oneeducation

Managing Early Years Providers Handbook

last updated for the Spring 2019 release

Handbook

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Contents

01 | Document Change Control

Date	Release	Description
Autumn 2020		**Ofsted Data Import** A section for Ofsted data Import is now included the handbook. For more information, see *Ofsted Data Import* on page *77*
Spring 2019	3.68	**Consent to Share Information** 'Publish to FID' has been amended to behave/work independently to any selection made in 'OFSTED Consent Withheld' field. This changed means records will still be Published to Family Information Directory (FID) irrespective if 'OFSTED Consent Withheld' is selected or not. For more information, see *Recording Consent to Share Information* details page 30
Autumn 2018	3.65	**Additional Information panel** The **Additional Information** panel has been added to the **Maintain Service Provision** page. It is used to display the additional information about a service that the Local Authority has collected from providers using the Self Update portal. For more information, see Displaying Additional Information for a Service on page 39.
		Service Provision Details panel A new text field called **Details of your 30 hours offer** has been added to the Service Provision Details panel. It is used to display the information that the Local Authority has collected from providers about their 30 hours offering using the Self Update portal. For more information, see *Displaying Details of a Service Provision* on page *39*
		Extended Offer Ceases From If the provider uses the Self Update portal to update their details to say that this service no longer offers extended childcare, when the changes are submitted and approved by the LA, the **Extended Offer Ceases From** term is updated. For more information, see Maintaining Provider Services on page *25*

Date	Release	Description
		Provider Census The **Provider Census** page is now only used to view historical census data and not to update the Early Years Census. This is now updated in the Self Update portal or in the v4 Client via **Early Years | Census Return**. For more information, see <u>Viewing Provider Census Details</u> on page *64*

02 | Introduction

Overview

Early Years is part of the One v4 Client. It is used to enter and maintain records of childcare providers and early years services. It also records information about the children attending early years settings, including the number of hours funded through free entitlement, and enables payments to be made to the childcare providers.

Using this Handbook

This handbook is intended for those using Early Years v4 Client to maintain details of early years childcare provision. It covers the functionality for managing the following:

- Provider Basic Details
- Provider Contacts
- Provider Organisations
- Provider Staff
- Provider Services
- Communication Log
- Complaints
- Income
- Job Vacancies
- Links
- Monitoring
- Viewing Historical Provider Census
- Availability and Capacity
- Service Charges.

> **More Information:** *One Early Years Setup, Managing Early Years Payments, One Early Years Headcount Provider Portal* and *One Early Years 30 Hour Entitlement Provider Portal* handbooks available on the One Publications website and on My Account.

Permissions

Early Years uses business processes to determine which user groups have access to specific functionality. User groups are assigned read, read-write, read-write-delete or deny permissions to each Early Years business processes. Permissions are maintained in the One v4 Client. One System Administrators should create user groups with the desired level of access to the following business processes and main business processes:

- Early Years Administration
- Early Years Finance
- Early Years Processing
- Early Years Setup.

Additional Resources:

Reference Guides: User Group Permissions and *User Group Processes* available on the One Publications website and on My Account.

03 | **Managing Provider and Service Details**

Introduction

The **Maintain Provider** page provides panels and links that enable you to maintain information about the childcare provider and the service provision.
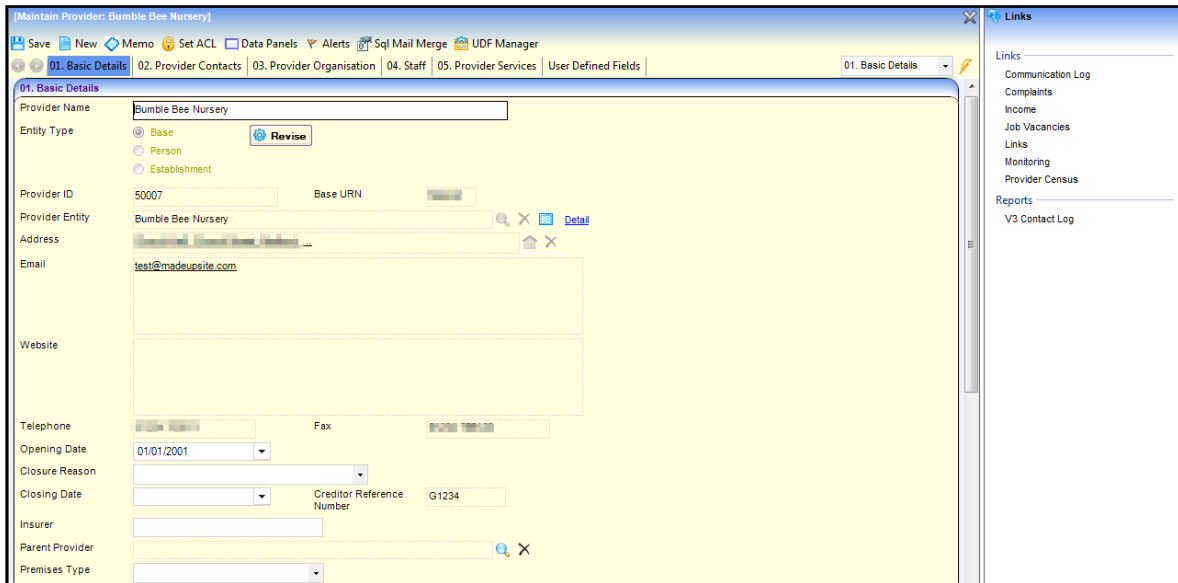
Searching for a Provider

1. Select **Focus | Early Years | Search for Provider** to display the **Search childcare provider** page.
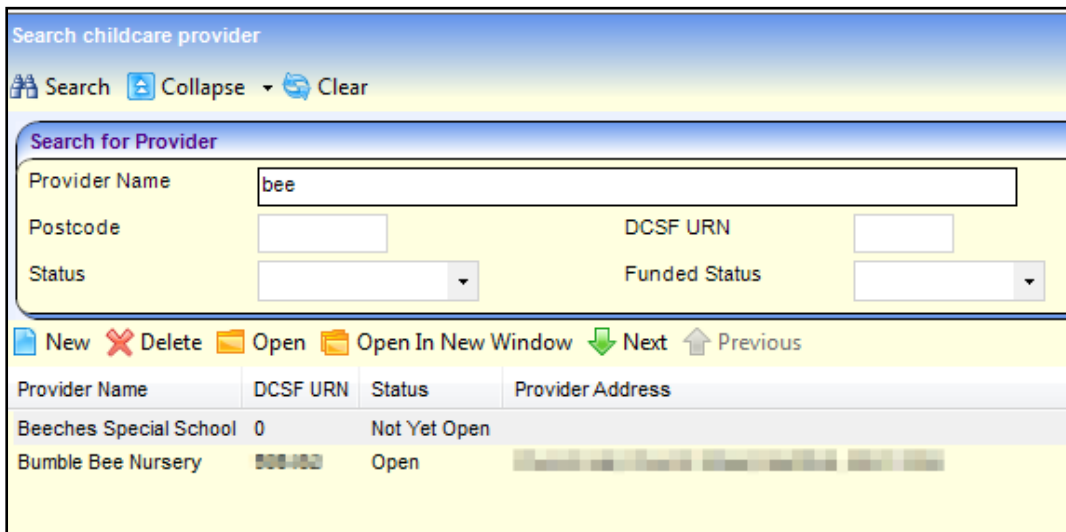
2. Enter one or more search criteria as follows:

   ■ Two or more characters of **Provider Name**.

   ■ First three or more characters of **Postcode**.

   ■ First two digits of **DCSF URN**.

3. Click the **Search** button to display a list of matching providers.

Adding a New Provider

A new provider record can be created to record provider details.

When adding a new provider, an entity type must be selected. It is recommended that the entity type is selected as follows:

- If the childcare takes place in a school, select an **Entity Type** of **Base**.

- If the provider is a childminder, it is recommended that you select an **Entity Type** of **Person** enabling you to link them to a person record.

- If the childcare takes place in a building such as a village hall, it is recommended that you select an **Entity Type** of **Establishment**.

Every provider has a linked base. If the entity type is base, the linked base will be the same base (school). If the entity type is person or establishment, a linked base record is automatically created using the details of the person or establishment. If a child attends a funded service, the linked base is used in the child's school history record.

To add a new provider record:

1. Search for the provider via **Focus | Early Years | Search for Provider**. For more information, see Searching for a Provider on page *9*.

2. Click the **New** button to display the **Maintain Provider: New Provider** page.

3. Enter a **Provider Name**.

4. Select an **Entity Type** of **Base**, **Person** or **Establishment**.

5. Click the browse button to display the **Search Base**, **Person Enquiry** or **Search Establishment** dialog and select a **Provider Entity**.

If the required base, person or establishment is not listed, click the **New** button to add a new record.

6. If required, enter an **Opening Date**.

7. If required, enter a **Creditor Reference** and **Insurer**.

8. If required, click the browse button to display the **Search Childcare Provider** dialog and select a **Parent Provider**.

9. If required, select a **Premises Type** from the drop-down *(Lookup Table ID: 0480)*.

10. To add details of contacts, select the **Provider Contacts** tab. For more information, see Adding a New Contact on page *13*.

11. To record details of the umbrella organisation, select the **Provider Organisation** tab. For more information, see Maintaining Provider Organisations on page *15*.

12. To record staff details, select the **Staff** tab. For more information, see Adding a New Staff Member on page *17*.

13. To record service details, select the **Provider Services** tab. For more information, see Adding a Service for a Provider on page *25*.

14. Click the **Save** button.

Viewing Provider Details

1. Search for a provider. For more information, see Searching for a Provider on page *9*.

2. Select the required **Provider Name** in the list and click the **Open in New Window** button to display the **Maintain Provider** page, which has the following tab pages:

- **Basic Details** displays the basic information about the provider.
- **Provider Contacts** displays the name and role details of contacts for the provider.
- **Provider Organisation** displays details of the umbrella organisation.
- **Staff** displays the details of staff working for the provider.
- **Provider Services** displays the services provided.
- **User Defined Fields** displays any UDFs defined for provider details.

Updating Provider Basic Details

The **Entity Type** and **Provider Entity** can be changed via the **Revise** button. The remaining details are updated by clicking the **Detail** button and updating the base, person or establishment details.

## Updating the Provider Entity

The entity type can be changed, but it is recommended that it is selected as follows:

- If the childcare takes place in a school, select an **Entity Type** of **Base**.
- If the provider is a childminder, it is recommended that you select an **Entity Type** of **Person** enabling you to link them to a person record.
- If the childcare takes place in a building such as a village hall, it is recommended that you select an **Entity Type** of **Establishment**.

Every provider has a linked base. If the entity type is base, the linked base will be the same base (school). If the entity type is person or establishment, a linked base record is automatically created using the details of the person or establishment. If a child attends a funded service, the linked base is used in the child's school history record.

> **NOTE:** *Changing the **Entity Type** from **Base** to **Person** or **Establishment** does not change the linked base for the provider. If required, a new linked base can be selected.*

1. Search for and select a provider.

2. Click the **Revise** button.
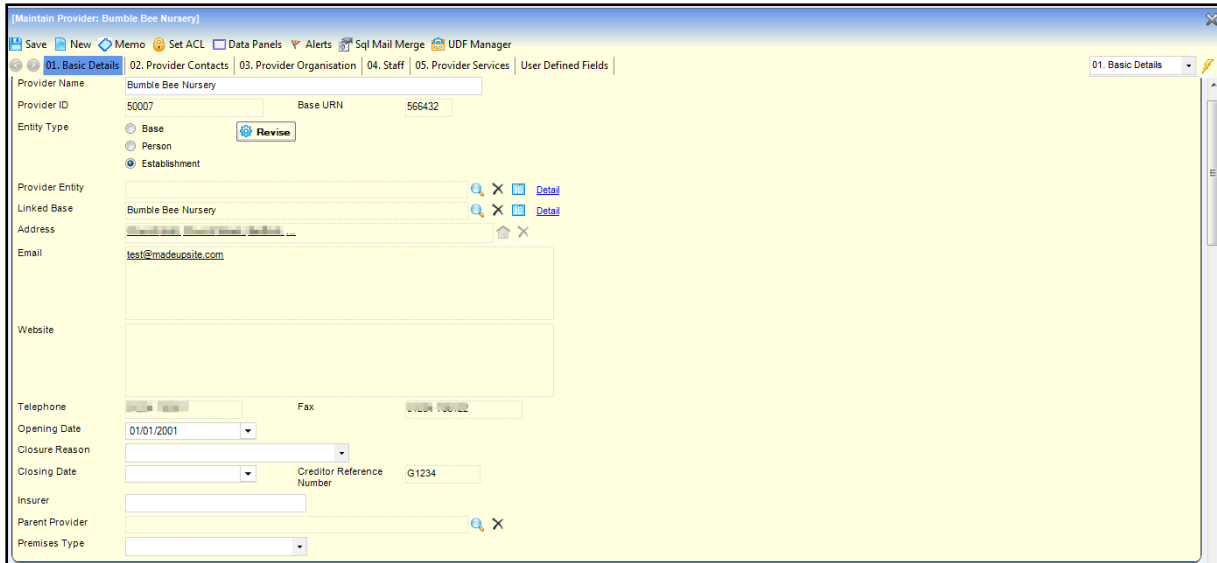
3. If required, select a different radio button to change the **Entity Type**. **Entity Type** can be set to **Base**, **Person** or **Establishment.**

4. Click the browse button to display the **Base Search**, **Person Enquiry** or **Search Establishment** dialog and select a new **Provider Entity**.

5. If required, select a **Linked Base.**

6. Click the **Save** button.

Updating the Provider Entity Details

1. Search for and select a provider

2. Click the **Detail** button to display the **Person Details** or **Maintain Establishment** page, depending on the **Entity Type**.

3. Change the entity details as required.
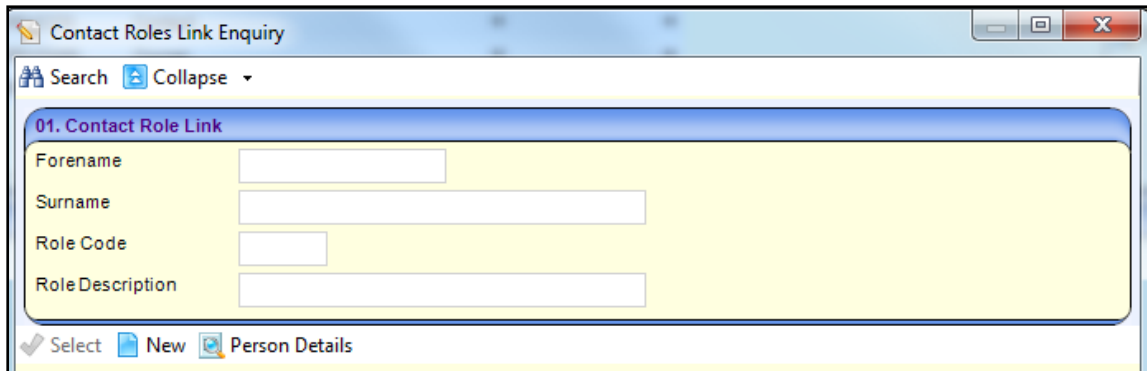
4. Click the **Save** button.

Maintaining Provider Contacts

Provider contacts and their roles are maintained via the **Maintain Provider | Provider Contacts** panel.
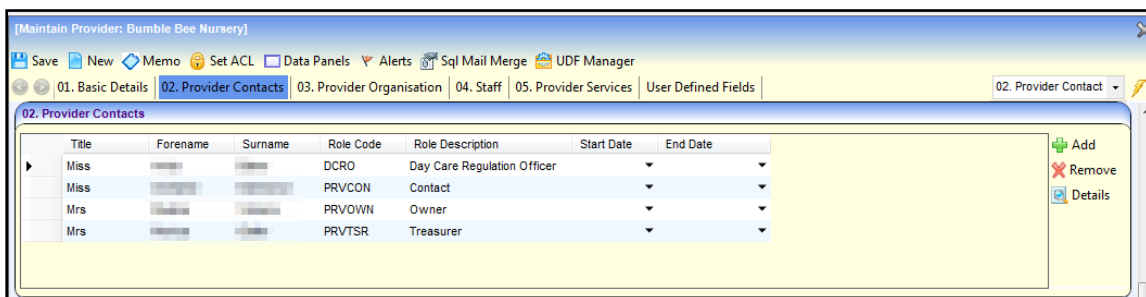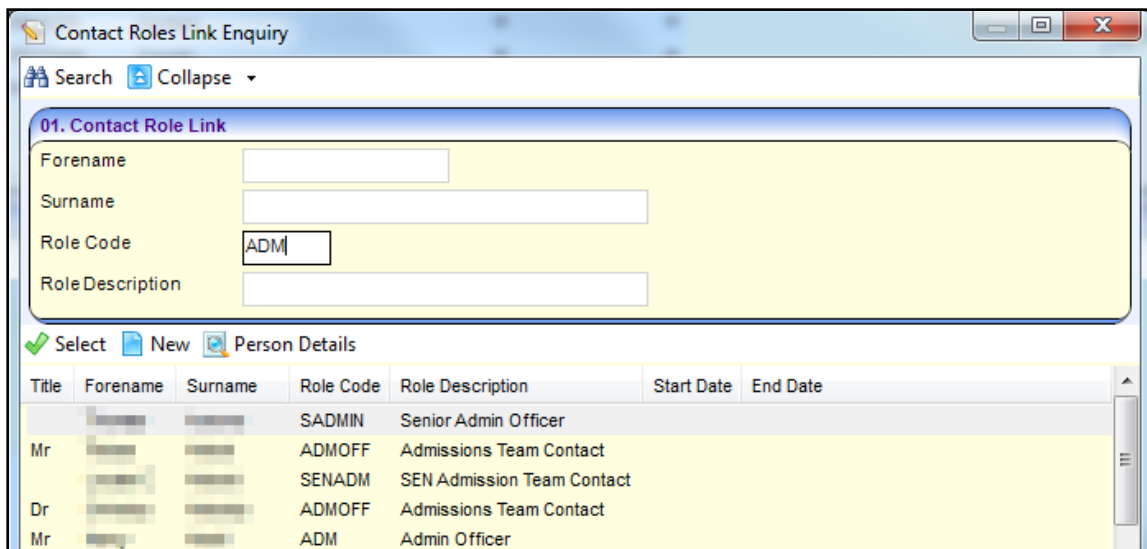

Adding a New Contact

1. Search for and select a provider.

2. Select the **Provider Contacts** panel.

3. Click the **Add** button to display the **Contact Roles Link Enquiry** dialog.

4. Enter one or more search criteria and click the **Search** button to display a list of contacts.

5. Select the required person and click the **Select** button.
6. Click the **Save** button.

Removing a Contact

1. Search for a provider.
2. Select the **Provider Contacts** panel.
3. Select the contact you want to remove.
4. Click the **Remove** button to display the confirmation message:

    Do you really want to remove the selected record?

5. Click the **Yes** button.

Maintaining Provider Organisations

The **Maintain Provider | Provider Organisation** panel is used to maintain details of the umbrella organisation for the childcare provider.

Selecting a Provider Organisation

1. Search for and select a provider

2. Select the **Provider Organisation** panel.

3. Click the browse button to display the **Search for Umbrella Organisation** dialog.

4. If required, enter search criteria.

5. Click the **Search** button to display a list of umbrella organisations.

6. Select the required organisation and click the **Select** button.

Adding a New Provider Organisation

1. Search for and select a provider.

2. Select the **Provider Organisation** panel.

3. Click the browse button to display the **Search for Umbrella Organisation** dialog.

4. Click the **New** button to display the **New Umbrella Organisation** dialog.

5. Enter a **Name**.

6. If required, enter the remaining basic details:

   a. Click the browse button to display the **Person Enquiry** and select a **Contact**.

   b. Enter the bank account details and **Creditor Number**.

   c. Select an **Insurance End Date** and **Account Validated Date**.

   d. Select a **Payee Address**.

