Early Years - Two Year Old Funding Provider Portal Handbook

last updated for the Summer 2020 3.72 release

Handbook

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Contents

01 | Document Change Control

Date	Release	Description
Summer 2020	3.72	**Administration | Configure Portal Settings** **Ineligible Application Settings** is a new panel that allows a Local Authority to choose if the details on an ineligible application is submitted to Portal Back Office for matching or not. *See Early Years Two Year Old Funding Citizen Portal on one Publication.com website*
Spring 2020	3.71	**Add Child - Address** Building Name has been added to the Address section in 'Add Child' record. A Validation check and message has been implemented against the fields below : • House Number • House Name • Building Name A message will appear against each field if all 3 are left blank. For more information see *Adding Child Details to a Provider Assisted Application* Page *32*
Apr 2019	3.68	**Permissions** In this release the ***2YOF Provider User*** permission have been replaced by two new permissions that gives Local Authority the ability to restrict Providers access to either Assisted Applications, Manage Placement or both on two year old funding. The permissions are: • 2YOF Assisted Applications This permission gives access to create assisted applications only. There is no access to Placements. • TYOF Provider – Manage Placement This permission gives access to Start Placement Notification with no access to Assisted Applications For more information see **Permissions** page 24
		Manage Access - Audit log A new database table named audit_log_user_prov_access will record the details of users that have been assigned or removed access to providers/services via Manage Access. For more information see *Audit Log* page *9*

Document Change Control

Date	Release	Description
Apr 2019	3.68	**Carer Date of Birth** A validation check has been introduced to prevent a Carer from being added that is under 16 e.g. too young to have a National Insurance Number. For more Information see *Making a Child Centre Assisted Application on Economic Grounds* on page 34
Summer 2018	3.66	For the One Summer 2018 release (3.66), changes have been made to the Eligibility Checking Service (ECS) settings. For more Information see *Configuring ECS Settings* on page *29.*

02 | Introduction to Two Year Old Funding

Using This Handbook

This handbook is intended for Local Authority Administrators. It describes the following administration processes:

- Managing users
- Configuring two year old funding
  - Non-economic question configuration
  - Assisted application configuration
  - Placement notification configuration.
- Managing applications and placements
- Searching for submitted applications
- Monitoring the two year old funding dashboard
  - Submitted applications for TYOF
  - Children identified as eligible for TYOF
  - Take-up of TYOF for eligible applications
  - TYOF placements submitted
  - Placements actioned by LA.

More Information:

For information regarding using the Portal Back Office, refer to the *One Portal Back Office* handbook.

For information regarding configuring the portal, refer to the *Deploying and Configuring the One Provider Self Service Portal for Local Authorities* technical guide.

For information regarding parents, carers and guardians making applications for two year old funding, refer to the One Early Years - Two Year Old Funding Citizen Portal handbook.

These documents are available on My Account and the One Publications website.

Setting the Language in Chrome

If the Provider portal is accessed using Google Chrome, the language must be set to English (United Kingdom).

English (United Kingdom) must be the first language in the list.

For more information regarding setting the language in Google Chrome, refer to: https://support.google.com/chrome/answer/95416?hl=en-GB

Common Functionality

The following functionality is common for all processes in the Provider portal.

Function	Description
Tooltips	Using the mouse, hover over an item on the screen to display a description of the information displayed or the action required.
Home button	Click the **Home** button to display the **Home** page
Change Password	Click the drop-down adjacent to the user name and select **Change Password.** Enter your **Current password**, **New password** and **Confirm new password**. Click the **Change password** button**.**
Change Secret Question	Click the drop-down adjacent to the user name and select **Change Secret Question.** Enter your **Current Password**, Select a **New Secret Question** and enter a **Secret Answer**. Click the **Save** button. **NOTE:** This functionality is only available if second factor authentication is enabled.
Enable Two Step Verification	Click the drop-down adjacent to the user name and select **Two Step Verification**. Select **Email** from the **Preferred method** drop-down. Click the **Save** button. You will be signed out and will need to sign in again.
Disable Two Step Verification	Click the drop-down adjacent to the user name and select **Two Step Verification**. Select **No Two Step Verification** from the **Preferred method** drop-down. Click the **Save** button. You will be signed out and will need to sign in again.
Sign out	Click the **Sign Out** button adjacent to the user name.

Overview

Local Authorities (LAs) have a statutory duty to secure funded early education for eligible two year olds. Two year olds, who meet any one of the following criteria, are eligible to receive two year old funding:

- If they meet the eligibility criteria also used for free school meals.
- If their families receive Working Tax Credits and have annual gross earnings of less than £16,190 per year.
- If they have a current statement of special educational needs (SSEN) or an education, health and care plan (EHCP).
- If they receive a Disability Living Allowance.
- If they are looked after by their local authority.
- If they have left care through special guardianship or through an adoption or residence order.

Two year old funding (TYOF), via self-defined reports, enables local authorities:

- to monitor the number of eligible 2 year old children and compare this number with the take up of funded places.
- to identify eligible 2 year old children who have not taken up funded provision.
- to monitor the effectiveness of children's centres.

Business Rules

In order to calculate two year old funding, the year is divided into the following three periods:

- 1st January to 31st March
- 1st April to 31st August
- 1st September to 31st December.

Parents can check their eligibility for two year old funding during the period in which their child's second birthday falls. Funding, however, will not commence until the first day of the period following the period in which the child's second birthday fell.

Once eligibility has been proven, there is no requirement for further checks; the funding is available for the whole eligibility period.

Late applications can be made at any time during the total period in which funded hours are available for the child. However, funding is not backdated. Applications can be made until the end date of the period in which a child's third birthday falls.

A child is *too young* for two year old funding, if their second birthday falls after the end of the current period.

A child is *too old* for two year old funding, if their third birthday was before the start of the current period.

A parent can apply for two year old funding immediately, if their child's second birthday was before the start of the current period and if their third birthday was not before the start date of the current period.

03 | Managing Users

User creation is a three stage process.

- If a user does not exist in the One database, a One administrator must create the portal user in the One v4 client. They must be given a user name and a unique email address
- The user must be assigned to the correct security group in the v4 Client.
- The user must be granted the appropriate permissions in the v4 Client.

Creating a Portal User Account

To create a new portal user account, the One System Administrator must:

1. Set up the user in the One v4 Client and assign to them to the relevant user group via **Tools | Administration | User Management | User Accounts**.
2. Send the log in details (user name and initial password) to the new user via email.

