



Tillingham Pre-school

Safeguarding and Welfare Requirement: Working in partnership with parents and other agencies policy

Providers must maintain records and obtain and share information to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met. Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers.

10 Working in partnership with parents and other agencies policy

Alongside associated procedures in 10.1-10.2 Working in partnership with parents and other agencies, this policy was adopted by *Tillingham Preschool* on **1st December 2023**.

Aim

We actively promote partnership with parents and recognise the importance of working in partnership with other agencies to promote the well-being of children and their families. This includes signposting parents to support as appropriate.

Objectives

- We believe that parents are children's first and most enduring educators and our practice aims to involve and consult parents on all aspects of their child's well-being.
- We also recognise the important role parents must play in the day-to-day organisation of the provision.
- We consider parents views and expectations and will give the opportunity to be involved in the following ways:
 - sharing information about their child's needs, likes, achievements and interests
 - settling in their child to the agreed plan according our settling in procedures
 - taking part in children's activities and outings
 - contributing with ideas or resources as appropriate to enhance the curriculum of the setting
 - taking part in early learning projects, sharing with educators' knowledge and insights about their child's learning
 - contributing to assessment with information, photos and stories that illustrate how their child is learning within the home environment, taking part in day-to-day family activities
 - taking part in discussion groups
 - taking part in planning, preparing, or simply participating in social activities organised within the setting

- taking part in a parent forum to encourage the democratic participation of parents in discussions about the day-to-day organisation of the setting, consulting about new developments and other matters as they arise
- involvement in the review of policies and procedures
- Ofsted and setting contact details are displayed on the parent notice board for parents who have a complaint that cannot be resolved with the setting supervisor in the first instance, or where a parent is concerned that the EYFS standards are not being maintained

Partnership and signposting to other agencies

- We are committed to ensuring effective partnership with other agencies including:
 - local authority early years services about the EYFS, training and staff development
 - local programmes regarding delivering children's centres or the childcare and early education element of children's centres
 - social welfare departments regarding children in need and children who need safeguarding or for whom a child protection plan is in place
 - child development networks and health professionals to support children with disabilities and special needs
 - local community organisations and other childcare and early education providers
 - Ofsted and setting contact details are made available to other agencies who have a complaint that cannot be resolved with the Setting Manager in the first instance, or where a parent is concerned that the EYFS welfare standards are not being maintained.

Legal references

Childcare Act 2006

Education Act 2011

This policy was adopted by	_____	<i>(name of provider)</i>
On	_____	<i>(date)</i>
Date to be reviewed	_____	<i>(date)</i>
Signed on behalf of the provider	_____	
Name of signatories	_____	
Role of signatories (e.g. Chair, Supervisor)	_____	



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10.1 Working in partnership with parents/carers and other agencies

Tillingham Preschool believes that families are central in all services we provide for young children. They are involved in all aspects of their child's care, their views are actively sought and they are actively involved in the running of the setting in various ways.

We work in partnership with local and national agencies to promote the well-being of all children.

Families

- Parents are provided with written information about the setting, including the setting's safeguarding actions and responsibilities under the Prevent Duty
- Parents are made to feel welcome in the setting; they are greeted appropriately.
- Every effort is made to accommodate parents who have a disability or impairment.
- The expectations we make on parents are made clear at the point of registration.
- There is a clear expectation that parents will participate in settling their child at the commencement of a place according to an agreed plan.
- There is sufficient opportunity for parents to share necessary information with staff and this is recorded and stored to protect confidentiality.
- Key persons support parents in their role as the child's first and most enduring educators.
- Key persons regularly meet with parents to discuss their child's learning and development and to share concerns if they arise.
- Key persons work with parents to carry out an agreed plan to support a child's special educational needs.
- Key persons work with parents to carry out any agreed tasks where a child protection plan is in place.
- According to the nature of the setting, there is provision for families to be involved in activities that promote their own learning and well-being.
- Parents are involved in the social and cultural life of the setting and actively contribute.

