



## Citizen 30 Hours Portal

**Improve communication to parents and providers on the 30 hours offer.**

One Education are building a new solution to reduce the burden on local authorities and providers administering the 30 hour offer by empowering parents to check the validity of their 30 hour code themselves. The aim of this solution is to assist authorities, providers and parents to ensure the smooth delivery of 30 hours in Summer 2018 to meet the Government's Delivery Support Fund agenda and beyond.

Parents would see personalised check results information, such as when their child could start receiving the extended funding based on their age and local and national funding policies (this information is not provided as part of the DfE's Eligibility Checking Service).

With the parent's consent, detailed results of their check would be shared digitally with the providers including the earliest 30 hours funded start date.

Providers will also see the additional information if they need to run checks to assist parents.

A parental dashboard will show changes to their 30 hour eligibility based on updating details with HMRC. Parents will have instant access to all 30 hours related information, including details of providers offering 30 hours, to enable them to make more informed decisions about childcare.

Authorities will be able to configure guidance resources on the portal to meet local needs.

## Benefits

- Supports the Government's Delivery Support Fund criteria
  - With access to information in one place, parents can make informed choices and feel involved
  - Clearer and consistent messaging between parents and providers
  - Eases demand on providers and local authorities by reducing the number of queries and checks to be run
  - Up-to-date information about eligibility and funding take up improves service planning for providers and local authorities
  - Improves reputation of the offer
  - Smoother delivery of 30 hours in Summer 2018 and beyond

# How the Citizen 30 Hours Portal helps

## Local authorities



### Improve delivery of 30 hours

Locally configured guidance can be quickly communicated to providers and parents, setting clearer expectations and providing consistent information.

Local authority time is freed up from a reduction of queries from providers.



### Support childcare sufficiency duty

Earlier awareness of which parents are eligible for 30 hours, when they can be funded from and where they are planning on taking up the offer aids local sufficiency planning.



### Maximise resources and 30 hour places

Reduce number of queries from parents and fewer 30 hours checks to be run.

Increased awareness and understanding ensures children eligible for a 30 hours place actually take them up.

## Parents and carers



### Empower parents to self-serve

24 hour access so parents can check the validity of their code at their convenience.

Knowing when and where 30 hour places can be taken up enables parents to make more informed childcare decisions



### Intuitive and mobile friendly

Easy to use and available anytime and anywhere including on mobile devices.

Shares the same look and feel and user account details as other Citizen portal solutions, such as applying for a school place, two-year-old-funding eligibility that parents have access to.



### Personalised dashboards

Parents can view 30 hours eligibility changes based on updating their current circumstances with HMRC.

To find out how the Citizen 30 Hours Portal can benefit your authority, please contact us:



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