Activating a Portal User Account

A new Provider portal user needs to activate their user account.

When the user first logs in with their user name and initial password, they are informed that an activation email has been sent to them and that they must click on the activation link in the email to verify their email address. The user must:

1. Click on the unique link contained in the email.
2. Enter their user name and original password.

They are prompted to change their password and, if second factor authentication is enabled, to select a secret question and supply an answer.

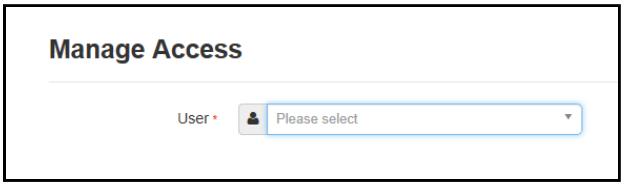
More Information:
For more information regarding user setup and permissions, refer to the *Technical Guide: Deploying and Configuring the One Provider Self Service Portal for Local Authorities*, which is available on [One Publication.com]()

Granting Access to Providers and Services

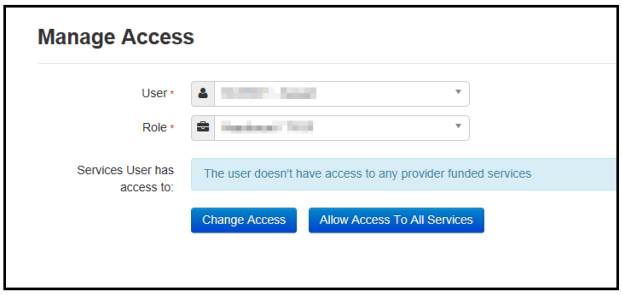
After a user is created and assigned to the appropriate security group in the v4 Client, they must then be granted access to the required providers and services in the Provider portal.

To update access for the selected user:

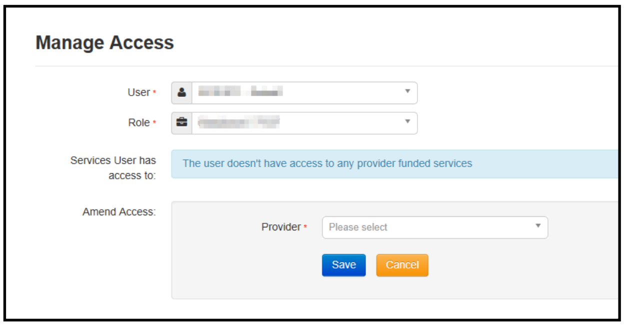
1. Select **Administration | Manage Access** to display the **Manage Access** page.



2. Select a **User** to display their **Role** and a list of services to which they have access.



3. Click the **Allow Access to All Services** button or click the **Change Access** button to display the **Amend Access** panel.

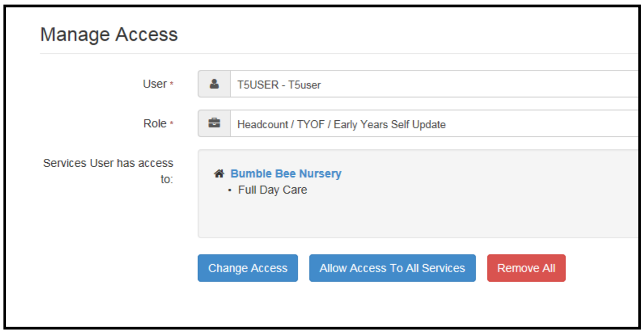


4. Select a **Provider from the drop-down list** to display their services.
5. Select one or more services.
6. Click the **Save** button.

Removing Access from a User

To remove a user's access to all services:

1. Select **Administration | Manage Access** to display the **Manage Access** page.
2. Select a **User** to display a list of services to which they have access.



3. Click the **Remove All** button.

Audit Log

A new table 'audit_log_user_prov_access' records the details of users that have been assigned or removed access to providers/services via Manage Access. This table provides the information below:

1. User details of the user who has removed / provided access (User_ID)
2. User details of the user for whom access was remove / provided (Updated_by)
3. Provider ID of the provider whose access has been removed / provided
4. Service of the provider whose access has been removed / provided
5. Type of role for which access was removed / provided
6. Time and date at which access was removed / provided
7. Whether access was provided or removed for the user (GRANTED_ACCCESS = 0 if access provided and GRANTED _ACCESS = 1 if access was removed)

*Note : Details of the user ID can be found out at **security_users** table*

Logging into the Portal

A user with an active user account can log into the portal.

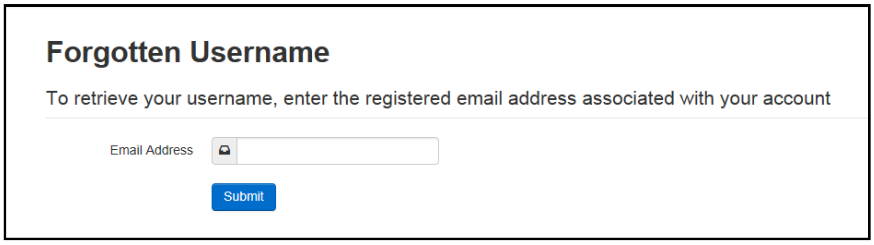
Enter **User name** and **Password** and click the **Log In** button to display the **Secret Question** page.

***NOTE:** The **Secret Question** page is only displayed if second factor authentication is enabled by the system administrator via **Administration | Site Setup | Configuration**.*

Retrieving Your User Name

If you forget your user name:

1. From the portal **Log In** screen, click the **Forgotten your username?** link to display the **Forgotten Username** page.

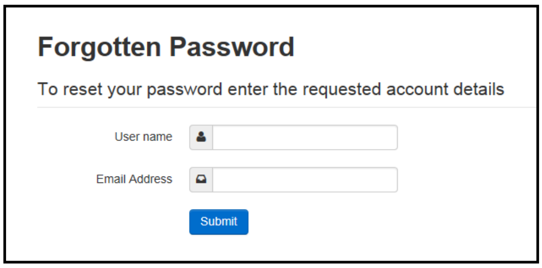


2. Enter your registered **Email Address** and click the **Submit** button.
3. Access your registered email account and open the email received to retrieve your user name.