- As far as possible the service is provided in a flexible way to meet the needs of parents without compromising the needs of children.
- Parents are involved in regular assessment of their child's progress, including the progress check at age two, as per procedure 09.15 Progress check at age two.
- There are effective means for communicating with parents on all relevant matters and 10.2 Complaints procedure for parents and service users is referred to when necessary.
- Every effort is made to provide an interpreter for parents who speak a language other than English and to provide translated written materials.
- Information about a child and their family is kept confidential within the setting. The exception to this is where there is cause to believe that a child may be suffering, or is likely to suffer, significant harm, or where there are concerns regarding their child's development that need to be shared with another agency. Parental permission will be sought unless there are reasons not to, to protect the safety of the child.
- Parental consent is sought to administer medication, take a child for emergency treatment, take a child on an outing and take photographs for the purposes of record keeping.
- Parents' views are sought regarding changes in the delivery of the service
- Parents are actively encouraged to participate in decision making processes via a parent forum.
- There are opportunities for parents to take active roles in supporting their child's learning in the setting: informally through helping out or activities with their child, or through structured projects engaging parents and staff in their child's learning.

Agencies

- We work in partnership or in tandem with local and national agencies to promote the wellbeing of children.
- Procedures are in place for sharing of information about children and families with other agencies, as out in procedures 07.2 Confidentiality, recording and sharing information.
- Information shared by other agencies (third party information) is also kept in confidence and not shared without consent from that agency.
- When working in partnership with staff from other agencies, individuals are made to feel welcome in the setting and professional roles are respected.
- Staff follow the protocols for working with agencies, for example on child protection.
- Staff from other agencies do not have unsupervised access to the child they are visiting in the setting and do not have access to any other children during their visit.
- Staff do not casually share information or seek informal advice about any named child/family.
- We consult with and signpost to local and national agencies who offer a wealth of advice and information promoting staff understanding of issues facing them in their work and who can provide support and

information for families. For example, ethnic/cultural organisations, drug/alcohol agencies, welfare rights advisors or organisations promoting childcare and early education, or adult education.

Schools

- Settings work in partnership with schools to assist children's transition as per procedure 09.14 Prime times – transition to school, and share information as per procedure 07.6 Transfer of records.
- The setting manager actively seeks to forge partnership with local schools with the aim of sharing best practice and creating a consistent approach.

* Updated in accordance with EYA 2025 Policies & Procedures for the EYFS 2025/2026

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Safeguarding and Welfare Requirement: Working in partnership with parents and other agencies policy

Providers must maintain records and obtain and share information to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met. Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers.

10.2 Complaints procedure for parents and service users

There is a fair way of dealing with issues as they arise in an informal way, but parents may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this and complaints are responded to in a timely way. The same procedures apply to agencies who may have a grievance or complaint.

Parents

- If a parent is unhappy about any aspect of their child's care or how he/she feels he/she has been treated, this should be discussed with the child's key person. The key person will listen to the parent and acknowledge what he/she is unhappy about. The key person will offer an explanation and an apology if appropriate. The issue and how it was resolved is recorded in the child's file and Complaint Investigation Record. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. For allegations relating to serious harm to a child caused by a member of staff or volunteer procedure 6.2 Allegations against staff, volunteers or agency staff will be followed.
- If the parent is not happy with the key person's response or wishes to complain about the key person or any other member of staff, he/she will be directed to the setting supervisor. Some parents will want to make a written complaint; others will prefer to make it verbally; in which case the setting supervisor writes down the main issues of the complaint using the Complaint Investigation Record and keeps it in the child's file.
- The setting supervisor will investigate the complaint and provide time to feedback to the parent within 28 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child.
- If the parent is still not satisfied, or if the complaint is about the setting supervisor, the setting supervisor is asked to forward their complaint verbally or in writing to their line manager (Chairperson) for investigation and they will respond to the parent within a further 14 days.
- If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The supervisor and chairperson will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.

