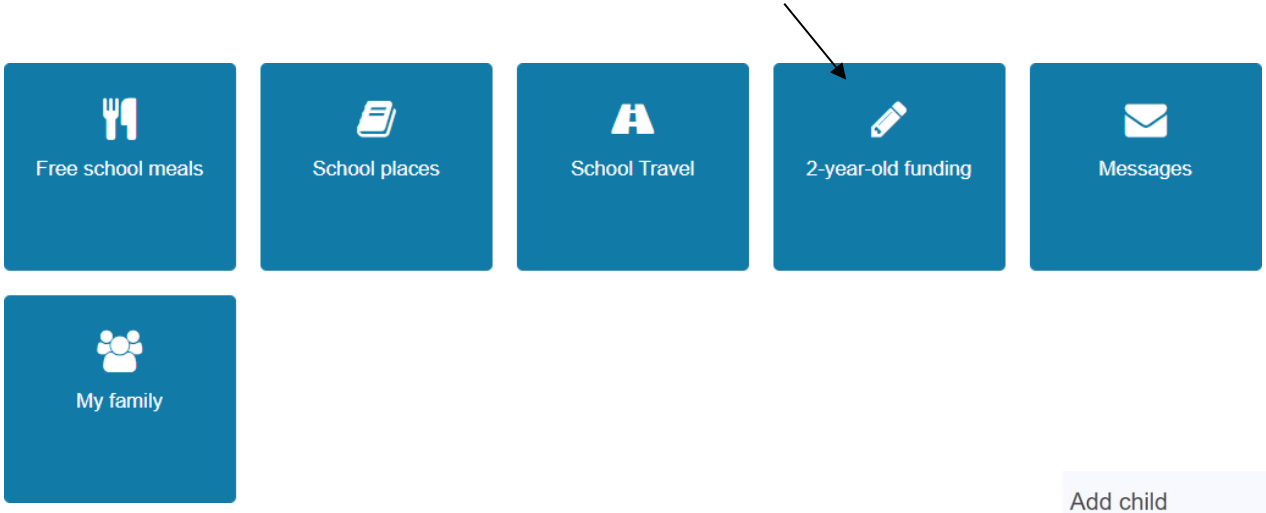
Suffolk Citizen's Portal Two Year Old Funding Checker Guidance for Parents

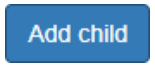
This guidance assumes you have already registered and created an account for the Citizen's Portal and are able to log in. Please visit the following link for more information on the Citizen's Portal if you are not already registered: https://www.suffolk.gov.uk/about/online-services/citizen-portal/

Click on the '2-year-old funding' button on the front page of your Citizen's Portal.