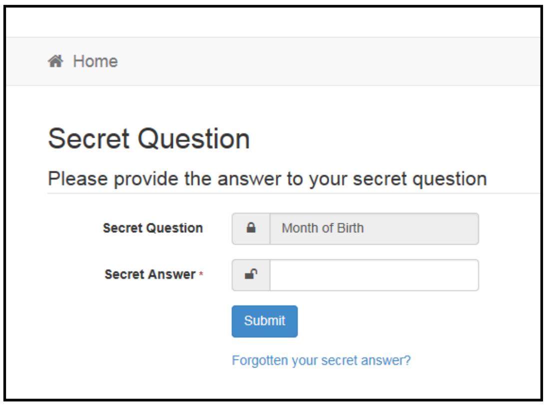
Resetting Your Portal Password

To reset your password:

1. From the portal **Log In** screen, click the **Forgotten your password?** link to display the **Forgotten Password** page.



2. Enter your **User name** and registered **Email Address** and click the **Submit** button.
3. If second factor authentication is enabled, enter the **Secret Answer** and click the **Submit** button.

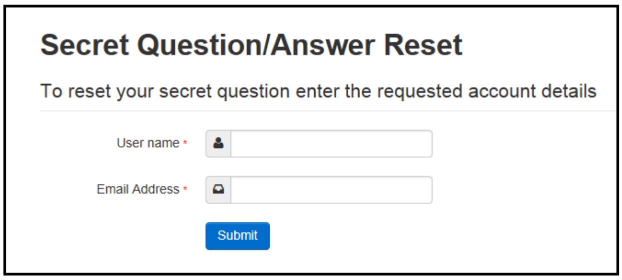


4. Access your registered email account and open the email received.
5. Follow the instructions in the email to reset your password.

Resetting Your Secret Question

If you need to reset your secret question:

1. From the portal **Secret Question** screen, click the **Forgotten your secret answer?** link.



2. Enter your **User name** and registered **Email Address** and click the **Submit** button.
3. Follow the reset instructions in the email.

Setting Up Two Step Verification

Introduction

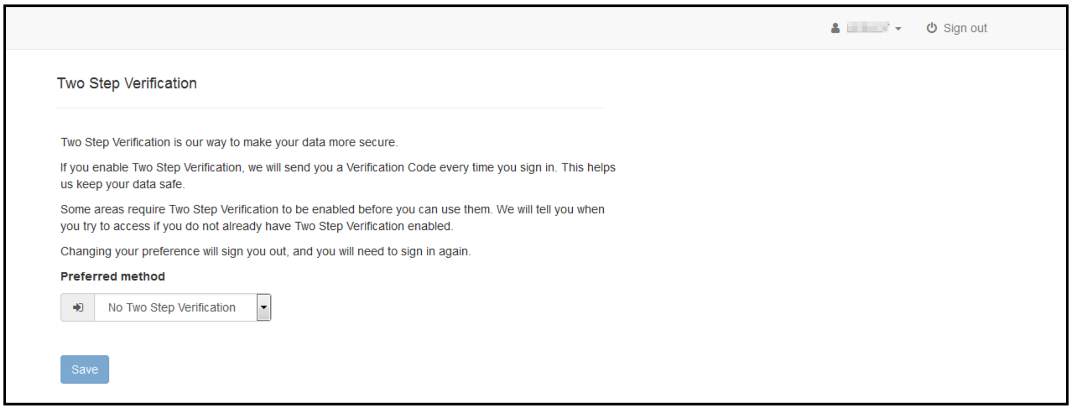
If two step verification is enabled, you will be sent a verification code every time you sign in.

If two step verification is not enabled, a message is displayed when you log into the Provider portal with a link to enable it if you want to.

Enabling Two Step Verification

To enable two step verification:

1. Select **Two Step Verification** from the username drop-down to display the **Two Step Verification** screen.



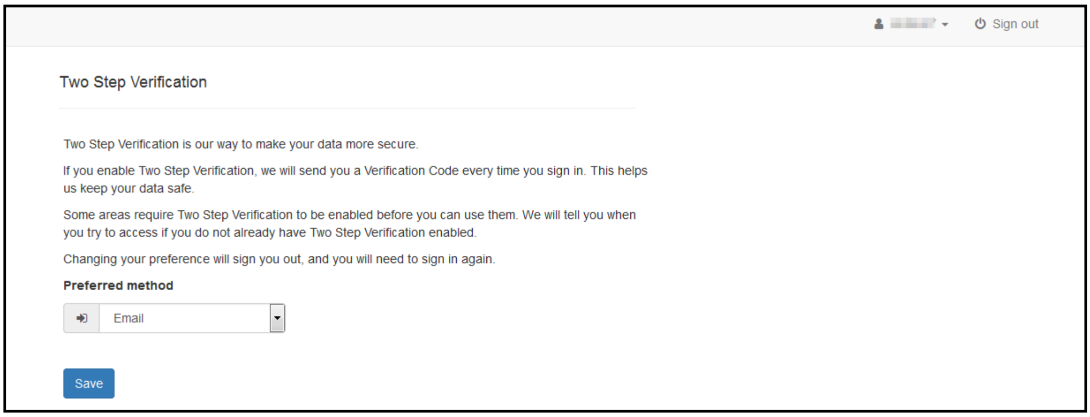
2. To receive a verification code to your registered email address, select **Email** from the **Preferred method** drop-down.
3. Click the **Save** button.

   You will be signed out and will need to sign in again.

Disabling Two Step Verification

To disable two step verification:

1. Select **Two Step Verification** from the username drop-down to display the **Two Step Verification** screen.



2. Select **No Two Step Verification** from the **Preferred method** drop-down.
3. Click the **Save** button.

   You will be signed out and will need to sign in again.

Reviewing Users

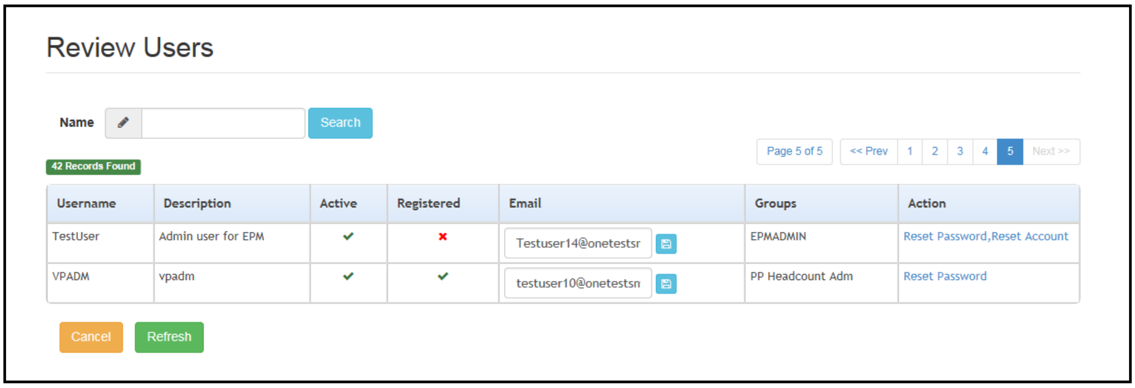
Introduction

The **Review Users** page is used to view the users that are currently registered to use the Provider portal, to update their email address and enable them to update their password. It is also used to reset a user account that is inactive in the v4 Client.