- The setting supervisor ensures that parents know they can complain to Ofsted by telephone or in writing at any time as follows:

Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
or telephone: 0300 123 1231

Agencies

- If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the setting supervisor.
- The complaint is acknowledged in writing within 10 days of receiving it.
- The setting supervisor investigates the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.
- An agreement needs to be reached to resolve the matter.
- If agreement is not reached, the complainant may write to the setting supervisor's line manager (Chairperson), who acknowledges the complaint within 5 days and reports back within 14 days.
- If the complainant is not satisfied with the outcome of the investigation, they are entitled to appeal and are referred to the owners/directors/trustees.

Ofsted complaints record

- Legislation requires settings to keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.
- The record of complaints is a summative record only.
A record of complaints will be kept for at least 3 years.
- In all cases where a complaint is upheld a review will be undertaken by the owners/directors/trustees to look for ways to improve practice where it is required.

Further guidance

[Complaint Investigation Record](#) (Alliance Publication)

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Tillingham Pre-school

Safeguarding and Welfare Requirement: Information and Records

Providers must maintain records and obtain and share information to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met.

10.03 FEEE Policy

Introduction

Free Early Education Entitlement (FEEE) is the name given to the early education childcare parents may receive free of charge, funded by the Government.

Tillingham Pre-school currently offers places for all current Government schemes* in operation, some of which are based on selective criteria and normally income based and therefore not open to all parents.

The availability and terms & conditions of each scheme is changeable by the Government and therefore our pre-school will review its planned offer to parents on an annual basis. The pre-school will review the FEEE policy annually in April, this is when the Government releases the operating guidelines and Essex County Council confirm their provider terms and conditions for the following academic year.

Current Government schemes

There are currently funded schemes in operation, as follows:

- **Universal 15 Hours (3 & 4-Year-Olds):** All children aged 3 and 4 get 15 hours per week (570 hours/year) after the term they turn 3, regardless of family income.
- **Extended 30 Hours (Working Parents):** Eligible working parents can get an additional 15 hours for their 3 & 4-year-olds, totaling 30 hours (1140 hours/year).
- **Disadvantaged 2-Year-Olds:** 15 hours per week for 2-year-olds from families receiving certain benefits or support.
- **New Expansions (9 Months to 2-Year-Olds):** Since April/September 2024, eligible working parents can access 15 hours for children from 9 months old up to age 2, expanding to 30 hours for children aged 2+ from September 2025*

*** Tillingham Preschool only accept children from 18 months, 2, 3 and 4 year olds**

Other Support:

- **Early Years Pupil Premium (EYPP):** Extra funding for providers if your child meets criteria (e.g., low income), boosting their education.
- **Disability Access Fund (DAF):** Additional funding for children with disabilities.

The Government has also launched Tax Free Childcare, similarly to current parent voucher schemes this scheme requires parents to pay into a childcare account with the Government also making a financial contribution.

Policy Aim

Within this policy the pre-school has detailed:

- The criteria you must meet to be considered for each of the funded schemes.
- How you may apply.
- When your child can start.
- What your child is entitled to.
- How long your child will receive the funded place.
- The terms and conditions outlined by the Government and our pre-school that parents must adhere to, in order to secure their child's place.

We have also listed additional information to support parents when considering their application to receive a funded place.

Funding Scheme 1: 2 yr old early education and childcare

Introduction

A 2-year-old can receive free early education and childcare if you live in England and get one of the following benefits:

- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Universal Credit
- Tax credits and you have an annual income of under £16,190 before tax
- The guaranteed element of State Pension Credit
- Support through part 6 of the Immigration and Asylum Act
- The Working Tax Credit 4-week run on (the payment you get when you stop qualifying for Working Tax Credit)

A child can also get free early education and childcare if any of the following apply:

- They are looked after by a local council
- They have a current statement of special education needs (SEN) or an education, health and care (EHC) plan
- They get disability living allowance
- They have left care under a special guardianship order, child arrangements order or adoption order.

If you are eligible the free early education and childcare:

- It must be with an approved Ofsted registered childcare provider such as Tillingham Pre-school
- The free hours are available from the term after your child's 2nd birthday.

How to apply

You can check your eligibility for the funding by using the **Essex County Council Portal** (*pleaserefer to the Essex council website for access to the link*).

