Parent Journey – 30 Hours Childcare and Tax-Free Childcare

1. Parent goes onto the GOV.UK website to complete application. Parents who are digitally challenged will be provided with details to contact a helpline number to complete the application.

2. Parent’s eligibility is assessed based on information submitted and HMRC data. If successful, parent will be shown confirmation that an account has been created for them on the system.

3. Parents will receive notification to reconfirm eligibility for 30 hours before validity end date. They are confirming that their circumstances have not changed since the initial application or updating the application if it has.

4. Upon successfully validating the eligibility code, parent and childcare provider agree on a date when the provision will begin.

5. Parent takes the eligibility code to their chosen childcare provider to ‘book’ a place. The code will be validated by the childcare provider before a place is offered to the child.

6. If parent is eligible for Tax Free Childcare, they will be able to start depositing funds into their account to receive the government top up and arrange payments to registered childcare providers.

7. If parent is eligible for 30 hours, they will receive an eligibility code in their secure account.

8. Child is admitted into the provision for the length of the validity period.