***NOTE:** When a system administrator logs into the portal, their account is displayed as read-only.*

Viewing User Details

1. Select **Administration | Review User** to display the **Review Users** page.



2. If required, enter a partial **User Name**, **Description** or **Email** address and click the **Search** button.

Updating a User Email Address

To update the user's **Email** address:

1. Select **Administration | Review User** to display the **Review Users** page.
2. Enter a new **Email** address and click the adjacent update button.

Resetting a User Password

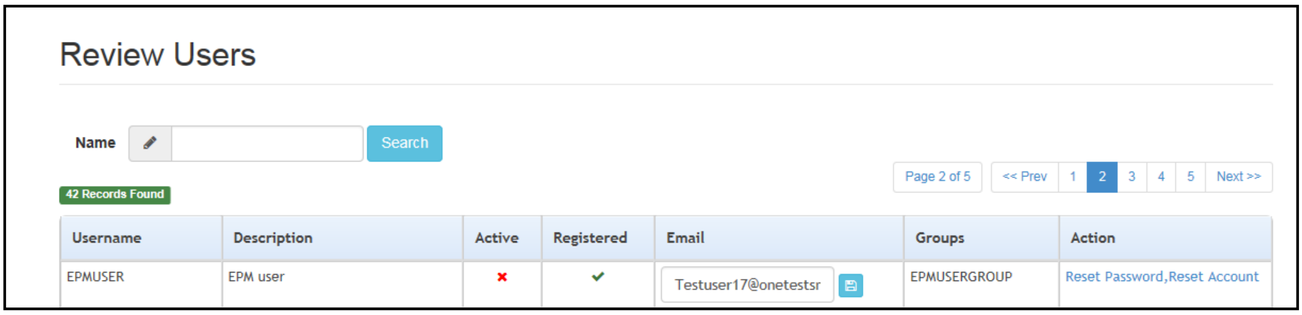
If a user has forgotten their password, to enable them to reset their password:

1. Select **Administration | Review User** to display the **Review Users** page.
2. Click the **Reset Password** link to send an email to the current **Email** address asking the user to update their password.

***NOTE:** Clicking the **Reset Password** link displays the **Reset Account** link in the **Action** column until the user resets their password. When the user resets their password, they receive an email to let them know that their password has been changed successfully. The **Reset Account** link is then removed from the screen.*

Resetting a User Account

If the user account is set to inactive in the v4 Client, the **Reset Account** link is displayed in the **Action** column and the **Active** status is displayed as a red cross as shown in the following graphic:



To reset an inactive account and set the status to active in the v4 Client:

1. Select **Administration | Review User** to display the **Review Users** page.
2. Click the **Reset Account** link.

NOTE: *The* ***Reset Account*** *link is also displayed if the user has requested a new password and this has not been reset. For more information, see* *Resetting a User Password* *on page* 12

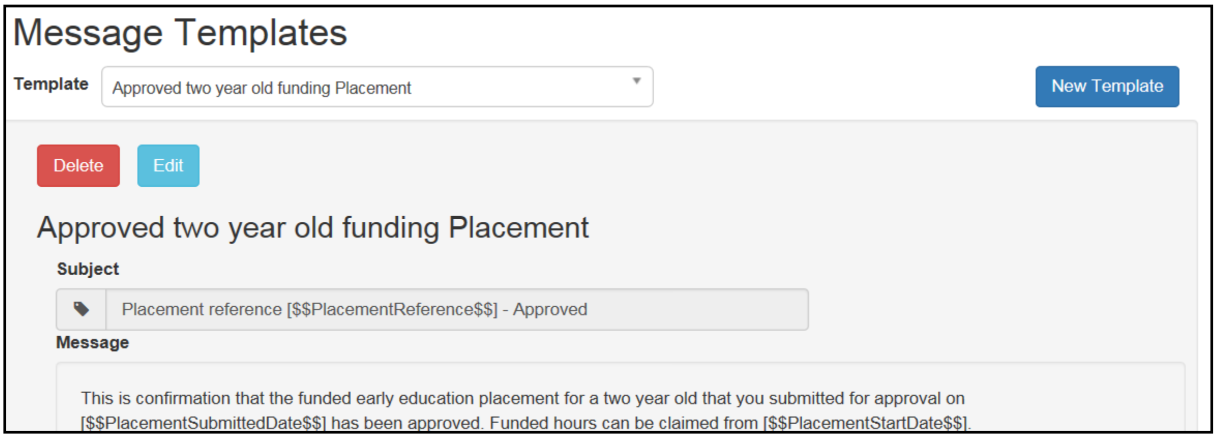
04 | Site Setup

Introduction

Portal administrators can define message templates, customise the text that is displayed on the website, upload a site logo and manage configuration of the website. The **Site Setup** option is selected from the **Administration** menu.

Managing Message Templates

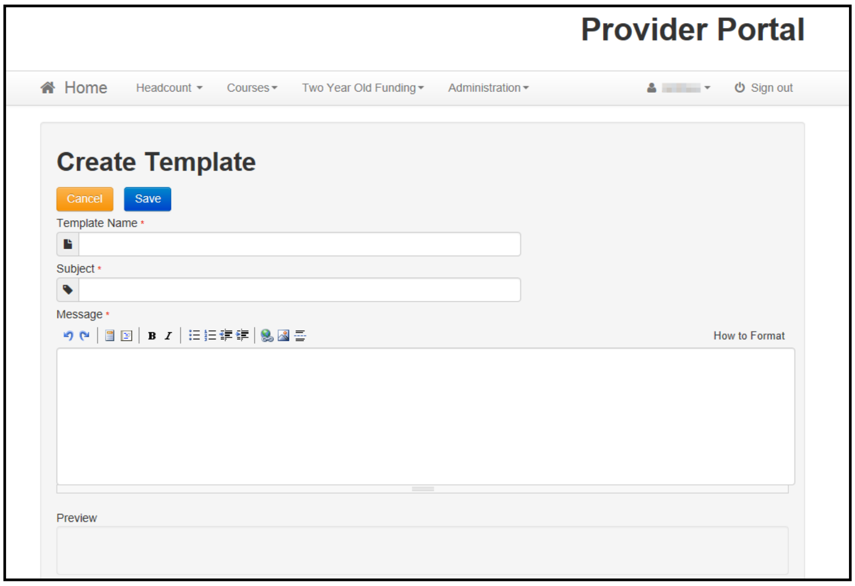
Messages can be composed and sent to one or more users. The message can be free text or can use a pre-defined template.