7. If required, click the **Add** button to display the **Search for Provider** dialog and select providers to associate with the organisation.

   a. Enter search criteria and click the **Search** button to display a list of providers.

   b. Select one or more providers in the list and click the **Select** button.
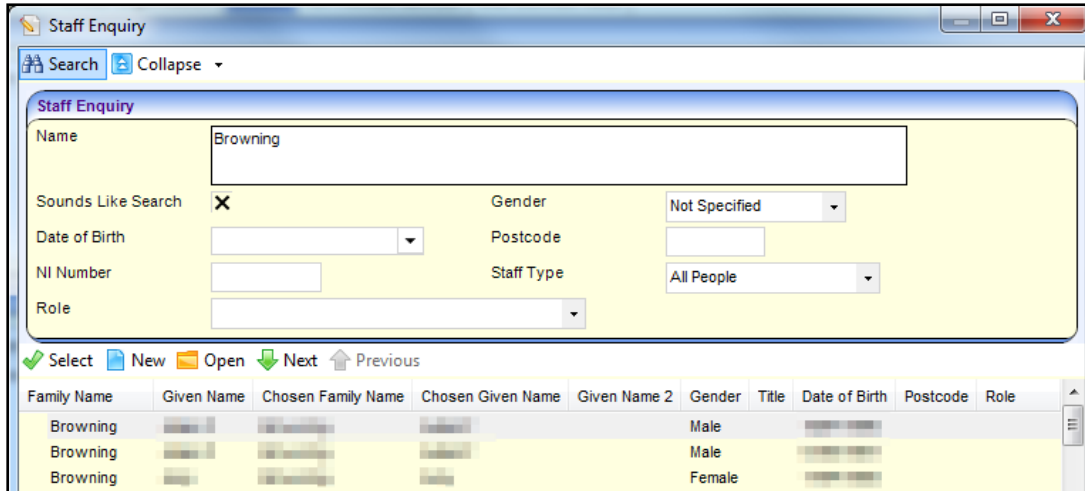
8. Click the **Save** button.

Maintaining Provider Staff

The **Maintain Provider** | **Staff** panel is used to maintain details of the staff employed at the childcare provider.

Adding a New Staff Member

1. Search for and select a provider to display the **Maintain Provider** page.

2. Select the **Staff** panel.

3. Click the **Add** button to display the **Staff Enquiry** dialog.
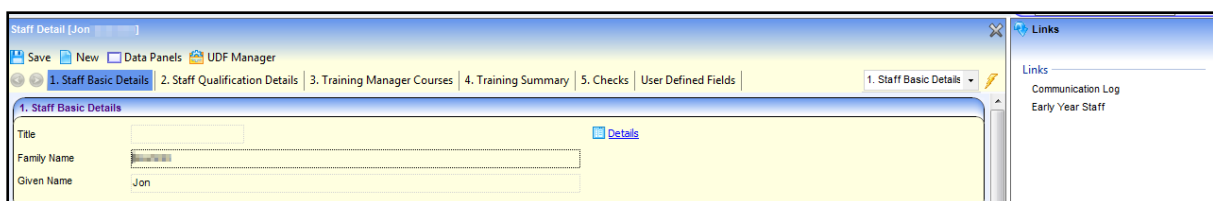
4. Enter one or more search criteria as follows:

   a. Enter two or more characters of **Name**.

   b. Enter three or more characters of **Postcode**.

5. If required, enter further search criteria:

   a. Select **Gender** from the drop-down.

   b. Select **Date of Birth**.

   c. Enter **NI Number**.

   d. Select **Staff Type** from the drop-down.

   e. Select **Role** from the drop-down.

6. Click the **Search** button to display a list of people.

7. Select the required person and click the **Select** button.

Displaying Staff Basic Details

1. Search for and select a provider.

2. Select the **Staff** panel.

3. Select the required member of staff.

4. Click the **Details** button to display the **Staff Detail** page with panels for **Staff Basic Details**, **Staff Qualifications**, **Training Manager Courses**, **Training Summary** and **Checks**.

5. If required, click the **Details** button on the **Staff Basic Details** panel to display the **Person Details** dialog.

Updating Staff Basic Details

Updating Staff Qualification Details
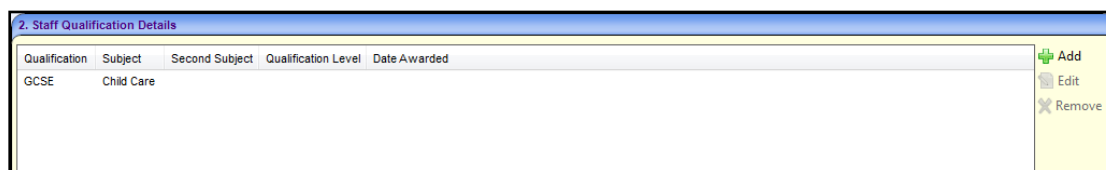
1. Display the staff basic details.

2. Click the **Add** button on the **Staff Qualification Details** panel to display the **New Qualification dialog.**

   Alternatively, to edit an existing qualification, select it and click the **Edit** button. To remove a qualification, select it and click the **Remove** button.

3. Select a **Qualification** from the drop-down (*Lookup Table ID: 0010*).

4. Select a **Subject** from the drop-down.

5. If required, enter the following:

   a. Select a **Second Subject**.

   b. Select a **Place of Study** (*Lookup Table ID: 0615*).

   c. Select a **Qualification Level** (*Lookup Table ID: 0616*).

   d. Enter **Date Awarded**.

   e. Enter **Title**.

   f. Select a **Class of Degree** (*Lookup Table ID: 1018*).

   g. Select a **Country of Origin** (*Lookup Table ID: 1019*).

6. If required, select one or both of the following check boxes to display a tick:

   - **Verified** (indicates that the qualification has been verified).

   - **Good Honours Degree**.

7. Click the **Save** button.

Updating Training Details

The **Training Manager Courses** panel displays information about courses attended by the staff member and booked using the Training Manager module. The **Training Summary** panel is used to record other training attended by the staff member.

1. Display the staff basic details.

2. Click the **Add** button on the **Training Summary** panel to display the **New Training dialog.**

   Alternatively, to edit an existing training record, select it and click the **Edit** button. To remove a training record, select it and click the **Remove** button.
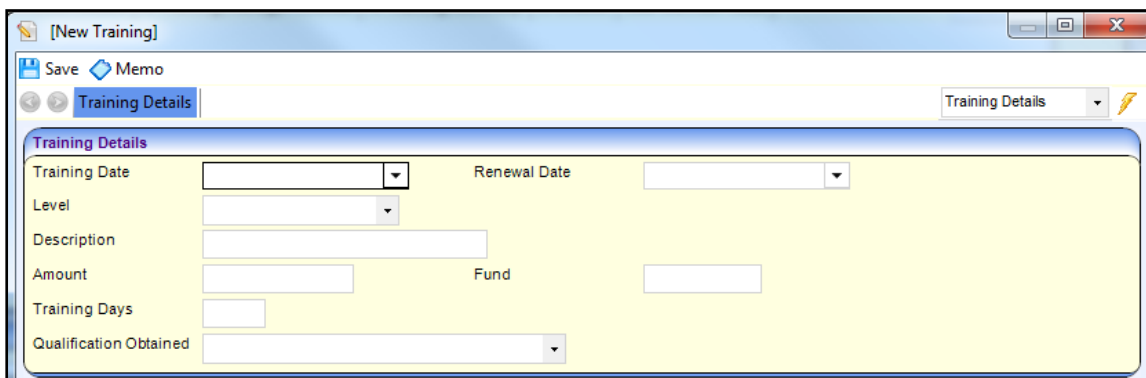
3. Select a **Training Date**.
4. Enter a **Description**.
5. If required, enter the following **Training Details**:
   - Select a **Renewal Date**.
   - Select a **Level**.
   - Enter a **Description**.
   - Enter an **Amount**.
   - Enter a **Fund**.
   - Enter **Training Days**.
   - Select a **Qualification Obtained** (*Lookup Table ID: 0010*).

Updating Staff Checks
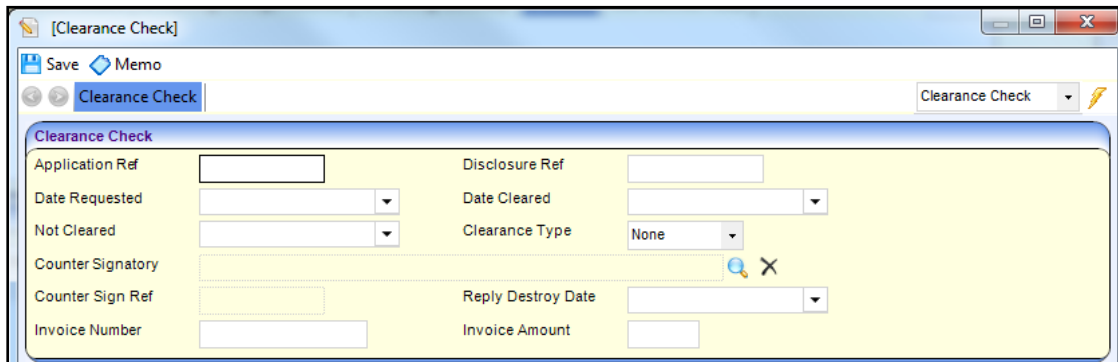
The **Staff Checks** panel is used to record clearance checks made for the member of staff.

1. Display the staff basic details.
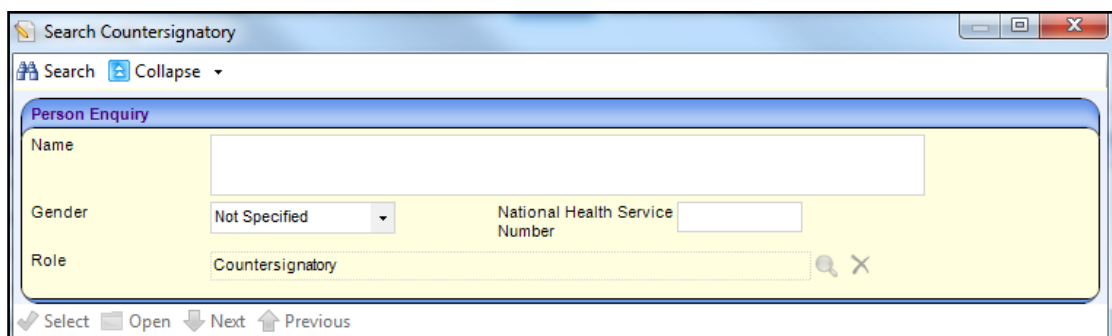
2. Click the **Add** button on the **Checks** panel to display the **Clearance Check** dialog.
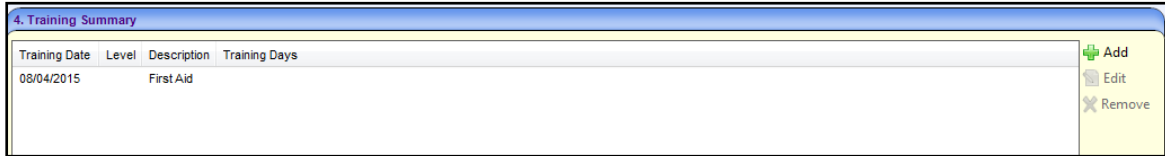
Alternatively, to edit an existing check, select it and click the **Edit** button. To remove a check, select it and click the **Remove** button.

3. Enter an **Application Ref**.

4. Enter a **Date Requested**.

5. Select a **Clearance Type**.

6. If required, enter the following:

   - **Disclosure Ref**.

   - **Date Cleared** or date **Not Cleared**.
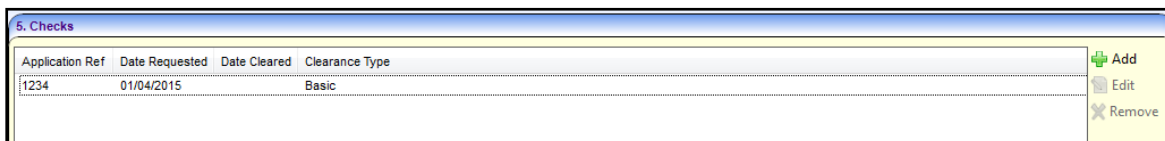
   - Click the browse button to display the **Search Countersignatory** dialog. Search for and select a **Counter Signatory**.

   - Select a **Reply Destroy Date**.

   - Enter **Invoice Number** and **Invoice Amount**.

   - Click the **Memo** button to record a memo.

7. Click the **Save** button.

Removing a Staff Member

1. Search for and select a provider.

2. Select the **Staff** panel.

3. Select the staff member you want to remove.

4. Click the **Remove** button to display the confirmation message:

   Do you really want to remove the selected record?

5. Click the **Yes** button.

Maintaining Early Years Staff Details

Details about a member of staff that are specific to Early Years can be maintained.

1. Display the staff basic details.
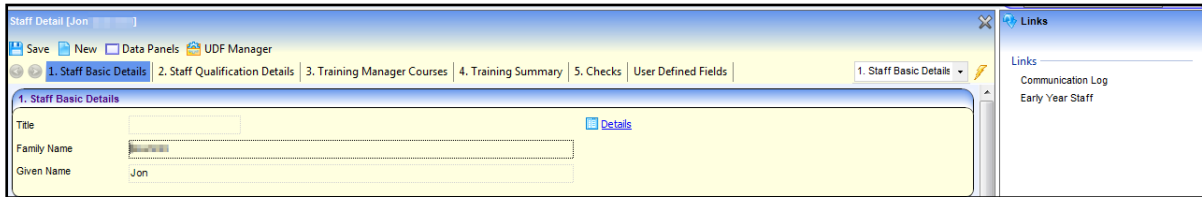
2. Click the **Early Years Staff** link on the **Links** panel to display the **Early Years Staff** page with panels for **Employer Details**, **Observations**, **Staff Other Checks** and **Staff Services**.
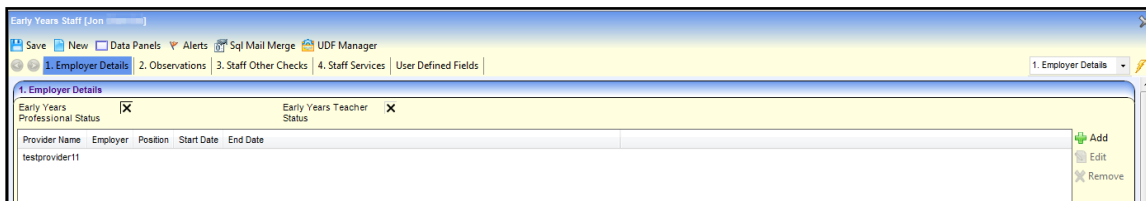
Updating Employer Details
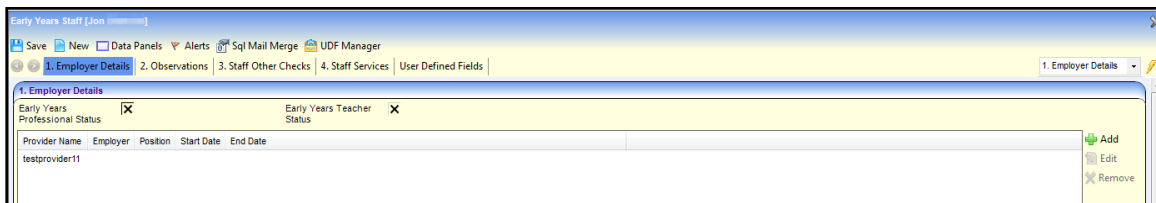
1. To add new employer details, click the **Add** button on the **Employer Details** panel to display the **New Employer Details** dialog.

   To update existing employer details, select an employer and click the **Edit** button.

   To remove employer details, select an employer and click the **Delete** button.
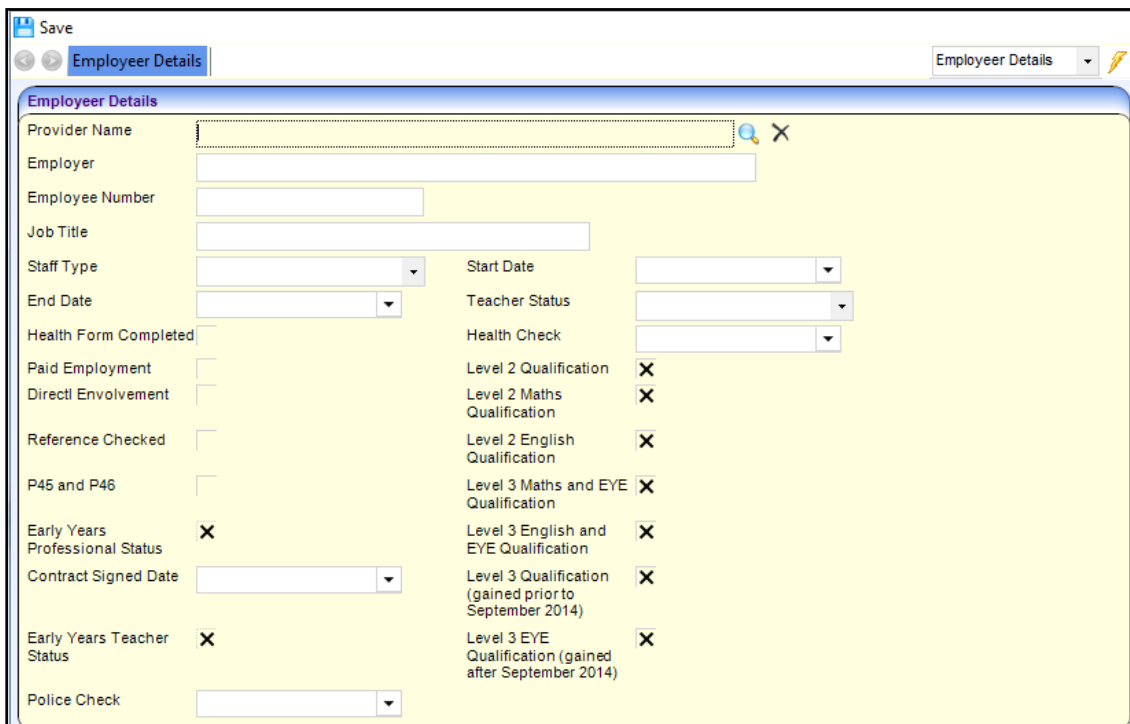
2. On the **Employer Details** panel, click the **Provider Name** browse button to display the **Search Childcare Provider** dialog.

3. Select the required provider. For more information, see

4. If required, enter the following employer details for this member of staff:

   - **Employer** description.
   - **Employee Number**.
   - **Job Title**.
   - Select a **Staff Type** from the drop-down.
   - **Start Date**.
   - Select a **Teacher Status** from the drop-down.

5. If required, select one or more check boxes to display a tick:

   - **Health Form Completed**.
   - **Paid Employment**.
   - **Direct Involvement**.
   - **Reference Checked**.
   - **P45 and P46**.
   - **Level 2 Qualification**.
   - **Level 2 Maths Qualification**.
   - **Level 2 English Qualification**.
   - **Level 3 Maths and EYE Qualication**.
   - **Level 3 English and EYE Qualification**.
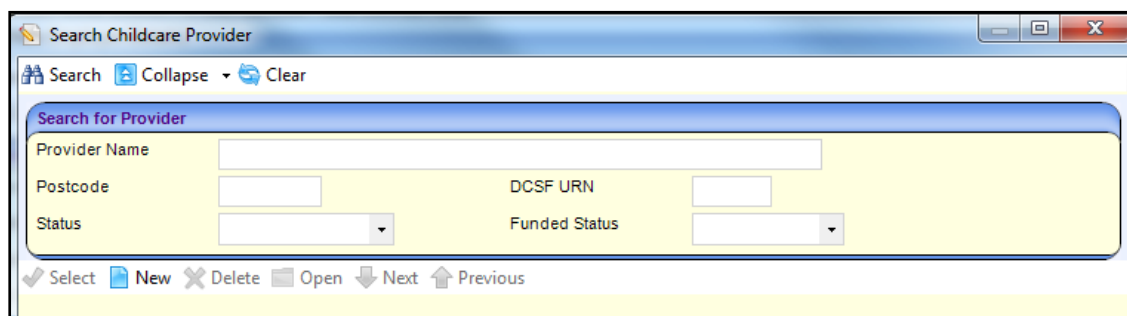   - **Level 3 Qualification (gained prior to September 2014)**.
   - **Level 3 EYE Qualification (gained after September 2014)**.

