



**October 2018**

## **Welcome**

Welcome to the latest edition of “2,3,4!”. For anyone who offers two year old funded places, you will be interested to read about our new ‘Golden Ticket’.

Read on for the latest news and developments.

## **Marketing materials**

We now have new stock of our refreshed marketing materials. We will be sending out our new style flyers and postcards to all providers so you can keep a stock in your settings. Please bear with us as we do have a very long list of providers to send to!

If you do require materials urgently, please get in touch – email us at [twoyearold.childcare@newham.gov.uk](mailto:twoyearold.childcare@newham.gov.uk) or [30hourschildcare@newham.gov.uk](mailto:30hourschildcare@newham.gov.uk) or feel free to pop by Newham Dockside to collect some yourself. We’d love to see you!

## REMINDER: Business briefing for new daycare providers - Wednesday 7 November

We are running a briefing suitable for newly registered daycare providers and those thinking about setting up. The session is free of charge and places are limited so please book now to avoid disappointment!

The briefing will include:

- Assessment of the childcare market in Newham ;
- Information on the funding rates and rules of delivering “free” childcare;
- Provider portal guidance re the administration of funded places
- Access to templates and guidance on business planning and financial management;

**Facilitators:** Richard Soane and Nana Poku

**Date:** Wednesday 7 November 2018 / 9.00am-12.00pm

**Venue:** Tunmarsh Centre, Tunmarsh Lane, E13 9NB

Course Code: **A86N** via the Provider Portal

For booking enquiries, please call: 020 3373 0970

## NEW!! Childcare Sufficiency Assessment

Newham's new Childcare Sufficiency Assessment has now been published and can be found on the Newham Council website: [Childcare Sufficiency Assessment](#)

This looks at the demand and supply of childcare in Newham and identifies market gaps and an action plan to make childcare available and accessible to parents. This will be of interest to existing and new providers in shaping services for families in Newham.

The analysis is at mainly at ward level and includes current population and future trends, current places available, occupancy levels, quality levels, fees and charges and take up of free entitlements. Parent and carer views as to how they find out about childcare and reasons for choosing childcare are also included.

## 2 year old entitlement I AM 2 'Golden Ticket' - GOING LIVE in November



### **Attention two year old providers!!**

The Golden Ticket is going live in just a few weeks time! As we announced in the last newsletter, we are changing the current IAM2 Letter and will very soon be sending out **Golden Tickets** instead. Eligible families in Newham will receive a Golden Ticket in the post inviting them to take up the 15 hours entitlement for their two year old.

The Department for Work and Pensions (DWP), sends Newham a list of eligible families seven times a year. Everyone on this list who, as far as we know, has not yet taken up a two year old place will be sent a Golden Ticket. **In November** the first **Golden Tickets** will be sent out to eligible families.

The Golden Ticket method is used in Barking and Dagenham, which has the highest take up of 2 year olds in London. Our current take up rate is 57.5% and we want to improve this.

#### **How it will work:**

- Golden Tickets will be sent to eligible families 7 times a year.
- Golden Tickets will not have a closing date – so parents can use the ticket whenever they wish, so long as the child remains age eligible.
- Parents will be required to register their golden ticket number on a very short online form on the Newham Council website at [www.newham.gov.uk/goldenticket](http://www.newham.gov.uk/goldenticket)
- Parent will receive an automated confirmation email and registration certificate which will need to be presented to a provider to take up a place.
- Providers will need to check the confirmation email and print a copy of the registration certificate to keep on record. That's it!
- Providers will no longer need to contact BSiL to log details as we will automatically receive details via the online registration.

We will be issuing provider guidance ahead of the new process. We hope to provide you with posters which you can put up in your offices and also a handy guide which staff can keep 'handy'! **Please also look out for the "2,3,4"! Golden Ticket Special Supplement Issue which will be published very soon - detailing all you need to know about the Golden Ticket.**

We appreciate everyone's support and co-operation. And of course, we are here to help if you require any advice or assistance with the new process.

## 30 hours entitlement

### 30 Hours Mid-Term Audit

The 30 hours LA audit was completed last week. We have run a report to highlight all children that will have end dates approaching and/or have grace end dates of 31 December. These children will be at risk of falling out of eligibility and will not be able to continue into the Spring term if the parent/guardian does not reconfirm in time.

Audit letters for each provider with a child at their setting due to lose their place at the end of December, have had a letter uploaded to Data Submission on the Provider Portal. This will enable you to remind the relevant parents to reconfirm.



### Happy to help!

The Best Start in Life Team (BSiL) are here to support and provide assistance if you need it. Please email or telephone if you have any queries. We are always more than happy to speak to you!

T: 020 3373 0980

### Come on board!

Please contact us if you would like to start to deliver funded places.

[Portal Training Dates - CLICK HERE](#)



## Making a complaint to HMRC

If you have parents who, for whatever reason, are unhappy with the 30 hours entitlement process and/or decision regarding entitlement, and you have exhausted all channels to resolve any problems, parents are able to lodge a formal complaint/case for consideration with HMRC via their online form. HMRC will look at individual cases and circumstances and will contact the parent with any advice, guidance and decision.

The link to the form is here: [www.gov.uk/complain-about-hmrc](http://www.gov.uk/complain-about-hmrc)

The complaints process can be tracked by the parent.

The complaints form should be a last resort. Providers and the local authority should work together to try to resolve any issues in collaboration with the Childcare Choices helpline if necessary, before a formal complaint is lodged.

## Handy Hints

### **Q: How do I know if a parent has reconfirmed their eligibility?**

**A:** Parents should tell you that they have reconfirmed their eligibility via their childcare account. They will receive a reminder from HMRC, 4 weeks before their eligibility end date and again 2 weeks before their end date.

If you have access to the portal, you will be able to see when end dates and grace end dates for your 30 hour children are approaching. Re-do an ECS check on the portal. If dates do not update, please remind parents that they are in danger of falling out of eligibility if they do not reconfirm before their end date.

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## **Best Start in Life Team**

### **Contact Us:**

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**T: 020 3373 0980**

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### **Our mailing address is:**

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