

Eligibility Code FAQs for Childcare Providers and Schools

- **What should I do when a parent/carer requests to book a funded place for their child?**

Before you book a funded childcare place for a child you must check eligibility.

For working families you should use the eligibility checker in your Provider Portal account which will tell you if the code is valid.

Please check the start date of the eligibility code to ensure it is before the term starts and that the grace period covers the whole term.

For additional support 2 year old funding you should ask the parent/carer for a letter from Solihull Council that should have been issued to them.

- **What is the deadline for parents/carers to apply for their first eligibility code?**

Parents/carers must apply for an eligibility code by the following dates;

Autumn Term – 31st August

Spring Term – 31st December

Summer Term – 31st March

If parents/carers apply after this date then their child won't be able to access funding until the following term.

- **How often does a parent/carer need to reconfirm their child's eligibility code?**

Once issued, parents/carers must reconfirm their child's eligibility code online via HMRC every 3 months.

They will be prompted to do so by HMRC via email and/or text.

- **Should I also remind parents/carers to reconfirm their code?**

Yes, childcare providers and Schools will receive an email twice per term from FIS which will tell you that the code information for all funded children has been refreshed in your Provider Portal account.

When you get this email you must please log into your Provider Portal account and look for codes where:

- the end date is in the past which shows that the parent hasn't reconfirmed their code.
- there are codes that have a grace period end date for the end of the current term. (e.g. 31st December 2025 for the Autumn term)

These codes need to be refreshed ASAP so please contact those parents/carers to ask them to do so.

- **What happens when a child enters their grace period?**

Funding can be claimed using a code which is in the grace period. However the parent/carer would need to re-confirm their code ASAP in order for funding to continue in the following term.

Please inform parents/carers where a code is in the grace period and make them aware that if they don't reconfirm the working families funding will cease at the end of term.

- **What happens if a parent reconfirms after their end date i.e. late?**

If a parent re-confirms late it will result in the start date for the code moving to the date of reconfirmation.

This might result in you having an issue with your headcount claim on the Provider Portal due to the start date being after the term start date.

If the child accessed funding in the previous term we would allow funding to continue but you would need to contact FIS in order for funded hours to be added via 0121 704 6015 or eeenquiries@solihull.gov.uk.

If the child attended a Solihull childcare provider or School in the previous term we will be able to check our system however if they attended a childcare provider or School in another local authority we will need evidence via the parent/carer.

If the child didn't access funding in the previous term then you cannot claim funding for this child until the following term. It will be treated as a new code and therefore the parent/carer has missed the deadline date.

The parent doesn't need to contact FIS themselves as any changes can be done between you and the funding team.

- **What information does FIS require in order to check a code?**

You must send FIS the eligibility code, NI number for the parent/carer the child's date of birth and name. We cannot check a code without all this data.

Prior to contacting FIS you must check the code yourself on the eligibility checker in the Provider Portal in order to check the code dates and ensure all the parent details are correct.

- **Should I inform a parent/carer if I can't submit a headcount claim for a child due to a code issue**

You should only contact a parent/carer if they haven't refreshed their code. If the dates show the parent/carer has refreshed their code, and you cannot add the funded hours, please contact FIS via 0121 704 6015 or eeenquiries@solihull.gov.uk to discuss the issue and to find out if funding can be agreed.

- **Who should a parent/carer speak to if they are experiencing an issue with applying for an eligibility code or struggling to re-confirm?**

Parents/carers should contact HMRC if they are struggling to apply for a code or if they aren't able to reconfirm their code. HMRC can be contacted by parent/carers on 0300 123 4097.

Please don't ask parents/carers to contact HMRC if you are experiencing issues with a headcount claim if the code dates show they have reconfirmed. Please contact FIS in order to discuss if funding can be agreed and if so how we can help add the funded hours.

- **What should I do if a family have had a letter to say they are entitled to additional support 2 year old funding but when I try to add the funded hours on the Provider Portal it shows the family aren't eligible?**

Please contact FIS on 0121 704 6015 or eeenquiries@solihull.gov.uk as we will need to explain the process for claiming funding.

Seeing an approval letter means the child will get the funding but sometimes families stop being eligible so the first term you claim funding you would need to contact us for support.

- **What is a temporary code and how should it be used?**

A temporary code will start with 11 and it will only be valid for one term. HMRC usually issue temporary codes when a family's circumstances require further investigation to prove eligibility.

You should obtain a permanent code from the parent/carer for the following term.

- **What happens if a child's code is in it's grace period? Can it be used?**

Yes, a code can be used during it's grace period however a child cannot move their funding to a new provider during their grace period.

Once the grace period has passed the code becomes invalid. Therefore parent/carers should reconfirm on time to ensure funding can continue.

If families are no longer eligible for working families funding then the reconfirmation process will inform the family and the code can only be used up to the grace period end date.