

Approval Emails

When you receive an approval email for a child at your setting, please check that all the information in the email is correct i.e. booked hours, start and end date. If the information is incorrect, please email us at your earliest opportunity so we can amend our system. This will avoid any amendments that may need to be made later on which may result in you having to pay money back.

Holiday Applications

Summer is fast approaching and we have started to approve holiday applications for the summer holidays. We approve holidays by 'weeks' as opposed to by 'child' therefore you will receive a separate email for each week of the holidays for each child that is approved for funding during that week. If you have not received an email by the Friday before the holiday date then there is no funding in place for that child.

Remind your parents that they must submit a holiday application if they wish to receive funded childcare during the summer. Parents can access their holiday form through a link in their original approval email.

Please be aware parents are given a holiday allowance dependant on when they joined the offer. If parents are unsure on how many weeks they are eligible for, they are welcome to contact us on 01545 570881.

Payment Claims

We are still receiving a high number of late claims. In order to be paid on time, providers are required to log in to their account **within the first 4 working days** of that month. Claims that are submitted after that date will not be processed until the next payment run the following month.

If no children show up in your payment claims form on the 1st of the month, it may be that claims have not been created yet. Please log in to your account once you have received an email to say that claims are now open.

Top tip: To check that your payments claims have successfully been submitted; log back into your payments claim page after submitting them and if the page is empty then they have been claimed.

Attendance Record

Can we remind all providers that attendance records must be fully completed **by the end of each month**. Welsh Government require to have this data to be submitted to them each month, and therefore it is necessary that this is completed in a timely manner.

We have noted that majority of attendance records mimic the booked hours. We politely remind you that the attendance record does not affect your payments. It is a means to collect data for Welsh Government and to ensure that parents have booked the correct hours. Please ensure that you are recording the actual hours that the child has attended that week.

Attendance records can be completed on a daily, weekly or monthly basis. For providers who are closing for the summer holidays, please can you complete your attendance by the last day of term.

Promotional Material

If you require any more Childcare Offer leaflets, posters, FAQ's for parents, please contact your Local Authority to arrange for some to be sent to you.

If you have any questions regarding the Childcare Offer, please do not hesitate to contact us.

