Childcare Offer
Step-by-Step Guide

Produced by Ceredigion County Council
October 2018
Childcare Providers Registration

Thank you for showing an interest in becoming a supplier for the Childcare Offer. Ceredigion County Council is the delivery authority for your local authority. This means we will be dealing with your registration application, parents’ applications and making your payments etc. You will need to register with Ceredigion County Council if you decide to become a supplier for the offer.

If you have any queries you can contact Ceredignon County Council through the following contact details:

**Telephone:** Clic Ceredigion - 01545 570881  
**E-mail:** Clic@ceredigion.gov.uk

**TIP:**
Please have your CIW registration details and bank/building account details ready before you start.

**Step 1:**
Click on the following link: [https://clic.ceredigion.gov.uk/ufs/LOGIN.eb](https://clic.ceredigion.gov.uk/ufs/LOGIN.eb)
The following screen should appear. Click on the option ‘Register Now’.
**Step 2:**
The following screen will appear. Here you will need to register the contact details for the childcare setting. Once you have completed the entire sections click ‘Register’.

**TIP:**
For voluntary run groups e.g. Cylch Meithrin / Play group / After School Club etc.
Please register with the leaders’ contact name and put the generic e-mail address and telephone number for the setting.
Committees can change and we want to ensure that correspondence is with the setting and not with an individual who has left.

Make sure to keep a note of the password! You will need this every time you log into the system.
**Step 3:**
Once you’ve clicked ‘Register’ the following screen will appear.

**Step 4:**
You will now receive an e-mail from Clic Ceredigion (see below), you **MUST** verify the link in the e-mail if you are to proceed with the process.
**Step 5:**
Now that you have created an account, you can now log back into the system and begin on the registration process.

Enter the e-mail address and password you used to create an account.

**Step 6:**
You should arrive at a screen similar to this. It is known as the ‘dashboard. Click on the option ‘Contact us’.

**Step 7:**
From the list of electronic forms choose the option ‘Childcare Provider Registration’ form from the list. Then click ‘Next’.
Step 8:
You have now successfully reached the registration form.

Welcome to the online registration form to become a provider for the Childcare Offer for 3 to 4 year olds.

Please have your CIW registration number and bank account/building society details to hand ready to complete the form.

By completing this application and agreeing to the terms and conditions you will become a supplier for the ‘Childcare Offer’ programme for Ceredigion funded by Welsh Government.

If you have any difficulty registering please contact the Childcare Unit on 01970 633034 or email gofalplant@ceredigion.gov.uk

We need your details so that we can contact you if necessary. The details you provide in this form will not be used for any other purpose.

All fields are required unless marked as 'Optional'.

Please complete all mandatory fields.

Have your CIW registration details and bank/building account details ready before you start.
Continuation screen of the application form…
Once you have completed all the relevant fields and agreed to the terms and conditions of the offer click **SUBMIT**.

You will then receive a reference number.
What next?

- You will receive an e-mail to confirm that your application to register has been successful.
- Ceredigion County Council’s Childcare Unit will receive an e-mail to confirm an application has been.
- It will take 10 – 15 days for your application to be approved.
- Once it is approved, you will receive an e-mail to notify that it has been approved.

Creditor Number:

- Following your confirmation e-mail that you have been approved the Childcare Unit will send you an e-mail to confirm what your creditor number is.

- Please keep this safe. You will need your creditor number when you use the system to complete your monthly claims for payments and complete your registers of attendance.

Childcare Provider Terms and Conditions 2018

Terms and Conditions of the Childcare Offer is available as a separate document.
Monthly Claim Guidance
The Monthly Claims **MUST BE COMPLETED** within the **FIRST 4 WORKING DAYS OF EACH MONTH**.

**Step 1:**
Sign in to the Customer Portal - [https://clic.ceredigion.gov.uk](https://clic.ceredigion.gov.uk) using the e-mail address and password that you used to create the account.

**TIP:**
If you didn’t make note of the password and have forgotten it, click on the recover password and follow the guidance.

**Step 2:**
Once you have successfully logged on, Click on the ‘**Contact Us**’ link.
**Step 3:**
Select the ‘Childcare Provider Monthly Claim Form’, then click Next which is at the bottom of the page.

**Step 4:**
Select your language preference, then click ‘Next’.
**Step 5:**
Enter your Creditor Number in the box (see below), then Click on ‘Start’. You will have received an e-mail from Ceredigion County Council with your Creditor Number.