To check your eligibility under the economic criteria you will need your national insurance number. The portal will provide an immediate outcome for those families applying under these criteria. To check if you are eligible under the non-economic criteria you will need to supply evidence that supports your application. We may request further evidence to verify your eligibility.

If you are entitled to the funding, you will receive a Two-Year-Old Funding Reference Number which you must then show to Tillingham Pre-school, when arranging your child's early education place. Once our pre-school has seen evidence of eligibility, we will need to enter your Reference Number into our section of the Essex County Council Portal to confirm your child's place at our provision. We will be information straight away if your funding has been authorised.

The pre-school will also require you to sign a parental agreement every term and will need to see proof of thechild's age (child's birth certificate) and your address.

Who can help me to apply?

If you need help in completing the online application please talk to your health visitor, the Family Information Service or the Supervisor at Tillingham Pre-school, Karen Tuckey, who can check your eligibility for you.

What will my child be entitled to?

Your child will be entitled to 15 hours/30 hours (if eligible) per week for 38 weeks a year (school term time) of free early education and childcare. These are currently offered into five four hour morning sessions and five four hour afternoon sessions based on the pre-school's current availability.

When can my child start?

Eligible children are able to start the term after their second birthday. The Two-year-old funding voucher will tell you the earliest date that your child can start their free place (subject to availability at the pre-school). We are unable to backdate funding prior to the date on the funding voucher.

How many hours may my child have in one day?

Your child can receive funded hours of up to 8hours per day.

Does my child need to take all the hours to start with?

No, you can begin by taking a few hours each week and build up the number of hours, to no more than 30 a week, if the childcare provider is able to accommodate. However, you will need to stick to the same number of hours each week over one term.

Will there be any additional costs?

The only cost will be a £20 Registration Fee at your child's induction session and if you choose for your child to attend any additional sessions above your funded entitlement, these will be invoiced at our hourly rate of £7.00 per hour. We also have a Breakfast Club whereby if you require us to supply breakfast for your child, there will be a cost of £1.50 per day.

Can my child have a place all year round?

Where possible we would advise that the 15 weekly hours/30 hours (if eligible) are used over the 38 weeks a year that our pre-school is open to offer consistency for both the child and their parent/s.

How long does a funded Two year old place last?

Until your child reaches the term after their third birthday when they become eligible for Universal free pre-school education for 3 and 4 year olds.

What if my finances change?

Once eligibility has been confirmed, your child will remain eligible for the funding until the term after they turn three, regardless of when they take up the funded place

Do I need to print the Two Year Old Funding voucher?

The pre-school will need to take down your reference number as this is what we will use to confirm the funding with Essex County Council. If it's easy for you to do so, you can print the voucher and hand it in to us. Or, you can access the portal on your mobile phone so you can show the pre-school the confirmation message that is sent to your portal account or you can simply write down the reference number and give it to the childcare provider.

What happens if my child does not attend their funded sessions regularly?

Your child's attendance will be monitored by our pre-school. You will be required to sign the pre-school's funded place terms and conditions as well as adhering to all of our pre-school policies, including our policy on attendance which required you to notify us within one hour of the start time of the session your child's absence and the reason for their absence. The pre-school understands that from time to time it may not be possible for your child to attend pre-school; however, if the attendance is irregular without any reason, you will be supported in the first instance, but if the parent is still not making effective use of the childcare place your child's place may be terminated and offered to another child.

Can I split the funding between two settings?

Unfortunately, Essex County Council only allow for one provider to claim 2 year funding on behalf of your child.

Further help and guidance

As well as support provided through a funded place for your 2 year old, you may be interested in other support on offer for you and your family. Your local children's centre may contact you to support you in applying for the funding. Following your application, they may contact you to let you know about other services and explain how they may be of benefit for your child or family. The Family Information Service can also let you know about other services which may be of benefit e.g. health services.

Free early education entitlement for 3&4 year olds

Introduction

The Government Free Early Education Entitlement (FEEE) allows children aged 3 & 4 years to receive between 15 hours and 30 hours per week (if eligible) of free early education within a registered pre-school setting. The funding is available from the term after their third birthday until the term before their fourth birthday.