   Early Years Professional Status and **Early Years Teacher Status** are read-only check boxes.

6. If required, enter one or more of the following dates:

   - **Contract Signed Date**.
   - **Health Check** made. This date is displayed on the **Staff Other Checks** panel.
   - **Police Check** made. This date is displayed on the **Staff Other Checks** panel.

7. Click the **Save** button.

Updating Observations
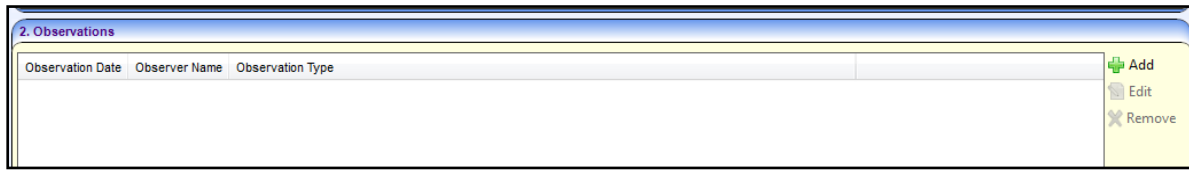
1. To add a new observation, click the **Add** button on the **Observations** panel to display the **Staff Observation dialog.**

   To update an existing observation, select it and click the **Edit** button.

   To delete an observation, select it and click the **Delete** button.
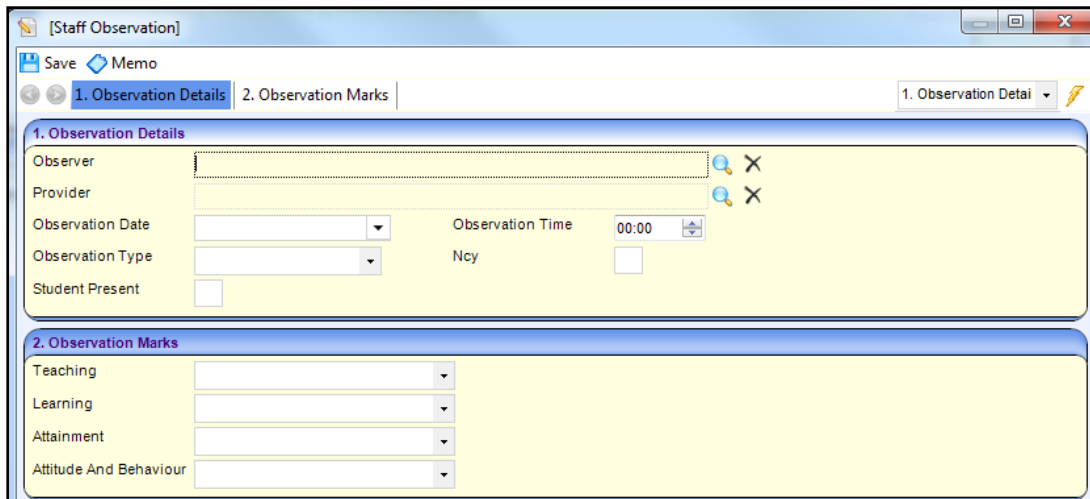
2. Click the **Observer** browse button to display the **Search Early Years Observer** dialog.
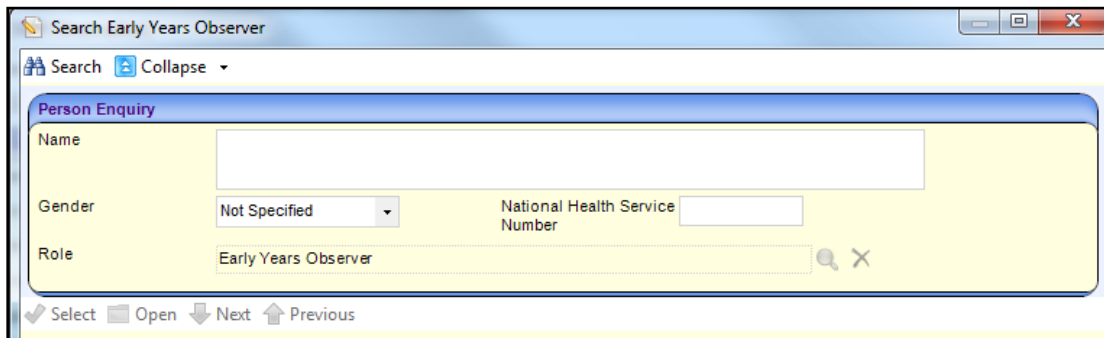
   a. If required, enter search criteria.

   b. Click the **Search** button to display a list of observers.

   c. Select an observer in the list and click the **Select** button.

3. Click the **Provider** browse button to display the **Search for Provider** dialog.

   a. Enter search criteria and click the **Search** button.

b. Select the required provider in the list and click the **Select** button.

4. Select an **Observation Date**.

5. Select an **Observation Type** from the drop-down.

6. If required, enter the following on the **Observation Details** panel:

   a. Select an **Observation Time**.

   b. Enter **NCY**.

   c. Select the **Student Present** check box.

7. If required, select the following **Observation Marks** (*Lookup Table ID: 0579*):

   ■ **Teaching**.

   ■ **Learning**.

   ■ **Attainment**.

   ■ **Attitude and Behaviour**.

8. Click the **Save** button.

Displaying Staff Other Checks and Staff Services

The **Staff Other Checks** panel displays the information entered via the **Employer Details** panel. See <u>Maintaining Early Years Staff Details</u> on page *21*.

The **Staff Services** panel displays information entered on the **Maintain Staff for Service** dialog via the **Maintain Service Provision** page. For more information, see <u>Recording Staff Information for the Service</u> on page *38*.
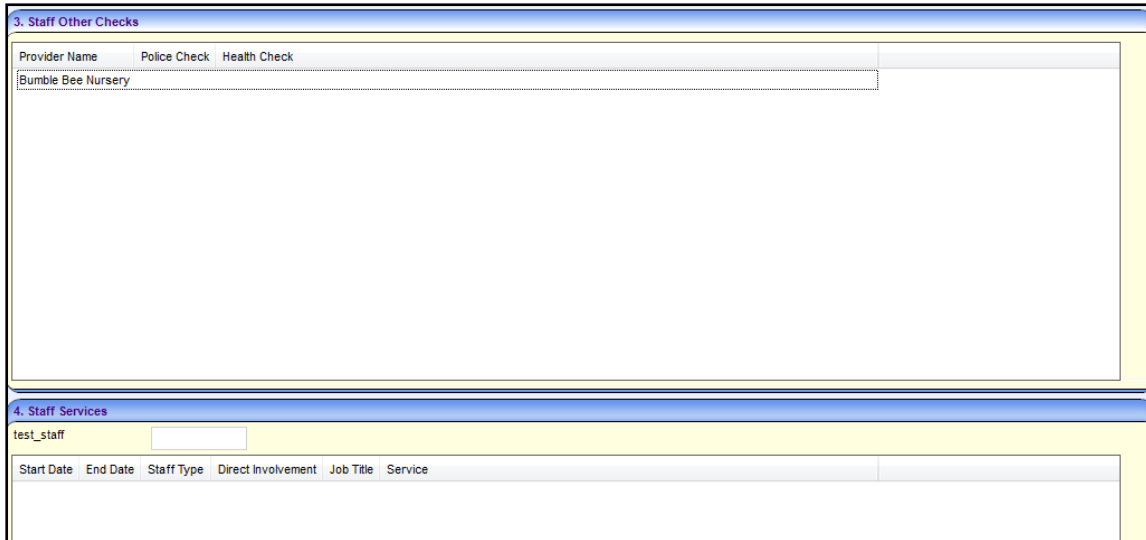
Maintaining Provider Services

The **Provider Services** panel is used to maintain details of the services provided by the childcare provider.

Provider services can also be viewed and maintained via **Focus | Early Years | Search Service Provision**. For more information, see

Adding a Service for a Provider

1. Search for and select a provider to display the **Maintain Provider** page. For more information, see

2. Select the **Provider Services** panel.
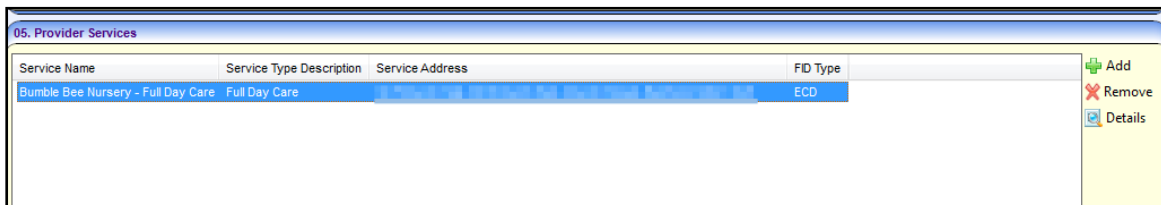
3. Click the **Add** button to display the **Maintain Service Provision: New Provision** page.

4. Complete the service provision details as required. The following panels are available:

- **Service Provision Details**. See Entering Service Provision Details on page *27*.

- **Registration History**. See Recording Registration History on page *28*.

- **Consent to Share Information**. See Recording Consent to Share Information details on page *30*.

- **Service Public Contacts**. See Recording Service Public Contact details on page *31*.

- **Service Private Contacts**. See Recording Service Private Contact details on page *32*.

- **Vocabulary**. See Displaying the Vocabulary for the Service Provider on page *32*.

- **Keywords**. See Recording Keywords for the Service Provider on page *33*.

- **Funding Details**. See Recording Funding Details for the Service on page *33*.

- **Eligibility Details**. See Recording Eligibility Details for the Service on page *33*.

- **Referral Details**. See Recording Referral Details for the Service on page *34*.

- **Facility**. See Recording Facilities at the Service on page *34*.

- **Special Provision**. See Recording Special Provision for the Service on page *34*.

- **Travel Information**. See Recording Travel Information for the Service on page *36*.

- **Award Information**. See Recording Award Information for the Service on page *37*.

- **PPAYP Category**. See Recording PPAYP Category Details for the Service on page *37*.

- **Area Covered**. See Recording Area Covered Details for the Service on page *38*.

- **Access Channel**. See [Recording Access Channel Details for the Service](#) on page *38*.

- **Leisure Card**: Displays any Leisure Card Info for the service.

- **Staff Information**. See [Recording Staff Information for the Service](#) on page *38*.

- **Additional Information**. See [Displaying Additional Information for a Service](#) on page *39*.

- **UDFs**: Displays any UDFs that are defined for this page.

Entering Service Provision Details

The **Service Provision Details** tab is used to record general information about the service.

1. On the **Maintain Service Provision** page, select the **Service Provision Details** tab.

2. Enter a **Service Name**.

3. Select a **Service Type Description** (*Lookup Table ID: 0423*).

4. Enter a **Start Date**.

5. If required, enter the following:

    a. Select **FID Type**.

    b. Select the **Authority-wide** check box to display a tick (service is available throughout the LA).

    c. Select the **CRB Policy** check box to display a tick (indicates that CRB policy is in place).

    d. Enter an **Address** for the service. Alternatively, select the **Same As Providers Address** check box to display a tick.

    e. Select the **Registered for Nursery Education Grant/Fund** check box to display a tick. Alternatively, select the **Previously Funded** check box to display a tick.

    f. If required, select the **Offers Extended Childcare** check box to display a tick (indicates that the service offers extended hours). Alternatively, select the check box to display a cross and select a term from the **Extended Offer Ceases From** drop-down.

    > **NOTE:** *If the provider uses the Self Update portal to say that the service no longer offers extended childcare, when the changes are submitted and approved, the **Extended Offer Ceases From** term is automatically updated.*

    g. Select an **OFSTED Provision Type** from the drop-down.

    h. Enter an **FISID**.

    i. Enter a **Telephone Number**, **Fax Number**, **Email Address**, **Website Address** and **Other Information**.

6. Click the **Save** button.

Recording Registration History

The **Registration History** panel is used to record the dates and types of registrations for the service. If the registration is linked to an imported Ofsted record, the Ofsted details can be displayed.

1. On the **Maintain Service Provision** page, select the **Registration History** tab.
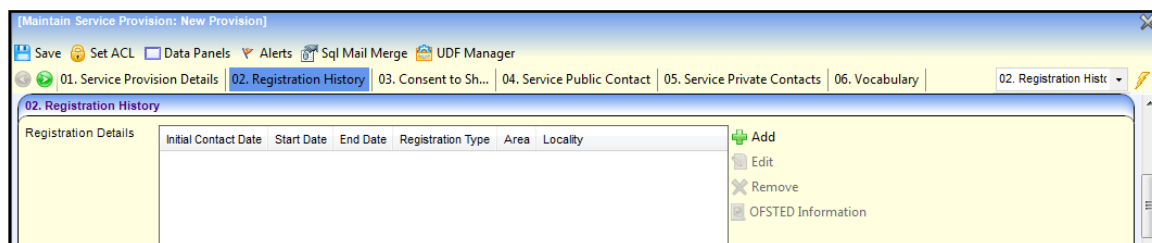

2. Click the **Add** button to display the **Maintain Service Registration** dialog.

3. If required, enter the following on the **Application Information** panel:

   - **Initial Contact Date** (automatically set to the current date).

   - **Info Pack Date** (automatically set to the current date).

   - **Intro Meeting Date**.

   - **Application Date**.

   - Select an **Application Status** (Lookup Table ID: 0717).

   - Select an **Application Type** (Lookup Table ID: 0716).

4. If required, enter the following on the **Registration Information** panel:

   a. **Registration Start Date**.

   b. **Certificate Date**.

   c. **Certificate Number**.

   d. To link the registration to an imported Ofsted record, click the **Reference Number** browse button to display the **Search for Ofsted** dialog.
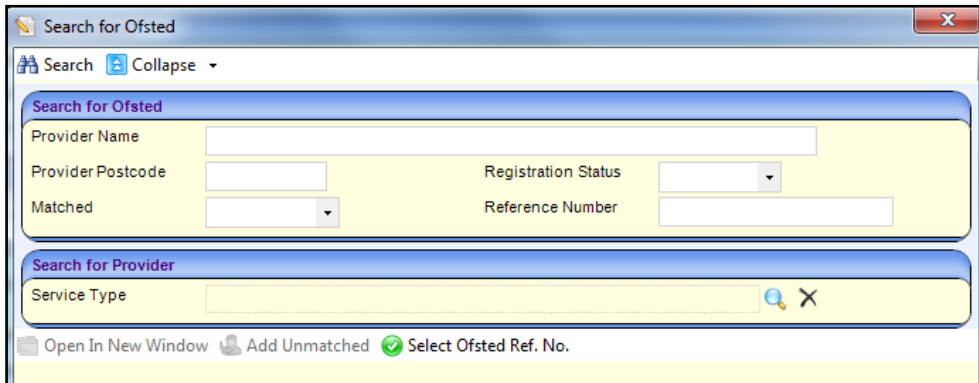
   e. Enter search criteria and click the **Search** button to display a list of reference numbers.

   f. Select the required reference number and click the **Select Ofsted Ref. No.** button.

   g. Select a **Registration Status** (*Lookup Table ID: 0718*).

   h. Select a **Registration Type** (*Lookup Table ID: 0423*).

   i. Select one or more of the following check boxes to indicate that the service is included on the register:

   - **Early Years Register**
   - **Compulsory Childcare Register**
   - **Voluntary Childcare Register**.

   j. Select the **Day Care Type** (*Lookup Table ID: 0719*).

   k. Select the **Ownership Type** (*Lookup Table ID: 0732*).

   If the **Ownership Type** is **Childminder**, you can select **Childminder Provider Category**.

   l. Select **Sector** (*Lookup Table ID: 0720*).

5. If required, enter the following on the **Location Information** panel:

   - **Area** (*Lookup Table ID: 0471*)
   - **Ward** (*Lookup Table ID: 0802*)
   - **Locality** (*Lookup Table ID: 0470*)
   - **District** (*Lookup Table ID: 0801*).

6. If required, enter the following on the **Additional Information** panel:

   a. Select **Amendment Reason** (*Lookup Table ID: 0481*).

   b. If a link to the income schedule is required, select the **Create Income Schedule Link** check box to display a tick.

7. Click the **OK** button.

Recording Consent to Share Information details

The **Consent to Share Information** panel is used to record the provider's consent to share information about the service.

1. On the **Maintain Service Provision** page, select the **Consent to Share** tab.

> *NOTE: OFSTED Consent Withheld and OFSTED Special Considerations are automatically updated when information is imported from Ofsted. The **Base Active Status** check box is called **Person Active Status** if the provider is a person. It is displayed as a tick if the base/person linked to the provider is active and as a cross if the linked base or person is inactive.*

2. If the provider consents to share information locally, select the **Publish to Local Internet** check box to display a tick.

3. If the provider consents to share information about the service with the FID (Family Information Directory), select the **Publish to FID** check box to display a tick.

   Alternatively, if they do not consent:

   a. Select the **Publish to FID** check box to display a cross.

   b. If required, select a **Non-Consent Reason** (*Lookup Table ID: 1116*).

   c. If required, enter **Non-Consent Notes**.

   The **Publish to FID Date Changed** is automatically updated with the date that the check box is changed.

> *NOTE: The **Publish to FID** check box now works independently to any selection made in the **OFSTED Consent Withheld** check box. Publish to FID will displays a cross and cannot be updated if any of the following applies*
>
> *Base/Person Active Status is a cross.*
>
> *Ofsted Special Consideration is either **WREF** (Women's Refuge),*
> ***ANON** (Anonymity Requested) or **MOD** (Ministry of Defence).*

4. If a provider signature has been received in connection with their consent to share information, select the **Provider Signature Received** check box to display a tick.

5. Select one or more of the following check boxes to display a tick if the provider has consented to share the following information about the service:

   ■ **Publish Telephone Numbers?**

- **Publish Address?**

- **Publish Cost Information?**

6. Select one or more of the following check boxes to display a tick if the provider has consented to share information about the service via the following methods:

   - **Telephone**

   - **In Writing**

   - **Mailouts**.

7. Click the **Save** button.

> *NOTE: For information about which services have sent FID data, see <u>Viewing Services that have sent FID Data</u> on page 42.*

Recording Service Public Contact details

The **Service Public Contact** panel is used to record the contact details for the service to be sent to the FID for publishing.

Only one public contact can be recorded at a time. To record a new contact, first delete the existing entry.

> *NOTE: The same person or role cannot be recorded as both a private and public contact.*
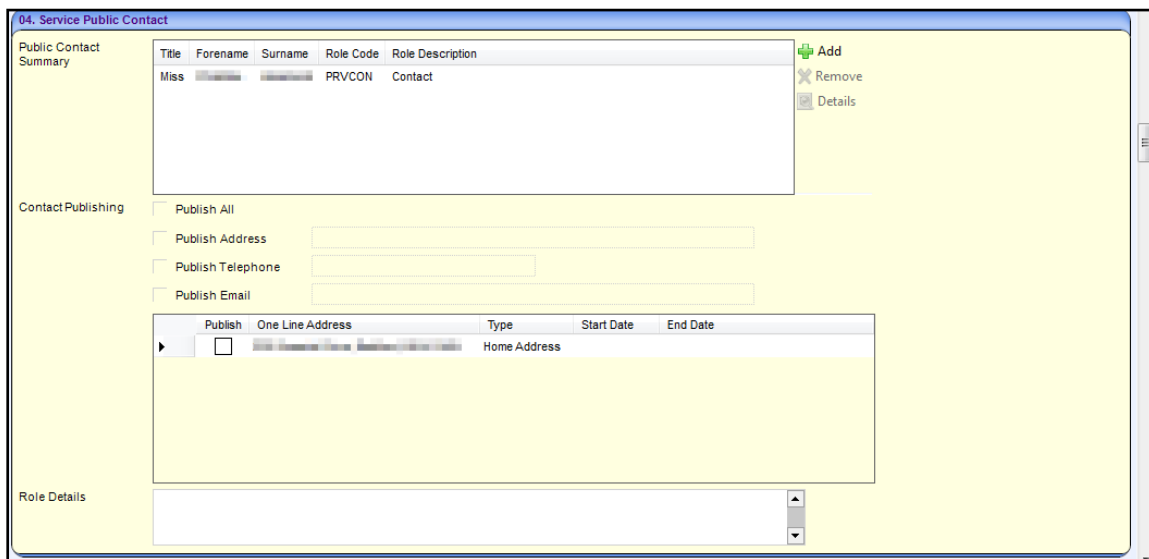
Adding a New Public Contact

1. On the **Maintain Service Provision** page, select the **Service Public Contact** tab.

2. Click the **Add** button to display the **Contact Roles Link Enquiry** dialog.

3. Record contact details. For more information, see <u>Adding a New Contact</u> on page *13*.

Setting Information Sharing Preferences

All addresses for the selected public contact are listed. To update the preferences for information about this contact to be sent to the FID:

1. If the information is to be published, select the following **Contact Publishing** check boxes to display a tick:

   - **Publish All**.

