

Early Years Provider Hub User Guide

Validating eligibility codes

Eligible working parents of **3 and 4-year-olds** can access up to an additional 15 hours of funded childcare a week (also known as 30 hours extended entitlement).

From April 2024, eligible working parents of **2-year-olds** can access up to 15 hours of childcare a week.

From September 2024, eligible working parents of children from **9 months old** can access up to 15 hours of childcare a week.

This is known as the Working Parent Entitlement.

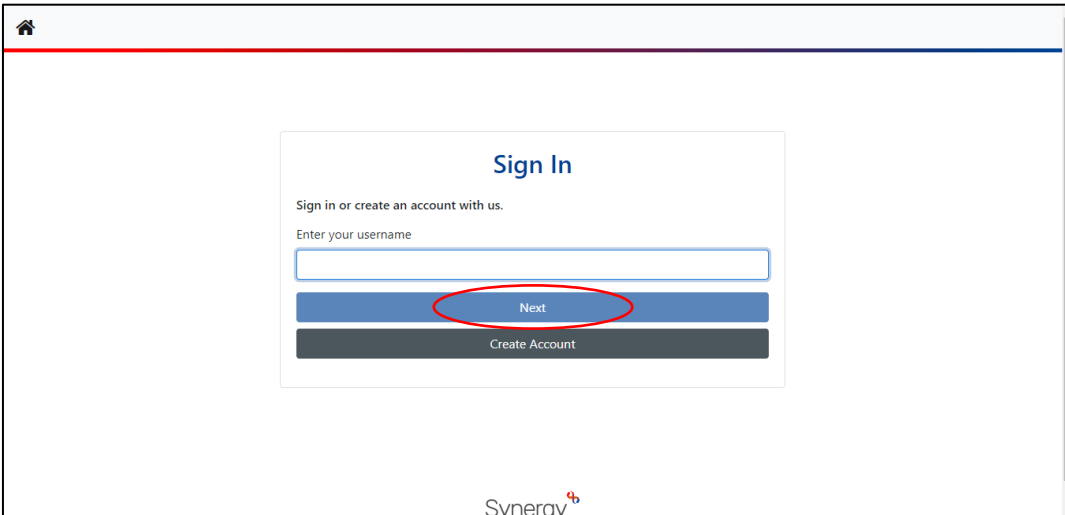
Before a child can start in a Working Parent Entitlement funded place, childcare providers **MUST** check that the child has a valid eligibility code. Parents may provide you with a screenshot of their code/email confirmation from HMRC, but this does not suffice, as the code start date and expiry date must also be checked for validity on the EYP Hub.

To validate an eligibility code, please follow the instructions below.

Log into the EYP Hub:

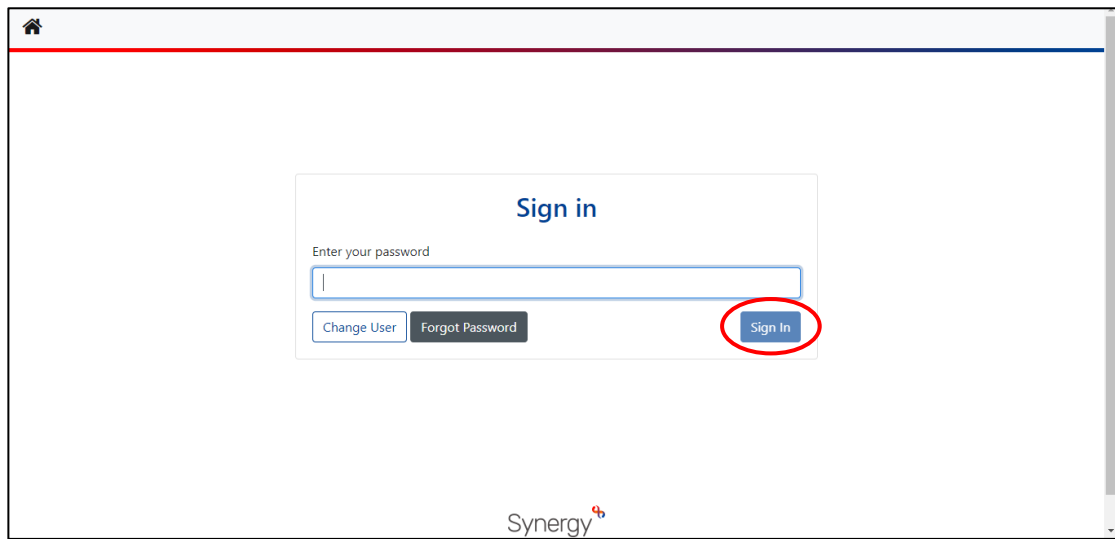
<https://live.cloud.servelec-synergy.com/Merton/Synergy/Providers>