All children aged 3 & 4 years are entitled to receive 15 hours per week (570 hours per year) of free early education known as the 'Universal hours' and from September 2017 some parents may be able to access 30 hours per week of free early education known as 'Extended hours' if they meet the Government selective income-based criteria.

Funding Scheme : Universal Hours (15 hours)

How to apply

All children aged 3 & 4 years are eligible for this funding scheme and the pre-school oversees the enrolment of all children onto the scheme on behalf of the Essex County Council and the Government.

The pre-school will automatically enrol existing pre-school children onto the scheme for the school term following their third birthday. If you wish to request a place you should contact the pre-school directly to check their availability.

Parents of children who are new to the funding scheme are required to produce proof of their child's age and eligibility. Parents are therefore required to produce their child's birth certificate or passport as proof and complete and sign a declaration form. All existing children on the scheme are required to complete and sign a declaration form on a termly basis, confirming their child's attendance at our pre-school.

When will my child qualify?

The pre-school has three terms when children are eligible to be enrolled onto the funding scheme, the term your child joins will depend on their date of birth:

Turning three between	Eligible for 'Universal Hours' from the following	Term name and number
1 st April – 31 st August	1 st September	Autumn (Term 1)
1 st September – 31 st December	1 st January	Spring (Term 2)
1 st January – 31 st March	1 st April	Summer (Term 3)

What will my child be entitled to?

Your child will be entitled to 570 hours per year of Universal Hours. These hours can be accessed as a combination of morning, afternoon and all day sessions. The pre-school currently offers the Universal hours in a number of ways:

- 15 hours a week as five morning sessions for 38 weeks a year on a term time only basis. *
- 15 hours a week as two full days and one morning session for 38 weeks a year on a term time only basis.
- 15 hours a week in conjunction with additional hours to make up full day sessions, with additional hours being paid for by the parent. This is offered on a 38 weeks a year basis.

The term only 38 week funded places do not come with a guarantee of an ongoing place. These places are limited and will be confirmed on a termly basis, one week before the end of the previous term and are subject to change, therefore parents should only apply for a place if they are prepared to be flexible about the sessions their child receives on a termly basis.

How many hours may my child have in one day?

Your child can receive funded hours of up to 8 hours per day.

Does my child need to take all the hours to start with?

No, you can begin by taking a few sessions each week and build up the number of sessions (hours), to no more than 40 a week, if the pre-school is able to accommodate your request. However, you will need to stick to the same number of hours each week over one term.

Will there be any additional costs?

If you choose to take up our full 40 hours available and you are only entitled to 15 Universal Hours, then the additional hours will be charged at £7.00 per additional hour. The pre-school will provide you with an invoice for your additional charges at the beginning of each term. We also have a Breakfast Club whereby if you require us to supply breakfast for your child, there will be a cost of £1.50 per day.

What if I need my child to attend an additional occasional session?

In the event you require an additional session for your child which does not form part of their contracted funded sessions you may be able to book these sessions provided the pre-school is able to accommodate your session request. These sessions are chargeable at the pre-school's full fee rate; the pre-school is unable to use any additional 'Universal Hours' not used.

Can my child have a place all year round?

The term only 38 week funded places do not come with a guarantee of an ongoing place. These places are limited and will be confirmed on a termly basis, one week before the end of the previous term and are subject to change, therefore parents should only apply for a place if they are prepared to be flexible about the sessions their child receives on a termly basis.

How long does a Universal Hours funded place last?

The Universal Hours will last until your child reaches the term before their fifth birthday when they are required to attend school.

What if I wish to make changes to my child's sessions?

In the event you wish to extend, reduce or terminate your child's sessions under the 'Universal Hours' scheme the pre-school requires parents to give a term's notice in writing (email is suitable). Requested changes to extend or reduce your child's sessions will start on the first day of the new funded term. In the event a parent terminates a place, the last day will be the final session of the final week of the term (see table below). Parents who fail to give suitable written notice will be required to continue with their existing place.