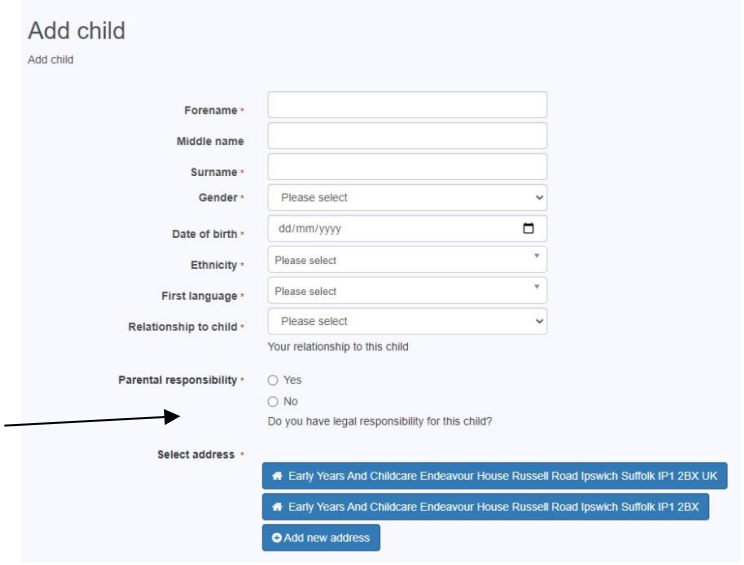


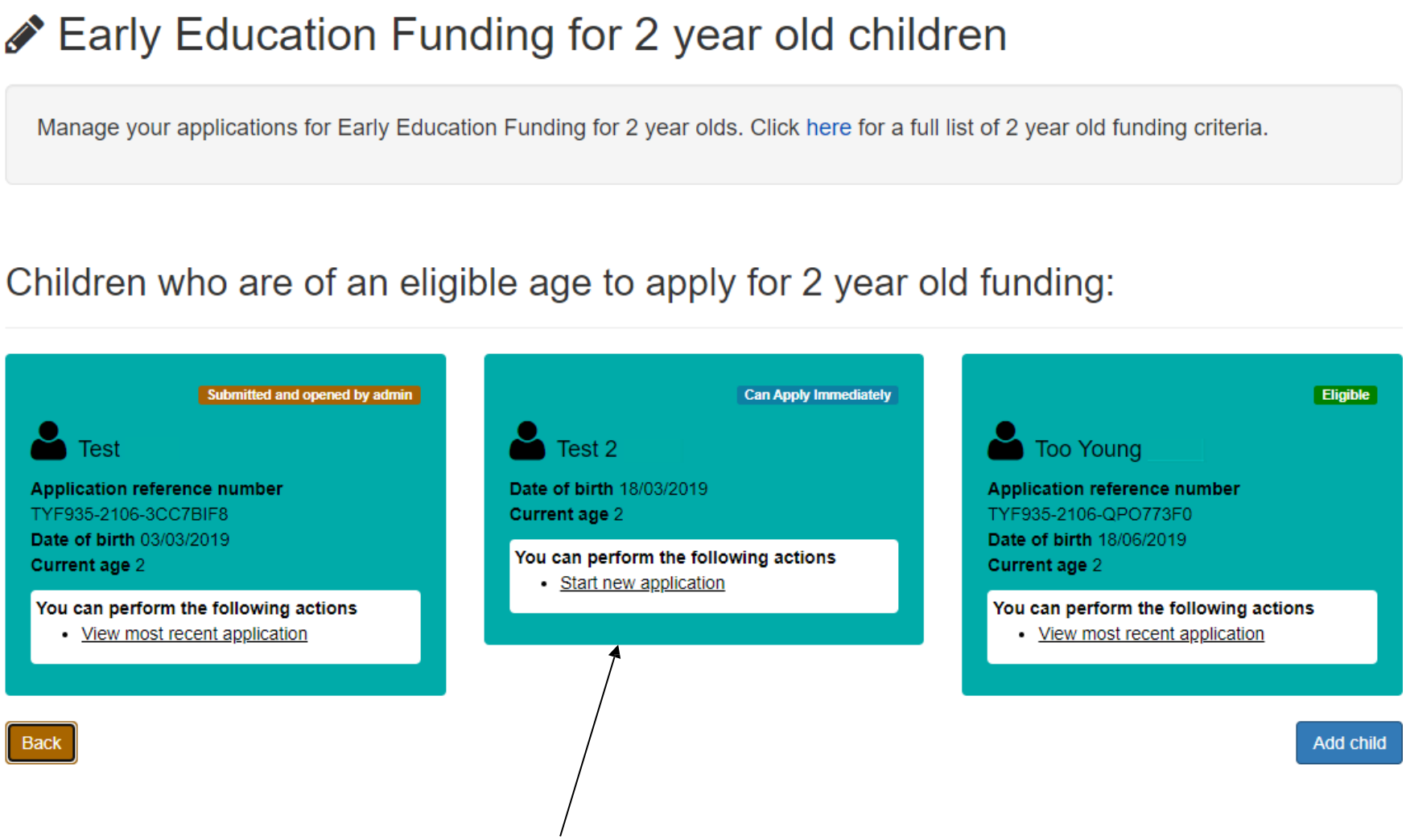
Adding your child and applying

If you have used the Citizen's Portal before, your children may already appear in the Two Year Old Funding homepage. Children in the eligible age range for two year old funding will appear at the top. Children who are too old or too young will appear at the bottom, and you are not able to apply for them.