- Type in your username and press Next (usernames are Firstname.Surname)



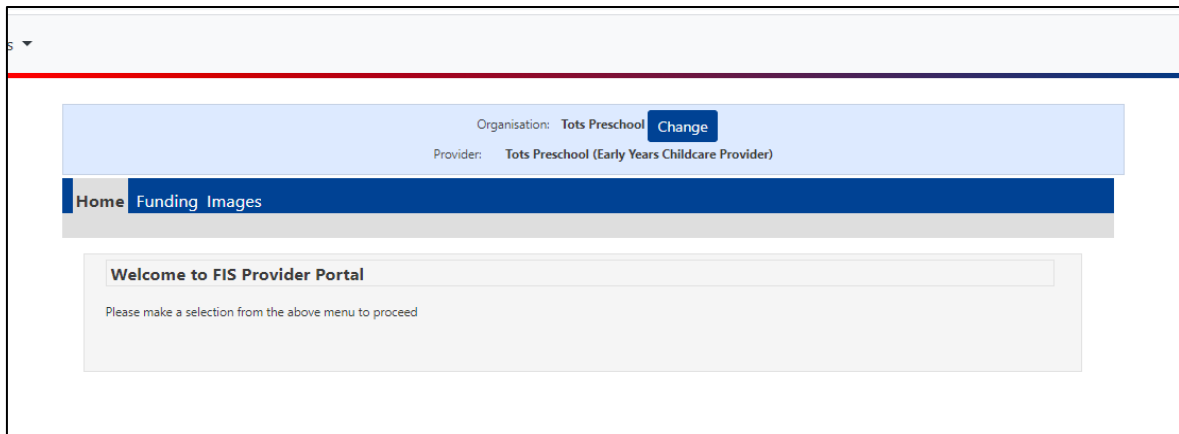
The screenshot displays a web interface for signing in. At the top left, there is a home icon. The main content area features a white box with the following elements: a blue heading 'Sign In', a sub-heading 'Sign in or create an account with us.', a text input field with the placeholder 'Enter your username', a blue button labeled 'Next' (circled in red), and a dark grey button labeled 'Create Account'. The Synergy logo is positioned at the bottom center of the page.

- Type in your password and press Sign In



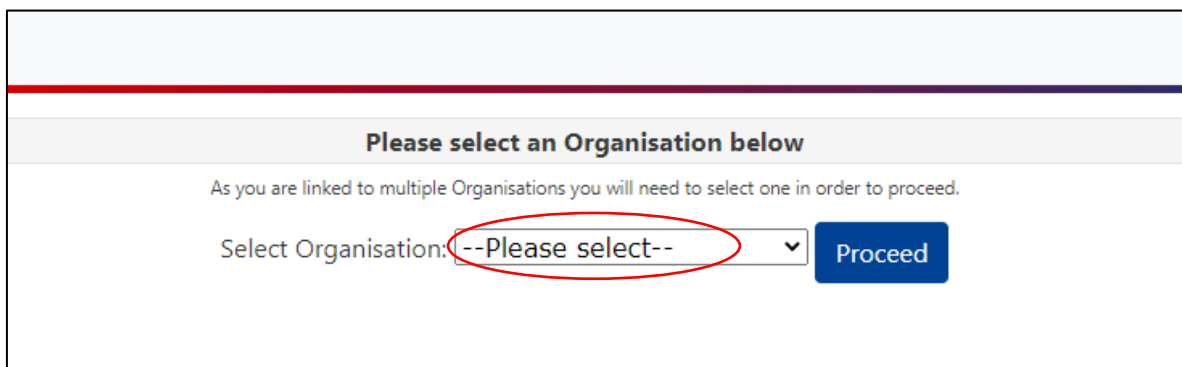
A screenshot of a web browser showing a 'Sign in' form. The form has a title 'Sign in' and a text input field labeled 'Enter your password'. Below the input field are three buttons: 'Change User', 'Forgot Password', and 'Sign In'. The 'Sign In' button is circled in red. At the bottom of the page, the 'Synergy' logo is visible.