If the message below is displayed, please check the creditor number and try again;

**Step 6:**
The below options will then appear, click on ‘Make a Claim’.
**Step 7:**

Please read the instructions on the different claim actions which are shown at the top of the childcare monthly claim list. There will be a line for each Child for each eligible week.

<table>
<thead>
<tr>
<th>Week Starting</th>
<th>Name</th>
<th>Booked hours</th>
<th>Days per week</th>
<th>Provision start date</th>
<th>Provision end date</th>
<th>Claim Action (for each line)</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/09/2018</td>
<td>Marge Irene Jones</td>
<td>20</td>
<td>3</td>
<td>04/09/2018</td>
<td>03/09/2019</td>
<td>Claimed</td>
</tr>
<tr>
<td>10/09/2018</td>
<td>Marge Irene Jones</td>
<td>20</td>
<td>3</td>
<td>04/09/2018</td>
<td>03/09/2019</td>
<td>Claimed</td>
</tr>
<tr>
<td>17/09/2018</td>
<td>Marge Irene Jones</td>
<td>20</td>
<td>3</td>
<td>04/09/2018</td>
<td>03/09/2019</td>
<td>Declined-Holiday</td>
</tr>
<tr>
<td>24/09/2018</td>
<td>Marge Irene Jones</td>
<td>20</td>
<td>3</td>
<td>04/09/2018</td>
<td>03/09/2019</td>
<td>Declined-Leaver</td>
</tr>
<tr>
<td>03/09/2018</td>
<td>Zebedee O'Donnell</td>
<td>1</td>
<td>1</td>
<td>04/09/2018</td>
<td>05/09/2018</td>
<td>Claimed</td>
</tr>
</tbody>
</table>

Once **ALL** the lines have been updated click on **Submit Claim**

This message will appear - **Hawliad wedi ei gyflwyno / Claim submitted**

**TIP:**

- If you are happy that the hours booked and the number of days booked are correct please click on the option **CLAIMED**.
- Only click on **Declined –Holiday** if you as a provider are closed due to being on holidays. Don’t select this if the child is on holiday.
- Declined leaver needs to be used only if the child has left your setting.
- Click on **Finish** to complete and not just close the page!
Step 8:

You will receive a confirmation email that your claim has been submitted (below).

- Once the claim has been submitted the Childcare Unit will check that this is correct.
- Once all claims have been submitted within the first four working days of the month the Childcare Unit will generate a payment run which is sent to Finance to generate the payments.
- You will then receive a remittance note from Ceredigion County Council Finance Team. The remittance note will list the payments for the children being funded. There won’t be any children’s names on the remittance note. However, you will see the **Unique Reference Number** for each child.
- Payment will be made by BACS into your account by the second or third week of the month.
- Any Overpayments will need to be re-paid to Ceredigion County Council.
Recording
Attendance
Guidance
At the end of each week or month you will **have to Record Attendance** for the actual hours the child/children have actually attended your setting under the Childcare Offer. You cannot claim for weeks in advance.

**Please follow Step 1 to 5 of the Monthly Claim Guidance in order to log on to Record Attendance.**

Once you have complete these steps please follow the guidance below.

**Step 6:**

The options below will appear, click on **Record Attendance**.

![Childcare options](Image)
Step 7:

Select a Month from the drop-down menu, then select one of the weeks (Week Commencing) within that month to display the children claimed for within that period.

Once the week has been selected, the following information will be displayed. Please complete the appropriate information for each Child.

**ALL fields should be completed for ALL lines.**

Once all the fields are completed click on 'Submit Attendance'.

The message below will appear to confirm that all the fields are complete and the attendance for that week has been recorded;

Mae’r presenoldeb hyn wedi ei gofnodi / This attendance has been recorded

If not, then an error message will appear in its place stating that some fields may not have been completed.
Repeat this step for all the weeks within the month before clicking on ‘Finish’.

Please note you only report on the number of hours you are being funded for under the Childcare Offer. Any hour’s parent’s use above the offer doesn’t need to be included.

**Attended Nursery Foundation Phase** – You will need to report here if you are aware that the child does take up their entitlement to the Foundation Phase Nursery element either at your setting or with another provider. This information is used for Welsh Government’s monitoring purposes.

We hope these guidance notes will be of help to you. If you do have any queries at any point please contact the Childcare Unit by telephone 01545 570881 or e-mail Clic@ceredigion.gov.uk