

## 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

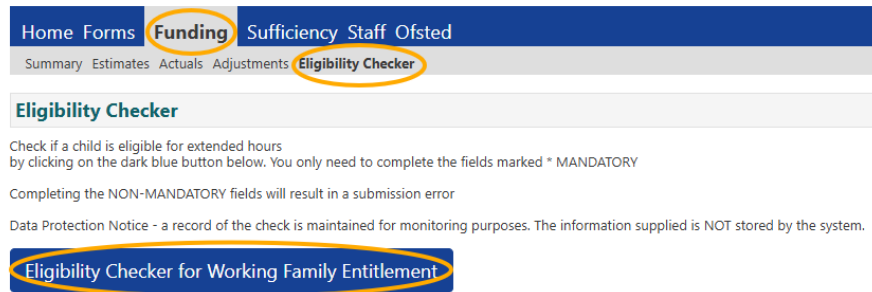
This type of check is only for Working Parent Codes.

If claiming 2YO 'Additional government support (formerly known as Disadvantaged)' funding for a parent holding a 6-digit code from NYC, please follow our guidance found on our website here [Early Education Places, Funding and Entitlement | CYPSinfo](#)

## 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:



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 Summer 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 table below. **This key information confirms if a parent's Working Family code is valid for use in Summer 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.**

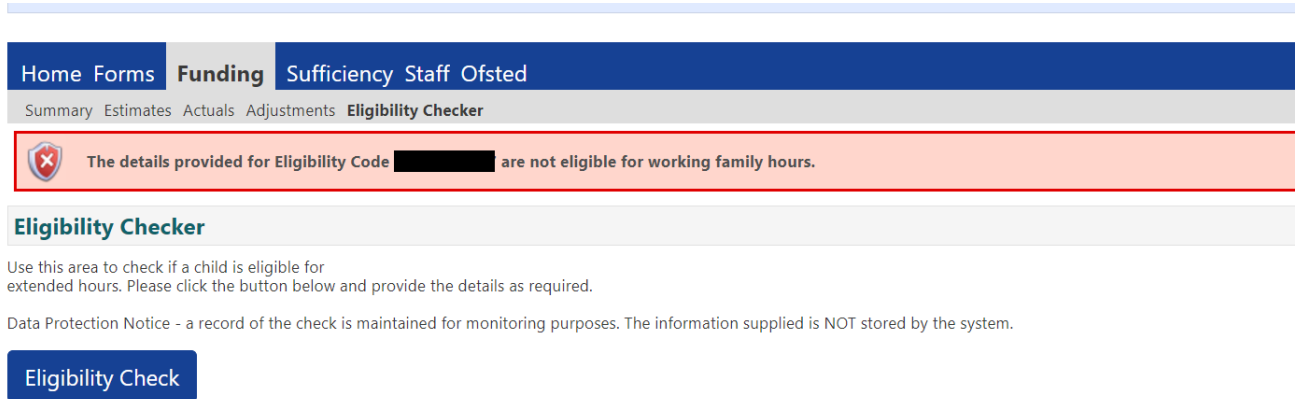
## Working Parent Entitlement Codes – Summary of Validity Dates for Summer Term 2025

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 Summer 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 Spring Term 2025 with you, using this code?	Can Working Family Code be used to claim funding in Summer 2025?
31 March 2025 or earlier	1 April 2025 or later	31 August 2025 or later	N/A	<b>YES</b>
31 March 2025 or earlier	31 March 2025 or earlier	31 March 2025 or earlier	N/A	<b>NO</b>
31 March 2025 or earlier	31 March 2025 or earlier	31 August 2025 or later	YES	<b>YES</b>
31 March 2025 or earlier	31 March 2025 or earlier	31 August 2025 or later	NO	<b>NO</b>
1 April 2025 or later	1 April 2025 or later	31 August 2025 or later	YES	<b>NO</b>
1 April 2025 or later	1 April 2025 or later	31 August 2025 or later	NO	<b>NO</b>

## **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 shows a web interface for an 'Eligibility Checker'. At the top, there is a navigation bar with 'Home', 'Forms', 'Funding', and 'Sufficiency Staff Ofsted'. Below this is a sub-navigation bar with 'Summary', 'Estimates', 'Actuals', 'Adjustments', and 'Eligibility Checker'. A red-bordered box contains an error message: 'The details provided for Eligibility Code [REDACTED] are not eligible for working family hours.' Below this, the 'Eligibility Checker' section is titled, 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 that a record of the check is maintained for monitoring purposes. At the bottom of the section 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 still remain unable to trace the Working Family code having followed these previous steps, please email [eyft@northyorks.gov.uk](mailto: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 Summer Term, providers must not offer a Working Family funded place from April 2025. Funding cannot be claimed for codes with a start date on or after 1<sup>st</sup> April 2025.