

Guidance on checking Working Family Entitlement Codes

Providers are responsible for checking the **validity start and end dates** of working family entitlement codes before the beginning of the new term and offering a funded place. This applies to all children i.e. existing children and new children claiming Under 2's, 2YO and 3&4-year-old Working Family Funding.

If a parent has a query about their eligibility for Working Family funding or problem applying online to HMRC, they need to contact HMRC directly on **0300 123 4097**. North Yorkshire Council does not deal with the issuing of Working Family Codes.

Further information on 'Early Years Entitlements' including a useful 'FAQs' from the Department of Education can be found on our CYPS Info website using the link

[https://cyps.northyorks.gov.uk/sites/default/files/Early%20years/eyc%20funding/Early%20Years%20Entitlement%20FAQ%20for%20providers%20to%20give%20to%20parents%20\(DfE%202%20May%202024\).pdf](https://cyps.northyorks.gov.uk/sites/default/files/Early%20years/eyc%20funding/Early%20Years%20Entitlement%20FAQ%20for%20providers%20to%20give%20to%20parents%20(DfE%202%20May%202024).pdf) This document covers the different types of funding available, when to apply for Working Family Codes and eligibility. This also includes specific guidance on when a parent can begin to access Working Family Funding when on maternity/paternity or adoption leave, as this can also be affected by a parent's return to work date.

Completing an Eligibility Check

Eligibility checks are completed using the Eligibility Checker screen on the Portal. This isn't linked to headcount and will not update a child's headcount claim. It is a standalone system which provides a 'live' check to show you on screen the start and dates of a parent's code, as well as any 'grace period' dates at the time of your check is carried out.

To complete a code eligibility check you will need the parent's permission to use their details:

- Parent's 11-digit code number from HMRC
- Parent's National Insurance number. If the parent is married/has a partner, also check if their details were used to apply for the child's code and if so, you will need their National Insurance number too.
- Child's date of birth

This type of check is only for Working Family Codes. If claiming 2YO 'Disadvantaged' funding for a child holding a 6-digit code from NYC, please follow our guidance found on our website here: [How to Claim 2YO Funding 2024-25.pdf \(northyorks.gov.uk\)](#)

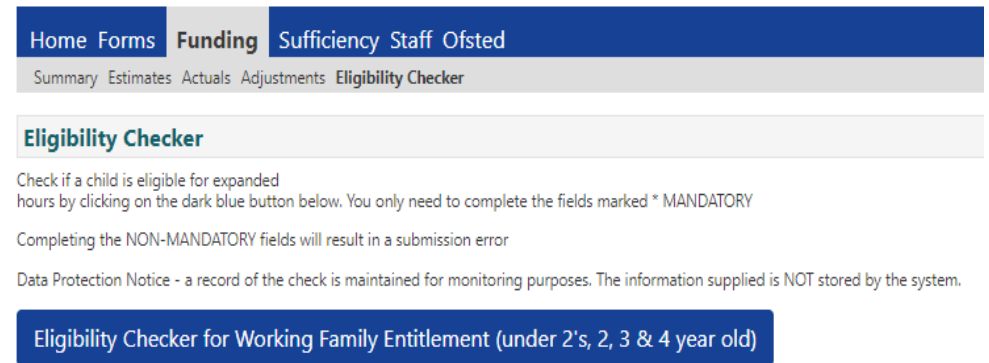
Using the Eligibility Checker

Login to the Synergy Provider Portal

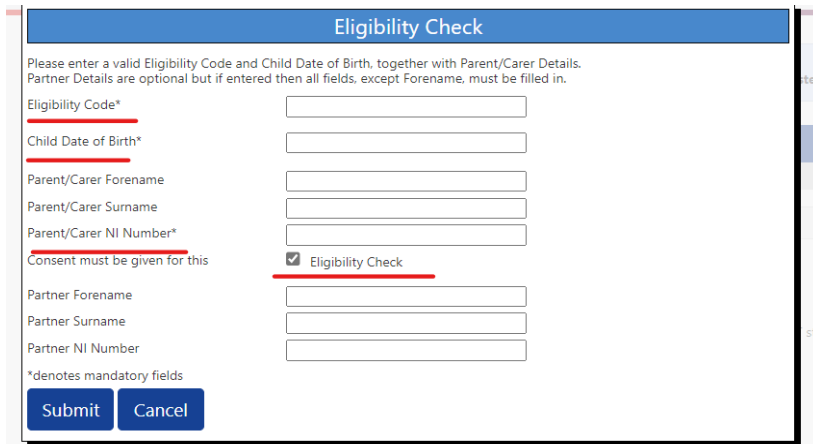
Click on **Funding**, then

Eligibility checker

then the blue '**Eligibility Checker for Working Family Entitlement** box:



The Eligibility check screen will appear as shown.



To carry out a check, only enter the mandatory information highlighted in red/shown with an asterisk.

If any more information is added in error, the check will not be carried out:

Please ensure you have ticked the consent box as shown. This confirms an 'eligibility check' can be carried out and without this ticked, your check will not be carried out.

