

EARLY EDUCATION

Information for Parents / Carers

Introduction

Research shows that having access to high quality early years provision has a significant impact on life chances for children and improves their chances of gaining well paid employment. Alongside educational outcomes, there are wider benefits to families and communities where early years provision offers an opportunity to access effective early help. In Norfolk we have high aspirations for every young child to make good progress in their development and learning from birth in order to have the best opportunities in life.

Free Early Education and Childcare

Free Early Education and Childcare is an entitlement to all families who meet certain national criteria. This entitlement funding is Government funded and is intended to deliver 15 or 30 hours a week (to a maximum per year) of free, high quality, flexible childcare. It is not intended to cover the costs of meals, other consumables, additional hours or optional activities.

What funding is available for my child?

2 year old funding entitlement

Some 2 year olds can get 570 hours of free early education and childcare if they meet the date of birth criteria for the claim period and the parents receive one of the [following](#):

- ✓ Income Support
- ✓ income-based Jobseeker's Allowance (JSA)
- ✓ income-related Employment and Support Allowance (ESA)
- ✓ Universal Credit - if you and your partner have a combined income from work of less than £15,400 a year after tax
- ✓ tax credits and you have an annual income of under £16,190 before tax
- ✓ the guaranteed element of State Pension Credit
- ✓ support through part 6 of the Immigration and Asylum Act
- ✓ the Working Tax Credit 4-week run on (the payment you get when you stop qualifying for Working Tax Credit)

or if any of the following apply to the child:

- ✓ they're looked after by a Local Authority
- ✓ they have a current statement of [special education needs \(SEN\)](#) or an education, health and care (EHC) plan
- ✓ they get [Disability Living Allowance](#)
- ✓ they've left care under a special guardianship order, child arrangements order or adoption order

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A NCC reference code must be obtained before it is possible to claim this funding entitlement. This code will be issued either via a letter sent to families from the Local Authority or by checking eligibility online at – www.norfolk.gov.uk/take2

3 and 4 year old funding entitlement (UNIVERSAL OFFER)

All 3 and 4 year olds in England can get 570 hours of free early education and childcare per year, until they either start reception class in a maintained/free school or academy or reach compulsory school age, which is the term after their 5th birthday.

3 and 4 year old funding entitlement (EXTENDED OFFER)

Some 3 and 4 year olds in England can get an additional 570 hours of free early education and childcare per year, until they either start reception class in a maintained/free school or academy or reach compulsory school age, which is the term after their 5th birthday.

Parents of these 3 and 4 year olds will need to meet the [national criteria](#) in order to be eligible for the additional hours of early education and childcare:

- ✓ in work - or getting parental leave, sick leave or annual leave
- ✓ each earning at least the [National Minimum Wage or Living Wage](#) for 16 hours a week - this is £125.28 if you're over 25

This earnings limit does not apply if you're self-employed and started your business less than 12 months ago.

You're not eligible if:

- ✓ your child does not usually live with you
- ✓ the child is your foster child
- ✓ either you or your partner has a [taxable income](#) over £100,000
- ✓ you're from [outside the EEA](#) and your UK residence card says you cannot access public fund

Due to the eligibility criteria for the extended entitlement it is expected that a child would not attract the funding for Early Years Pupil Premium.

To determine eligibility for these additional hours, a parent will need to apply and receive a unique code from HMRC via a Government's Online Childcare Service at <https://childcare-support.tax.service.gov.uk/>

If it is likely that your child(ren) will be eligible, it is recommended that you check with your chosen provider that they offer the extended entitlement to families, as it is not compulsory for them to do so. It is possible to access your universal and extended entitlement from more

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than one provider as long as they are registered to offer Early Education as an approved provider in Norfolk.

To check the entitlement offer available from your provider, it is possible to check their details on the Norfolk Community Directory at <https://communitydirectory.norfolk.gov.uk/>

Early Years Pupil Premium (EYPP)

The [EYPP](#) is an additional sum of money paid directly to providers (£0.53 per hour) for children of families in receipt of certain benefits. This funding can be claimed by your provider to enhance the quality of their childcare experience by improving the teaching and learning and facilities and resources, with the aim of impacting positively on your child's progress and development. To claim this funding, it is necessary for the main benefit holder (parent/carer) to provide the following details on the funding claim form (Section Four).

