

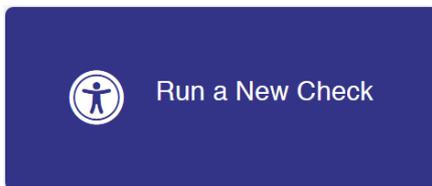
# Services for Young Children

30 hours entitlement – spring headcount 2019

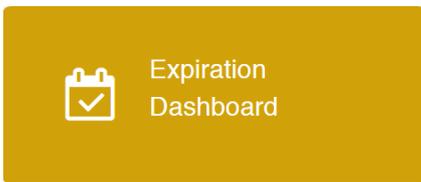
Helping parents to keep their eligibility up to date

Further to the November Blog, an update and further reminder:

It is important when parents first register their child for a 30 hours funded place, Providers request that parents give their code as soon as possible for validation. This is to ensure the code can be used for the spring headcount claim.



Please continue to remind parents to apply in good time or re-confirm every 12 weeks so their eligibility for the 30 hours is available for the funding period they require - use your dashboard to guide you.



To help parents be reminded, Providers need to regularly review their “expiration dashboard” by monitoring details that are traffic lighted and advise parents accordingly.

Further details on how to use your dashboard are available here: <http://www.hants.gov.uk/childrens-services/providers/eye-eyeff/eye-scheme.htm>

Some parents may find even though they made an application by 31 December 2018, they do not receive their eligibility code in time. HMRC expect to issue codes to these parents by 14 January 2019. Providers must contact Services for Young Children [childcare@hants.gov.uk](mailto:childcare@hants.gov.uk) if they have parents who meet this criteria as they will not be able to automatically make a 30 hours claim. Codes issued by 14 January 2019 will be validated by Services for Young Children to confirm application was made by 31 December and will then release access on the Provider Portal to make the 30 hour claim.

**Parents who miss the 31 December deadline will not be eligible to claim 30 hours in spring.**

If a parent knows they applied before 31 December, but do not receive a valid code, Providers need to advise them to use the HMRC compensation service. To do this they can complain online to HMRC: <https://www.gov.uk/guidance/complain-to-hm-revenue-and-customs> or call the childcare service helpline on 0300 123 4097.