Creating a Template

To create a new template:

1. Select **Administration | Site Setup | Message Templates** to display the **Message Templates** page.
2. Click the **New Template** button to display the **Create Template** page.



3. Enter a **Template Name**.

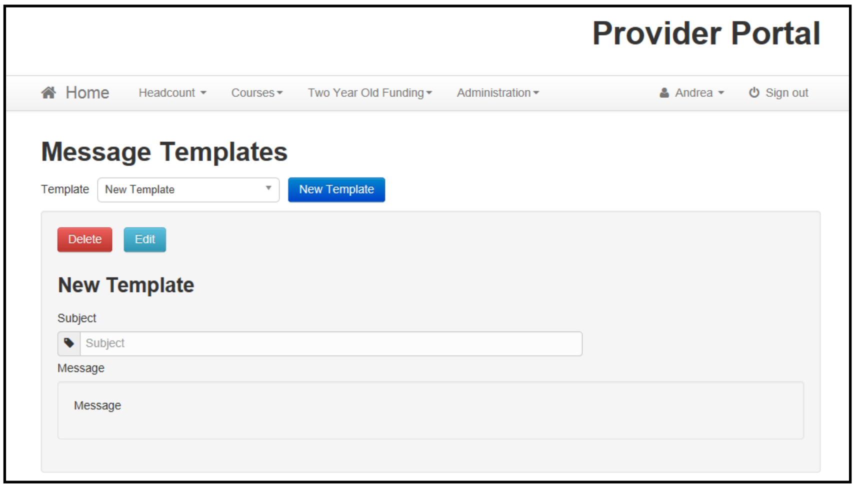
4. Enter a template **Subject**.
5. Enter a template **Message**. Formatting buttons are provided above the panel.

The message text is displayed in the **Preview**.

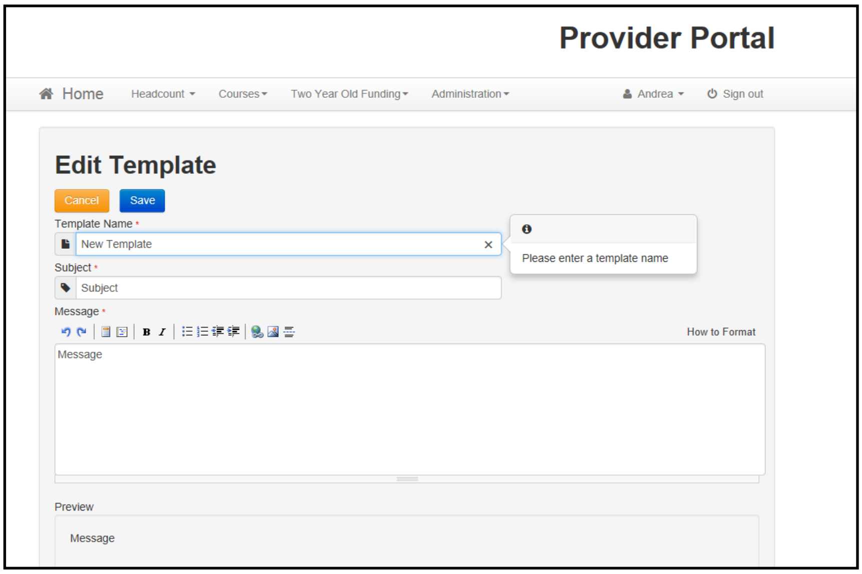
6. Click the **Save** button.

Editing a Template

1. Select **Administration | Site Setup | Message Templates** to display the **Message Templates** page.



2. Select a **Template**.
3. Click the **Edit** button to display the **Edit Template** page.



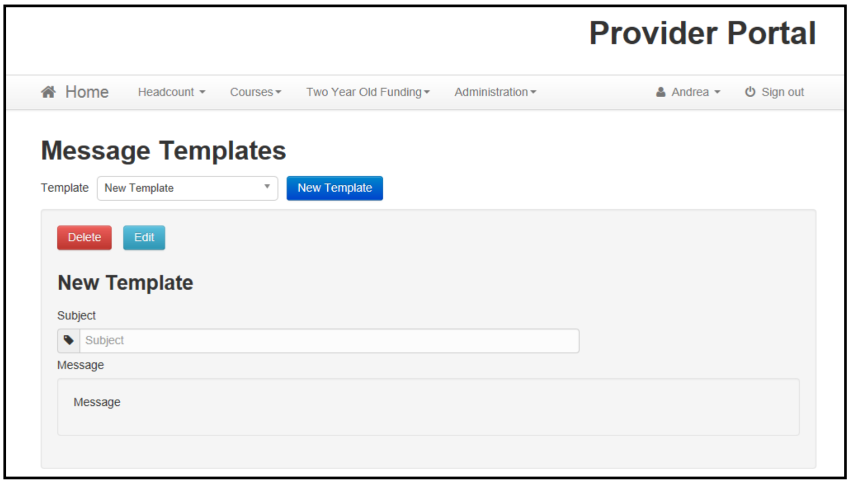
4. Make the required changes to the **Template Name**, **Subject** or **Message** text. Formatting buttons are provided above the panel.

The amended text is displayed in the **Preview**.

5. Click the **Save** button.

Deleting a Template

1. Select **Administration | Site Setup | Message Templates** to display the **Message Templates** page.



2. Select a **Template**.
3. Click the **Delete** button to display a confirmation dialog.
4. Click the **Yes** button to confirm deletion.