- Parent/Carer Forename, Surname and Date of Birth
- National Insurance (NI) Number / National Asylum Support Service (NASS) Number

This information will be passed to the Local Authority to check and verify eligibility using the Eligibility Checking Service (a service provided by the Department for Education). The outcome will be shared with your provider as they will need to evidence to Ofsted during an inspection the impact of any funding on children's progress, how effectively leaders use the additional funding and measure its impact on narrowing gaps in children's outcomes for a sample number of children.

Eligibility checks will be carried out at least once.

PLEASE NOTE: The outcome of the check or your decision to not provide your details does not affect your child's entitlement to the universal offer.

To attract the EYPP funding, the main benefit holder must meet at least 1 of the following:

- ✓ The child's family gets 1 of the following:
 - [Income Support](#)
 - income-based [Jobseeker's Allowance](#)
 - income-related [Employment and Support Allowance](#)
 - support under [part VI of the Immigration and Asylum Act 1999](#)
 - the guaranteed element of [State Pension Credit](#)
 - [Child Tax Credit](#) (provided they're not also entitled to [Working Tax Credit](#) and have an annual gross income of no more than £16,190)
 - [Working Tax Credit](#) run-on, which is paid for 4 weeks after they stop qualifying for Working Tax Credit

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- [Universal Credit](#)

For places starting on or after 1st April 2018, if a parent is entitled to Universal Credit they must have an annual net earned income equivalent to and not exceeding £7,400, assessed on up to three of the parent's most recent Universal Credit assessment periods

- ✓ the child is currently being looked after by a Local Authority in England or Wales
- ✓ the child has left care in England or Wales through:
 - an adoption
 - a special guardianship order
 - a child arrangement order

Disability Access Fund (DAF)

This funding is for providers to support children with disabilities or special educational needs. It is intended to aid access to early years places by supporting providers to make reasonable adjustments to their environment.

3 and 4 year old children who are in receipt of the child Disability Living Allowance (DLA) and receiving some or all of their funding entitlement are eligible for DAF. DAF is paid to the child's nominated provider at a fixed annual rate of £615.00.

Early years providers are responsible for identifying eligible children. The LA has encouraged providers to speak to parents/carers in order to find out who is eligible for this funding.

To claim the DAF, parents/carers are required to provide evidence that their child is in receipt of DLA. This evidence must be a copy of the award letter issued to them by the Department for Work and Pensions. Parents/carers should attach a copy of the letter to their claim form and complete Section Five, by nominating the provider that should receive the payment. It is only necessary to nominate a provider where the entitlement is split across two or more providers.

Nominating a provider to receive the payment is a requirement of DfE.

If a child receiving the DAF moves from one provider to another within a financial year, the new provider is not eligible to receive the funding for this child within the same financial year. The funding paid to the original setting will not be recouped by the LA either.

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How the Local Authority offers the Early Education entitlement to parents/carers?

The free early education and childcare is offered to parents/carers over 3 claim periods. For each claim period there is a recommended maximum number of hours available to claim to ensure there are sufficient hours available throughout the year.

Parents/carers may choose to exceed the number of recommended hours in a claim period, however, this must be agreed with the provider, and there must be sufficient hours remaining for the 12 month cycle of eligibility.

Parents/carers must be aware that once the maximum limit in a year is reached, additional hours (where funding cannot be claimed) will incur a cost, and the provider will charge fees in accordance with their charging policy and/or the parental contract in place.

When can my child receive their funding entitlement?

A child can receive their entitlement from the term following their 2nd and 3rd birthday

Born on or between	15 hours Funding From:	Eligibility Code obtained for the Extended Offer	30 hours Funding From:
1 st Apr and 31 st Aug	1 st Sept	Before 1 st Sept	1 st Sept
		On or after 1 st Sept	1 st Jan
1 st Sept and 31 st Dec	1 st Jan	Before 1 st Jan	1 st Jan
		On or after 1 st Jan	1 st Apr
1 st Jan and 31 st Mar	1 st April	Before 1 st Apr	1 st Apr
		On or after 1 st Apr	1 st Sept

Where can my child access their funding entitlement?

The entitlement can be offered by a range of providers as long as they deliver the Early Years Foundation Stage (EYFS) in full and are listed as an approved provider by the Local Authority. An approved provider will have signed a Local Authority Funding Agreement. This will be on display for parents/carers to see. By signing this agreement, providers have agreed to adhere to the conditions to offer the Early Education entitlement to families in Norfolk.

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How many hours can I claim for my child?

Your childcare provider will advise how many funded hours are available each claim period.