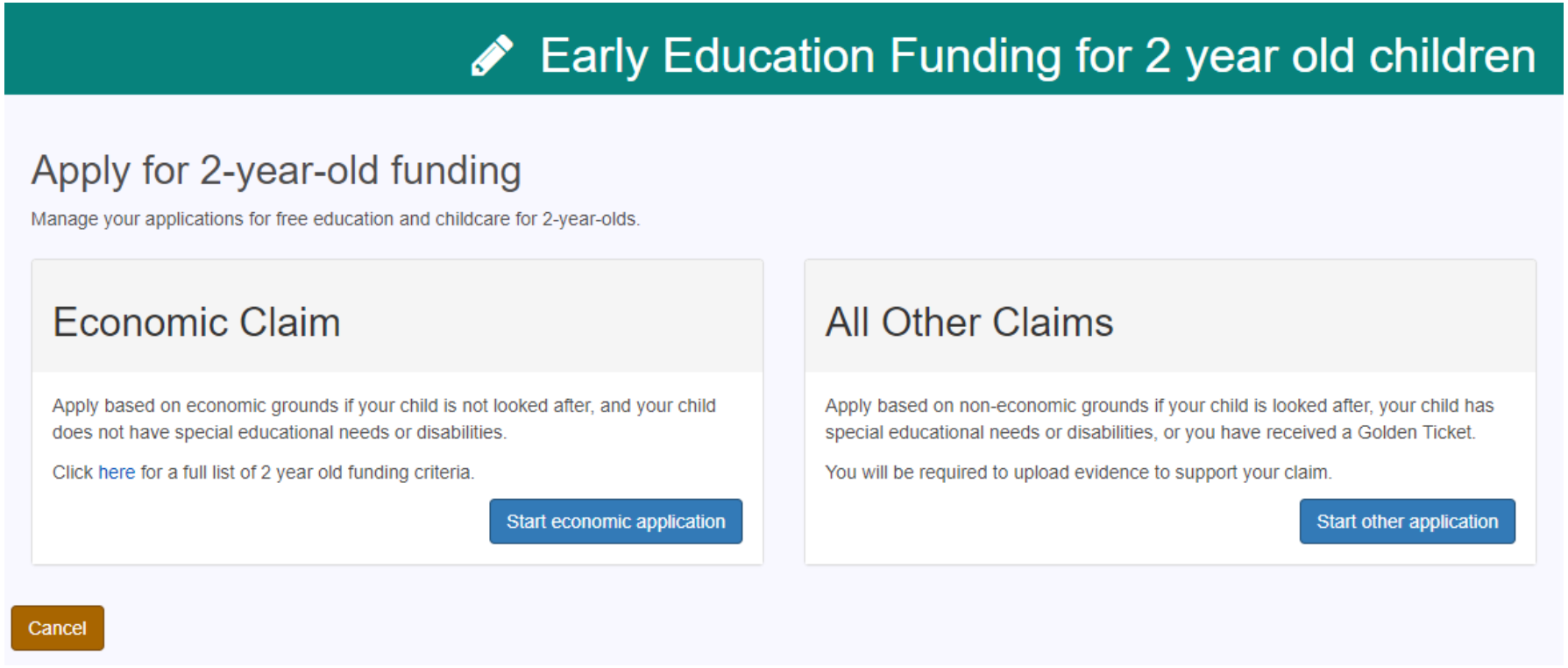


If your child does not already appear, or this is your first time using the Citizen's Portal, you will need to add the child new. Press 'Add Child'. Fill in all the required information and press 'Continue'.





Your child will now appear in the list. Click 'Start new application'. You can also view the status of previously submitted checks from this screen.



There are two different ways to apply for Two Year Old Funding. If you believe you are eligible based on your economic and benefits circumstance, select the 'Start Economic Application' option.

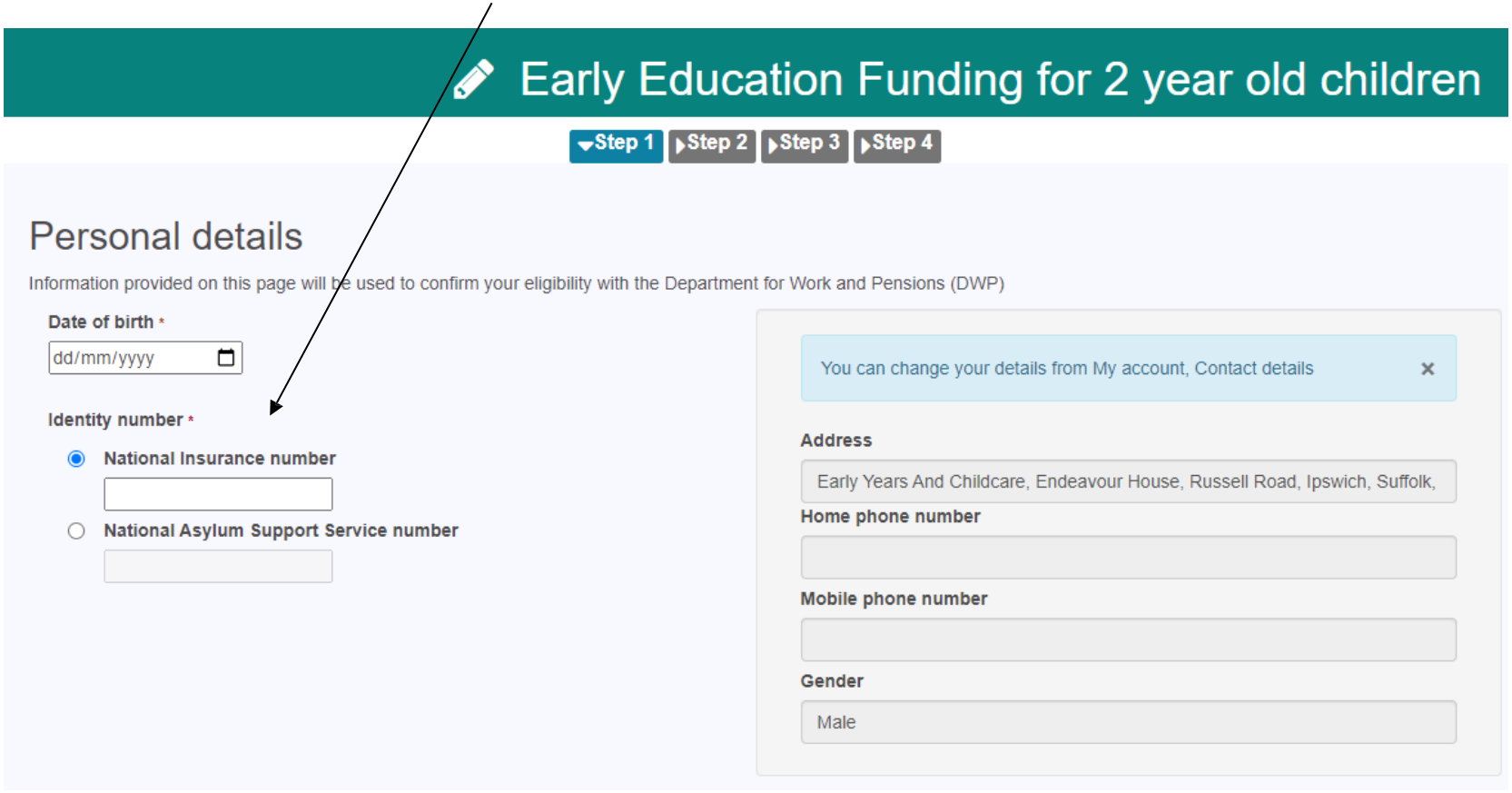
If you are eligible through non-economic means, or have received a Golden Ticket in the post, select 'Start Other Application'. The full criteria for both economic and non-economic means are listed here:

https://www.suffolk.gov.uk/children-families-and-learning/childcare-information-and-support-for-parents-and-providers/guidance-for-parents-and-carers/funded-early-learning-for-2-year-olds

You can find information on completing an **economic claim** on pages 4 to 6 of this document. Guidance for **all other claims** is on pages 7 to 8.

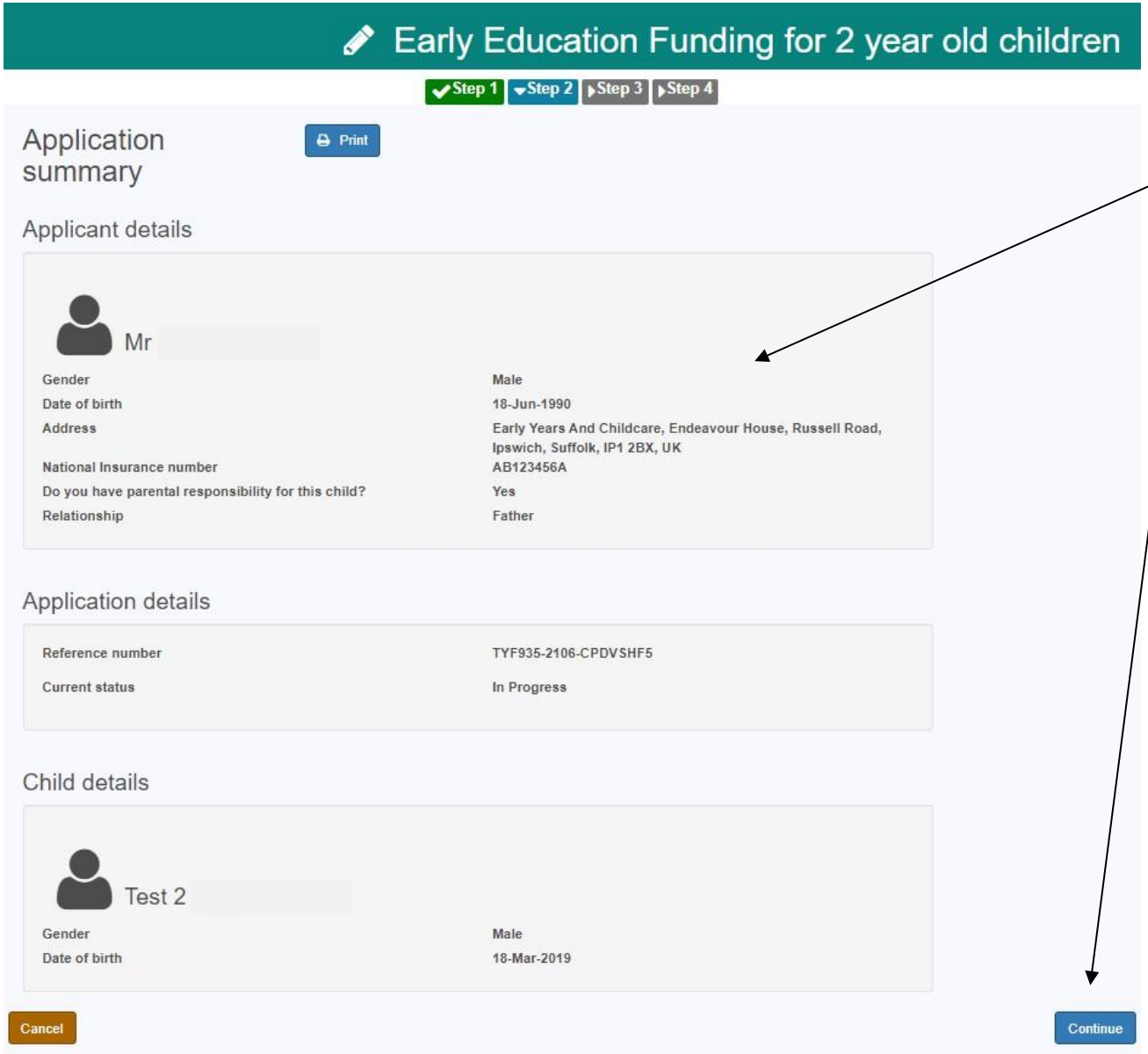
Economic Claim

Enter your personal details, including your National Insurance number or your National Asylum Seekers number if applicable.



Your details may already be populated here if you have used the Citizen's Portal before.

You can review the details of the child you are applying for on this screen below your personal details.



