



Childcare Support Fund - Guidance

This guidance is provided to support appropriate referrals to the Glasgow Childcare Fund. This guidance includes information about other entitlements people may be eligible for, to reduce the risk of inappropriate referrals. Please note that this document should not be relied upon to provide personal advice to a person seeking support.

About the Childcare Support Fund

GCVS is distributing funding from the Scottish Government to pay for childcare provided by registered childcare providers that supports low-income parents and other guardians to increase their income through employment. This can include covering the costs of childcare so that parents can:

- Take on a new job (while taking care not to displace any entitlement they may have to support available through the DWP Flexible Support Fund – see below)
- Increase their hours
- Change job
- Sustain their current employment through a period of adversity such as:
 - a. A change in family circumstances (family separation, loss of income, increased cost of living)
 - b. Disruption to their existing childcare arrangements (e.g. a friend or family member who normally looks after children not being available)
- Access training, education or other activity to improve their employment prospects
- Have time to apply for jobs and attend interviews

The children whose childcare costs are being met must be aged between 9 months and the end of Primary School. It can provide additional support to families that already receive the free 1,140 hours for early learning and childcare; cover early learning and childcare costs for children who aren't eligible; and pay for out-of-school care for primary-age children.

The funding aims to support families who are at greatest risk of poverty. Funding is paid directly to the childcare provider (who must be a registered childcare provider). **The funding can cover the cost of childcare for up to twelve weeks.**

Before making a referral for support, please review the content below on the other types of support available to families. The Childcare Support Fund should only be used when other forms of support are not suitable.

To refer a family for the Childcare Support Fund, please [click here](#).

Other Types of Support Available

In addition to the 1,140 hours per year of free childcare provided for children before they begin Primary School, there are UK programmes to support children and families. Accessing the Childcare Support Fund from GCVS has an impact on these programmes, and it is important to understand this:

Universal Credit

Families claiming Universal Credit, where both parents are working, can claim back up to 85% of their childcare costs. For more information visit: [Universal Credit childcare costs – gov.uk](https://www.gov.uk/universal-credit-childcare-costs). This is a help for many families; however, it may not be suitable for everyone as:

- It is paid in arrears and families normally need to pay the cost up-front to the provider before claiming it back (see **Flexible Support Fund** below)
- It can be complex to claim, and some families may struggle to do so. Errors / missed deadlines may lead to delays in payment or loss of entitlement
- It is not generally available where one parent is working, and the other is looking for work
- It is only available to those in receipt of Universal Credit, and not all people at risk of poverty will be receiving Universal Credit

Flexible Support Fund

The Flexible Support Fund is a discretionary fund that Job Centre Job Coaches can access for their clients. If a client advises their Work Coach that the up-front cost of childcare is a barrier to them, the Work Coach may recommend them for a Flexible Support Fund grant. If they are recommended for this support, the childcare for the first month will be paid by DWP, but the parent can also reclaim the 85% through Universal Credit. This gives families a small cushion to bridge the gap between paying childcare costs and receiving reimbursement through Universal Credit.

An applicant cannot access the Flexible Support Fund once they have started work. They also cannot access the Flexible Support Fund and the Glasgow Childcare Fund at the same time. If you are working with a client who is about to start a new job and requires support with childcare, it is likely to be in their interests for you to refer them initially to their Work Coach. Only after a Work Coach determines they are not eligible for the Flexible Support Fund should you refer them to the Childcare Support Fund.

Please read the attached Privacy Policy below.



Glasgow
Council
for the
Voluntary
Sector

Glasgow Council for the Voluntary Sector (GCVS)

Childcare Support Fund

Privacy Notice

This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you during your support and after it ends. We are required to make you aware of this information under data protection legislation. Please make sure that you read this privacy notice and any other similar notice that we may provide to you from time to time when we collect or process personal information about you.

1. Who are we

Glasgow Council for the Voluntary Sector (GCVS) administers the Childcare Support Fund using funding provided by the Scottish Government. The purpose of the Fund is to support eligible low-income parents and carers with registered childcare costs where childcare supports them to enter, remain in or progress through employment, training or employability activity.

For the personal information covered by this notice, GCVS will act as the data controller where it determines why and how that information is processed.

Contact details:

Glasgow Council for the Voluntary Sector (GCVS)

348 Argyle Street, Glasgow G2 8LX

Tel: 0141 332 2444

Email: information@gcvs.org.uk

Data protection contact: dpo@gcvs.org.uk

2. Why are we collecting the information

We collect and use personal information so that we can:

- Receive and assess referrals to the Childcare Support Fund
- Determine whether support is appropriate
- Administer and monitor awards
- Arrange payment of childcare costs directly to registered childcare providers
- Verify information relevant to eligibility
- Contact childcare providers, local authorities or other relevant agencies where necessary
- Prevent duplicate or inappropriate funding
- Monitor how the fund is reaching priority groups
- Evaluate and report on the operation of the Fund
- Meet our legal, financial, audit and accountability requirements.

The referral form already envisages the parent/carer confirming that they have read the privacy statement and understand that GCVS may contact the childcare provider, local authority and other relevant agencies to validate eligibility and arrange support.