The hours offered will be dependent on a combination of –

- ✓ the funding criteria met
- ✓ previous hours claimed
- ✓ cycle of eligibility (1st, 2nd or 3rd claim)
- ✓ remaining hours available
- ✓ pattern of attendance
- ✓ how the entitlement is offered to families

Hours not claimed can be carried forward to another claim period unless a child is no longer eligible to receive the extended entitlement. When claimed, the hours must adhere to the rules concerning the maximum hours available per day / week and annual entitlement. Hours not claimed within each cycle of eligibility will be lost.

The rules when claiming the funding entitlement

- Not before 6.00am or after 8.00pm
- A maximum of two sites in a single day
- 2 YR OLD & UNIVERSAL ENTITLEMENT: Maximum Hours per Week – 15
- 2 YR OLD & UNIVERSAL ENTITLEMENT: Maximum Hours per Year – 570
- EXTENDED ENTITLEMENT: Maximum Hours per Week – 30
- EXTENDED ENTITLEMENT: Maximum Hours per Year – 1140 (subject to eligibility)
- Maximum Hours per Day – 10
- No Minimum Hours per Day but subject to the requirements of registration on the Ofsted Early Years Register

If parents/carers accept a term time only childcare contract with their provider, the early education and childcare entitlement will be offered as no more than 15 or 30 hours a week over 38 weeks of a year (cycle of eligibility). However, it is possible to accept an all year round childcare contract which means taking less hours per week over more weeks of the year. This is often referred to as “a stretched offer of entitlement”.

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Examples:

2 YR OLD & UNIVERSAL ENTITLEMENT	EXTENDED OFFER ENTITLEMENT
Term Time Only: 15 hours per week x 38 weeks = 570 hours	Term Time Only: 30 hours per week x 38 weeks = 1140 hours
All Year Round: 12.5 hours per week x 45 weeks = 562.5 hours 11.5 hours per week x 48 weeks = 552 hours 11 hours per week x 50 weeks = 550 hours	All Year Round: 25 hours per week x 45 weeks = 1125 hours 23 hours per week x 48 weeks = 1104 hours 22 hours per week x 50 weeks = 1100 hours

Where the total hours fall short of the maximum available, it may be possible for your provider within the rules to offer extra hours so that your child receives their full entitlement.

The total number of hours that will be available to claim will be dependent on the pattern of attendance. Parents/carers **should not** assume that claiming 15 hours or 30 hours per week will equate to the recommended available. To determine the number of hours to claim it will be necessary to count the number of days a child will be attending (actual attendance) the provider for their entitlement.

Examples:

- ① Child attends Monday, Tuesday and Friday for 5 hours each day term time only

September					October					November					December					Number of days	Funded Hours	Total Hours	
m	t	w	t	f	m	t	w	t	f	m	t	w	t	f	m	t	w	t	f				
				1	2	3	4	5	6			1	2	3					1	Mo	14	5	70
4	5	6	7	8	9	10	11	12	13	6	7	8	9	10	4	5	6	7	8	Tu	14	5	70
11	12	13	14	15	16	17	18	19	20	13	14	15	16	17	11	12	13	14	15	Fr	13	5	65
18	19	20	21	22	23	24	25	26	27	20	21	22	23	24	18	19	20	21	22	Total Hours to Claimed			205
25	26	27	28	29	30	31				27	28	29	30		25	26	27	28	29				

- ② Child attends Monday, Tuesday and Wednesday for 5 hours each day term time only

September					October					November					December					Number of days	Funded Hours	Total Hours	
m	t	w	t	f	m	t	w	t	f	m	t	w	t	f	m	t	w	t	f				
				1	2	3	4	5	6			1	2	3					1	Mo	14	5	70
4	5	6	7	8	9	10	11	12	13	6	7	8	9	10	4	5	6	7	8	Tu	14	5	70
11	12	13	14	15	16	17	18	19	20	13	14	15	16	17	11	12	13	14	15	We	14	5	70
18	19	20	21	22	23	24	25	26	27	20	21	22	23	24	18	19	20	21	22	Total Hours to Claimed			210
25	26	27	28	29	30	31				27	28	29	30		25	26	27	28	29				

When calculating the number of hours to be claimed, it will be necessary to deduct any days where the child will be absent.

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In Example 1, for children with a birthday on or between 1st Jan to 31st Mar or 1st Apr to 31st Aug, the recommended number of hours available is 210 for the Autumn claim period, the pattern of attendance means only 205 hours of funding can be claimed. The remaining 5 hours can either be carried forward to another claim period or the hours taken during a school holiday period. It is not possible to add these hours to an existing week because the maximum of 15 per hours per week is already being claimed. In Example 2, the total hours to be claimed matches the recommended hours of 210.

