

Frequently Asked Questions (FAQs)

DfE Childminder start-up grant scheme

This document answers frequently asked questions (FAQs) about DfE’s childminder start-up grants scheme. Before you read this document, we recommend that you look at the relevant policy for your question; these are all available under the help section ((?) icon) you can access via the top left of the application system:

- Eligibility criteria
- Application guidance
- Complaints policy
- Appeals policy
- Privacy notice
- Application timeline

Contents

Eligibility	1
Phased childminder agency (CMA) payments	2
Operational status.....	3
Application	3
Payment.....	3
Contact details	4

Eligibility

I live in Wales or Scotland but the premises I’m registered to run my childminder business from are in England. Can I apply for a grant?

The childminder start-up grant is available to new childminders registered in England. If your home address is in Wales or Scotland but your registered premises are in England and you provide early education and care in England, you can apply for a grant.

This grant is not available to childminders who are registered to provide early education and childcare in Scotland and Wales.

If I only plan to care for children aged 8 and over, do I still have to be registered to receive this grant?

If you only care for children aged 8 and over, to receive a grant you must be registered as a childminder on the voluntary part of the Childcare Register.

I have previously received a grant to set up as a childminder. Am I still eligible?

You are not eligible for more than one grant from this scheme (since 30 November 2023).

Childminder start-up grants

You may be eligible for a grant if:

- the grant was received through a previous scheme, such as the Childcare Business Grants scheme; and
- you have since left the childminding profession; and
- you have now re-registered following a gap of more than 12 months.

Can I apply for a grant if my partner or another family member who works as a childminder from the same address has also applied for one?

If you and your partner or family member are registered as childminders and you can both provide your unique registration numbers and dates of registration, you can apply for two separate grants.

I have registered as a childminder since 15 March but my childminder agency (CMA) is closing. Can I apply for a grant when I re-register with Ofsted or another CMA?

If you have registered as a childminder since 15 March 2023 with a CMA that is now closing, you will have been contacted with instructions for applying for a grant. You should apply using your original registration details.

Can other types of early education and childcare provider apply for a grant?

Only childminders are eligible for this grant. The following childcare providers are not eligible:

- Pre-schools and playgroups
- Day Nurseries
- Breakfast and afterschool clubs
- Nursery schools/classes
- Children's centres
- Holiday schemes
- Creches
- Nannies and au pairs
- [Childcare on domestic premises](#)

Phased childminder agency (CMA) payments

I have registered with a CMA since 15th March 2023 but I haven't taken on any children yet. Can I apply for a grant?

If you registered with a CMA on or after 15th March 2023, you may be eligible for the first grant payment of £600 if you meet the other criteria. To receive the second CMA payment of £600, your CMA must confirm that you have taken on your first child or children within 6 months of your registration date. Your CMA will tell us this automatically, so you don't need to notify us yourself.

Childminder start-up grants

Operational status

I have registered with Ofsted. When do I need to start caring for my first child?

If you are registered with Ofsted, there is no specific timeframe for taking on your first child. There is no second payment for Ofsted-registered childminders like there is for childminders registered with CMAs.

Application

Can I apply for more than one grant?

If you have successfully applied for a childminder start-up grant, you cannot apply again for another grant.

If my first application isn't successful, can I try again?

If your grant application is unsuccessful and you think that the decision is incorrect or unfair, you can make an appeal. You can find the appeals process under the help section (top left (?) icon) in the application system).

If your application was previously unsuccessful but your personal circumstances have changed and you think you may be eligible, contact the helpdesk (address) to ask if you can submit a new application.

Payment

I received an email to say I've been paid, but the money isn't in my account. What happened and what do I do now?

Once your application has been approved, you will receive an outcome notification and can expect to receive payment within 15 days. If you have still not received payment after 15 days of the outcome notification, contact childmindergrants@ecorys.com with your reference number (included in your outcome) in the title of the email.

My bank details have changed since I applied. What should I do?

Payments will be made to the bank details supplied in your application, which must match your bank statement upload.

If your bank details change, please email childmindergrants@ecorys.com straightaway, well ahead of any expected payment. Payments cannot be redirected unless new bank details are provided more than two weeks before payment.

Childminder start-up grants

Contact details

How do I contact the scheme?

Please check first if your query is covered in the guidance documents at the top of this page, available under the help section ((?) icon) accessible via the top left of the application system. If your query is not included in these FAQs, please email childmindergrants@ecorys.com or contact the telephone helpline on 0203 959 0380.

If you wish to ask about an application or a payment, please refer to the applicant roadmap & timeline in our guidance.

If you wish to make a complaint, please refer to the complaints procedure.

If you wish to appeal a decision following an unsuccessful application for the grant, please refer to the appeals procedure.

If you wish to give general feedback, [please complete the satisfaction survey](#).