- **Publish Address**. If more than one address is listed, select the check box adjacent to the required address.

- **Publish Telephone**.

- **Publish Email**.

2. If required, enter **Role Details**.

3. Click the **Save** button.

Removing Existing Contact Information

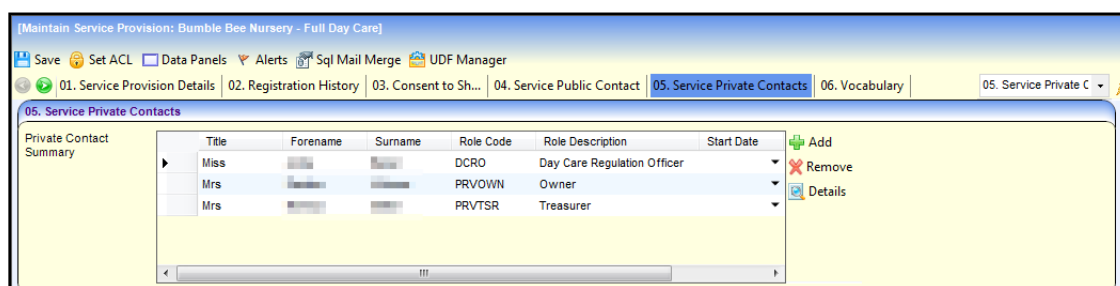1. Click the **Remove** button to display the following message:

   Do you really want to remove the selected record?

2. Click the **Yes** button.

Recording Service Private Contact details

The **Service Private Contact** panel is used to record one or more private contacts for the service. This contact information is <u>not</u> sent to the FID.

> **NOTE:** *The same person or role cannot be recorded as both a private and public contact.*

1. On the **Maintain Service Provision** page, select the **Service Private Contact** tab.

2. To record a new contact, click the **Add** button to display the **Contact Roles Link Enquiry** dialog and add a new contact. For more information, see Adding a New Contact on page *13*.

   Alternatively, to remove a contact, select it and click the **Remove** button.

   Alternatively, to view the details of a contact, select it and click the **Details** button to display the **Person Details** page.

3. Click the **Save** button.

Displaying the Vocabulary for the Service Provider

The **Vocabulary** panel displays the vocabulary terms that are selected as being relevant to Early Years providers via **Tools | FID | Vocabulary**.

1. On the **Maintain Service Provision** page, select the **Vocabulary** panel.
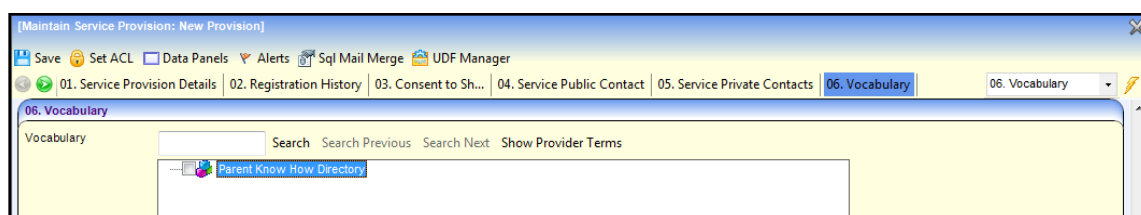
2. If required, click the **Show Provider Terms** button to display only the terms selected for this provider.

Recording Keywords for the Service Provider

The **Keywords** panel enables you to select local keywords to be associated with the service.

1. On the **Maintain Service Provision** page, select the **Keywords** panel.
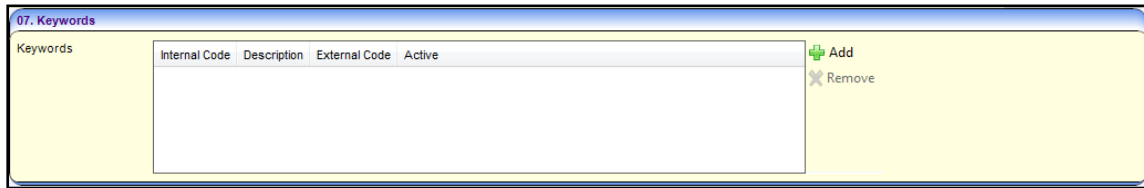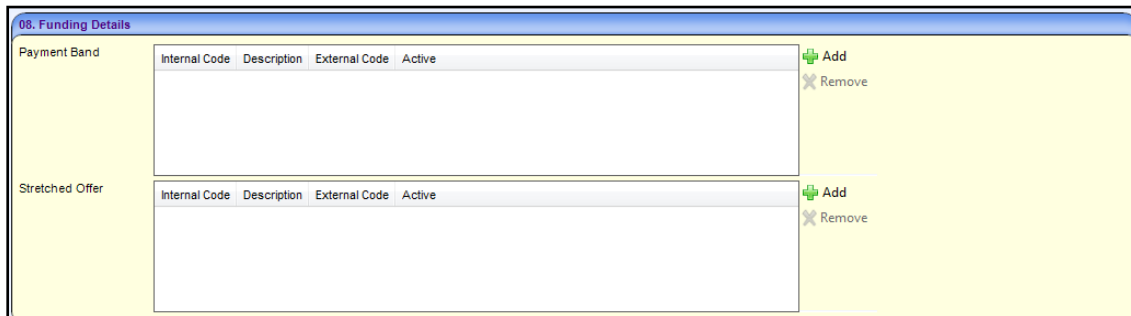

2. To add a new keyword, click the **Add** button to display the **Lookup Codes - KEYWORDS** dialog and select a keyword (*Lookup Table ID: 1115*).

3. Alternatively, to remove a contact, select it and click the **Remove** button.

Recording Funding Details for the Service

The **Funding Details** panel is used to record one or more payment bands and maintain stretched offer details for a service.

1. On the **Maintain Service Provision** page, select the **Funding Details** panel.

2. To select a new **Payment Band** for the service, click the **Add** button to display the **Lookup Codes - Payment Band** dialog and select a payment band (*Lookup Table ID: 1161).*

3. To select a new **Stretched Offer** for the service, click the **Add** button to display the **Lookup Codes - Stretched Offers** dialog and select a stretched offer (*Lookup Table ID: 1178*).

   Alternatively, to remove a **Payment Band** or **Stretched Offer**, select it and click the **Remove** button.

Recording Eligibility Details for the Service

The **Eligibility Details** panel is used to record information regarding eligibility for the service.

1. On the **Maintain Service Provision** page, select the **Eligibility Details** panel.
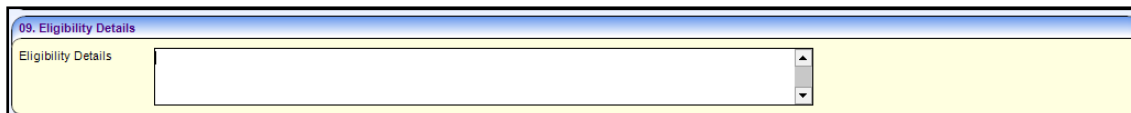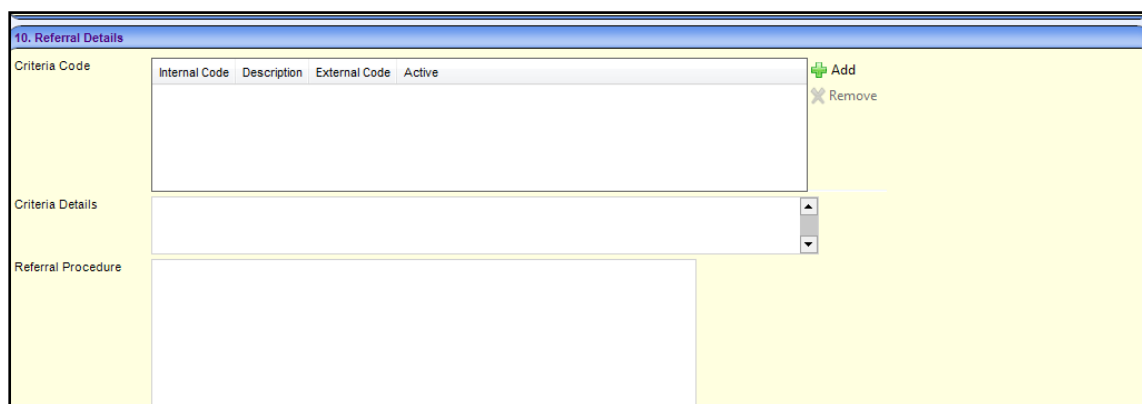
2. Enter **Eligibility Details**.

3. Click the **Save** button.

Recording Referral Details for the Service

The **Referral Details** panel enables you to record referral criteria and procedures to be associated with the service.

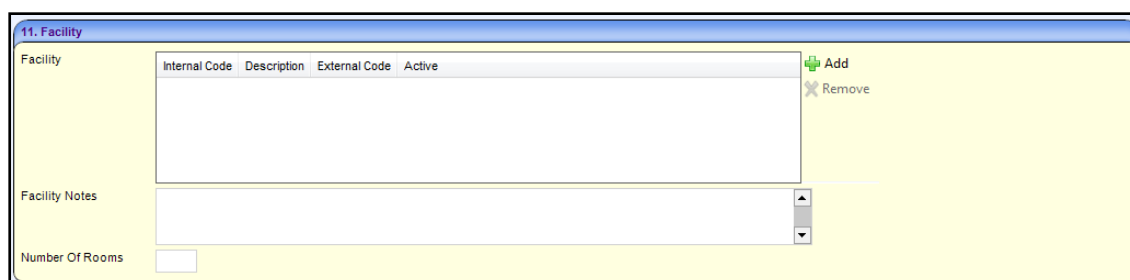1. On the **Maintain Service Provision** page, select the **Referral Details** panel.

2. To add a new **Criteria Code**, click the **Add** button to display the **Lookup Codes – Referral Criteria** dialog and select a criteria code (*Lookup Table ID: 1086*).

   Alternatively, to remove a **Criteria Code**, select it and click the **Remove** button.

3. If required, enter **Criteria Details**.

4. If required, enter a **Referral Procedure**.

5. Click the **Save** button.

Recording Facilities at the Service

The **Facility** panel is used to record details about the facilities available at the service e.g. car park or large garden.

1. On the **Maintain Service Provision** page, select the **Facility** panel.

2. To add a new **Facility**, click the **Add** button to display the **Lookup Codes - Facilities** dialog and select a facility (*Lookup Table ID: 0475*).

   Alternatively, to remove a **Facility**, select it and click the **Remove** button.

3. If required, enter **Facility Notes**.

4. If required, enter the **Number of Rooms** for the service.

5. Click the **Save** button.

Recording Special Provision for the Service

The **Special Provision** panel is used to record details about any special provision provided at the service.

1. On the **Maintain Service Provision** page, select the **Special Provision** panel.

2. If required, enter details about **Disabled Access**.

3. If the service has wheelchair access, select the **Wheel Chair Access** check box to display a tick.

4. If required, enter **Wheel Chair Access Notes**.

5. If the service caters for Special Educational Needs, select the **SEN Children** check box to display a tick.

6. If required, enter details about **Special Need Experience** and **Special Needs Confidence** at the service.

7. To add details about **Cultural Provision**, click the **Add** button to display the **Lookup Codes – Cultural Provision** dialog and select a code (*Lookup Table ID: 1090)*.

   Alternatively, to remove a **Cultural Provision** code, select it and click the **Remove** button.

8. To add a **Special Needs Code**, click the **Add** button to display the **Lookup Codes – Facilities – Special Needs** dialog and select a code (*Lookup Table ID: 0721)*.

   Alternatively, to remove a **Special Needs Code**, select it and click the **Remove** button.

9. If required, enter **Special Needs Notes**.

10. To add details of **Languages Spoken**, click the **Add** button to display the **Lookup Codes – Home Language** dialog and select a code (*Lookup Table ID: 0002*).

    Alternatively, to remove a **Language Spoken**, select it and click the **Remove** button.

11. If required, enter **Cultural Notes**.

12. To add a new **Diet Code** and record details of special diets catered for at the service, click the **Add** button to display the **Lookup Codes – Diet** dialog and select a code (*Lookup Table ID: 0474*).

   Alternatively, to remove a **Diet Code**, select it and click the **Remove** button.

13. If required, enter **Special Diet Details**.

14. If required, enter **Special Provision**.

15. If the service caters for emergencies, select the **Emergencies** check box to display a tick.

16. Click the **Save** button.

Recording Travel Information for the Service

The **Travel Information** panel is used to record details about travelling to the service, whether the service has parking spaces or its own transport facilities and any bases where school pickups are available.

1. On the **Maintain Service Provision** page, select the **Travel Information** panel.

2. If required enter the following:

    a. Select the **Parking Spaces** check box to display a tick.

    b. Select the **Own Transport** check box to display a tick.

    c. Enter **Travel Information**.

    d. Enter **Directions**.

3. If required, enter details of **School Pickups**:

    a. Click the **Add** button to display the **Provider Base Link Details** dialog.
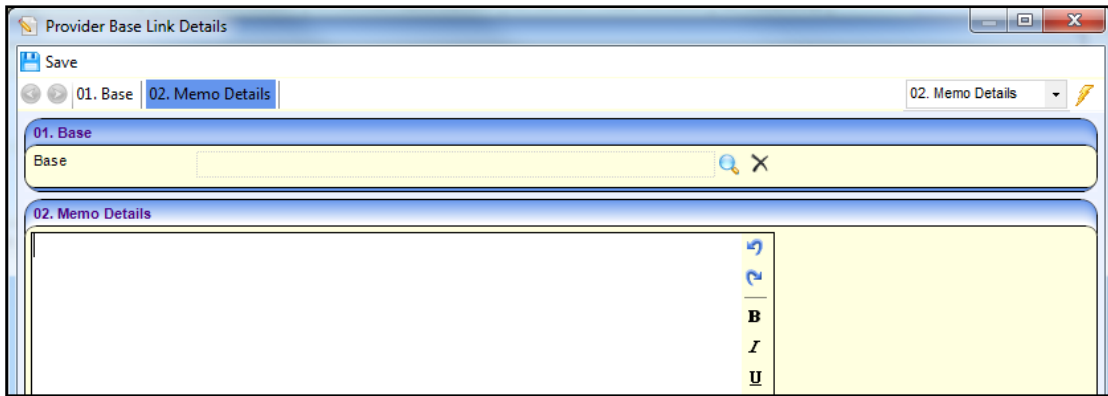
b. Click the **Base** browse button to display the **Base Enquiry** dialog and select a base.

c. If required, enter **Memo Details** regarding pickups from this base.

4. Click the **Save** button.

Recording Award Information for the Service

The **Award Information** panel is used to record details of awards, quality assurance and accreditation for the service.

1. On the **Maintain Service Provision** page, select the **Award Information** panel.
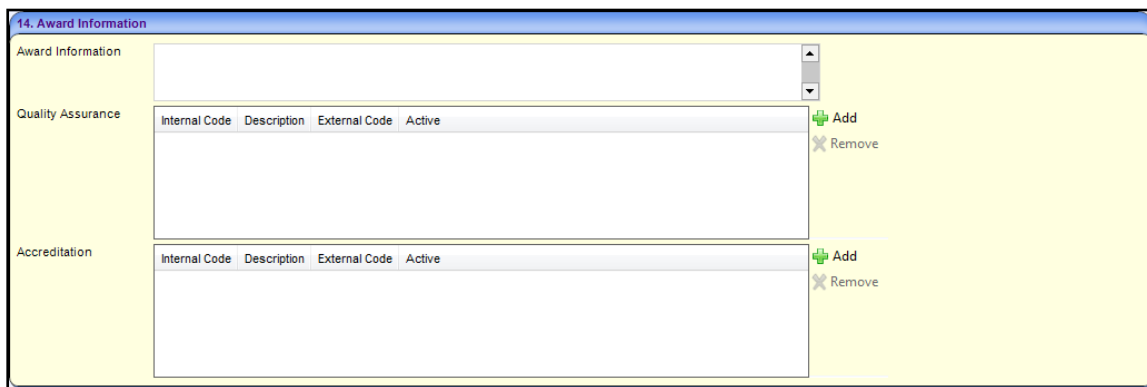
2. If required, enter **Award Information**.

3. To add new **Quality Assurance** details for the service, click the **Add** button to display the **Lookup Codes – Quality Assurance** dialog and select a code (*Lookup Table ID: 1091*).

   Alternatively, to remove a **Quality Assurance** code, select it and click the **Remove** button.

4. To add new **Accreditation** details for the service, click the **Add** button to display the **Lookup Codes – Accreditation** dialog and select a code (*Lookup Table ID: 1083*).

   Alternatively, to remove an **Accreditation** code, select it and click the **Remove** button.

5. Click the **Save** button.

Recording PPAYP Category Details for the Service

1. On the **Maintain Service Provision** page, select the **PPAYP Category** panel.

2. To add new **PPAYP** details for the service, click the **Add** button to display the **Lookup Codes – PPAYP-10** dialog and select a code (*Lookup Table ID: 1092*).

    Alternatively, to remove a **PPAYP** code, select it and click the **Remove** button.

3. Click the **Save** button.

Recording Area Covered Details for the Service

1. On the **Maintain Service Provision** page, select the **Area Covered** panel.

2. To add a new **area** for the service, click the **Add** button to display the **Lookup Codes – Spatial Levels 1.0** dialog and select a code (*Lookup Table ID: 1081*).

    Alternatively, to remove a **PPAYP** code, select it and click the **Remove** button.

3. Click the **Save** button.

Recording Access Channel Details for the Service

1. On the **Maintain Service Provision** page, select the **Access Channel** panel.

2. To add a new **area** for the service, click the **Add** button to display the **Lookup Codes – LGCHL-1.01** dialog and select a code (*Lookup Table ID: 1080*).

    Alternatively, to remove a code, select it and click the **Remove** button.

3. Click the **Save** button.

Recording Staff Information for the Service

The **Staff Information** panel is used to record details of staff working at the service.