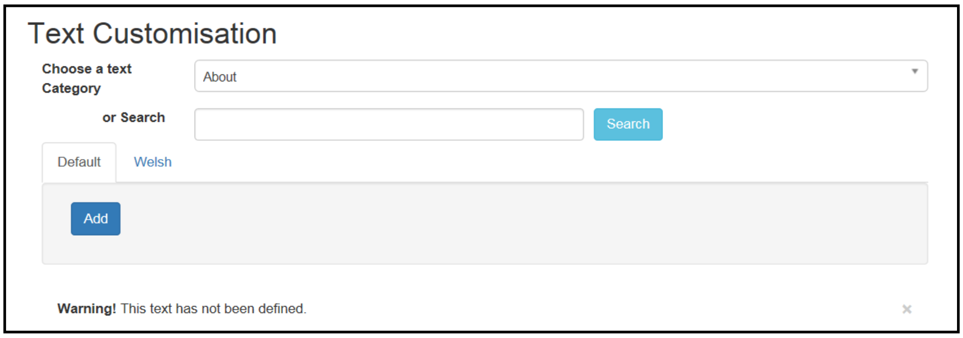
Customising Text

All text, field labels and messages that are displayed on the website can be configured.

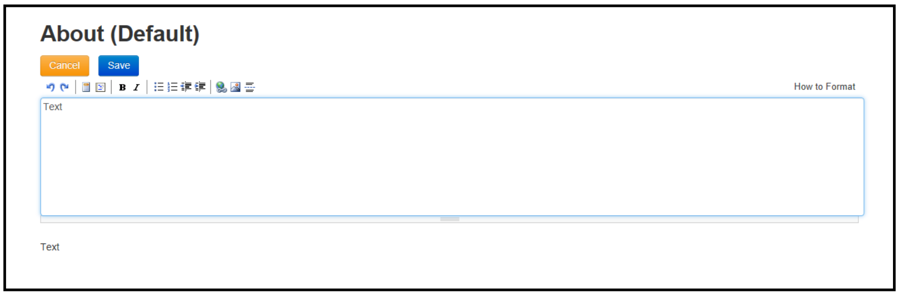
Type	Name	Description
Site Notices	Announcements and Welcome Text	Displayed when the user logs into the portal.
	Provider Home Guidance Text	Displayed on the **Home** page.
	About Contact Us Cookies Policy Privacy Notice Terms and Conditions Version and Licensing Submission Declaration	Text is displayed when the user clicks the corresponding button at the bottom of each page.
Text Resources		Field labels, user messages and tooltips (text displayed when a user hovers the mouse over a field).
Address	Address Registration	Guidance text displayed for address fields.
Module specific		Guidance text and other text displayed on module-specific pages.
Email		Text for standard emails and messages relating to managing user accounts.

Type	Name	Description
Message	Message Report Sent Body	Text for the message to be sent to a portal user when a new report is available to view. NB. Not used in Training Manager.
Report		Guidance text for reports.
Site Titles	Site Title	Displayed at the top right-hand side of every page.
Tooltip	Tooltip for New Password	Displayed when user sets up a new password.

1. Select **Administration | Text Customisation** to display the **Text Customisation** page.



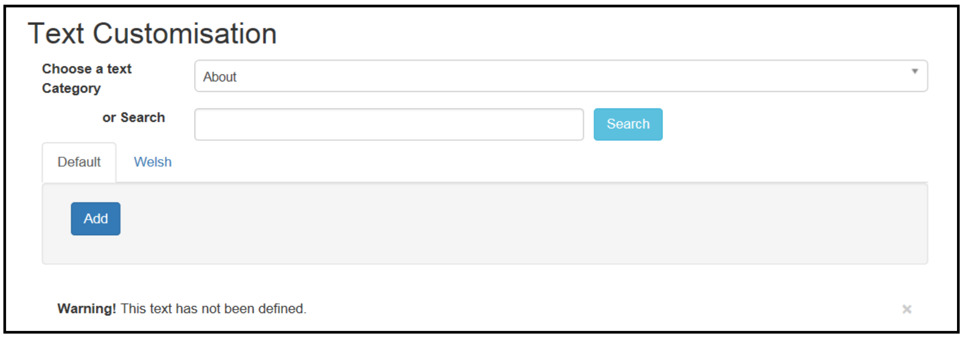
2. From the **Choose a text category** drop-down, select the category of text to be configured.
3. Alternatively, enter search criteria, click the **Search** button and select the text.
4. Select the **Default** or **Welsh** tab to determine the text language.
5. Click the **Add** button.



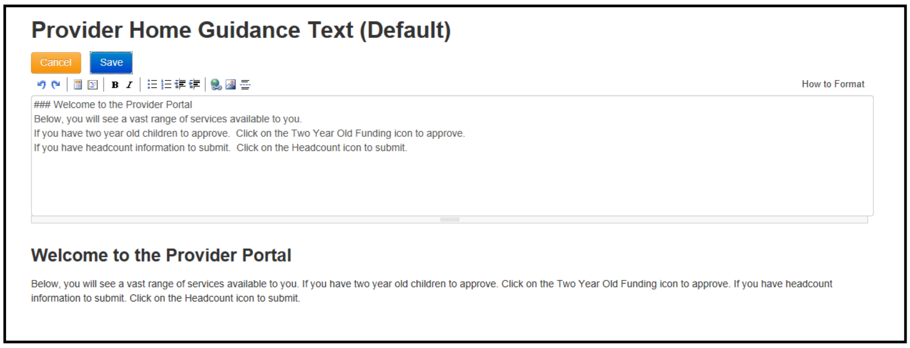
6. Enter required text in the formatting panel. Formatting buttons are provided above the panel.
7. The formatted text is displayed beneath.
8. Click the **Save** button.

Editing Text

1. Select **Administration | Text Customisation** to display the **Text Customisation** page.



2. From the **Choose a text category** drop-down, select the category of text to be configured.
3. Select the **Default** or **Welsh** tab to determine the text language.
4. Click the **Edit** button.



5. Make the required changes to the text displayed in the formatting panel. Formatting buttons are provided above the panel.
6. The amended text is displayed beneath.
7. Click the **Save** button.

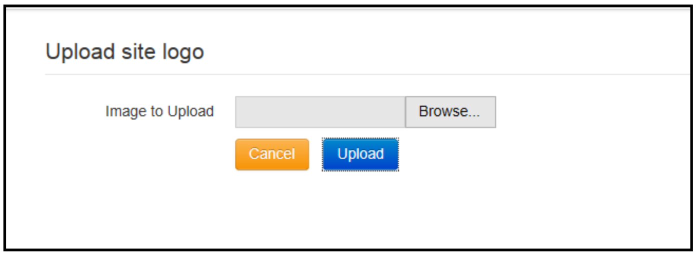
Customising the Site Logo

A new site logo can be uploaded to be displayed on the website.

