

April 2018

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HMRC Complaint Line

Where parents may have missed out on the extended 15 hour funding this term, by receiving an eligibility code after the DfE's extended deadline of 23 April, the Early Years team at Achieving for Children does not have the discretion to make any exceptions and accept codes.

Those parents who applied before the deadline 31 March, and have unfairly missed out on the extended 15 hour funding this term (due to having their application form held up by HMRC), can visit the HMRC website [here](#) where they can log a formal complaint, or they can contact HMRC on 0300 200 3100 to make a complaint.

Understanding Demand

It is a good idea to review your business model and your 30 hour offer for the next academic year. A good starting point for reviewing your offer is understanding what parents want. This can be done through questionnaires/surveys or through informal conversations with parents.

For example, if you do not currently offer an extended day, such as a breakfast club, you may want to explore your options and find out if parents (particularly working parents) feel that this is something they would like. If parents do prefer this, and you offer this at your own setting or through a partnership with other providers, they may be more likely to take up their place with you.

Partnerships

Partnerships are key to:

- the delivery of 30 hours
- staying in business
- meeting parental demand

You may wish to use the [childcare search](#), available on the Achieving for Children Information website, and enter your setting's postcode to locate the providers that are closest to you.

Once you have located these providers you may wish to get in touch and discuss how you can work together to deliver the 30 hours together and meet parental demand.

Parent Declaration Forms

It is important that parents complete the Parent Declaration form correctly, as this is the consent for you to use their information to claim funding on their behalf.

Please use the guide available on our website [here](#), to get a good understanding of how the form should be completed correctly.