been in contact with the parent, then the best option is to contact them to arrange a visit to your setting, as you would for any other query.

If the parent is already known to you and you have agreed what sessions they will attend, etc. then you can choose to accept straight away.

You will then be asked to enter a start date, which adds the child’s details to your record with us.

Placement for Peter Buck

Please provide the dates from which the child will attend. Once accepted the child’s details will be submitted to the local authority who will add them to the system.

Placement Start Date (dd/mm/yyyy):