

Checking Your Eligibility Using North Tyneside Council's 'Citizen Portal'

Introduction

Your child can get up to 15 hours per week (for 38 weeks) from the beginning of the term after their second birthday.

Child's Birthdate	Eligible from
1st January to 31st March	Summer term - April
1st April to 31st August	Autumn term - September
1st September to 31st December	Spring term - January

How do I apply?

You can check your eligibility from before your child's second birthday, using North Tyneside's [Citizen Portal](#).

Step 1 – If you are new to the Citizen Portal click on 'Please Register' and follow the instructions.

Step 2 – When you have registered go into the site. Click on the 'My Family' and add your details and those of your 2 year old(s).

Step 3 – Go back to the main menu.

Step 4 - Click on 'Funded Early Education for 2 Year Olds' and follow the instructions to see if you can get the free 15 hours. The table below explains what the result of your eligibility check mean.

Result of Eligibility Check	What it means	Next Steps
Found	The result is clear, the child is eligible for a funded 2 year old place	You can use your eligibility code to arrange a funded 2 year old place.
Not Found (Success)	The result is not eligible	The applicant is not currently eligible for the 2 year old funding.
Not Found - No Trace Check data	The details you have entered do not match to a person on the Government's systems.	Make sure correct details are being used to carry out a check and then reapply with updated details.

Not Found – Pending keep Checking	It is not yet possible to give a final result, but the result should be available within 4-6 weeks.	Keep checking for up to 6 weeks until final result is available. If the result is still pending after 6 weeks, then email eycommissioning@northtyneside.gov.uk .
Not Found - Manual process	It is not possible to establish eligibility through the online checking system.	Email eycommissioning@northtyneside.gov.uk as additional details are required.
Not Found – Unknown Raise Manual Query	It is not possible to establish eligibility through the online checking system.	Email eycommissioning@northtyneside.gov.uk as additional details are required.

Step 5 - If you are eligible for the free 15 hours you will get a reference number. You need this reference number to arrange your free 2 year old childcare place.

Step 6. Contact your preferred childcare provider with your reference number to see if they have a two year old place available. Please be aware childcare providers have a limited number of 2 year old places.

Need help or further information?

- Details of childcare providers are available on North Tyneside Council's [childcare](#) webpage.
- Email eycommissioning@northtyneside.gov.uk if you need help with your '2 year old funding' application.