For children with a birthday on or between 1st Sept to 31st Dec, the recommended number of hours available is only 204. This is because it is the final claim period in their cycle of eligibility and therefore only the remaining balance of hours available can be claimed. The children have already received 366 hours of their entitlement and therefore the claim form must be reduced to 204. The unfunded hour(s) (Example 1 = 1 hour and Example 2 = 6 hours) which will not be funded by the Local Authority should be invoiced by the provider at their usual hourly rate.

How to claim for your child's early education and childcare entitlement

Your chosen provider must be registered and approved to offer the entitlement in Norfolk and –

2 year old funding	3 and 4 year old funding
<p>If your family has received a letter from the Local Authority advising that your child is eligible to receive free early education and childcare, please take this document to your chosen provider. The code on this document is only valid for 3 months</p> <p>Alternatively, complete and sign the form given to you by your provider once an eligibility check has been actioned.</p>	<p>If your child is eligible to receive free early education and childcare, a form will be given to you by your provider each claim period.</p> <p>This form must be completed, signed and returned to them by a specified date.</p>

Your parent/carer claim form will inform your provider how many hours you wish them to claim on your behalf from the Local Authority, and provide consent for them to share the information.

If you choose for your child to receive their entitlement from more than 1 provider, the combined hours claimed must not exceed the maximum available and must meet the rules

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of the entitlement. It is also necessary for parent/carers to inform each provider how the combined hours will be shared between them.

It is important that parents/carers inform providers when their child will be absent as soon as possible, this will allow the provider to adjust the number of staff required for the day/week and for them to amend the funding claim where applicable. Your provider **must** notify the Local Authority of any alteration to the number of funded hours claimed during a claim period, so that an adjustment can be made.

Funding can only be claimed for **actual attendance**. Funding cannot be claimed by your provider for periods of absence such as holidays or a family day out. For short term absences, for example sickness, medical appointment, a family emergency, transition events for school readiness, occasionally arriving late or leaving early, funding will not be withdrawn and can be claimed. The Local Authority will use its discretion by taking into account the reason for the absence to determine if funding can be claimed where the absence is recurring or is for extended periods. Your provider should seek guidance directly from the Local Authority on these occasions.

The only exception where it is permissible to claim funding for a holiday, is the period before servicewoman and men are being sent on detached duty.

When funding cannot be claimed, it may be possible to transfer these hours to another claim period or alternative day. It is best to speak with your provider to determine the options available.

Although attendance at a provider is not mandatory, it is an expectation that where hours are claimed, attendance will be on a regular weekly basis. As part of an Ofsted inspection, inspectors will explore how well providers work with parents to promote children's good attendance, especially the attendance of children for whom the provider receives the Early Years Pupil Premium.

It is recommended that if you change providers, that you inform the new provider of the number of funded hours claimed to date so that fees and new claims are calculated accurately. Where a notice period has not been complied with, the Local Authority will use its discretion to decide where the funding, if any, will be paid.

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How to complete a claim form

The claim form has 7 sections. The sections to be completed will be dependent on your family's circumstance and the funding entitlements to be claimed.

Entitlement	1	2	3	4	5	6	7
2 year old funding – 15 hours	✓	✓	✗	✗	✗	✓	✓
3 and 4 year old funding - 15 hours (UNIVERSAL)	✓	✗	✗	✓	✓	✓	✓
3 and 4 year old funding – 30 hours (EXTENDED)	✓	✗	✓	✗	✓	✓	✓

All sections must be completed in full. Incomplete or inaccurate information will affect the ability to claim funding.

- **Section 1 – Child Details**

Parents/Carers must supply documentation to confirm their child's date of birth. This is only required when funding is initially claimed, the record is sufficient thereafter. With consent, a provider may wish to take a copy for their records.

Acceptable forms of documentation –

- Passport
- Birth Certificate
- Adoption Certificate
- Child's Health Book "red book"
- NHS medical card

- **Section 2 – Two Year Old Entitlement**

A NCC reference number must be included, parent/carer details, together with noting which criteria has been met. For those children meeting the following –

- they're looked after by a Local Authority
- they have an education, health and care (EHC) plan
- they get Disability Living Allowance
- they've left care under a special guardianship order, child arrangements order or adoption order

It will be necessary for evidence to be provided initially, so that the Local Authority can confirm eligibility.