Review the summary of the information you have given to make sure it is correct. Any mistakes in your date of birth or National Insurance/National Asylum Support Service number may result in an incorrect result, so please make sure this is correct.

Click 'Continue'.

Read the declaration on the next page. You will need to tick 'I agree' before pressing 'Confirm'.

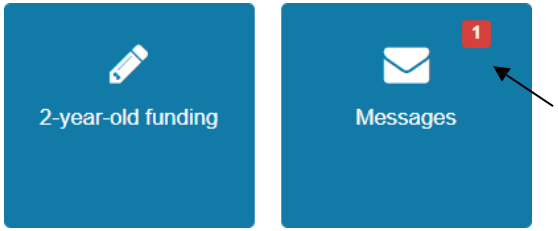
You will get an immediate result.



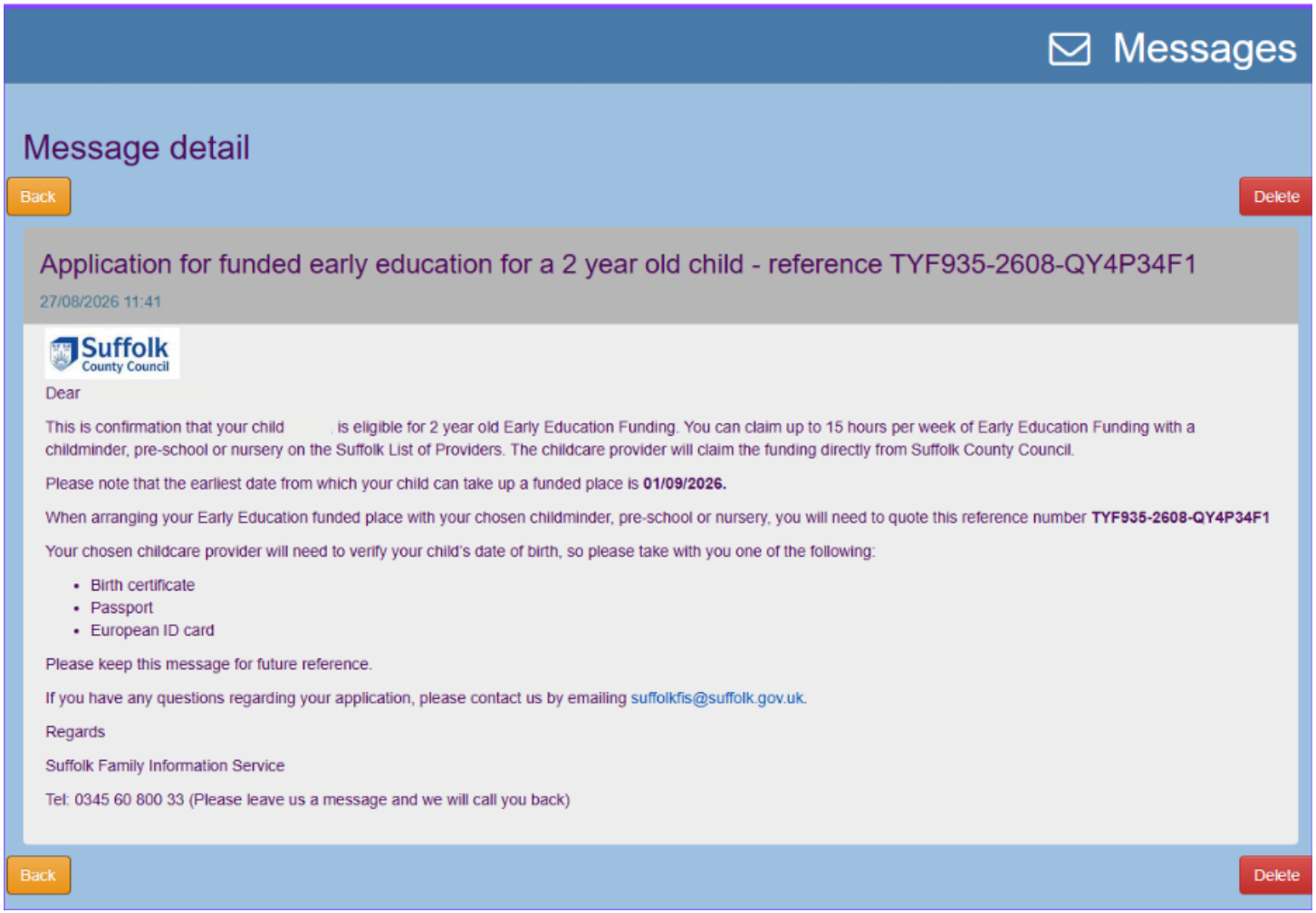
A green tick means you are eligible. This screen also includes the earliest date you can take up a funded place and your application reference number.