> ***NOTE:*** *The following restrictions apply to the image:*
> *Image type must be png, jpg, jpeg, gif or bmp.*
> *File size must be less than 1000000 bytes (1MB).*
> *Image dimensions cannot be greater than 1170 pixels (width) by 400 pixels (height).*

1. Select **Administration | Site Setup | Customise Site Logo**.

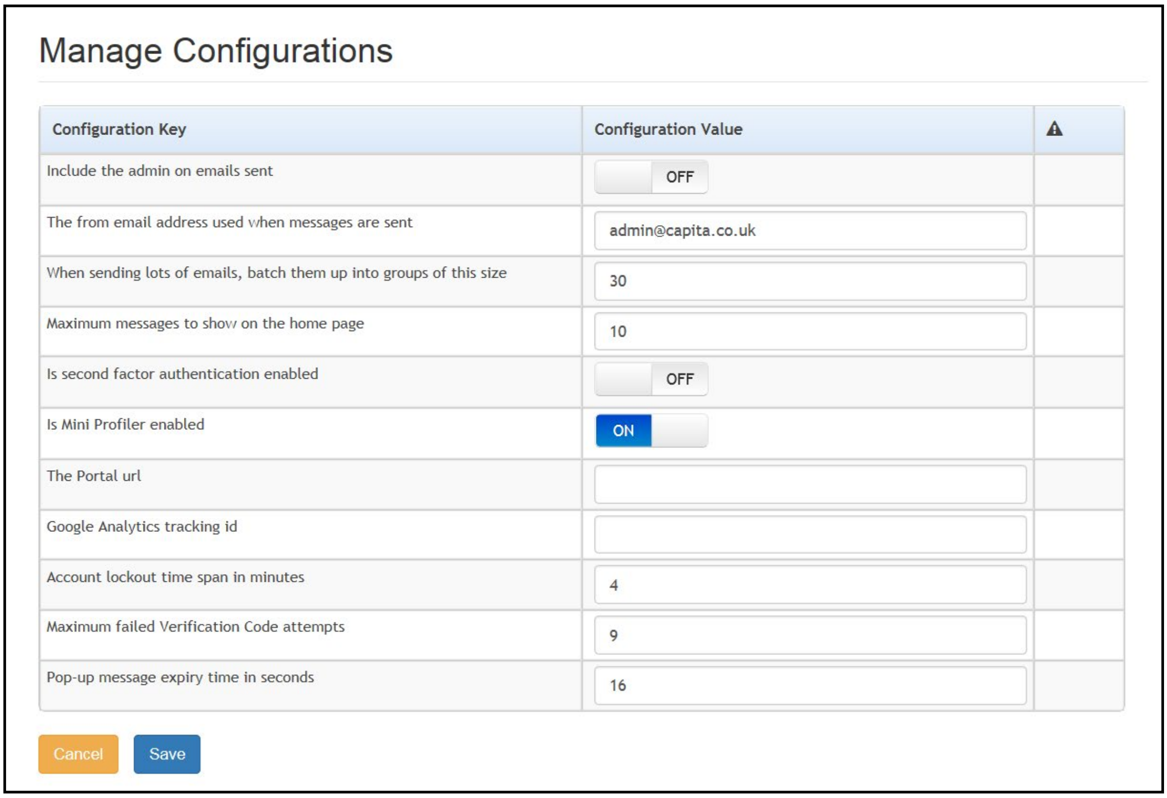
2. Click the **Upload** button.



3. Click the **Browse** button to select an image.
4. Click the **Upload** button.

Configuring the Provider Portal

1. Select **Administration** | **Site Setup** | Configuration to display the Manage Configurations page.



2. For each Configuration Key, change the Configuration Value, if required:
3. If required, set Include the admin on emails sent to On.
4. Enter an email address for: The from email address used when messages are sent.
5. Enter a number for: When sending lots of emails batch them up into groups of this size.
6. Enter the number of Maximum messages to show on the home page.
7. If required, set Is second factor authentication enabled to On.
8. If required, set Is Mini Profile enabled to On.
9. If required, enter The Portal url.
10. If required, enter the Google Analytics tracking id.
11. If required, enter the Account lockout time span in minutes.
12. If required, enter the Maximum failed Verification Code attempts.
13. If required, enter the Pop-up message expiry time in seconds.
14. Click the Save button.

More Information:

For more information regarding portal configuration, refer to the *Technical Guide: **Deploying and Configuring the One Provider Self Service Portal for Local Authorities***, which is available on One Publications.com

Configuring User Defined Fields (UDFs)

UDFs enable you to add extra fields to accommodate data items that One does not store. UDFs are created against entities, for example Student Details.

UDFs are set up in the v4 Client via **Tools | Administration | UDF Management**.

More Information: *RG_Administration_Managing_UDFs* and on the **One Publications** website.

Configuring UDFs for Two Year Old Funding

The following UDFs need to be created for Two Year Old Funding:

- Application Reference Number
- Second Applicant Details
- Placement Reference Number.

More Information: ***Creating Two Year Old Funding UDFs*** section of the **Setting Up Two Year Old Funding for Local Authorities** technical guide available on the ***One Publications*** website (www.onepublications.com).

05 | Home Page

Provider Portal Home Page

Introduction

When the portal administrator or user logs into the Provider portal, any announcements regarding the portal are displayed. The user clicks the **Continue** button to display the **Home** page.

NOTE: *Announcements are configured via* ***Administration | Site Setup | Text Customisation****.*

The **Home** page displays the **Site Logo** and guidance text set up via **Administration | Site Setup**.