1. On the **Maintain Service Provision** page, select the **Staff Information** panel.
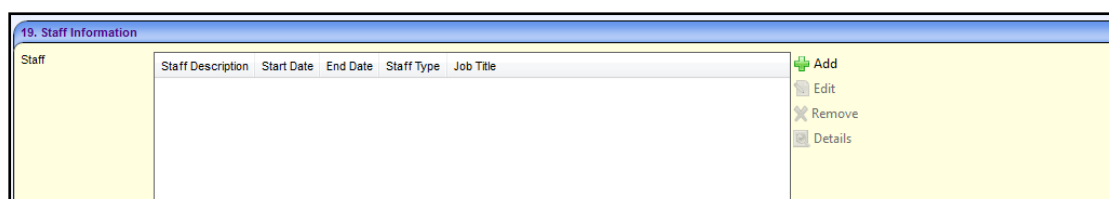
2. To add a new member of staff for the service:

    a. Click the **Add** button to display the **Maintain Staff for Service** dialog.
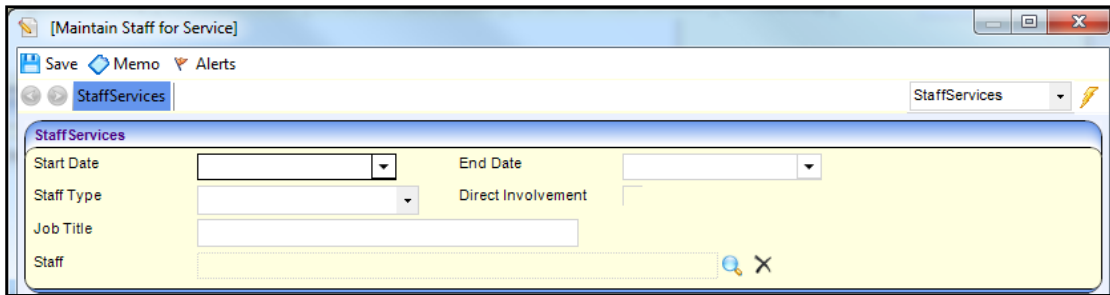
b. Select a **Start Date**.

c. Select a **Staff Type** (*lookup Table ID: 0429*).

d. If required, select the **Direct Involvement** check box to display a tick.

e. If required, enter a **Job Title**.

f. Select the **Staff** browse button to display the **Early Years Staff Enquiry** and select a new staff member.

Alternatively, to remove a staff member, highlight it and click the **Remove** button.

To edit the details, highlight the staff member and click the **Edit** button.

3. Click the **Save** button.

Displaying Additional Information for a Service

The **Additional Information** panel is used to display the additional information about a service that the Local Authority has collected from providers using the Self Update portal. These fields are defined in the One v4 Client as UDFs (User Defined Fields).
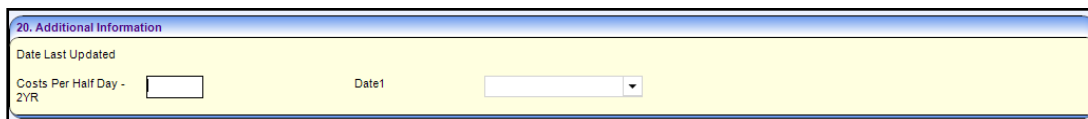
> **More Information:** *Common Functionality (v4 Client) handbook and Managing UDFs reference guide available on the One Publications website and on My Account.*

Displaying Details of a Service Provision

1. Search for and select a provider to display the **Maintain Provider** page. For more information, see .

2. On the **Maintain Provider** page, select the **Provider Services** panel.

3. Select the required service and click the **Details** button to display the **Maintain Service Provision** page.

> *Note: A new text field called **Details of your 30 hours offer** has been added to the Service Provision Details panel. It is used to display the information that the Local Authority has collected from providers about their 30 hours offering using the Self Update portal.*

Information about the service is displayed on the following panels:

- **Service Provision Details**.
- **Registration History**.
- **Consent to Share Information**.
- **Service Public Contacts**.
- **Service Private Contacts**.
- **Vocabulary**.
- **Keywords**.
- **Funding Details**.
- **Eligibility Details**.
- **Referral Details**.
- **Facility**.
- **Special Provision**.
- **Travel Information**.
- **Award Information**.

- **PPAYP Category**.
- **Area Covered**.
- **Access Channel**.
- **Leisure Card**.
- **Staff Information**.
- **Additional Information**.
- **UDFs**.

Viewing Ofsted Details for a Service Provision

If a registration is linked to an imported Ofsted record, the Ofsted details can be displayed.

1. On the **Maintain Service Provision** page, select the **Registration History** tab.
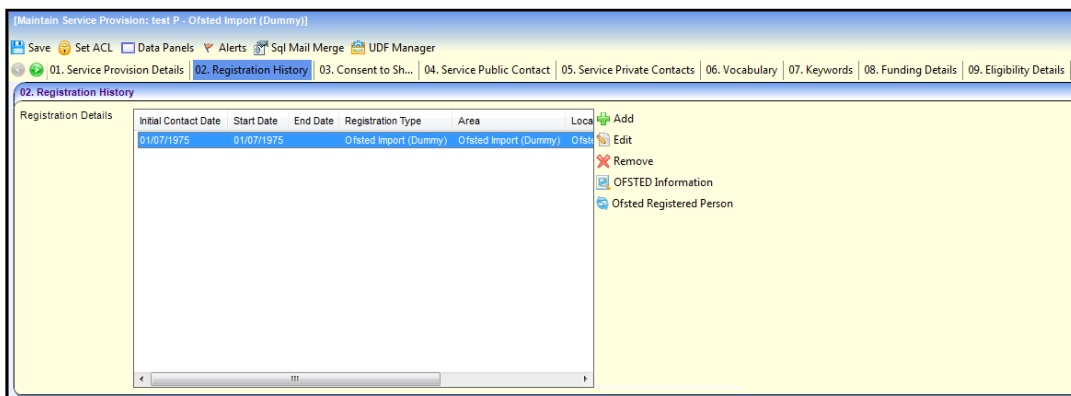
2. Select the required **Registration Details** record. If it is linked to an Ofsted record, the **OFSTED Information** button is enabled.

3. Click the **OFSTED Information** button to display the **Ofsted Details** page.
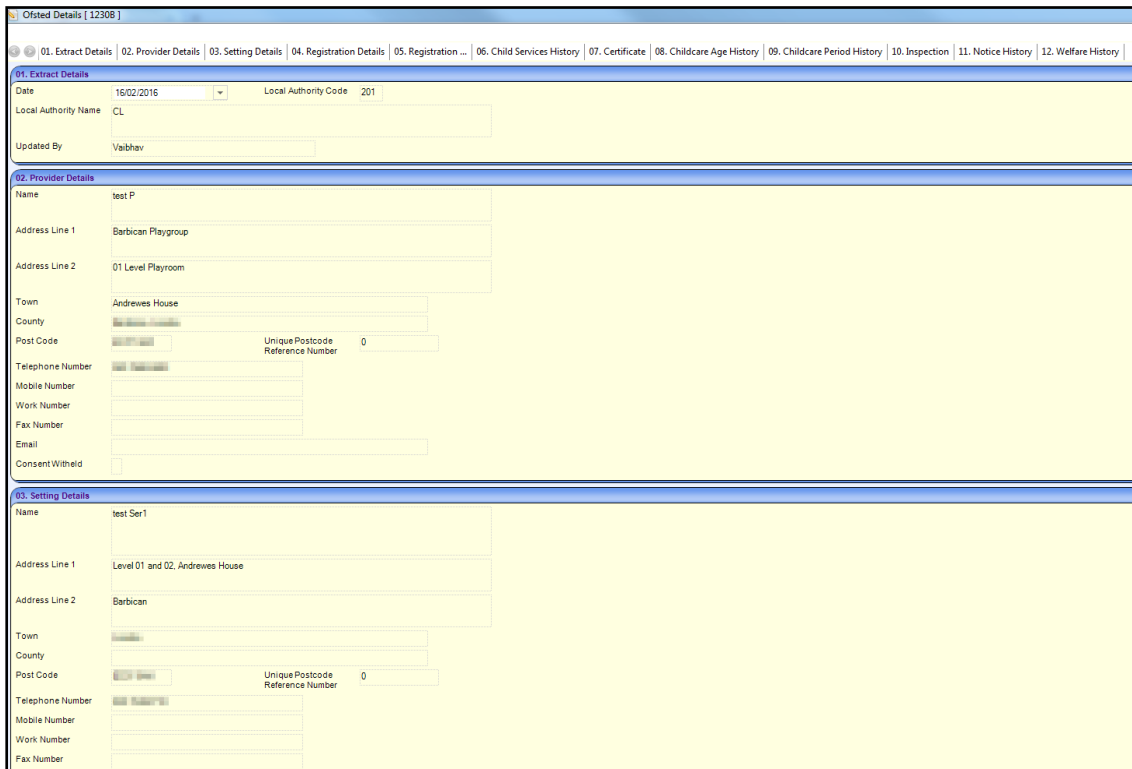
Viewing Services that have sent FID Data

If the provider consents to share information about the service, the **Consent to Share Information** panel displays details of the type and dates when extracts of data have been sent.

1. On the **Maintain Service Provision** page, select the **Consent to Share Information** tab.

FID data can be sent to one or two locations (Owner 1 and Owner 2). The dates when ECD and FSD extracts of data were last sent to one or both locations is displayed as follows:

- **ECD Sent – Owner 1**

- **ECD Sent – Owner 2**

- **FSD Sent – Owner 1**

- **FSD Sent – Owner 2**.

Searching for a Service Provision

An Early Years provider can have one or more service provisions e.g. Breakfast Club, Full Day Care or Holiday Club. To search for a service provision:

1. Select **Focus | Early Years | Search Service Provision** to display the **Search Service Provision** page.

2. Enter one or more search criteria as follows:

   a. Enter a full or partial **Provider Name**.

    b. Enter a full or partial **Service Name**.

    c. Select a **Service Type Description**.

3. If required, enter further search criteria as follows:

    a. Enter a **Service Postcode**.

    b. Deselect the **Registered** check box.

    c. Enter a **Reference Number**.

    d. Enter a **DCSF URN**.

    e. Select a **Status**.

    f. Select a **Funded Status**.

    g. Select a **Locality** (*Lookup Table ID: 0471*).

    h. Select an **Area** (*Lookup Table ID: 0471*).

    i. Select a **Ward** (*Lookup Table ID: 0802*).

    j. Select an **FID Type**.

    k. Click the browse button to select a **Payment Band** (*Lookup Table ID: 1161*).

    l. Click the browse button to select a **Stretched Offer** (*Lookup Table ID: 1178)*.

4. Click the **Search** button to display a list of services.

Managing the Communication Log

The communication log is used to record details of communications sent or received by an Early Years provider or a service provision.

Logging a New Communication

A new communication can be logged for a provider or a service. To log a new communication for a provider or service:

1. Search for a provider via **Focus | Early Years | Search for a Provider**. For more information, see .

2. Highlight the required provider in the list and click the **Open In New Window** button to display the **Maintain Provider** page.

Managing Provider and Service Details

Alternatively, search for a service provision via **Focus | Early Years | Search Service Provision**. For more information, see Searching for a Service Provision on page *42*.

Highlight the required service in the list and click the **Open in New Window** button to display the **Maintain Service Provision** page.

3. Select the **Communication Log** link on the **Links** panel to display the **Communication Log Filter** panel.

4. Click the **New** button to display the **Communication log** details page.

5. Select a **Type** from the drop-down.

6. Select a **Direction** from the drop-down.

7. Click the **Continue** button to display the **Communication for** page.

   For more information, see Logging a New Email on page *45*, Logging a New Telephone Call on page *46* or Logging a New Letter or Fax on page *47*.

Logging a New Email

1. Search for a provider or a service and click the **Communication Log** link on the **Links** panel.

2. Click the **New** button to display the **Communication log** details page.

3. Select **Email** from the **Type** drop-down.

4. Select a **Direction** from the drop-down.

5. Click the **Continue** button to display the **Communication for** page.
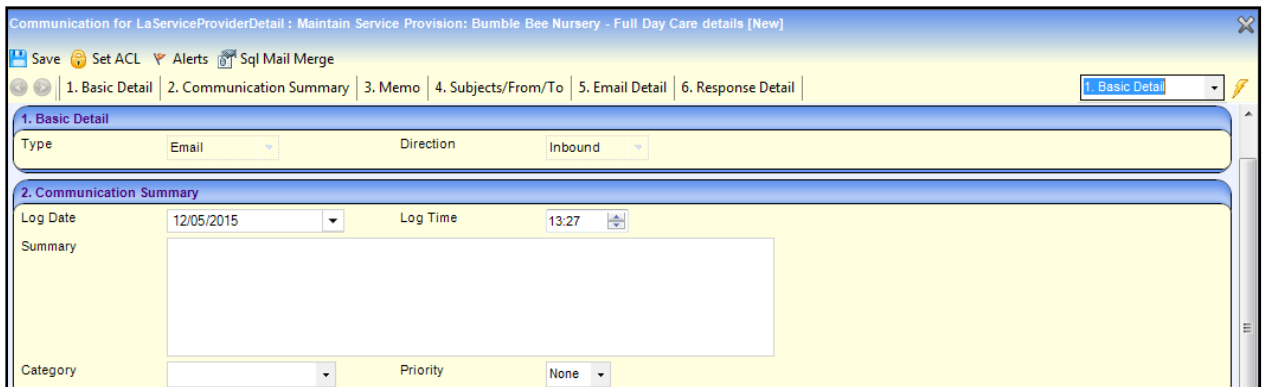
6. On the **Communication Summary** panel:

   a. Select a **Log Date**.

   b. Enter a **Log Time**.

   c. Enter a **Summary**.

   d. If required, select a **Category** from the drop down (*Lookup Table ID: 0427*).

   e. If required, select a **Priority**.

7. If required, select the **Memo** tab and enter a memo.

8. Select the **Subjects/From/To** tab.

9. Click the **Add** button to display the **Person Enquiry** dialog and select the required person, base or role.

10. Select the **Email Detail** tab.

11. Enter the **Subject** and **Body** of the email.

12. Click the **Save** button.

Logging a New Telephone Call

1. Search for a provider or a service and click the **Communication Log** link on the **Links** panel.

2. Click the **New** button to display the **Communication log** details page.

3. Select **Telephone** from the **Type** drop-down.

4. Select a **Direction** from the drop-down.

5. Click the **Continue** button to display the **Communication for** page.

6. On the **Communication Summary** panel:

   a. Select a **Log Date**.

   b. Enter a **Log Time**.

   c. Enter a **Duration**.

   d. Enter a **Summary**.

   e. If required, select a **Category** from the drop down (*Lookup Table ID: 0427*).

7. Select the **Subjects/From/To** tab.

8. Click the **Add** button to display the **Person Enquiry** dialog and select the required person, base or role.

9. Click the **Save** button.

Logging a New Letter or Fax

1. Search for a provider or a service and click the **Communication Log** link on the **Links** panel.

2. Click the **New** button to display the **Communication log** details page.

3. Select **Letter** or **Fax** from the **Type** drop-down.

4. Select a **Direction** from the drop-down.

5. Click the **Continue** button to display the **Communication for** page.

6. On the **Communication Summary** panel:

   a. Select a **Log Date**.

   b. Enter a **Log Time**.

   c. Enter a **Summary**.

   d. If required, select a **Category** from the drop down (*Lookup Table ID: 0427*).

7. Select the **Subjects/From/To** tab.

8. Click the **Add** button to display the **Person Enquiry** dialog and select the required person, base or role.

9. Select the **Letter Details** tab.

10. Select a **Receive/Sent Date**.

11. If required, select a **Letter Date**, **Print Date** and **Letter Reference**.

12. Click the **Save** button.

Searching for a Logged Communication

1. Search for a provider via **Focus | Early Years | Search for a Provider**. For more information, see .

2. Highlight the required provider in the list and click the **Open In New Window** button to display the **Maintain Provider** page.

Alternatively, search for a service provision via **Focus | Early Years | Search Service Provision**. For more information, see .

Highlight the required service in the list and click the **Open in New Window** button to display the **Maintain Service Provision** page.

3. Select the **Communication Log** link on the **Links** panel to display the **Communication Log Filter** panel.
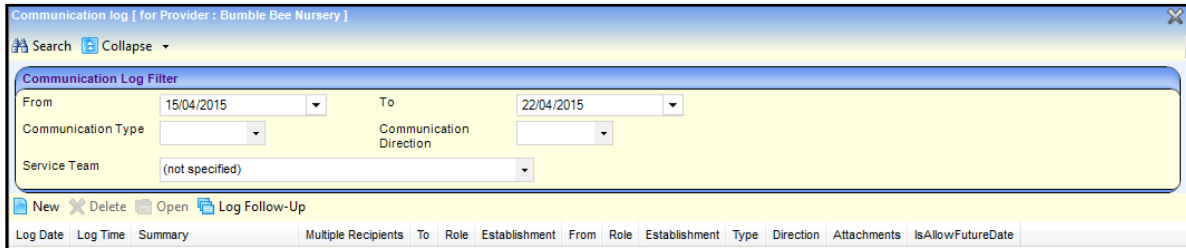
By default, the **To date** is set to the current date and the **From date** is set to one week earlier.

4. If required, enter search criteria by selecting from the following drop-downs:

   ■ **From** date

   ■ **To** date

   ■ **Communication Type**

   ■ **Communication Direction**

   ■ **Service Team**.

5. Click the **Search** button to display a list of logged communications.

Managing Complaints

Complaints made about a provider or service can be recorded.

Adding a New Complaint

1. Open the **Complaints** page for a provider or a service. For more information, see Viewing Complaints for a Provider on page 50 or Viewing Complaints for a Service on page *51*.
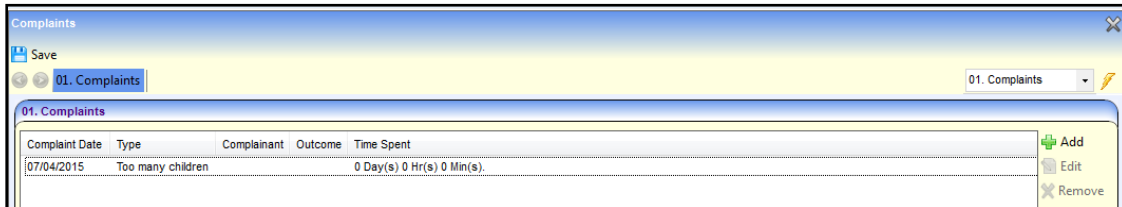
2. Click the **Add** button to display the **Complaint Details** page.

3. On the **Complaints** panel, select a **Type** from the drop-down (*Lookup ID: 0476*).

4. If required, click the browse to display the **Person Enquiry** dialog and select a **Complainant Summary**.

5. If required, select an **Action** from the drop-down (*Lookup Table ID: 0477*).

6. If required, select an **Outcome** from the drop-down (*Lookup Table ID:1143*).

7. If required, click the **Complaint Memo** button or **Action Memo** button to record a corresponding memo.

8. If required, enter appeal details on the **Appeals** panel:

    a. Select an **Appeal To LA Date**.

    b. Select an **Appeal To LA Outcome** date.

    c. Select an **Appeal To Law Date**.

    d. Select an **Appeal To Law Outcome** date.

    e. Click the **Appeal Memo** button to enter a memo.

9. If required, enter **User Defined Details**.

10. Click the **Save** button.

Viewing Complaints for a Provider

1. Search for a provider via **Focus | Early Years | Search for a Provider**. For more information, see

2. Highlight the required provider or service in the list and click the **Open In New Window** button to display the **Maintain Provider** page.
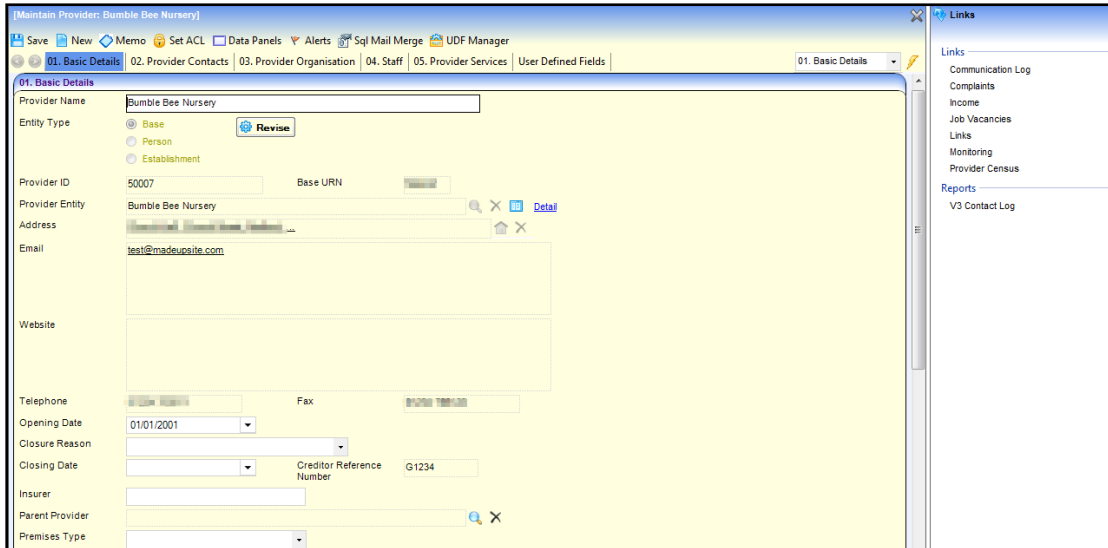
3. Click the **Complaints** link on the **Links** panel to display the **Complaints** page.