A red cross means you are not eligible at this time. This screen also includes options to check again with a second applicant's details, or to contact us by pressing 'request help'.

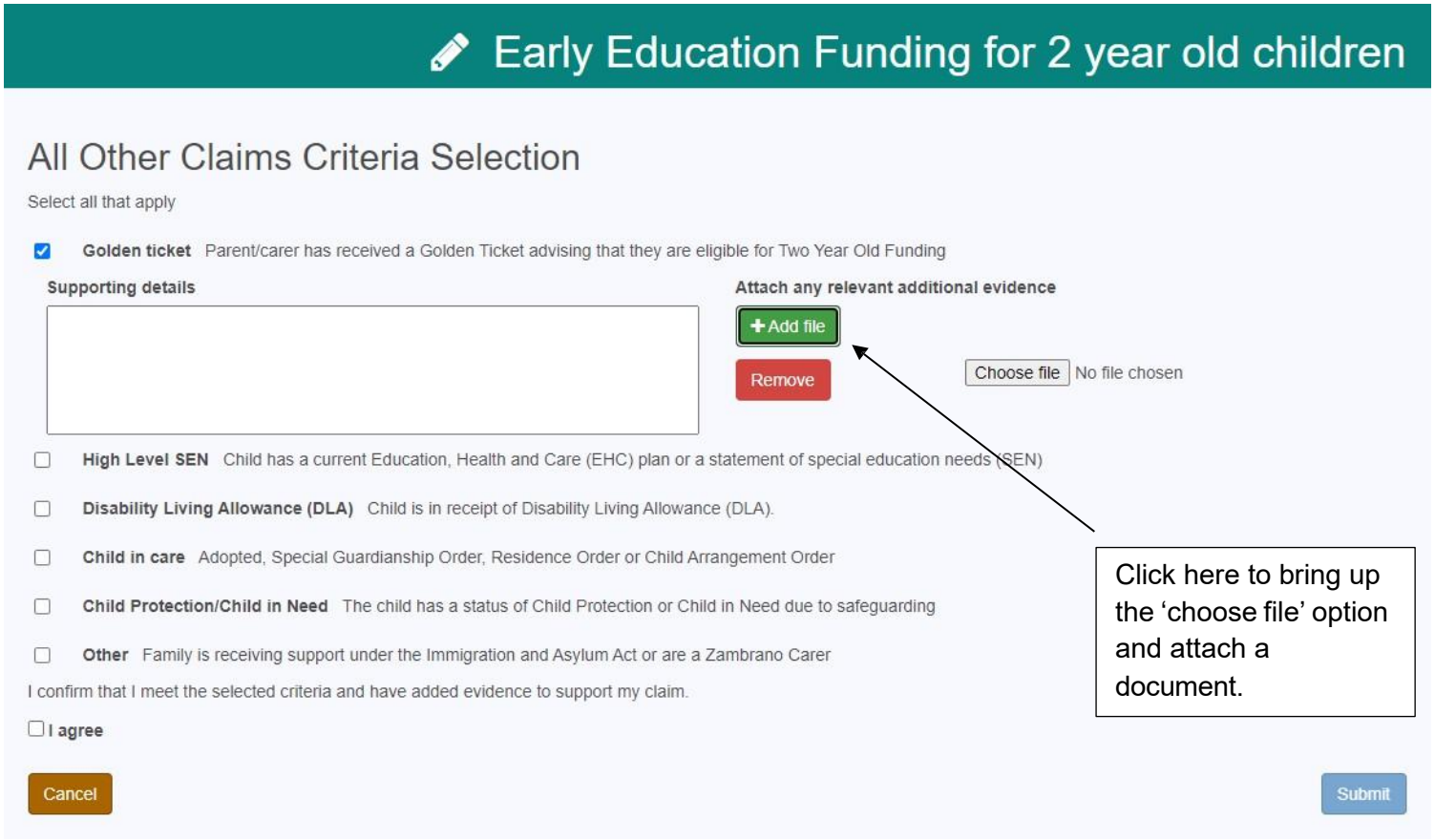


Whether you are eligible or not, you will receive a message in the Citizen's Portal with more details. This includes the earliest date your child can start at a nursery if you are eligible and the two year old funding application reference number. You can see this message by clicking on the 'Messages' button back on the home page of the Citizen's Portal.