Parent gives written notice in	Place will be terminated	Changes to the place (extend/reduce) effective
July, August, September or October	End of the Autumn Term (December)	Beginning of the Spring Term (January)
November, December, January or February	End of the Spring Term (March)	Beginning of the Summer Term (April)
March, April, May or June	End of the Summer Term (September)	Beginning of the Autumn Term (September)

If you are looking to increase or swap your child's session days the pre-school will do the utmost to accommodate your request as soon as possible, however this is subject to availability and may not be possible within the time frame you have requested.

If your financial circumstances change and you wish to reduce your child's sessions you must contact the pre-school as soon as possible. The pre-school will look to consider the following:

- Offer to reduce your child's sessions
- Require you to terminate your place

In all cases the change will not be accommodated until the requested half term notice period has been fulfilled.

What happens if my child does not attend their funded sessions regularly?

Your child's attendance will be monitored by our pre-school. You will be required to sign the pre-school's funded place terms and conditions as well as adhering to all of our nursery policies, including our policy on attendance which requires you to notify us within one hour of the start time of the session of your child's absence and the reason for their absence. The pre-school understands that from time to time it may not be possible for your child to attend pre-school; however, if the attendance is irregular without any reason, you will be supported in the first instance, but if the child is still not making effective use of the childcare place your child's place may be terminated and offered to another child.

Can I split the funding between two settings?

It is generally better for a child if they attend just one setting only, particularly for very young children. However, where this is not possible then you may split the funding between our pre-school and another provider. You are required to notify both providers and gain their agreement in advance and ensure that both providers are fully aware of how many hours per week they may claim for your child's funding. Both providers will also need to form a plan to ensure they communicate with each other regarding your child's development with them.

Further help and guidance

If you require further information regarding 'Universal Hours' please contact Karen Tuckey (Supervisor) or Emma Winfield (Deputy Supervisor).

Funding Scheme: extended hours (30hours)

From September 2017, the Government has extended its offer of Free Early Education Entitlement (FEEE) from 15 hours per week to 30 hours per week (1140-hour offer) provided parents meet the requested criteria. This is known as the 'Extended Hours, Working Parent Funding'.

Meeting the Criteria

The Government has set out the following criteria parents of children aged will need to meet in order to be eligible for the Free Early Education Entitlement (FEEE) 'Extended Hours':

To qualify:

- Parents must earn or expect to earn the equivalent to 16 hours at National Minimum or Living Wage
- over the coming three months.
- This equates to £120 a week (or c.£6,000 a year) for each parent over 25 years old or £112.80 a week (or c.£5,800 a year) for each parent between 21 and 24 years old and £56 a week for apprentices in their first year.
- This applies whether you are in paid employment, self-employed or on zero hours contract.
- The parent (and their partner where applicable) should be seeking the Free Early Education
- Entitlement (FEEE) 'Extended Hours' to enable them to work.
- Where one or both parents are on maternity, paternity, shared parental or adoption leave, or if they are on statutory sick leave.
- Where one parent meets the income criteria and the other is unable to work because they are disabled, have caring responsibilities or have been assessed as having limited capability to work.
- Where a parent is in a 'start-up period' (i.e. they are newly self-employed) they do not need to demonstrate that they meet the income criteria for 12 months.
- If one or both parents is a non-EEA national, the parent applying must have recourse to public funds.

A parent will **not** meet the criteria when:

- Either parent has an income of more than £100,000
- If one or both parents is a non-EEA national and the parent applying does not have recourse to public funds

How to apply

To receive the 'Extended Hours' parents will require an eligibility code which will need to be given to the pre-school to enable them to process your claim.

Parents can check whether they are eligible for the 'Extended Hours' (30 hours) and a range of government childcare offers via the Childcare Choices at <http://www.childcarechoices.gov.uk> or the Childcare Calculator <https://www.gov.uk/childcare-calculator>.

Those parents who are eligible will be directed to the digital childcare services to apply.

Application Process

Parents will be requested to create a childcare service account, this is to allow secure messages regarding a parent's eligibility to be received.

Parents will be asked to enter a number of personal details and that of their partner (if they have one) including:

- Name, address and National Insurance number
- Whether they expect to meet the income requirements over the next three months
- Whether they received any other benefits.