Viewing Complaints for a Service

1. Search for a service provision via **Focus | Early Years | Search Service Provision**. For more information, see .

2. Highlight the required service in the list and click the **Open In New Window** button to display the **Maintain Service Provision** page.

3. Click the **Complaints** link on the **Links** panel to display the **Complaints** page.

Managing Income

The income for an Early Years provider can be recorded.

Adding Income for a Provider

1. Open the **Income** page for a provider. For more information, see <u>Adding Income for a Provider</u> on page *52*.

2. Click the **Add** button to display the **Income Details** page.

3. Select an **Income Code**.

4. Enter an **Amount**.

5. Select a **Due Date**.

6. If required, enter **Receipt Details**:

   a. Enter a **Receipt No**.

   b. Select a **Receipt Type**.

   c. Enter a **Receipt Amount**.

   d. Enter an **Income Note**.

   e. Select a **Receipt Date**.

   f. Select a **Bank Slip Date**.

7. Click the **Save** button.

Viewing Income for a Provider

1. Search for a provider via **Focus | Early Years | Search for a Provider**. For more information, see Searching for a Provider on page *9*.

2. Highlight the required provider or service in the list and click the **Open In New Window** button to display the **Maintain Provider** page.
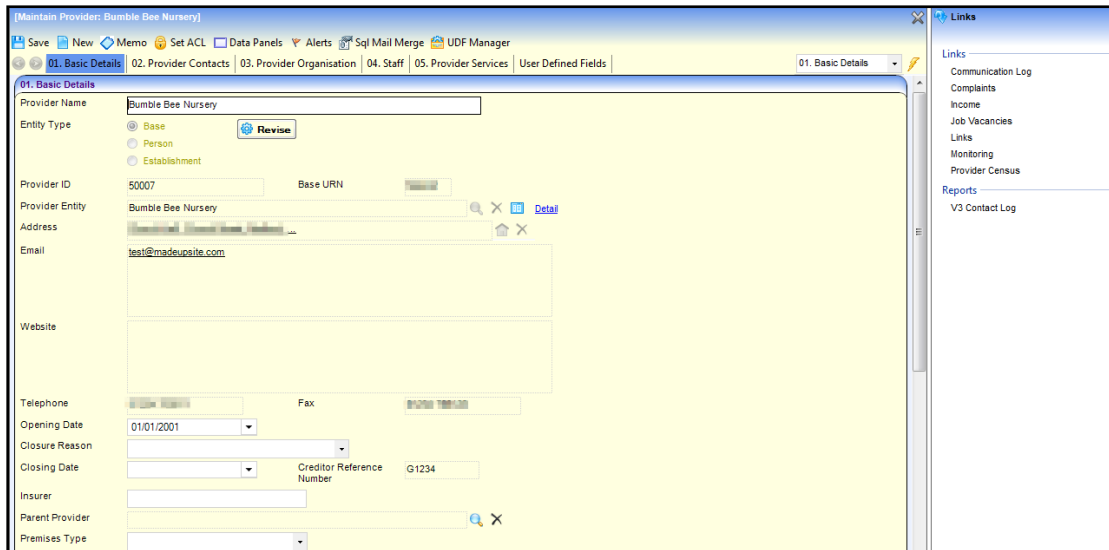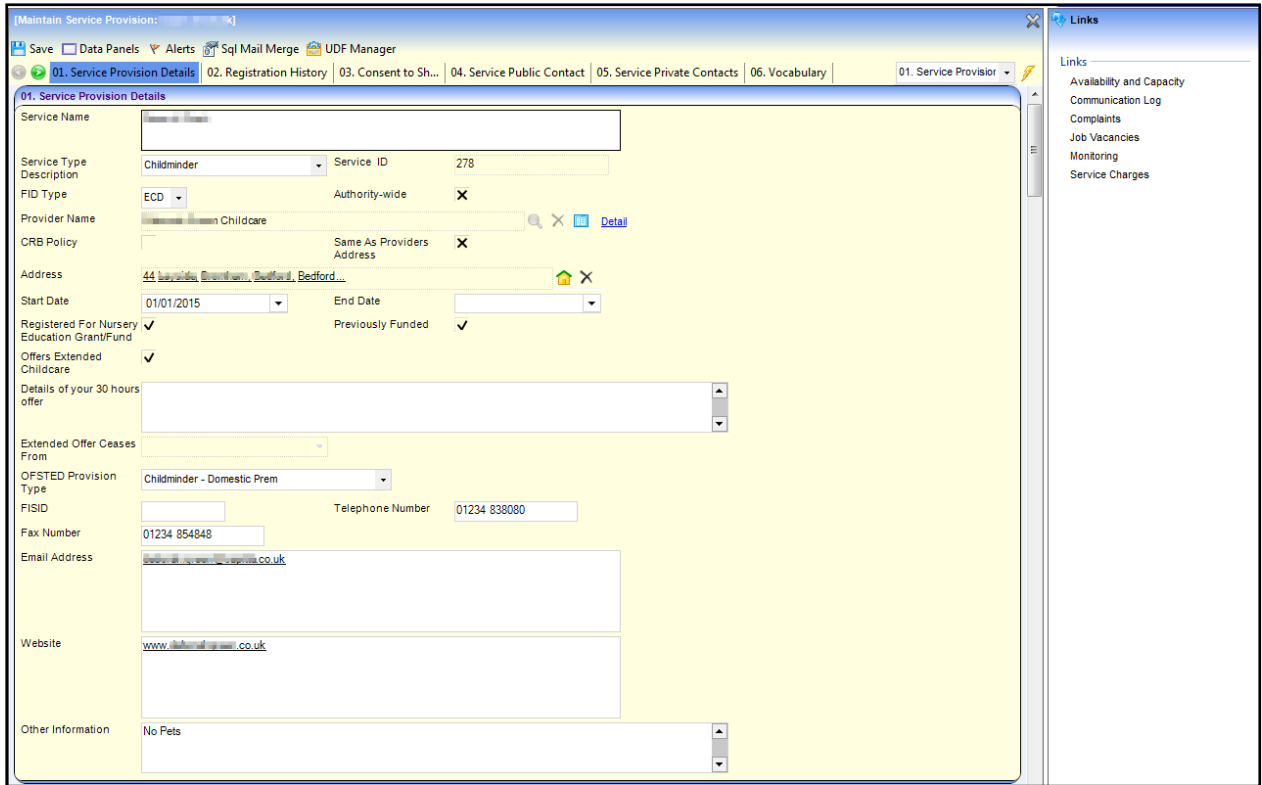
3. Click the **Income** link on the **Links** panel to display the **Income** page.
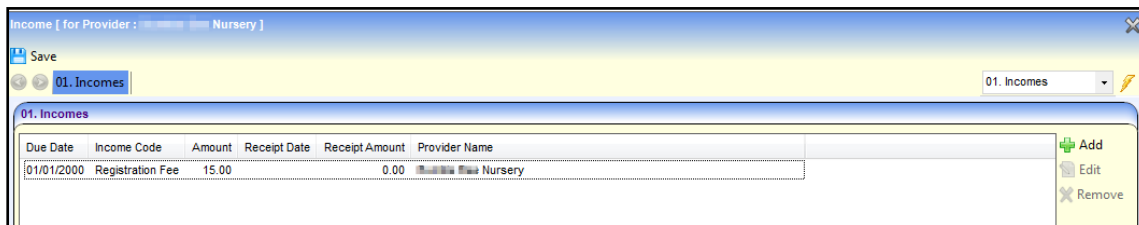
Managing Job Vacancies

Job vacancies for a provider or a service provision can be recorded.

Adding a Job Vacancy

1. Open the **Job Vacancies** page for a provider or a service. For more information, see Viewing Job Vacancies for a Provider on page *56* or Viewing Job Vacancies for a Service on page *56*.

2. Click the **Add** button to display the **Job Vacancies** page.

3. Enter a **Job Title**.

4. If required, enter the following:

    a. **Job Description**.

    b. **Start Date**.

    c. **Salary Range**.

    d. Select the **Area** (*Lookup Table ID: 0471*).

    e. Select the **Locality** (*Lookup Table ID: 0470*).

    f. Select the **Employment Type** (*Lookup Table ID: 0815*).

    g. Select **Salary Type** from the drop-down.

    h. Select the **Charge Group** (*Lookup Table ID: 0800*).

5. If experience is required for this job vacancy, enter the number and select **Weeks**, **Months** or **Years** from the **Experience Type** drop-down.

6. If required, enter the following details on the **Job Category** panel:

    a. Select an **Early Education Type** (*Lookup Table ID: 0811*).

    b. Select a **Childcare & Playwork** category (*Lookup Table ID: 0812*).

    c. Select a **Community Work** category *(Lookup Table ID: 0813)*.

    d. Select a **Support Services** category (*Lookup Table ID: 0814*).

    e. If the vacancy is for a childcare tutor or trainer, select the **Childcare Tutor/Trainer** check box to display a tick.

7. Click the **Save** button.

Viewing Job Vacancies for a Provider

1. Search for a provider via **Focus | Early Years | Search for a Provider**. For more information, see Searching for a Provider on page *9*.

2. Highlight the required provider or service in the list and click the **Open In New Window** button to display the **Maintain Provider** page.
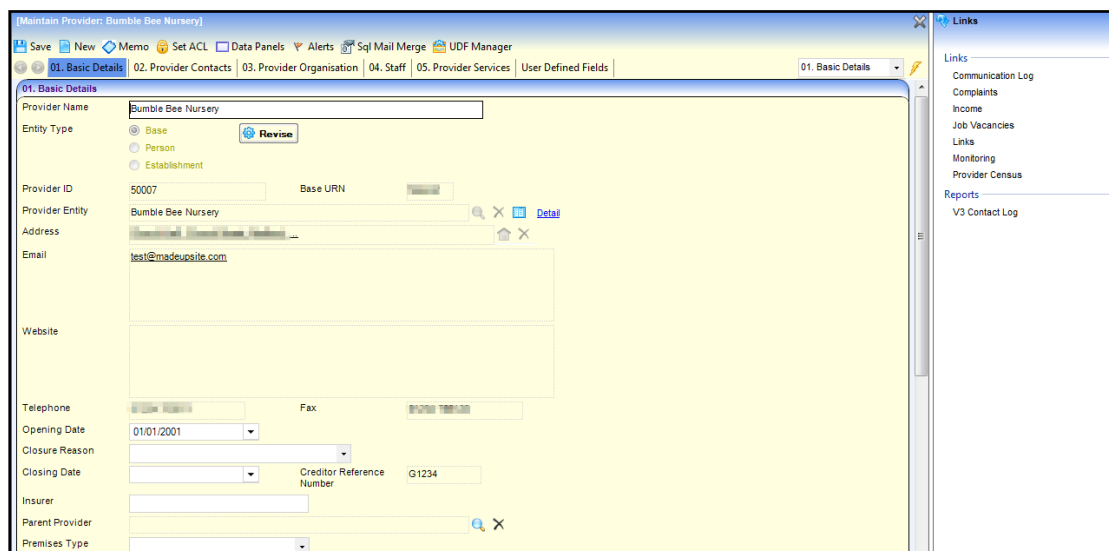
3. Click the **Job Vacancies** link on the **Links** panel to display the **Job Vacancies** page.
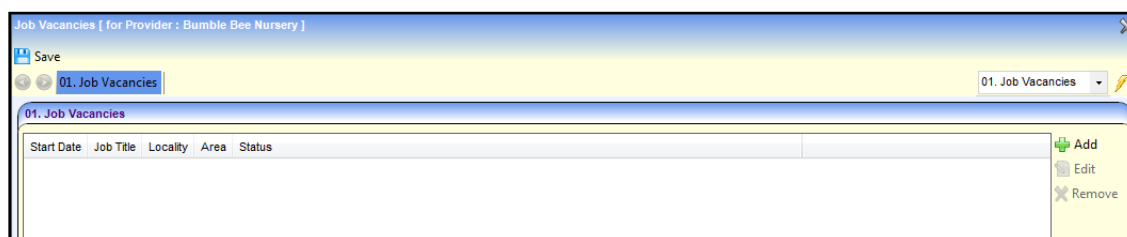
Viewing Job Vacancies for a Service

1. Search for a service provision via **Focus | Early Years | Search Service Provision**. For more information, see Searching for a Service Provision on page *42*.

2. Highlight the required service in the list and click the **Open In New Window** button to display the **Maintain Service Provision** page.

3. Click the **Job Vacancies** link on the **Links** panel to display the **Job Vacancies** page.
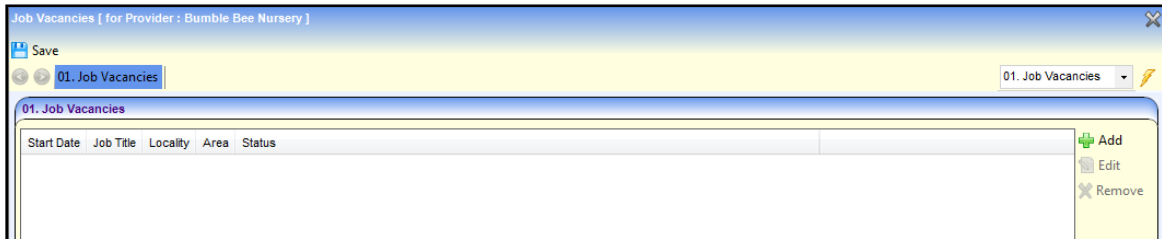
Managing Links

Receiver bases, membership of national groups and representatives for a childcare provider can be displayed and updated using the **Links** page.

Viewing Links for a Provider

1. Search for a provider via **Focus | Early Years | Search for a Provider**. For more information, see

2. Highlight the required provider in the list and click the **Open In New Window** button to display the **Maintain Provider** page.

3. Click the **Links** link on the **Links** panel to display the **Links** page.

Selecting a new Receiver for a Provider

1. Open the **Links** page for a provider. For more information, see Viewing Links for a Provider on page *57*.

2. On the **Receivers** panel, click the **Add** button to display the **Base Enquiry** dialog.

3. Enter one or more search criteria and click the **Search** button:

    a. A full or partial base **Name**.

    b. Select a **Base Type**.

    c. Select an option from the **Base Selection** drop-down.

    d. A full or partial **School No**.

    e. A full or partial **URN**.

4. Highlight the required base in the results list and click the **Select** button.

    Alternatively, click the **New** button to record a new base.

5. Click the **Save** button.

Updating Memberships for a Provider

Membership of national groups is displayed on the **Membership** panel. A new membership can be added or an existing membership can be removed.

Open the **Links** page for a provider. For more information, see Viewing Links for a Provider on page *57*.

To add a new membership:

1. On the **Membership** panel, click the **Add** button to display the **National Members Enquiry** dialog.

2. If required, enter a full or partial **Name**.

3. Click the **Search** button to display a list of national groups.
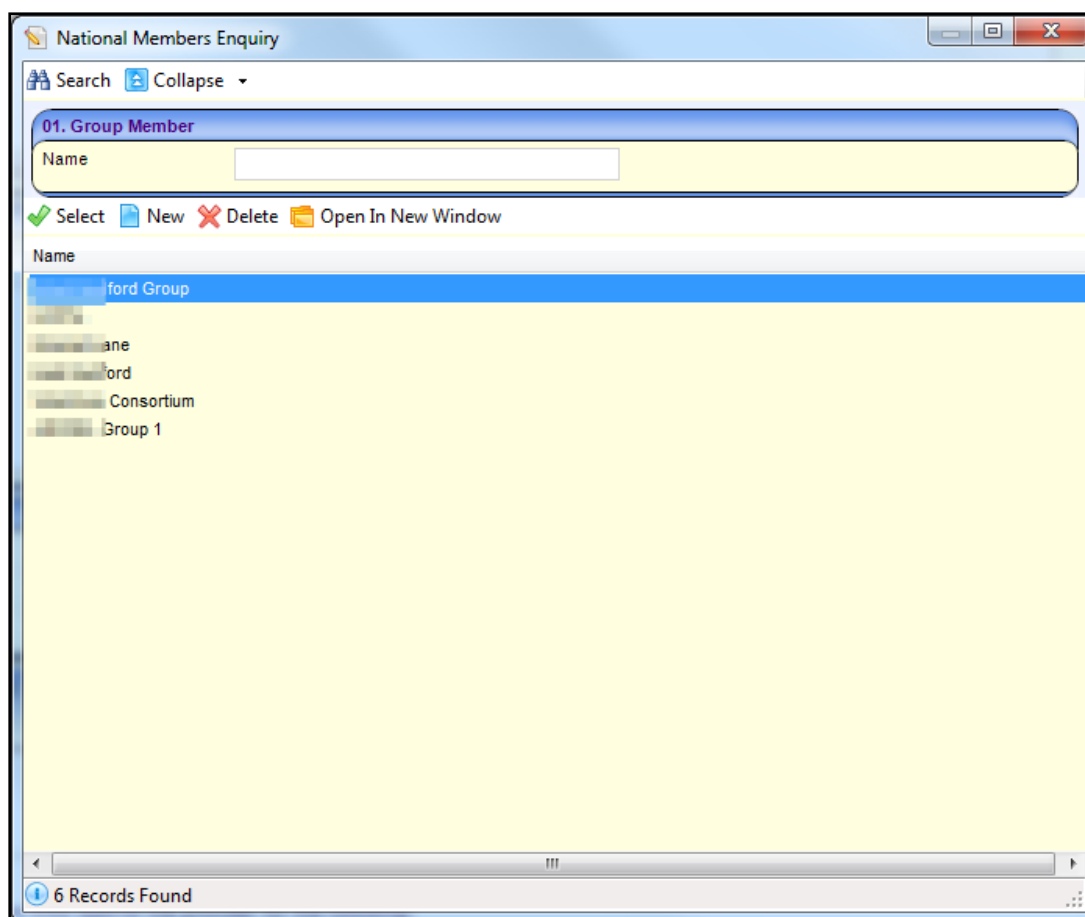
4. Highlight the required group in the results list and click the **Select** button.

5. Alternatively, click the **New** button to record a new group.

6. Click the **Save** button.

Removing a Membership

To remove a membership:

1. On the **Membership** panel, highlight the required group.

2. Click the **Remove** button to display the confirmation message:

   Do you really want to remove the selected record?

3. Click the **Yes** button.

4. Click the **Save** button.

Updating Representatives for a Provider

Representatives on particular groups and forums are displayed on the **Representative Details** panel. A new representative can be selected, or an existing representative can be removed.

