

## Frequently Asked Questions on Free Two-Year old Childcare

Frequently Asked Questions and Answers for parents/carers on accessing a Free Early Education Entitlement place for 2 year olds

### Q1. What do I need to do once I know my child is eligible?

It is then down to us and the provider! We will send you a letter which is proof that your two year old is eligible. You need to make sure that you show the letter to your childcare provider when you register. We send you a list of all providers in the city that offer the free childcare.

### Q2. What else does the early year's provider need to see?

When registering you will need to sign a parental agreement. As well as your eligibility letter, you will need to take with you your little ones birth certificate and a utility bill or statement which shows your current address.

### Q3. What if I need more than 15 hours a week?

You can only claim for 15 hours of **free** childcare. However, you may use more hours but you will have to pay for these yourself. You will need to talk to your chosen provider that you're using, about their prices. We recommend asking for a copy of these additional charges for your records.

### Q4. Is it completely free?

Yes. You should not be charged for anything unless you chose not to take a packed lunch. Any other extras should be agreed before your child takes up the place, and we would recommend that these extras are confirmed in writing. If you are using more than 15 hours then you may have to pay a registration fee too.

### Q5. What happens if my circumstances change?

The place is yours until your child goes to school.

### Q6. How do I know what childcare my child will receive?

Derby City Council is committed to ensuring positive outcomes are accessible for all children. Our commitment to 2 year old childcare means that this can be used only in good or outstanding settings. This means a provider must have at least an Ofsted rating of Good to offer these free places

### Q7. How do I know where to send my child?

Along with your letter of eligibility we will also send you a list of all of the providers within the city that offer this exciting opportunity. Alternatively if you are struggling to find a setting, you can call us and we will be happy to help- **01332 642601**.

### Q8. Can I change childcare provider at any time?

This needs to be discussed between your current provider and the setting you want to go to. An arrangement might be able to be made privately between them both to secure funding arrangements.

### Q9. Can I use more than one childcare provider?

Yes, this is not a problem but you cannot use more than two.

### Q10. Am I guaranteed a place at the setting that I want?

No. If the setting you would like does not have any places at that particular time, you may not be able to take up a place at that setting, but we will be more than happy to help you find an alternative place.