The information will help HMRC decide whether the parent (and their child) are eligible for the 'Extended Hours'. If a parent is entitled to the 'Extended Hours' they will find their eligibility code in the '30 hours free childcare' section of their account.

Important notes about applying

- Parents will **not** need to apply for the 'Universal Hours' (15 hours), all children aged 3 & 4 years are entitled to receive 15 hours per week (570 hours per year) of free early education and the nursery will automatically enrol a child the term after their third birthday.
- Parents can **not** apply for the 'Extended Hours' (30 hours) via Tillingham Pre-school, parents **must** apply via the government websites listed above.
- To receive the 'Extended Hours' from Tillingham parents **must** send an email to **Karen Tuckey** at Tillingham Pre-school via email to tillinghampreschool@gmail.com with the following information:
 - Full claiming name of the parent
 - Parent eligibility code
 - National Insurance number of the parent claiming
 - Confirm their child's date of birth
 - Permission from the parent to verify their eligibility code

The pre-school will then use the Department for Education's Eligibility Checking System to validate the parent's code. If a parent is not able to produce this information before this time a provider will be unable to enrol their child into the scheme and they will not receive the funding until following term. Parents will also be required to reapply for the funding for the following term.

- Parents are requested by HMRC to re-confirm their eligibility when prompted. This is likely to be every term.
- Parents are required to sign a terms and conditions funding contract with the pre-school.
- Parents are required to complete and sign a declaration form on a termly basis, confirming their child's attendance at our pre-school.

When will my child qualify?

The pre-school has three terms when your child will be eligible to be enrolled onto the 'Extended hours' scheme, the term your child joins will depend on their date of birth and therefore when they become eligible:

Turning three between	Eligible for 'Extended Hours' from the	Term name and number	Closing date to be enrolled onto the scheme
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	following		
1st April – 31st August	1st September	Autumn (Term 1)	25th August 2017
1st September – 31st December	1st January	Spring (Term 2)	15th December 2017 (Due to Christmas closure)
1st January – 31st March	1st April	Summer (Term 3)	23rd March 2018

What will my child be entitled to?

The Government has given all pre-school/nursery and school settings the option as to whether they wish to offer the 'Extended Hours' and the opportunity to choose how it will be implemented within their setting.

At Tillingham Pre-school, we feel it is important that the policy we put in place:

- Is fair and inclusive of all children and their parents.
- Ensures that the quality of our care is not compromised.
- As a pre-school provision, we can adhere to the policy while remaining sustainable.

With this in mind, the pre-school will be implementing the Free Early Education Entitlement (FEEE) 'Extended Hours' as follows:

- All parents eligible for the funding will be able to access the 'Extended Hours' at our pre-school.
- There will be a limited number of 'Fixed' places available where a child can attend fixed sessions offered by the pre-school and receive their 'Extended Hours' for 38 weeks a year with no additional charge.

To apply for this place parents are required to have already received their eligibility code and must apply in writing (email is acceptable).

Please note the condition of this place means that parents may not add additional sessions to this place to top up the weekly sessions. Please note the fixed place sessions are subject to change on an annual basis

How many hours may my child have in one day?

Your child can receive up to 8 funded hours per day from Monday to Friday per week over 38 weeks per year.

Does my child need to take all the funded hours/sessions to start with?

You will need to confirm with the pre-school when joining the scheme, the sessions you would like your child to attend, the pre-school will then check and confirm their availability. Your child will be required to attend these sessions for the whole of the term. In the event you wish to extend, decrease or terminate your child's sessions with the pre-school you will be required to give a terms notice.

What if I wish to make changes to my child's sessions?

In the event you wish to extend, reduce or terminate your child's sessions under the 'Extended Hours' scheme the pre-school requires parents to give a term's notice in writing (email is suitable). Requested changes to extend or reduce your child's sessions will start on the first day of the new funded term. In the event a parent terminates a place, the last day will be the final session of the final week of the term (see table below). Parents who fail to give suitable written notice will be required to continue with their existing place.