Once the check is run, please use the information on page 3 to guide you through what is shown on screen, what the code dates shown mean and whether a Working Family code is valid for use in Autumn Term 2024.

How to check if a code is valid for use?

- Run an Eligibility Check on the Synergy Provider Portal, following guidance on page 2.
- Using the results shown on screen you must check the start and end dates shown using the table below. This key information confirms if a parent's Working Family code is valid for use in Autumn term 2024.
- If the code cannot be 'found' when completing your check, this means either the information used on your check is incorrect OR the parent does not have a code with HMRC. Please see further guidance on page 4.

Key Information - When your code check shows a 'green banner' on screen THIS DOES NOT MEAN A CODE IS VALID FOR USE. All this shows is that the parent has received a code from HMRC.

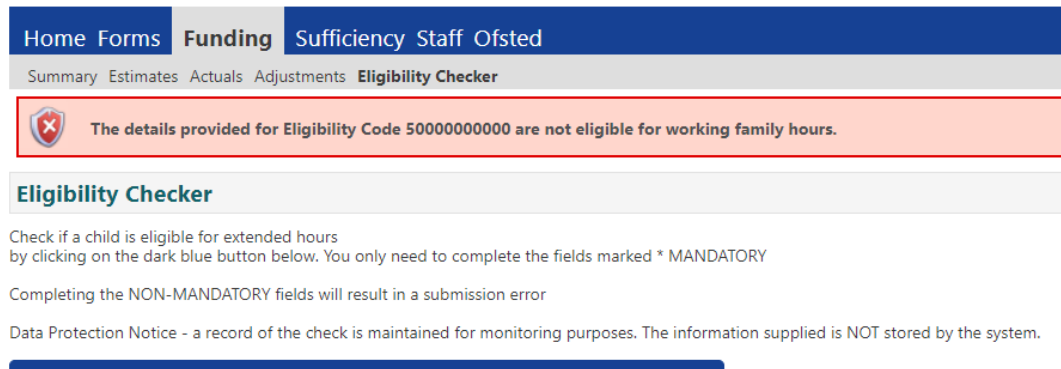
Working Family Entitlement Codes for Under – Summary for Autumn Term 2024

Using the start and end dates now shown on screen following your completed eligibility check, you should review the dates shown in line with the table below. This will confirm whether a parent's Working Family Code is valid for use in Autumn term.

Code Start Date on screen	Code End Date on screen	Grace Period end date	Was child accessing 2YO or 3&4 YO Working Family funding in Summer 2024 with you, using this code?	Can Working Family Code be used to claim funding in Autumn 2024?
On or before 31 August 2024	After 1 September 2024	31 December 2024 or later	N/A	YES
On or before 31 August 2024	Before 31 August 2024	31 August 2024 or before	N/A	NO
On or before 31 August 2024	Before 31 August 2024	31 December 2024 or later	YES	YES
On or before 31 August 2024	Before 31 August 2024	31 December 2024 or later	NO	NO
After 1 September 2024	After 1 September 2024	31 December 2024 or later	YES	NO
After 1 September 2024	After 1 September 2024	31 December 2024 or later	NO	NO

Completing a code check and details not found – Next steps.

If HMRC do not hold a Working Family code using the details used in your eligibility check, you will see the example below.



The screenshot shows a web interface for the 'Eligibility Checker'. At the top, there is a navigation bar with 'Home', 'Forms', 'Funding', 'Sufficiency', 'Staff', and 'Ofsted'. Below this is a sub-navigation bar with 'Summary', 'Estimates', 'Actuals', 'Adjustments', and 'Eligibility Checker'. A red error message box is displayed, stating: 'The details provided for Eligibility Code 50000000000 are not eligible for working family hours.' Below the error message, the 'Eligibility Checker' section is visible, containing instructions: 'Check if a child is eligible for extended hours by clicking on the dark blue button below. You only need to complete the fields marked * MANDATORY. Completing the NON-MANDATORY fields will result in a submission error. Data Protection Notice - a record of the check is maintained for monitoring purposes. The information supplied is NOT stored by the system.'

You now need to

- Re-check all information used on your eligibility check for errors. Check the 11-digit code number is correct, and there is no error with the National Insurance number entered or child date of birth used. Please also ensure tick box for 'consent' and run the eligibility check is ticked.
- If all information appears correct and the consent box is ticked, contact the parent. Ask them to confirm the information they have given you matches the details used when they applied for their Working Family Code. If the parent is married/has a partner, also check if the code was applied for with their details, and run the eligibility check again using their information.
- If you remain unable to trace the Working Family code having followed these previous steps, please email eyft@northyorks.gov.uk. We need you to confirm in your email the 11-digit code number, the parent's details and National Insurance number and child date of birth. If the parent is married/has a partner, please also include their details in your email too. We cannot take any further action unless all information is provided in your email to us.

Key Information – Until a provider can confirm using the 'eligibility checker' that the parent holds a valid Working Family Code for Autumn Term, providers must not offer a Working Family funded place from September 2024. Funding cannot be paid for codes with a start date on or after 1st September 2024.