

Guidance on checking Working Parent Entitlement Codes

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

Parents must contact HMRC directly if they have problems with their childcare account, North Yorkshire Council does not deal with the online application process or issuing of Working Parent entitlement codes. HMRC can be contacted on 0300 123 4097.

Additional information for parents from the Department of Education can also be found here [Childcare entitlements frequently asked questions for parents | Childcare Choices](#) – please share this with parents as it will help answer their questions.

Completing an Eligibility Check

Providers must check the working parent entitlement code by using the Eligibility Checker tab on the Portal – this isn't linked to headcount and will not update a child's headcount claim. It is a 'live' check that shows the start and end dates of the code, as well as 'grace period' dates at the time 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 Parent Codes**.

If claiming 2YO 'Families Requiring Additional support funding (formerly known as 2YO Disadvantaged funding) for a parent holding a 6-digit code from NYC, please follow our guidance found on our website here [How to Claim 2YO Funding 2025-2026.pdf](#)

Using the Eligibility Checker

Login to the Synergy Provider Portal,

Click on **Funding**, then **Eligibility checker**, then click on the blue '**Eligibility Checker for Working Family Entitlement**' box:

Home Forms **Funding** Sufficiency Staff Ofsted

Summary Estimates Actuals Adjustments **Eligibility Checker**

Eligibility Checker

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.

Eligibility Checker for Working Family Entitlement

The Eligibility check screen will appear as shown.

Eligibility Check

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

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 this means and whether a Working Family code is valid for use in Autumn Term 2025.

How to check if a code is valid for use?

- Run an Eligibility Check on the Synergy Provider Portal, following guidance above.
- Using the results then shown on screen you must **check the start and end dates** shown using the dates shown in the table below. **This key information confirms if a parent's Working Family code is valid for use in Autumn Term 2025.**
- If the code cannot be 'found', this means either the information used on your check is incorrect OR the parent does not have a valid code from HMRC. Please see further guidance on page 4.

Key Information - When your code check shows an 'amber coloured banner' on screen **THIS DOES NOT MEAN A CODE IS VALID FOR USE. All this shows is that the parent has received a Working Parent Entitlement code from HMRC. You must always check the start and end dates of the code shown on screen, to make sure the code is valid for use to claim Working Parent Entitlement funding and before offering a funded place.**

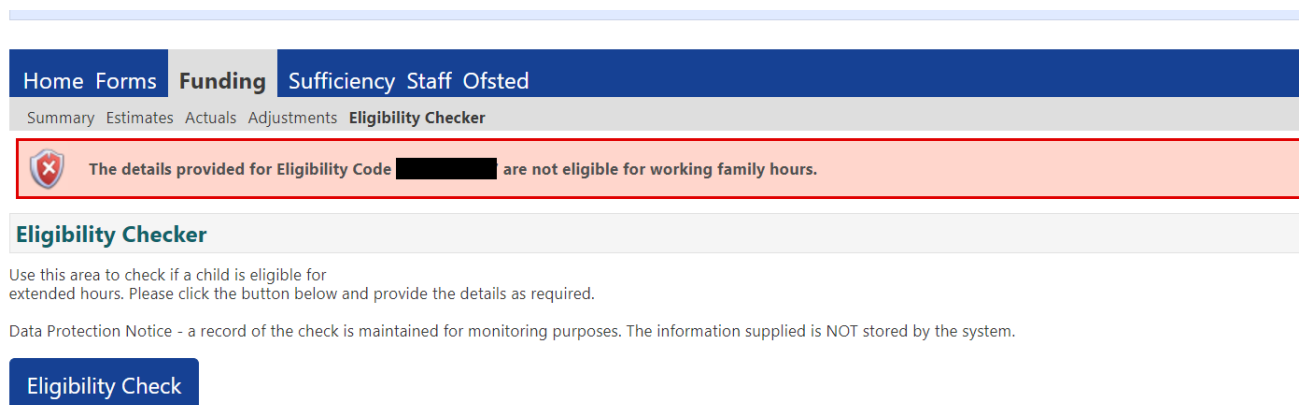
Working Parent Entitlement Codes – Summary of Validity Dates for Autumn Term 2025

Using the start and end dates 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 Parent Code is valid for Autumn term.

Code Start Date on screen	Code End Date on screen	Grace Period	Was child accessing Under 2's, 2YO, or 3&4 YO Working Family funding in Summer Term 2025 with you, using this code?	Can Working Family Code be used to claim funding in Autumn 2025?
31 August 2025 or earlier	1 September 2025 or later	31 December 2025 or later	N/A	YES
31 August 2025 or earlier	31 August 2025 or earlier	31 August 2025 or earlier	N/A	NO
31 August 2025 or earlier	31 August 2025 or earlier	31 December 2025 or later	YES	YES
31 August 2025 or earlier	31 August 2025 or earlier	31 December 2025 or later	NO	NO
1 September 2025 or later	1 September 2025 or later	31 December 2025 or later	YES	NO
1 September 2025 or later	1 September 2025 or later	31 December 2025 or later	NO	NO

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

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



The screenshot displays a web interface for the 'Eligibility Checker'. At the top, there is a navigation bar with links: Home, Forms, Funding (highlighted), Sufficiency, Staff, and Ofsted. Below this is a sub-navigation bar with links: Summary, Estimates, Actuals, Adjustments, and Eligibility Checker (highlighted). A red-bordered box contains a shield icon with a red 'X' and the text: 'The details provided for Eligibility Code [REDACTED] are not eligible for working family hours.' Below this box, the heading 'Eligibility Checker' is followed by instructions: 'Use this area to check if a child is eligible for extended hours. Please click the button below and provide the details as required.' A 'Data Protection Notice' is also present, stating: 'a record of the check is maintained for monitoring purposes. The information supplied is NOT stored by the system.' At the bottom, there is a blue button labeled 'Eligibility Check'.

You must follow the steps below:

- 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 to HMRC for their Working Family Code. If the parent is married/has a partner, also check if the code was applied for with their details. If the code was applied for with their details instead, please complete a further eligibility check 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 or investigate your code query unless all information is provided in your email to us.

Key Information – Until a provider can confirm and see on screen 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 2025. Funding cannot be claimed for codes with a start date on or after 1st September 2025.