

Will I have to run checks for all my currently eligible children?

No - currently eligible children will already be marked as eligible in the system and you will not need to use the new checker for those old children.

Is a Golden Ticket reference number the same as a 2-year-old funding application reference number?

No - you can only link a child to your task using the reference number generated after completing an application for 2-year-old funding (either assisted or by the parent in the Citizen's Portal). Golden Tickets fall under 'All Other Claims' when completing an application and the reference number is for information purposes only.

Do I need to upload the evidence I've seen when submitting an assisted application for a non-economic or Golden Ticket claim?

No – type in the supporting evidence text box the evidence you have seen. You are not required to upload the evidence. You do still need to take a copy of it for your records to keep with the PAF.

Can I use the 2-year-old funding feature while tasks are not open?

Yes, and we encourage you to do this. The process for adding a 2-year-old to your task is no longer an instant one, so you should complete assisted applications and link children to your task in good time (even if the task is not open yet).

In addition, the date you use the 'Link eligible child to Headcount Task' feature will affect the child's start date on your task. If you do not link the child to your task until after the task is open, then the start date may not match when the child actually starts with you.

Will 2-year-old codes need to be verified before the 31st of the month ready for the following term like the 30 hour codes, or can 2 year old codes be checked at any time?

Unlike the 30 hour codes, parents do not need to have received a 2-year-old code before the 31 August, 31 December, or 31 March to be eligible for a term. However, you can only claim from the point where you see evidence of eligibility, so parents should be encouraged to apply before the start of term.

You can check a 2-year-old code at any point and if eligible the child will be added to the task, but you cannot backdate claims to before you have seen eligibility.

Why am I not able to immediately link a child to my headcount task after running an assisted application?

Non-economic or Golden Ticket assisted applications need to be approved by the Early Years & Childcare Service (EYCS) before you can link them to your headcount task. We will attempt to do this as soon as possible, especially during headcount tasks, but if more than one working day has passed without your assisted application being approved please email us at provider.portal@suffolk.gov.uk with the reference number and we will look into it.

I have successfully linked a new 2-year-old to my headcount task – why aren't they appearing?

Once an application for 2-year-old funding is completed (either an assisted application or by the parent on the Citizen's Portal) the child's details will come through to us to be processed. If they have not been processed before you link them to your headcount task (using the application reference number), you will see a message on the summary screen saying "*The Early Education Funding application has been submitted for processing. You may not start claiming funded hours until you have received confirmation in your Portal inbox that the child has been linked to your headcount task.*" This means they will not appear on your headcount task until they have been processed. Once they have been, you will receive a notification in the Provider Portal, and they will appear on your task.

I've linked a child to my headcount task and it has been processed, but they aren't appearing when I open the task.

If you've linked a child to your headcount task and received confirmation for them (as discussed above) but they still aren't appearing, it may be that the child is too young to be claimed for in this term.

When opening your task, any new 2-year-olds you have linked may take a few seconds to appear.

Why is there a blue 'N' stating a 2-year-old on my task is not eligible for funding?

This will only occur if you add a child directly to your task instead of using the 'Link eligible child to Headcount Task' button. If you add a child in this way by mistake, please delete the record using the 'X' on the far right of the row.

Do not submit your task with a blue 'N', as you will not have been able to add any funded hours for the child meaning you will not receive their funding.

Why does a 2-year-old have two rows on my task?

This is an error that will only occur if you attempt to add a 2-year-old straight onto your headcount task as well as linking them to your task using the 'Link eligible child to Headcount Task' button.

If you do end up with 2 rows for a child, please alert us by emailing: provider.portal@suffolk.gov.uk

If the parent has run a check, but some of the child's details are wrong.

You will need to link the child to your headcount task using the incorrect information (e.g date of birth, name) that was used to make the check. Once the child is on your headcount task, you can then edit their information there.