3. Information we collect:

Referring organisation:

- Organisation name
- Contact Person's name
- Job title
- Email address & telephone number

Parent/Carer:

We will collect:

- Name of parent/Carer
- Address & Postcode
- Contract information such as email, telephone number
- Employment status
- Reason childcare support is required
- Relevant information about employment, training or job-seeking
- Universal Credit childcare information
- Relevant Flexible Support Fund information
- Details of previous financial inclusion advice.

Children and household:

We will collect information about:

- The number and age/category of children requiring childcare
- Whether the household falls within specified priority groups
- Childcare arrangements required

Childcare provider and costs

We will collect:

- Childcare provider name
- Provider telephone number and email address
- customer/reference number
- Type of childcare
- Confirmation that the provider is registered with the Care Inspectorate
- Hours of childcare
- Weekly childcare costs
- Registration fees, deposits or other relevant upfront costs.

The Fund guidance indicates that payments will be made directly to registered childcare providers and that support can cover childcare for up to 12 weeks.

4. Data minimisation

GCVS will only request personal information that is reasonably necessary to assess, administer, monitor and account for the Fund.

5. Data Protection Principles

We will comply with the data protection principles when gathering and using personal information. This means we promise to respect and keep safe any personal information you share with us about you and your child(ren) and information we get from the agencies/organisations.

6. Who we may share information with:

Where necessary and proportionate for administering the Fund, information may be shared with:

- The referring organisation
- The relevant childcare provider
- The relevant local authority and Scottish Government
- Other relevant agencies involved in validating eligibility or arranging support
- Organisations that provide secure IT, administration, audit or professional services to GCVS where appropriate contractual safeguards are in place.

The referral form clearly anticipates GCVS contacting childcare providers, local authorities and other relevant agencies for eligibility validation and arranging support.

7. How long we plan to retain the information:

The tables set out on the following pages, called Appendix 1, summarises the information we collect and hold, explains how and why we hold it, and how long we keep it.

In providing our services, GCVS will normally share personal information with other agencies/organisations. Please see Appendix 1, this will tell you when we seek your consent to do so.

We make sure that all data sharing is done securely, and that it is proportionate. By proportionate, we mean that we share only the minimum amount of personal data required, and only with those that need to have access to this information.

However, there are exceptional circumstances where we may have to disclose personal information without your consent. These are:

- If we believe that either you or someone else linked to you is at risk of significant harm. GCVS staff have a duty to report any issues relating to child protection or adult safeguarding.
- Where an issue comes up, that means we have a requirement to disclose your personal information.

In certain circumstances, we will notify you of any changes to information we collect or the purposes for which we collect and process it.

8. Where information may be held

Information will be held on our secure management system which is only accessed by staff working on this project at GCVS. We do not intend to store any paper copies of your information, if printed for any reasons then this will be done securely and only accessed by relevant staff of GCVS. Further it would also be securely shredded or destroyed following the data protection best practice.

We have security measures in place to seek to ensure that there is appropriate security for information we hold.

9. How long we keep your information

GCVS keeps your information for no longer than is necessary for the purposes for which we collected information in the first place. Further details on this can be found in the tables on the following pages.

10. Your rights to correct and access your information and to ask for it to be erased

Please contact GCVS, either by e-mail, telephone or in writing if you would like to make any changes to the information that we hold relating to you, if you would like to see this information or if you have any questions about this notice. You also have the right to ask GCVS for the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Please contact us if you require further information on this.

11. Keeping your personal information secure

GCVS has taken care to make sure that the personal information we hold during this process is protected from being accidentally lost, used or accessed by someone who does not need to see it.

We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you of a suspected data security breach where we are legally required to do so, as well as any applicable regulator e.g. the Information Commissioner's Office (ICO), Police Scotland. Information about data security can be found in our Data Protection Policy.

12. How to complain

If you have any questions or concerns about our use of your information or if you want to make a complaint about the way we have processed your personal information, you can contact GCVS as follows:

Address: 348 Argyle Street, Glasgow G2 8LX

Phone: 0141 332 2444

Email: information@gcvs.org.uk

If you are unhappy with our response, you can contact the ICO at <https://ico.org.uk/make-a-complaint/> or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

Appendix 1

Information	Why we collect the information and how we use it	How long we keep your information for
Unsuccessful/ineligible referral forms	Legitimate interest: To identify the organisation and the parent/carer on our system/in our records. Any queries, complaints, assurance and monitoring.	12months after the project finishes.
Successful referral forms	Legitimate interest: To identify the organisation and the parent/carer on our system/in our records. Financial governance, audit and accountability.	6 years after the fund awarded.
Payment records, invoices and payment evidence	Legitimate interest: Financial governance, audit and record keeping.	6 years after the fund awarded.
Eligibility/verification evidence	Legitimate interest: To demonstrate appropriate use of funds	6 years after case closure where evidence forms part of the funding audit.
Copies of documents containing unnecessary sensitive information	Legitimate interest: Data minimisation	Delete as soon as verification is complete.
Monitoring information	Legitimate interest: To reduce privacy risk while permitting project evaluation	Keep identifiable data only a limited required time, thereafter anonymise.
Referral organisations contact information	Legitimate interest: To administer and reasonable follow-up	6 years after the fund awarded