You will need to take this message to your chosen childcare provider. You can take a screenshot, print it out, or just show it to them directly. The childcare provider will then be able to input the reference number and your child's details into their system to confirm eligibility and offer you a funded place.

All Other Claims



Tick the criteria you are applying under.

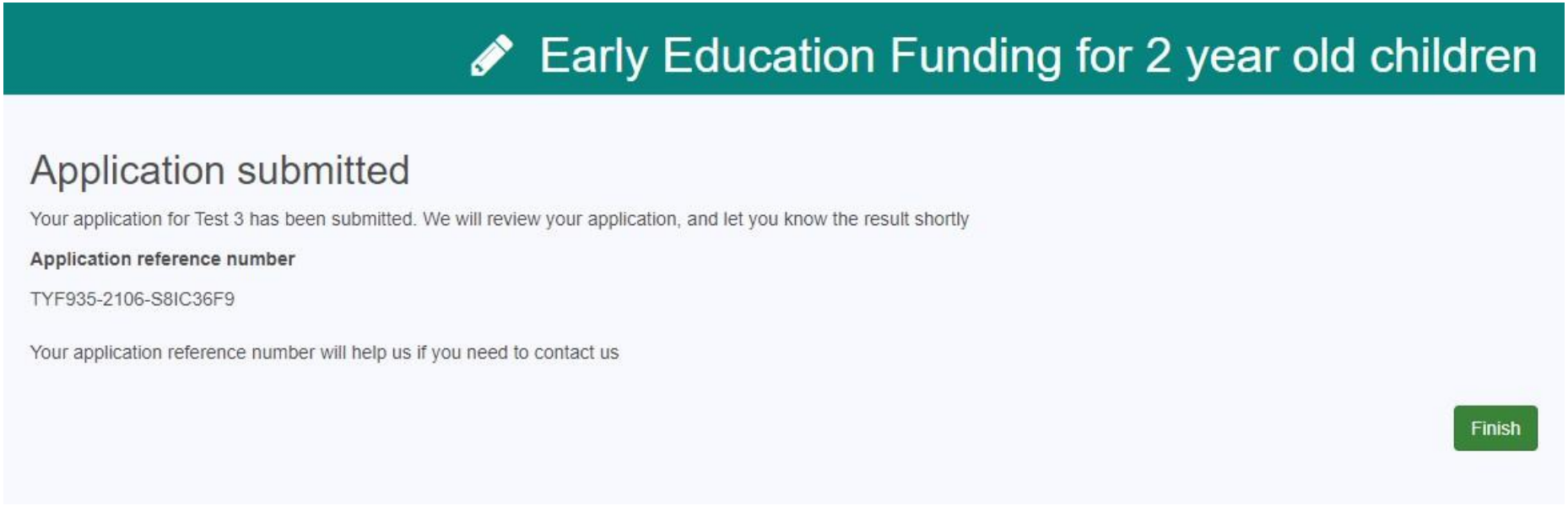
Upload some supporting evidence (e.g a photocopy of a document).

Type in the 'supporting details' box the evidence you have attached.

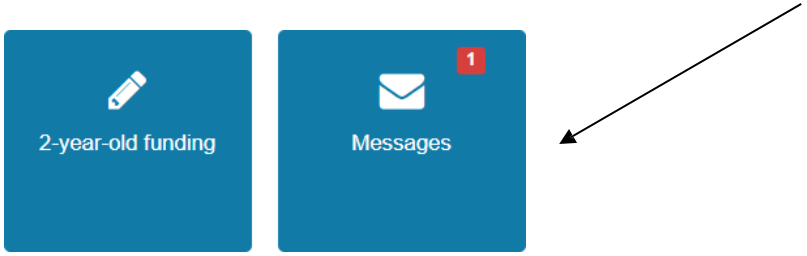
If you do not upload supporting evidence, we will contact you to request that you provide some.