1. Open the **Links** panel for a provider. For more information, see .

2. Select the **Representative Details** panel.

3. To select a new **Partnership**, **District Forum** or **Link Group** representative:

   a. Click the browse button to display the **Person Enquiry** dialog.
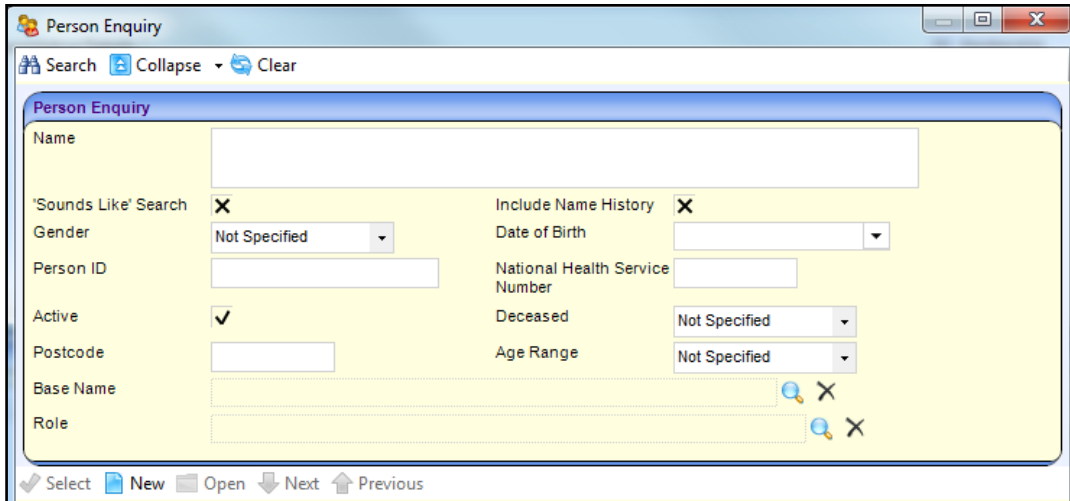
   b. Enter search criteria and click the **Search** button to display a list of people who match the criteria.

   c. Select the required person and click the **Select** button.

   Alternatively, click the **New** button to record a new person.

   d. Click the **Save** button.

4. To remove a representative:

   a. Click the **Clear** button.

   b. Click the **Save** button.

Managing Monitoring

Monitoring information for a childcare provider or service can be recorded.

Adding Monitoring Details

1. Open the **Monitoring** page for a provider or a service. For more information, see

2. Click the **New** button to display the **Monitoring Details** page.

3. On the **Monitoring Details** panel, select a **Monitoring Type** (*Lookup Table ID: 0426*) and enter a **Monitoring Date**.

4. If required, enter a **Monitoring Ref**., **Monitoring Time** and **Monitoring Duration**.

5. If required, select a **Monitoring Outcome** from the drop-down (*Lookup Table ID: 0425*).

6. If required, click the browse to display the **Select Monitoring Officer** dialog. Select the required person and click the **OK** button.

7. If required, enter the **Date of Next Meeting**, **Date Report Recorded** and **Action Plan Deadline** date.

8. If required, enter **Certificate No**.

9. If required, click the **Monitoring Memo** button to record a memo.

10. If required, enter details on the **Monitoring Outcomes** panel as follows:

    a. Select the **Compulsory Childcare Register Met** check box to display a tick.

    b. If required, select the **Voluntary Childcare Register Met** check box to display a tick.

    c. If required, add a new **Monitoring Description** as follows:

        i.   Click the **Add** button to display the **Monitoring Description Chooser** dialog.

        ii. Click the **Search** button to display a list of descriptions.

        iii. Select the required description and click the **Select** button.

11. If required, click the **Add** button on the **Future Improvements** panel and enter **Improvement Details**.

12. If required, click the **Add** button on the **Actions** panel and enter a new action. Select the **Action By** or **Completed By** and select one or more check boxes.

13. Click the **Save** button.

Viewing Monitoring Information for a Provider

1. Search for a provider via **Focus | Early Years | Search for a Provider**. For more information, see Searching for a Provider on page *9*.

2. Highlight the required provider or service in the list and click the **Open In New Window** button to display the **Maintain Provider** page.
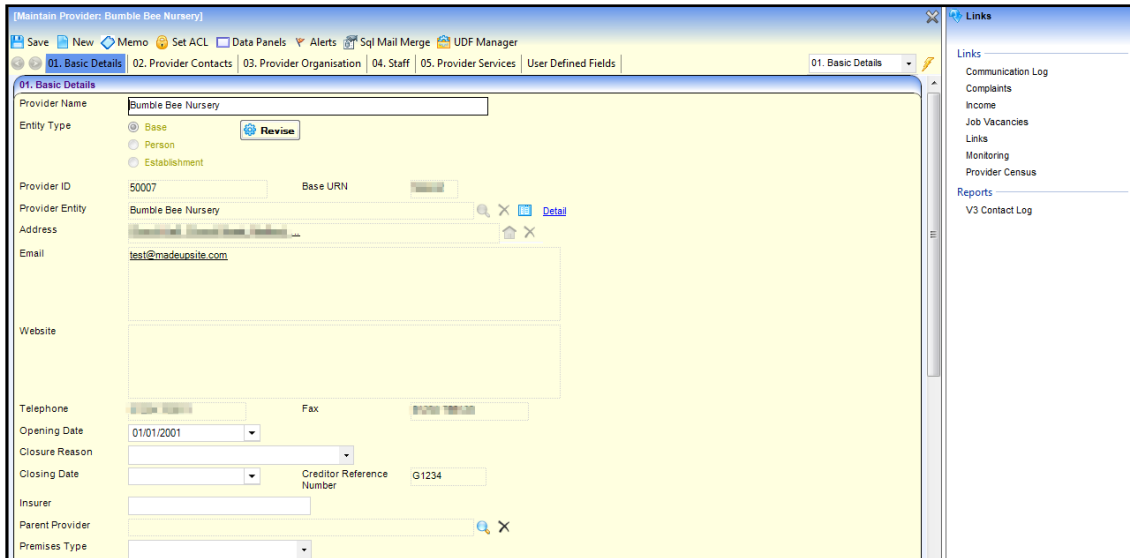
3. Click the **Monitoring** link on the **Links** panel to display the **Monitoring Summary** page with a list of monitoring records for the provider.

Viewing Monitoring Information for a Service

1. Search for a service provision via **Focus | Early Years | Search Service Provision**. For more information, see Searching for a Service Provision on page *42*.

2. Highlight the required service in the list and click the **Open In New Window** button to display the **Maintain Service Provision** page.

3. Click the **Monitoring** link on the **Links** panel to display the **Monitoring Summary** page with a list of monitoring records for the service.

Viewing Provider Census Details

The **Provider Census** page enables you to view historical details regarding the Early Years Census.

The Early Years Census can be modified by a provider using the Self Update portal or by the LA in the v4 Client via **Early Years | Census Return**.

Additional Resources

The *Early Years Census Return* reference guide and the *One Early Years Self Update Provider Portal* handbook are available on the One Publications website and on My Account.

The v4 Client help file provides information regarding producing the Early Years Census return.

Viewing Historical Provider Census Details

1. Search for a provider via **Focus | Early Years | Search for Provider**. For more information, see Searching for a Provider on page *9*.

2. Highlight the required provider in the list and click the **Open In New Window** button to display the **Maintain Provider** page.
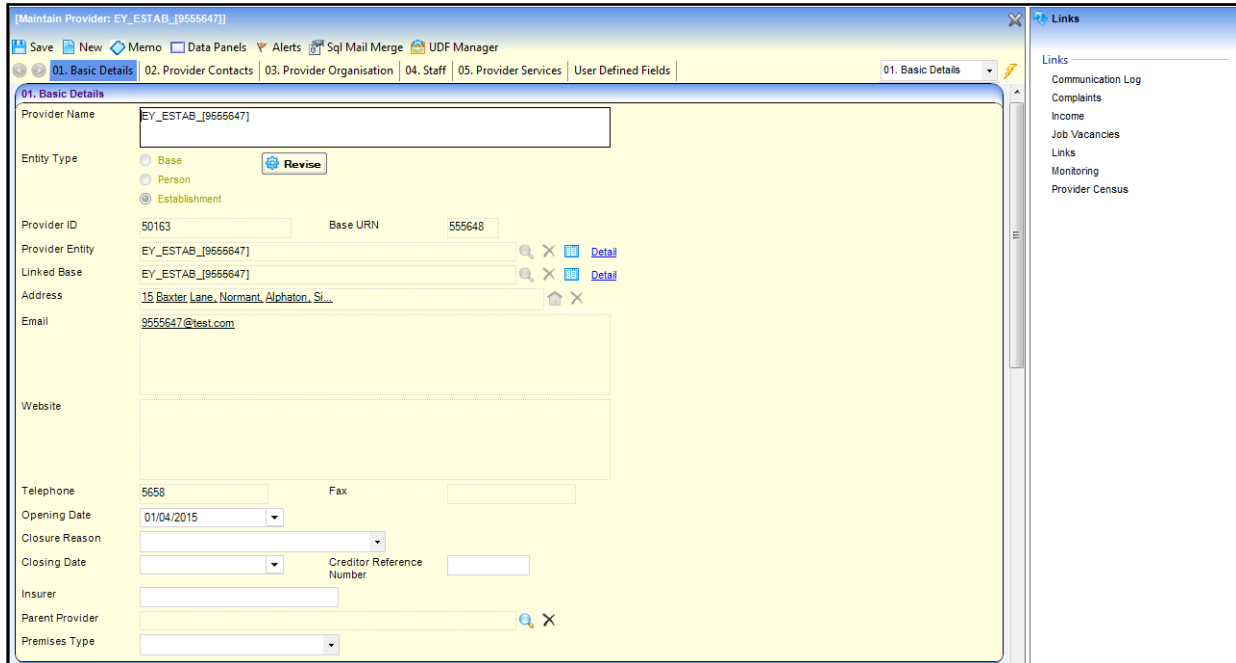
3. Click the **Provider Census** link in the **Links** panel to display the **Provider Census** page.
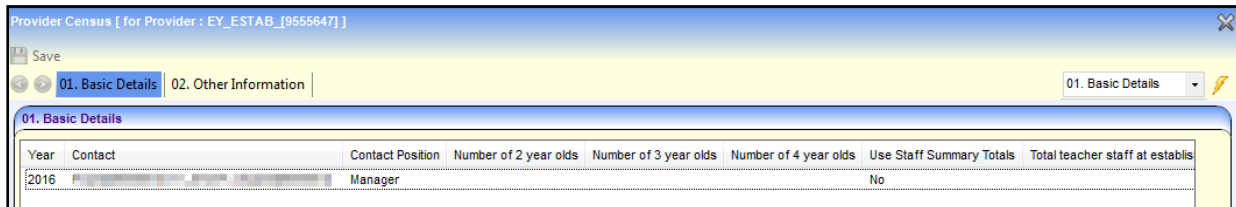
Managing Availability and Capacity for a Service

The dates and times that a service is available, the age ranges catered for, the capacity for specific age ranges and vacancies at the service can be recorded.

Adding Opening Dates and Times

1. Search for a service provision via **Focus | Early Years | Search Service Provision**. For more information, see Searching for a Service Provision on page *42*.

2. Highlight the required service in the list and click the **Open In New Window** button to display the **Maintain Service Provision** page.

3. Click the **Availability and Capacity** link on the **Links** panel to display the **Availability and Capacity details** page.

4. Click the **Add** button on the **Opening Dates + Times** panel to display the **Opening Dates + Times Details** page.
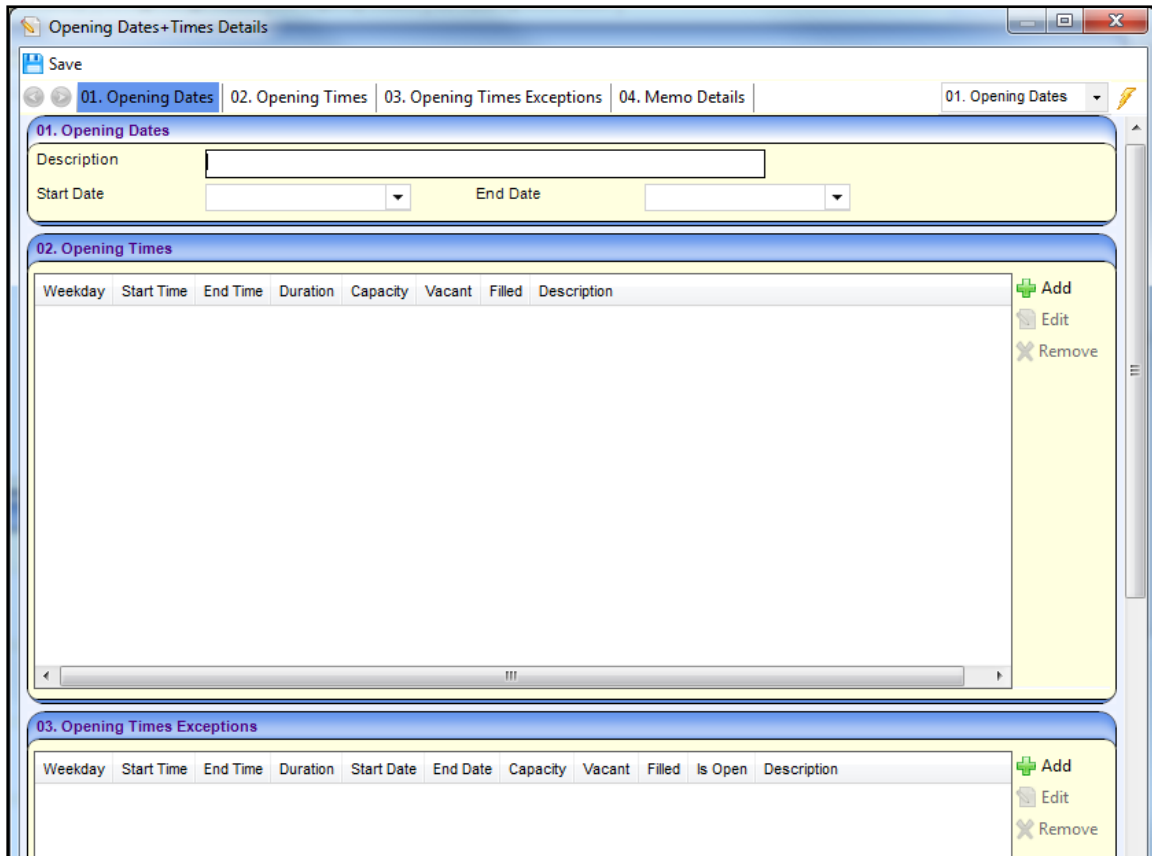
5. On the **Opening Dates** panel, enter a **Description**.

6. Select a **Start Date**.

7. If required, select an **End Date**.

8. On the **Opening Times** panel, click the **Add** button to display the **Opening Times Details** dialog.
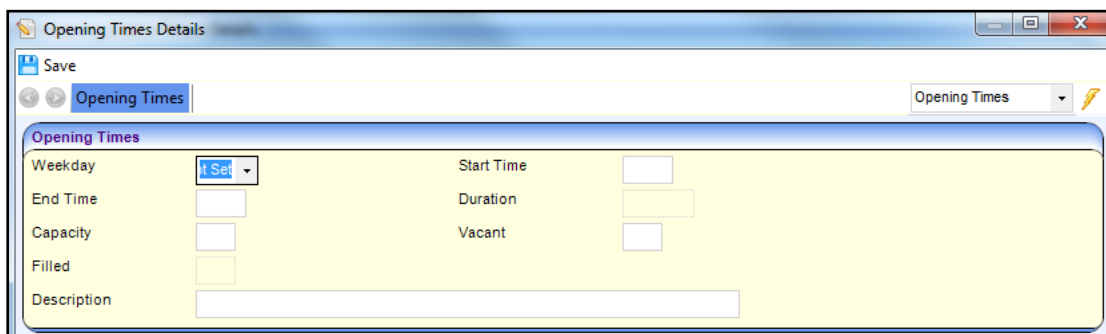
9. Select a **Weekday** from the drop-down list.

10. Enter a **Start Time** and **End Time** (hhmm format).

11. Enter a **Capacity**.

12. If required, enter the number of **Vacant** places and a **Description**.

13. Click the **Save** button.

14. If required, enter the details of exceptions to the normal opening times on the **Opening Times Exceptions** panel as follows:

    a. Click the **Add** button to display the **Opening Times Details** dialog.

b. Select a **Weekday** and enter the **Start Time**, **End Time** and **Capacity**.

c. Enter the number of **Vacant** places and a description.

15. If required, enter a memo on the **Memo Details** panel.

16. Click the **Save** button.

Adding Availability

1. Search for a service provision via **Focus | Early Years | Search Service Provision**. For more information, see <u>Searching for a Service Provision</u> on page *42*.

2. Highlight the required service in the list and click the **Open In New Window** button to display the **Maintain Service Provision** page.

3. Click the **Availability and Capacity** link on the **Links** panel to display the **Availability and Capacity details** page.

4. Select the **Availability** tab.

5. If required, enter the following information:

a. Enter the number of weeks that the service is open during the year in the **No Weeks Open** field.

b. Enter free text in the **Times**, **Other Hours**, **Availability and Funded Places Availability** fields.

c. Click the **Add** button to display the **Lookup Codes - When is Service Available?** dialog.
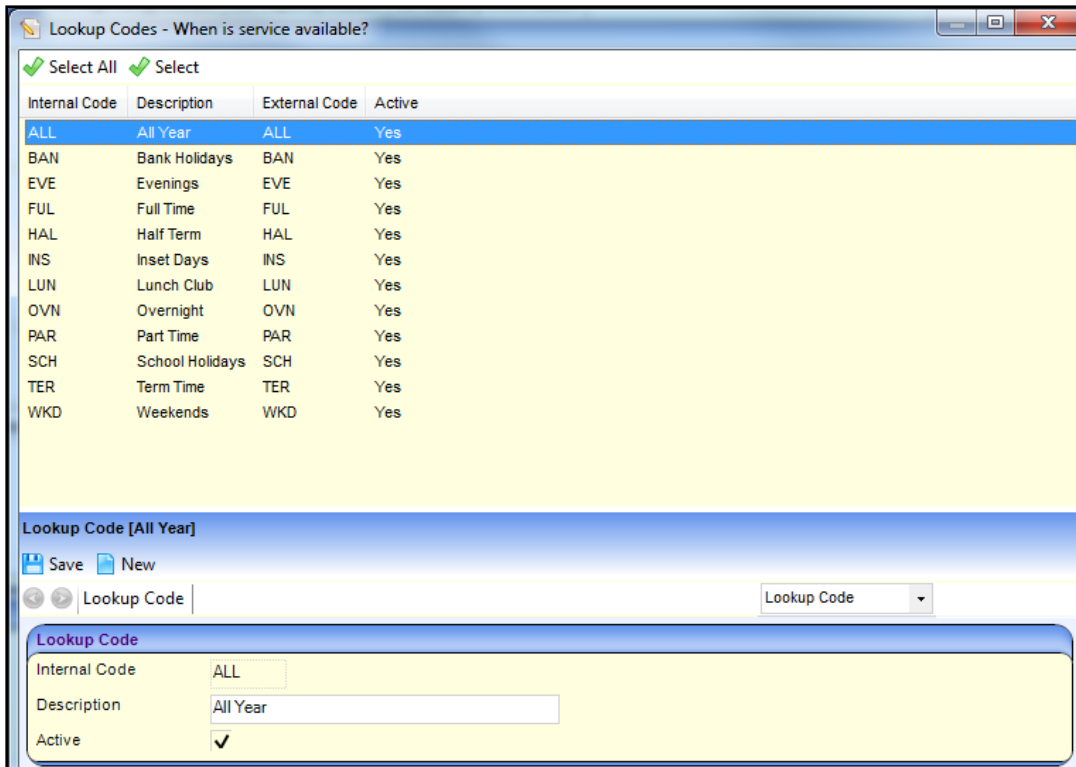
d. Highlight one or more codes and click the **Select** button.

6. Click the **Save** button.

Adding Details of Age Ranges for the Service

1. Search for a service provision via **Focus | Early Years | Search Service Provision**. For more information, see

2. Highlight the required service in the list and click the **Open In New Window** button to display the **Maintain Service Provision** page.

3. Click the **Availability and Capacity** link on the **Links** panel to display the **Availability and Capacity details** page.