- **Section 3 – Three and Four Year Old Extended Entitlement**

Eligibility code obtained from HMRC, together with parent details.

- **Section 4 – Early Years Pupil Premium**

Parent/carer details, together with noting which criteria has been met. For those children meeting the following criteria –

- they're looked after by a Local Authority

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- they've left care under a special guardianship order, child arrangements order or adoption order

It will be necessary for evidence to be provided initially, so that the Local Authority can confirm eligibility.

- **Section 5 – Disability Access Fund**

Nominated provider details, together with a copy of award letter for eligible children only.

- **Section 6 – Provider and Attendance Details**

Details of providers and attendance details. It is important that parents/carers share these details with all their providers where funding is split to be certain that the maximum number of hours are claimed on behalf of their child.

Whilst it is possible to split funding between providers, this cannot be across more than two sites in one day. This will be monitored by the Local Authority, together with the pattern of attendance to be certain the rules of funding are met.

- **Section 7 – Parent/Carer Declaration**

Please tick each statement to acknowledge acceptance and sign / date the form before returning it to your provider

Can my child's eligibility for funding stop?

2 year old funding entitlement

Once a family has claimed the entitlement, a child will continue to receive funding until they become eligible for the 3 and 4 year old funding entitlement.

3 and 4 year old funding entitlement (UNIVERSAL OFFER)

All 3 and 4 year olds living in England are eligible to receive this entitlement provided they meet the age criteria, or until they either they start reception class in a maintained/free school or academy or reach compulsory school age, which is the term after their 5th birthday.

3 and 4 year old funding entitlement (EXTENDED OFFER)

The ability to claim the extended entitlement will be dependent on the family's circumstances and whether the details of the parent are kept up to date with HMRC. Where the eligibility code is no longer valid due to the parent(s) no longer meeting the criteria or there has been a lapse in updating details held by HMRC, a Grace Period will be applied.

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HMRC will communicate with parents when it is necessary to renew their details. If you have chosen for HMRC to communicate via email, it is recommended that your “junk” folder” is checked to avoid missing any vital messages concerning eligibility checks. It is also possible to access reconfirmation detail via your online account.

PLEASE NOTE: Access to the 30 hour entitlement will cease if the updating of your details has lapsed (reconfirmation deadlines are missed) and the grace period has ended. It means that although your family may continue to meet the eligibility criteria, the details held by HMRC are no longer “in date”. This will mean that after the grace period date only 15 hours funding will be available until the start of a new claim period which commences after the date details are reconfirmed and eligibility is established.

It is not possible for the Local Authority to re-instate eligibility due to rules set nationally where reconfirmation has not been completed.

It is strongly recommended that families schedule reconfirmation dates in a calendar (eg. creating an event in your smart phone calendar) to ensure that deadlines are not missed.

Missing the deadline to reconfirm eligibility whilst in a grace period **WILL** affect your ability to claim funding the following claim period.

The Local Authority will also remind providers to check the details held concerning any grace periods in place.

The Grace Period means that for a short period of time the extended entitlement can continue to be claimed. At the end of the Grace Period if a valid eligibility code has not be obtained then thereafter only the universal entitlement can be claimed.

This Grace Period has been determined by DfE.

The Grace Period:

Date Parent receives ineligible decision from HMRC:	Grace Period End date:
1 Jan – 10 Feb	31-Mar
11 Feb – 31 March	31-Aug
1 April – 26 May	31-Aug
27 May – 31 August	31-Dec
1 September – 21 October	31-Dec
22 October – 31 December	31-Mar

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It is important the parents advise their provider as soon as possible that their eligibility for the extended entitlement has changed to avoid receiving an invoice for hours that can no longer be funded by the Local Authority.

The Local Authority can consider extending the Grace Period set out above for a short time in very exceptional circumstances, if the parent has been forced to leave their home and paid employment, for example, where the parent is a victim of domestic abuse or other serious crime.

A parent can check / update their details at – <https://childcare-support.tax.service.gov.uk/>

Will I have to pay for anything?

The hours that your child attends a provider and are funded by the Local Authority must be FREE. Providers cannot charge for the delivery of this entitlement or apply any top up fees or conditions in order for your child to receive the entitlement.