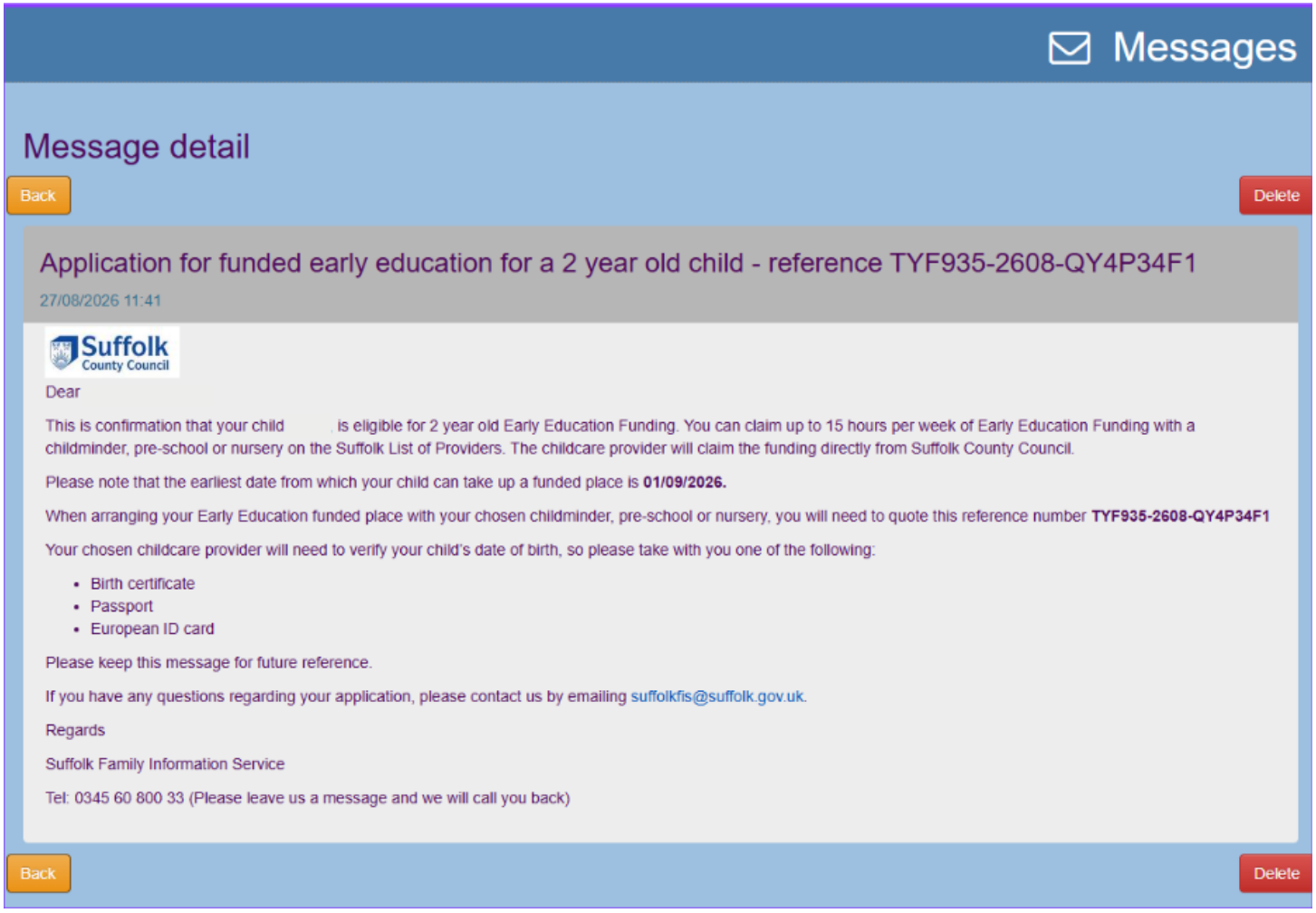
Evidence can be uploaded in the following file formats: png, jpg, jpeg, pdf, doc, docx, xls, xlsx

Tick 'I agree' after reading the declaration, then submit.



Your application will then be submitted for review. You will receive an email message telling you to log back into the Citizen's Portal to see the result of your application once it has been reviewed. This result will be in a message on your Citizen's Portal home page, visible here:





If your application is successful you will need to take this message to your chosen childcare provider. You can take a screenshot, print it out, or just show it to them directly.

The childcare provider must be on the Suffolk List of Providers.

The provider will then be able to confirm your eligibility using the application reference number. They will agree with you when to start claiming funded childcare for your child.

You can find the proof of eligibility at any time in the 'messages' section of the Citizen's Portal.

If you have any more questions about using this checker, or questions about 2 year old funding, please contact us by email: suffolkfis@suffolk.gov.uk or call 0345 60 800 33.