What if my financial situation changes and I am no longer eligible for the 'Extended Hours'?

If your financial circumstances change and you no longer become eligible for the 'Extended Hours' the government scheme allows a grace period. The grace period allows parents to retain their childcare place for a short period of time. This is normally up to four weeks after the validity date, this is the date parent is requested to reconfirm to HMRC their eligibility to the 'Extended Hours' for the following term.

In any event where you suspect your financial situation will change and you need to reduce your child's sessions you must contact the pre-school as soon as possible. In the interest of your child and to ensure consistency in their pre-school attendance the pre-school will discuss with you the options available. In most cases we will reduce your child's sessions to the 'Universal Hours'. In the event your child's attendance is reduced to 'Universal Hours' the pre-school will look to offer you sessions closest to some of your child's existing sessions, however at times this may not be possible and the pre-school will have the final decision as to which sessions will be offered to your child as the 'Universal Hours'.

However, it is possible we may require you to terminate your place, this is seen as a last resort where all alternatives have been considered. In all cases the change will not be accommodated until the requested term notice period has been fulfilled.

Will there be any additional costs?

There are no hidden costs if you choose for your child to attend the 'Extended Hours' once your eligibility code has been verified and your child has been successfully enrolled onto the funding scheme. We have a Breakfast Club whereby if you require us to supply breakfast for your child, there will be a cost of £1.50 per day.

What if I need my child to attend an additional occasional session?

In the event you require an additional session for your child which does not form part of their contracted funded sessions you will still be able to book these sessions provided the pre-school is able to accommodate your session request. These sessions are chargeable at the pre-school's full fee rate of £7.00 per hour, the pre-school is unable to use any additional 'Extended Hours' not used.

Can my child have a place all year round?

'Extended Hours' places are offered on a 38-week basis only. The 30 hours a week are 'stretched' over the 38 weeks a year that our pre-school is open to offer consistency for both the child and their parent/s.

How long does an 'Extended Hours' funded place last?

Please refer to 'What if my financial situation changes and I am no longer eligible for the 'Extended Hours'?'

What happens if my child does not attend their funded sessions regularly?

Your child's attendance will be monitored by our pre-school. You will be required to sign the funding contract terms and conditions with the pre-school as well as adhering to all of our pre-school policies, including our policy on attendance which requires you to notify us within one hour of the start time of the session of your child's absence and the reason for their absence. The pre-school understands that from time to time it may not be possible for your child to attend pre-school; however, if the attendance is irregular without any reason, you will be supported in the first instance, but if the child is still not making good use of the childcare place your child's place may be terminated and offered to another child.

Can I split the funding between two settings?

Yes, the 'Extended Hours' gives parents the opportunity to split the funding between different providers as long as they are registered with a governing body such as Ofsted. However, you are required in the first instance to notify both providers and gain their agreement in advance and ensure that both providers are fully aware of how many hours per week they may claim for your child's funding. Both providers will also need to form a plan to ensure they communicate with each other regarding your child's development within their setting. Please note the 'Extended Hours' are limited to two providers in one single day.

Further help and guidance

If you require further information regarding 'Extended Hours' please contact the pre-school.

Tax Free Childcare

Parents are also able to apply for Tax Free Childcare through the digital childcare service.

Working parents of children aged 12 years and under can use the Tax-Free Childcare. For every £8 a parent pays into their childcare account, the government will pay in an extra £2.

Parents can get up to £2000 government support per child per year towards their childcare costs - that's up to £500 every 3 months. If they have a disabled child, they can receive up to £4000 per child – a total of £1000 every 3 months. They can then use this money to pay their childcare provider.

Further details are available at:

<http://www.childcarechoices.gov.uk> or <https://childcare-support.tax.service.gov.uk/>

This Policy has been updated in accordance with EYA updates and changes to Tillingham Preschool opening operating hours in January 2026

This policy was adopted by	_____	(name of provider)
On	_____	(date)

Date to be reviewed	<hr/>	(date)
Signed on behalf of the provider	<hr/>	
Name of signatories	<hr/>	
Role of signatories (e.g. Chair, Supervisor)	<hr/>	