4. Select the **Age Range Details** tab.
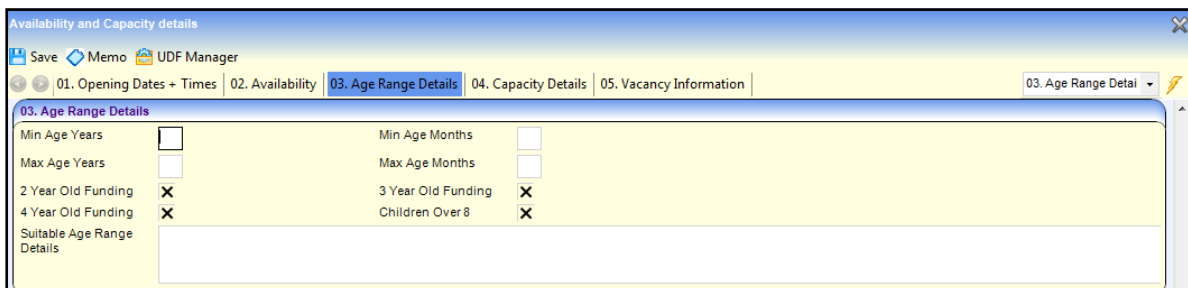
5. If required, enter the following information:

a. Enter the minimum age in years and months.

b. Enter the maximum age in years and months.

c. Select one or more of the check boxes to display a tick:

- **2 Year Old Funding**

- **3 Year Old Funding**

- **4 Year Old Funding**
- **Children Over 8.**
    d. Enter **Suitable Age Range Details**.

6. Click the **Save** button.

Adding Capacity Details for the Service

1. Search for a service provision via **Focus | Early Years | Search Service Provision**. For more information, see Searching for a Service Provision on page *42*.

2. Highlight the required service in the list and click the **Open In New Window** button to display the **Maintain Service Provision** page.

3. Click the **Availability and Capacity** link on the **Links** panel to display the **Availability and Capacity details** page.

4. Select the **Capacity Details** tab.

5. Click the **Add** button to display the **Capacity Details** dialog.

6. Click the browse button to display the **Age Range Enquiry** dialog.

7. If required, enter search criteria.

8. Click the **Search** button to display a list of age ranges.

9. Highlight the required age range and click the **Select** button.

10. Enter the **Capacity** for the selected age range.

11. If required, enter the number of **Vacancies** and the number on the **Waiting List** for this age range.

12. Click the **Save** button.

Adding Vacancy Information for the Service

1. Search for a service provision via **Focus | Early Years | Search Service Provision**. For more information, see Searching for a Service Provision on page *42*.

2. Highlight the required service in the list and click the **Open In New Window** button to display the **Maintain Service Provision** page.

3. Click the **Availability and Capacity** link on the **Links** panel to display the **Availability and Capacity details** page.

4. Select the **Vacancy Information** tab.

5. If required, enter the following information:

   a. If the service can be contacted to get vacancy information, select the **Contact for Vacancies** check box to display a tick.

   b. If there are immediate vacancies, select the **Immediate Vacancies** check box to display a tick.

   c. Select a **Contact Method for Updating Vacancies**.

   d. If there is a waiting list, select the **Waiting List** check box to display a tick.

   e. Enter **Vacancy Other Information**.

6. Click the **Save** button.

Viewing Availability and Capacity for a Service

1. Search for a service provision via **Focus | Early Years | Search Service Provision**. For more information, see Searching for a Service Provision on page *42*.

2. Highlight the required service in the list and click the **Open In New Window** button to display the **Maintain Service Provision** page.

3. Click the **Availability and Capacity** link on the **Links** panel to display the **Availability and Capacity details** page.


4. Select the required tab to view the following information for the service:

   ■ **Opening Dates and Times**

   ■ **Availability**

   ■ **Age Range Details**

   ■ **Capacity Details**

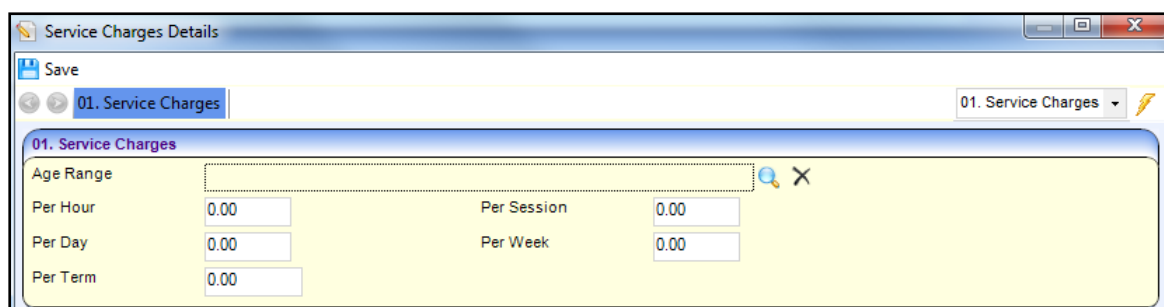   ■ **Vacancy Information**.

Managing Service Charges

Service charges for each age range and costs details for a service can be recorded.

Adding Service Charges and Cost Details

1. Search for a service provision via **Focus | Early Years | Search Service Provision**. For more information, see Searching for a Service Provision on page *42*.

2. Highlight the required service in the list and click the **Open In New Window** button to display the **Maintain Service Provision** page.
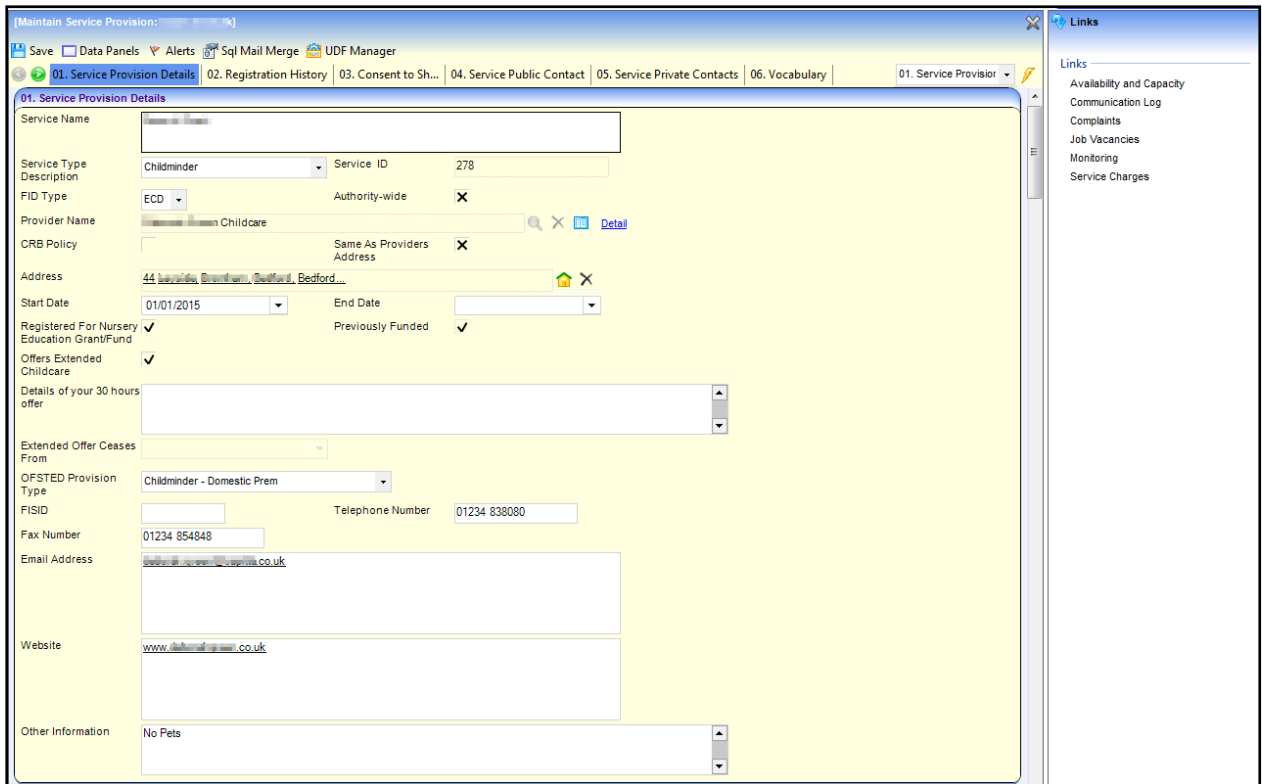
3. Click the **Service Charges** link on the **Links** panel to display the **Service Cost Details** page.
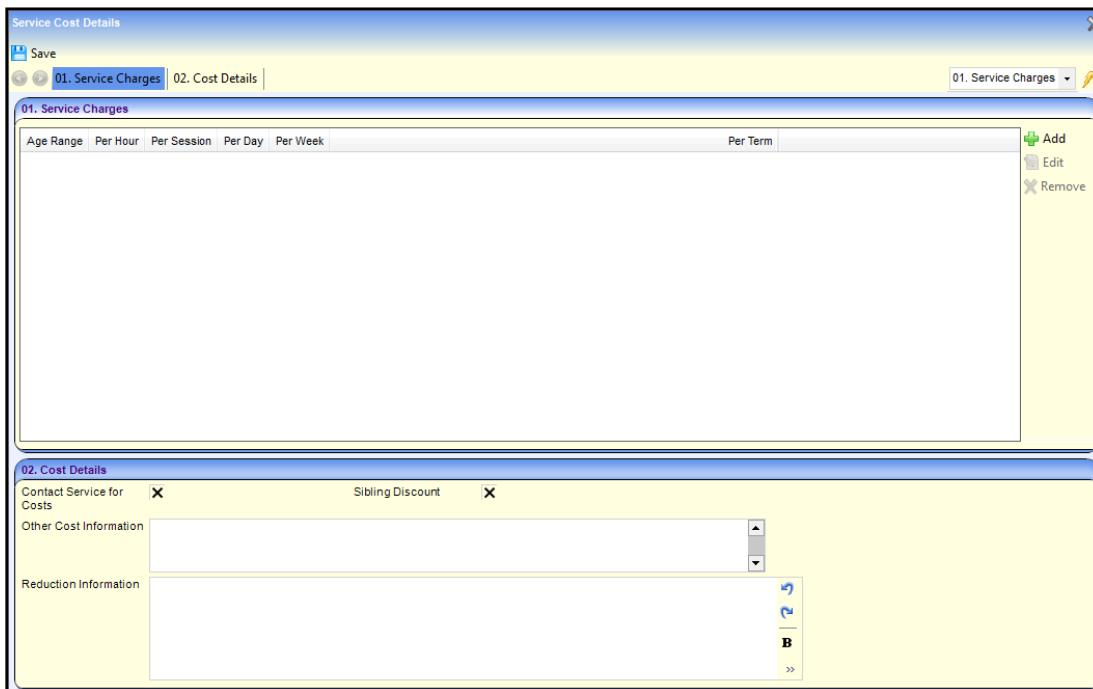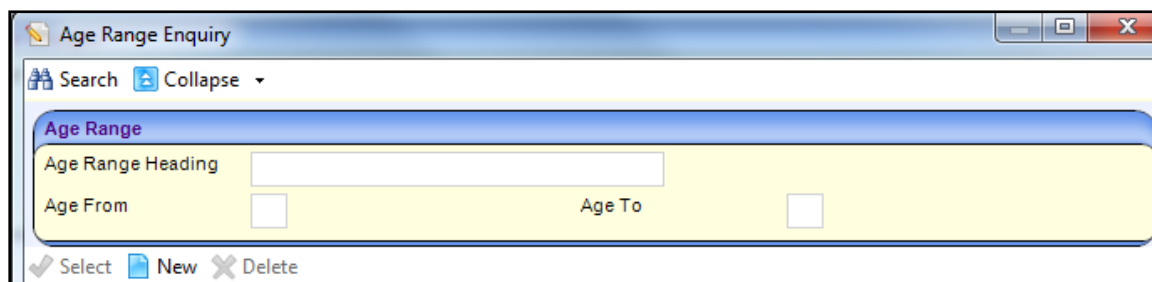
4. Click the **Add** button on the **Service Charges** panel to display the **Service Charges Details** page.

Service charges can be recorded for each **Age Range** as follows:

a. Click the browse button to display the **Age Range Enquiry** dialog.

b. Search for and select the required **Age Range**.

c. Enter the service charges for the selected age range.

d. Click the **Save** button.

5. If required, enter details on the **Cost Details** panel as follows:

a. If the service can be contacted for cost information, select the **Contact Service for Costs** check box to display a tick.

b. If the service offers a sibling discount, select the **Sibling Discount** check box to display a tick.

c. If required, enter **Other Cost Information**.

d. If required, enter a **Reduction Information** memo.

6. Click the **Save** button.

Viewing Service Charges and Cost Details

1. Search for a service provision via **Focus | Early Years | Search Service Provision**. For more information, see

2. Highlight the required service in the list and click the **Open In New Window** button to display the **Maintain Service Provision** page.

3. Click the **Service Charges** link on the **Links** panel to display the **Service Cost Details** page.

04 | Ofsted Data Import

Ofsted data can be imported daily into the One database.

> **Note**: The Ofsted import and Window Scheduled task (used to schedule the time for the data import), is configured by One Technical support or see The *FID/Ofsted Import Technical guide* that provides information on configuring the import.

When Ofsted data is imported, the One system looks for an existing Ofsted record with a matching Ofsted Reference Number. If a match is found a link is made between the existing Provider record and the Ofsted record. The imported Ofsted data is held separately from and does not update the existing Provider record.

Any changes, deletions, or additions to the Ofsted data since the last import are added to the audit log.

The audit log can be accessed via the **Audit Details** screen. An alert can also be setup to notify specific users of any changes, so they can update the Provider details in One.

Setup and Activate Audit Log Alert

When the audit log is updated, an alert can be raised to inform individuals or groups by a Workflow message or email. If no alert is set, the workflow message can be accessed on the Audit Trail screen.

An alert already exists on the system. You need to identify who it is to be sent to and activate it.

1. Select **Tools | Administration | Alert Definition**. This displays the **Maintain Alert** screen.

2. In the description field enter **Ofsted Registration** and click search.

3. Select the **Audit Log** displayed and click **Open In New Window**.

The **Alert Definition** screen opens. In the **Alert Definition** panel, it shows the entries in the template. The **Active** field will initially display an X but changes to a tick to show it is active after the alert has been activated.

4. To select users, scroll down to the **Recipient List** panel, click **Add Users** and select the Users you want to be notified of when a change is imported.
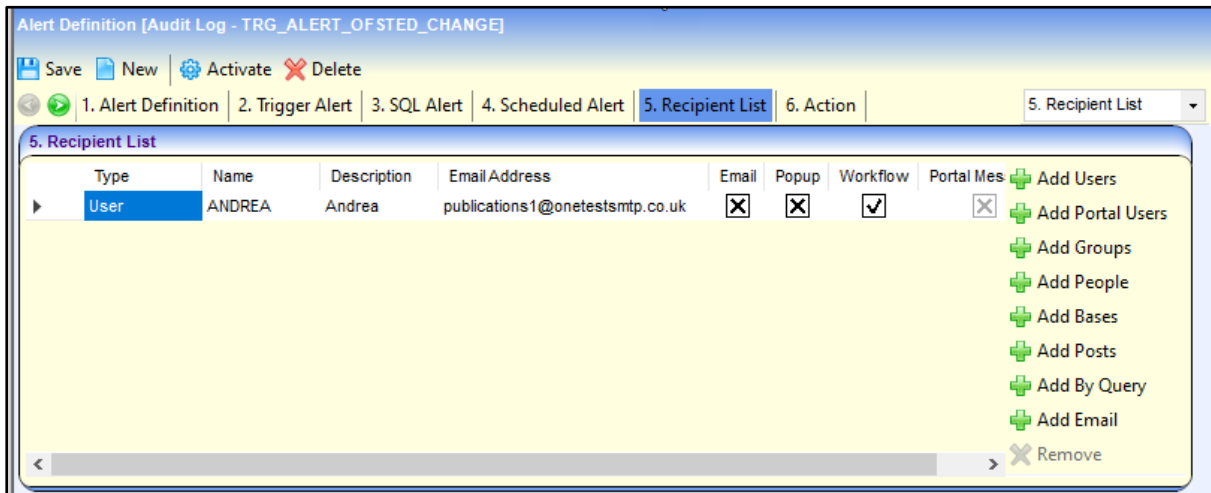
5. Next, click in the box under **Workflow** to change it from an X to a tick.

6. Click **Save**. This generates the **Activate alert** message as shown below.

7. Select **Yes** to Activate the Alert.
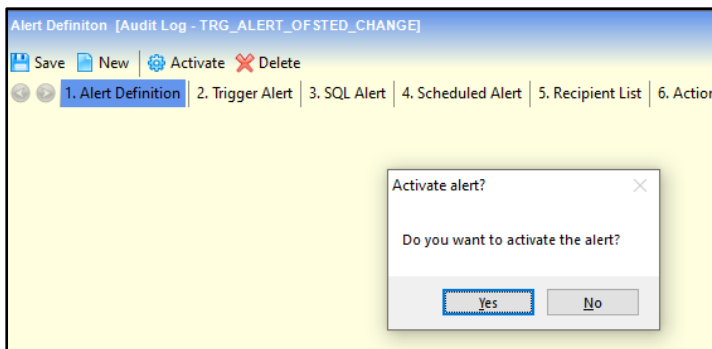
> *Note: Once the Alert is activated, if a change to the alert is required, for example, to add additional users or form of notification, then the alert will need to be Deactivated by selecting Deactivate on the menu. The Alert must be re-activated once all change has been made.*

With the Alert now activated, when Ofsted data is imported users will receive a workflow message on their homepage.

Ofsted Registration Workflow Messages

Ofsted Registration messages display in the Workflow message panel on Users homepage.

The message column indicates which provider the change relates to. The user needs to open each message to view a list of changes and then manually make those changes to the existing Provider details. To view the details of the change, select a Workflow message to open the **Audit Details** screen listing the changes made for that provider, or the details of a new provider.

New Provider

If a new provider is imported, a new record needs to be created, using the information in the **Audit Detail.** To create a new Provider, see Adding A new provider.

Alternatively,

1. Select **Focus | Early Years | Search for Ofsted Details**

2. From the **Audit Detail**, enter the Provider name, Post code or Ofsted ref. number and click search.

3. In the search result the Provider displays with a status of Unmatched.

4. Select the Provider and click **Add Unmatched**.

    The **Maintain Service Provision** screen opens with the fields populated with the imported data for the Provider. However, the information can appear in the incorrect fields and will require a lot of admin work. For example, the Provider can be shown as a Base. The Registration History record will also display the word Dummy in the **Registration Type** and **Area** field as shown in graphic below. The word Dummy must be removed.

Due to the additional admin work required, it is recommended to create a new provider record instead of using this method.

Search Ofsted Data

There is the ability to search for Ofsted date to see all imported records

1. Select **Focus | Early Years |search Ofsted data**

2. Click the **Search** icon.

This displays a list of provider records that have been imported. Changed records display on My Workflow screen or in the **Audit Trail** where the details of the change can be viewed. Providers not matched to an Ofsted Reference number have an Unmatched status. This probably means that either they are a new provider and require a record to be created for them, or the Ofsted details haven't been linked to an existing Service Provision in the Registration History. To add the unmatched record, see New Provider.

Audit trail

If an Alert is not activated, Users will not be notified when there is a change in the Imported data. This will require Users to check the **Audit trail** daily, to see the list of Providers imported with a change as follow:

1. Select **Tools| Audit Trail | Audit Trail**

2. In **Full Form Title** field, enter **Ofsted**.

3. Click the **Search** icon.

   The search result will return a list of Providers, similar to the Workflow screen on the homepage.

4. To view the details, click on the Workflow Message for a Provider. The Audit Details screen displays all changes made.

05 | Glossary of Terms

FID

The One Early Years Family Information Directory (FID) provides a directory of childcare information, facilities and publications.

FISID

FISID is the identity of the local Family Information Service, providing information on services available to parents and carers.

Payment Band

Payment bands can be associated to a provider or a service and enable you to filter the list of funded providers or services displayed.

Stretched Offer

Stretched Offer funding enables parents and carers to take fewer free hours per week over more weeks of the year.

Extended Childcare

Some parents of 3 and 4 year-old children qualify for an additional 15 hours of free childcare in addition to the universal entitlement. Extended Childcare is the additional free childcare that is offered by some providers to parents who qualify.

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