However, the provider can charge for meals, snacks, consumables such as nappies or sun cream and for services such as trips and musical tuition. Parents should therefore expect to pay for these, although these charges must be voluntary for the parent. Where parents are unable or unwilling to pay for meals and consumables, providers who choose to offer the entitlements are responsible for setting their own policy on how to respond.

It is recommended that parents/carers discuss with their provider the fees and the options available to them instead of taking the option to pay, and what policies are in place, such as healthy eating and allergies - in case this impacts on fees.

A fee will also apply when funding cannot be claimed due to certain non-attendance. Any charge must be in accordance with the providers charging policy.

A provider may charge a deposit for a parent/carer to secure a childcare place at a later date. This deposit must be returned to the parent/carer no later than 6 weeks from when claiming the entitlement commences (provided no additional hours are taken).

Other charges may apply, please refer to your providers charging policy for more information or speak to your provider directly.

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What can be claimed where providers offer a staggered intake/settling in period?

Parents/carers may be offered the opportunity to receive settling in sessions to be sure their choice of childcare is the right option for their child. Funding can be claimed for these hours provided a claim form is completed, alternatively fees may apply in accordance with the providers charging policy.

Where a staggered intake takes place, the first date that funding can be claimed is the child's first intake day, which in some cases will not be the first day of the claim period.

Providers must agree with parents/carers in advance how their child will commence their early education and childcare place. Parents/carers should be given the opportunity to commence their child's entitlement at the start of their first claim period so not to place additional financial burden on them, and to enable their child to receive the full entitlement.

Special Educational Needs and/or Disabilities (SEND)

The Local Authority and providers must be aware of their duties in relation to the SEND Code of Practice and the Equality Act 2010. Providers have a responsibility to ensure all children have full access to the early years foundation stage. They must have arrangements in place to support children with SEN or disabilities. This is called the graduated approach and should demonstrate clearly the approach to identifying and responding to the individual child's needs.

Where a setting identifies a child as having SEN they must work in partnership with parents to establish the support the child needs.

All providers will have a Local Offer which sets out what provision is offered by them for children with a disability or identified special educational need. This information can be obtained directly from them or may be located on the Norfolk Community Directory at – <https://communitydirectory.norfolk.gov.uk/>

The Local Authority also has a Local Offer which can be found at – <https://www.norfolk.gov.uk/children-and-families/send-local-offer/about-the-local-offer>

Data Privacy

The General Data Protection Regulation puts in place certain safeguards regarding the use of personal data by organisations, including the DfE, the LA, providers and schools. The Regulation gives rights to those (known as data subjects) about whom data is held, such as children, their parents/carers, practitioners and teachers. This includes –

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- the right to know the types of data being held
- why it is being held, and
- to whom it may be communicated

A “privacy notice” is a good way to be able to meet data subject’s rights. Notices should be readily available electronically or in paper format upon request by families.

Providers have also been asked to handle sensitive personal data appropriately, particularly when seeking information about whether a child is in receipt of DLA. They should also pay particular note to the advice from the Information Commissioner's Office on holding personal data including sensitive personal data.

Additional notes concerning the Funding Entitlement

- A claim period may not correspond exactly to the school term.
- Providers are able to choose how the entitlement is offered to parents/carers to support their business. Your provider may not be able to offer the entitlement in the manner you wish to claim.
- Your provider may require notice if you are planning to alter your childcare arrangements.
- The funding entitlement (hours) must be offered to you by your provider free of charge.
- The claim form will be used to settle any dispute over funding between providers and therefore, it must be accurate and signed by you.
- Providers can claim funding for short term closures, for example, as a result of local or national elections or damage to the premises. This will affect a child’s ability to receive their full entitlement.

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Complaints

If you are unable to resolve with your provider a problem regarding the entitlement, a complaint can be made in writing to Mrs Jo-anne Lamb at

earlyyearsandchildcare@norfolk.gov.uk

or

Early Years Team, Woodside Centre Community Hub, Witard Road, Norwich, NR7 9XD.

Your complaint will be dealt with confidentially and you will be contacted prior to any investigation.

Where should I look to find out more about childcare?

There are a number of online services and places to enquire about childcare.



- Family Information Service – www.norfolk.gov.uk/familyinformationservice
- Childcare Choices – www.childcarechoices.gov.uk/
- Sure Start Children's Centres – www.childrenscentres.info/
- Norfolk Directory – www.norfolk.gov.uk/norfolkdirectory
- Choosing quality early education and childcare – www.norfolk.gov.uk/children-and-families/childcare-and-early-learning/childcare-advice-and-guidance/choosing-quality-childcare