- This will take you to the home page



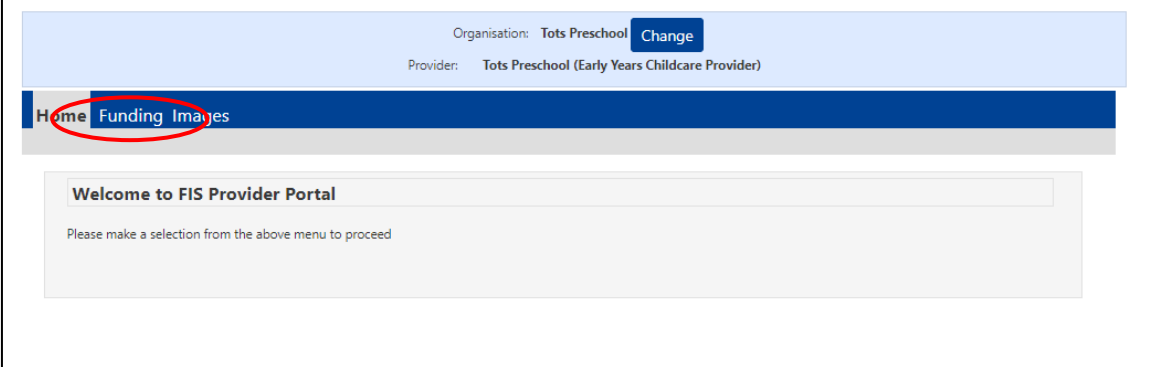
A screenshot of the FIS Provider Portal home page. At the top, it shows 'Organisation: Tots Preschool' with a 'Change' button and 'Provider: Tots Preschool (Early Years Childcare Provider)'. Below this is a navigation menu with 'Home' and 'Funding Images'. A main content area contains the text 'Welcome to FIS Provider Portal' and 'Please make a selection from the above menu to proceed'.

- If you are the named person for more than one setting in Merton, please select the setting that you are completing the check for from the drop-down list.



A screenshot of a web page titled 'Please select an Organisation below'. Below the title is the text 'As you are linked to multiple Organisations you will need to select one in order to proceed.' There is a dropdown menu labeled 'Select Organisation:' with the text '--Please select--' and a 'Proceed' button. The dropdown menu is circled in red.

- Select Funding

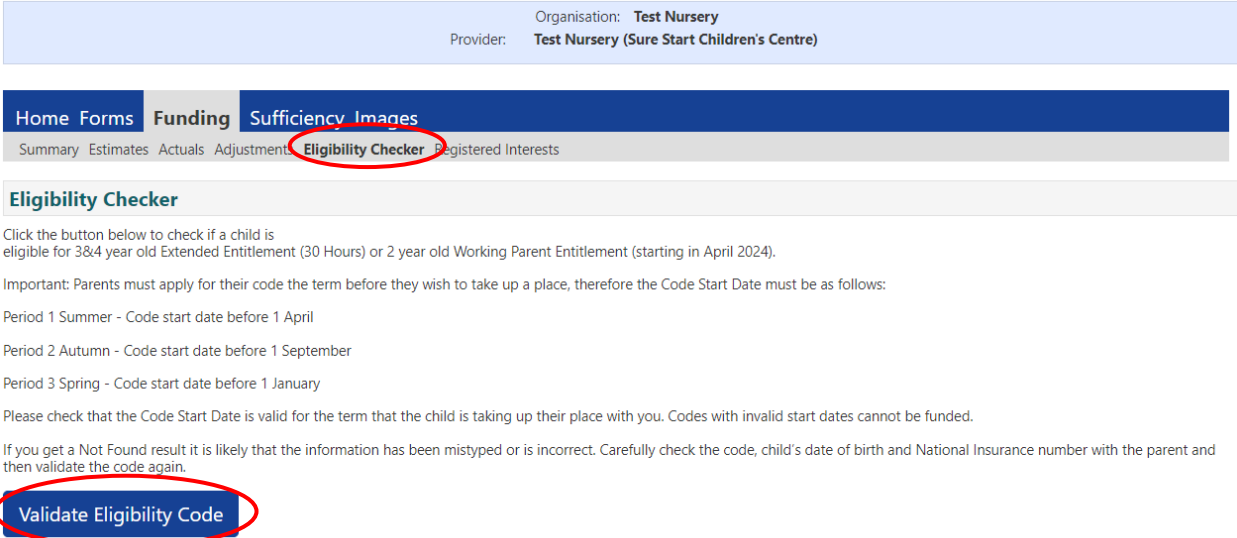


Organisation: Tots Preschool [Change](#)
 Provider: Tots Preschool (Early Years Childcare Provider)

Home **Funding** Images

Welcome to FIS Provider Portal
 Please make a selection from the above menu to proceed

- Select Eligibility Checker



Organisation: Test Nursery
 Provider: Test Nursery (Sure Start Children's Centre)

Home Forms Funding Sufficiency Images
 Summary Estimates Actuals Adjustments **Eligibility Checker** Registered Interests

