



Frequently Asked Questions – Parents

How do Childcare Vouchers work?

Electronic Childcare Vouchers are credited to your online account by your employer, usually on the same day you get paid. You can transfer vouchers to your carer(s), up to your current balance, either individually using the 'Payment' option, or by setting up a 'Standing Order'. To pay a carer you need their Edenred account number, which begins with a P- please contact your carer directly to obtain this.

Any carer that has accepted Edenred Childcare Vouchers before will already have an account with us. If your carer has not accepted our vouchers before, they will need to affiliate by visiting www.childcarevouchers.co.uk and clicking on "Accept Vouchers" in the Childcare Providers section. If your carer has chosen to be paid directly into their bank account, they will receive payment 3-4 working days after you make a transfer to them.

What type of care can Childcare Vouchers be used for

Your electronic Childcare Vouchers can be used to pay any carer that is registered with an appropriate body, and affiliated with Edenred. The main registration bodies are:

- Ofsted (England)
- Social Care and Social Work Improvement Scotland
- Care and Social Services Inspectorate Wales
- Local Health and Social Services Trusts (Northern Ireland) Care that is run by schools outside of school hours may also be eligible.

You should contact your carer(s) directly to establish whether they are appropriately registered and affiliated with Edenred.

How do I change the carer I wish to pay?

As your Childcare Vouchers are not tied to a particular carer, you simply need to ask your new carer for their Edenred account number, or ask them to affiliate with us if they have not accepted Edenred (or Accor Services) Childcare Vouchers before. Once you have their Edenred account number you can arrange payment via your online account as you did with any previous carers.

If you have a standing order set up to go to your old carer, you should delete it.

When will I receive my first/next vouchers?

The date on which you receive vouchers is set by your employer each time they place an order for you, so you should contact them directly with any queries of this nature.

How do I leave the scheme or change the value of vouchers I receive from my employer?

Click on the Amend/Leave Scheme option and follow the instructions provided. If you also wish to change or stop the vouchers currently being transferred to your carer by standing order, you will need to delete your current standing order from the Standing Orders page, and create a new one if applicable.

Can I get a refund for unused Childcare Vouchers?

Whether you can receive a salary alternative to vouchers you have accrued will depend on the conditions of the scheme determined by your employer in the agreement you signed up to.



Please consult those conditions and discuss them with your employer if necessary. It is quite common that employers' schemes do not allow for this.

However, as Childcare Vouchers can be used for out of school and holiday clubs for children up to the age of 15, you may well be able to get further use of any vouchers you have built up.

What happens if I change employer?

When you join the Childcare Vouchers scheme, you are entering into an agreement with your current employer. When you move to a new employer, you are technically 'leaving' the scheme. As the Childcare Vouchers scheme closed to new entrants on 4th October 2018 you will not be able to 'rejoin' your new employer's scheme.

However, if you are transferring to a new employer via TUPE, your rights are protected and you will still be eligible to remain on the Childcare Vouchers scheme.