

## How to contact us ...

There are a number of ways to get in touch or send us your comments or complaint.

**By Email:** [EYECS@sheffield.gov.uk](mailto:EYECS@sheffield.gov.uk)

All emails will be seen by our customer services facilitator who will pass them on to the relevant officer.

**By Phone:** 0114 281 1881

**By Post:**

FAO - Customer Services Facilitator  
Early Years Education and Childcare Service  
Sheffield City Council  
Castle Market Buildings  
Floor 1  
Exchange Street  
Sheffield S1 2AH

There are other ways to contact the council which can be found at:

[www.sheffield.gov.uk/contactus](http://www.sheffield.gov.uk/contactus)

You can also contact Sheffield Information Link (SIL) on 0114 275 6699 or visit their website:

[www.sheffinfoLink.org.uk](http://www.sheffinfoLink.org.uk)



Are you able to access the childcare you need?



Want to inform us of a childcare issue?



Practical advice and information for parents and carers who have concerns about early learning and childcare

This document can be supplied in alternative formats, please contact:

Sheffield City Council  
Early Years  
Tel: 0114 281 1881  
[www.sheffield.gov.uk](http://www.sheffield.gov.uk)



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## Are you able to access the childcare you need?

The local authority has a duty to ensure:

- **There is a free early learning place for every eligible 3 and 4 year old child who wants one**
- **There is enough childcare to support parents in work or who want to return to work or training**

Early learning can be accessed at a provider of the parents choosing, or split between 2 providers. We have to ensure a place is available for every eligible child, but this doesn't have to be at a particular provider or on a particular day or time.

## What is free early learning?

Every eligible 3 and 4 year old is entitled to 15 hours of free early learning per week, for 38 weeks of the year during term time.

All children are funded from the start of the April, September or January term following their third birthday until they reach compulsory school age, or start attending school, as shown in the table opposite.



### A child born between:

1 April and  
31 August

### Will be eligible for Free Early Learning from:

The start of the Autumn Term (Sep-Dec) following their third birthday until statutory school age.

1 September and  
31 December

The start of the Spring Term (Jan-Mar) following their third birthday until statutory school age.

1 January and  
31 March

The start of the Summer Term (April-Aug) following their third birthday until statutory school age.

## What does childcare cover?

Childcare applies to children 0-14 or up to 18 years old if the child has a special educational need or a disability. We have to ensure that as far as reasonably practicable:

- There are enough places in each local area and that these places are workable for the childcare providers
- Places are open to all children and will try to accommodate any additional needs
- Places are flexible, accessible and affordable
- Places are 'high quality' (as regulated and inspected by Ofsted)
- Parents have access to information that will allow them to make informed choices about childcare

## Please let us know - your right to complain

We would like to hear from you if:

- You are unable to access any or all of your free early learning or;
- You are experiencing issues in accessing the childcare place you need

(This can be in relation to any of the areas mentioned under childcare)

## What do I need to include?

As well as details of your comments or complaint we will also need your contact details if you would like a reply. This can be a phone number, email address or postal address.

Comments or complaints can be made anonymously if you would prefer not to give any details, although we will be unable to respond to anonymous correspondence.

## What to expect

We will always acknowledge your comment or complaint within 7 days and we will attempt to give you an answer within this time. If this is not possible we will provide you with an answer within 28 days.

However, if your complaint is about a complex matter or needs an in-depth investigation the response may not be a complete and final answer. If so we will let you know when we will give you a full response. We will always tell you who is dealing with your complaint and how to contact them.