Eligibility Checker

Click the button below to check if a child is eligible for 3&4 year old Extended Entitlement (30 Hours) or 2 year old Working Parent Entitlement (starting in April 2024).
 Important: Parents must apply for their code the term before they wish to take up a place, therefore the Code Start Date must be as follows:
 Period 1 Summer - Code start date before 1 April
 Period 2 Autumn - Code start date before 1 September
 Period 3 Spring - Code start date before 1 January
 Please check that the Code Start Date is valid for the term that the child is taking up their place with you. Codes with invalid start dates cannot be funded.
 If you get a Not Found result it is likely that the information has been mistyped or is incorrect. Carefully check the code, child's date of birth and National Insurance number with the parent and then validate the code again.

Validate Eligibility Code

- Press Validate Eligibility Code
- Enter the required information, which is indicated by an *
 - 11 digit eligibility code
 - Child date of birth
 - Parent/Carer NI (National Insurance) number
- Tick that you have consent from the parent to complete the check
- Press Submit

Validate Eligibility Code

Please enter a valid Eligibility Code and Child Date of Birth, together with Parent/Carer Details. Partner Details are optional but if entered then all fields, except Forename, must be filled in.

Eligibility Code*

Child Date of Birth*

Parent/Carer Forename

Parent/Carer Surname

Parent/Carer NI Number*

Consent must be given for this Eligibility Check

Partner Forename

Partner Surname

Partner NI Number

*denotes mandatory fields

Submit
Cancel

If you get a Not Found result it is likely that the information has been mistyped or is incorrect. Carefully check the code, child's

The EYP Hub will confirm if the code is found and valid or if the code is 'not found'

Valid Result

Home Forms
Funding
Images

Summary Estimates Actuals Adjustments Eligibility Checker Registered Interests

The details provided have been found:

Eligibility Code: 50083009051
 Code Start Date: 09-Nov-2021
 Code End Date: 18-May-2022
 Grace Period End Date: 31-Aug-2022

If the code is found, you will see the above confirmation screen with a green tick.

Important: You must now check the Code Start Date to establish if the code is valid for the funding period/term that the child will be taking up the place.

Parents must apply for their eligibility code by the deadlines shown below, i.e. the term before they take up a place. Before you accept the child for a place, you must check that the code start date meets the qualifying dates below:

For a start date at a setting on or after:	Code start date / reconfirmation of code must be on or before:
Period 1 Summer – 1 April	31 March
Period 2 Autumn - 1 September	31 August
Period 3 Spring - 1 January	31 December

For example, a code with a start date of 5th April is NOT valid for Period 1 Summer as the start date is AFTER 31 March. Therefore, the child can only access a Working Parent Entitlement funded place from Period 2 Autumn.

Codes with a start date AFTER the qualifying dates above will not be funded.

Not Found Result

If you get a not found result, it is likely that either the information has been input incorrectly or you have not got the correct information from the parent. The data is validated against HMRC's database and so the code, date of birth and NI number must match EXACTLY;

- Input the details into the checker again, taking care to type each letter/number in correctly
- If this still does not produce a valid result, contact the parent to double check their eligibility code, NI number and child's date of birth. (The NI number must be that of the parent who applied for and received the code). Then check eligibility again.

Expiry and Reconfirmation of Eligibility Codes

Parents are required to reconfirm their details are up to date via their HMRC Childcare account every 3 months, or their code will expire. If they apply more than 3 months before the term starts, they'll have to reconfirm their eligibility in their account in order to keep their code valid.

Important: Providers must continue to validate all eligibility codes before the start of every term, to ensure that children taking up a funded place with them are still eligible for the following term.

The Grace Period

A child in receipt of the Working Parent Entitlement will continue to be funded for a period of time, even when the parent ceases to meet the eligibility criteria; this is known as the Grace Period.

When a parent whose child was previously eligible and is already taking up a Working Parent Entitlement funded place gets an ineligible decision from HMRC, or if their code expires, the child will be funded until the end of the Grace Period or for as long as they remain under compulsory school age, whichever is shorter.

Important: Children cannot start a new Working Parent Entitlement funded place at a provider during the Grace Period. This includes the following scenarios:

- Where a parent falls into their Grace Period before the child has started a Working Parent Entitlement funded place
- Where a parent falls into their Grace Period whilst their child is in a Working Parent Entitlement funded place and the parent is seeking to move the child to a different provider

Once the Grace Period has expired, the parent will need to re-apply and will be given a new Code Start Date. The usual rules apply, and the Code Start Date must be before the start of the term in order to be valid (see table above).