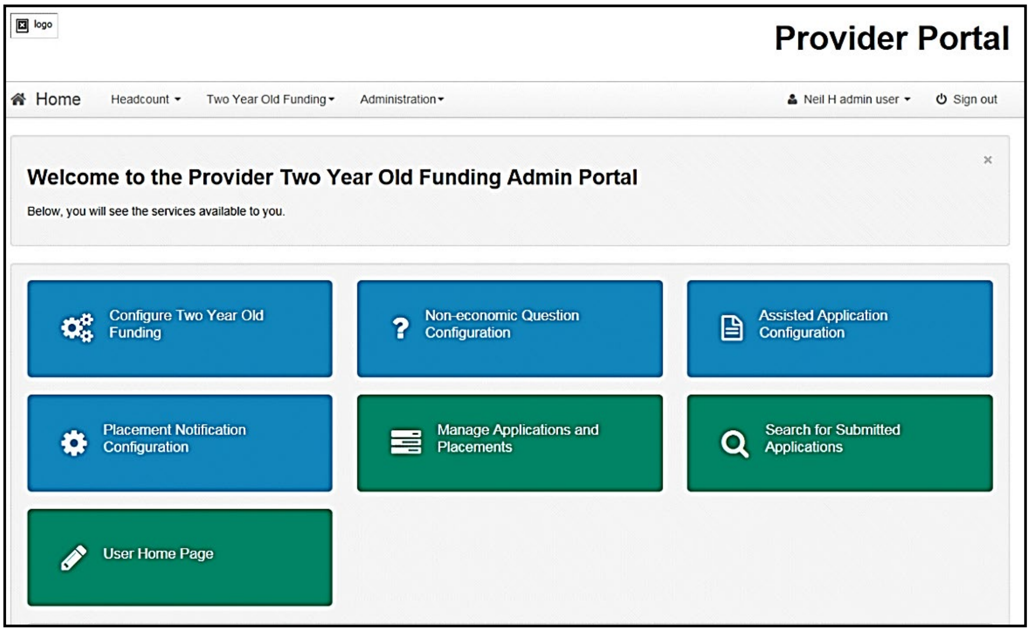
NOTE: *The facility to change your password or secret question is accessed by clicking the drop-down adjacent to your user name.*

Navigating within the Provider Portal

The services to which you have access are indicated by the buttons displayed on the **Provider Portal** home page. There are drop-down menus displayed at the top of each page which enable you to navigate to other pages.

Two Year Old Funding Administration Portal Page

The **Two Year Old Funding Admin Portal** page is accessed via **Provider Portal | Home | Two Year Old Funding**.



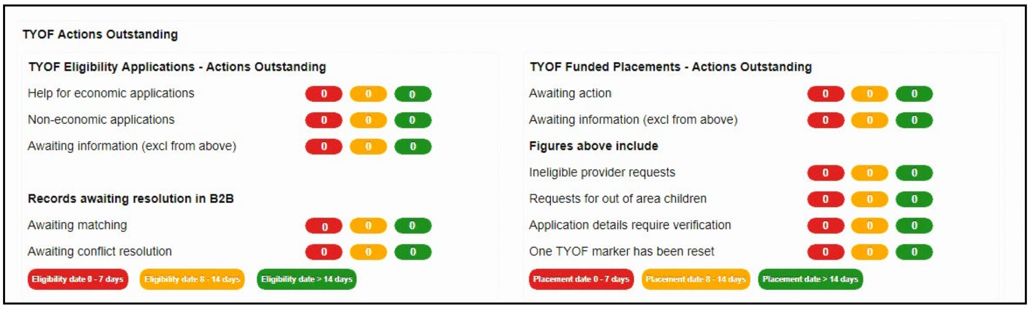
The following services are available to the Two Year Old Funding administrator:

- Configuration:
  - Configure two year old funding (general)
  - Non-economic question configuration

- Assisted application configuration
- Placement configuration.

- Funding management:
  - Manage applications and placements
  - Search for submitted applications.
- Providers:
  - Assisted Application
  - Start placement notification
- Children's Centres
  - Assisted application
- Configure the user home page.

The page also displays a read-only view, called the **Dashboard**, of the outstanding tasks that need to be actioned.



The count for eligibility dates are based on a traffic light system:

- Red – within the next 7 days.
- Amber – between 8 and 14 days.
- Green – 15 days and longer.

For more information, see *Actioning Dashboard Tasks* on page *62*.

> ***NOTE:*** *The Two Year Old Funding Home page is configured via* ***Administration | Site Setup | Text Customisation****.*

Permissions

Business processes are assigned to a user group in the v4 Client via **Tools | Permissions | User Group Processes**.

For in-depth information on Permissions, see the following handbooks on the One Publications website (www.onepublications.com).

- System Managing Users, Groups & Permissions.
- System Common Functionality (v4 Client).

Permission changes for this release are available as a spreadsheet on the One Publications website homepage.

06 | Two Year Old Funding Configuration

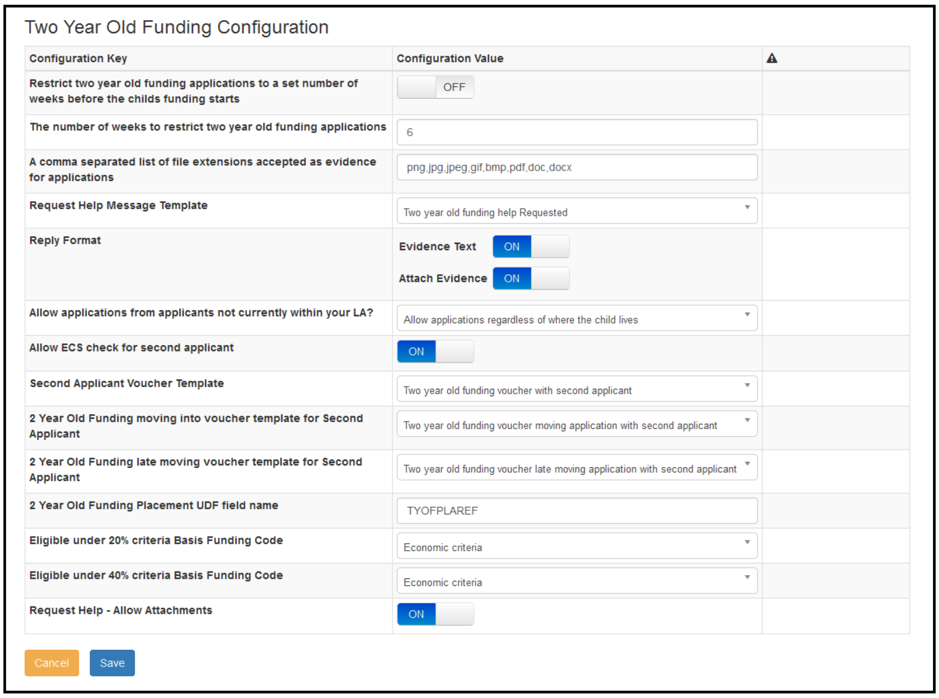
The Local Authority (LA) can configure the following areas for two year old funding:

- General two year old funding. For more information, see Configuring Two Year Old Funding on page *25*.
- Non-economic questions. For more information, see Configuring Non-economic Questions on page *26*.
- Assisted applications. For more information, see Configuring Assisted Applications on page *28*.
- Placement notifications. For more information, see Configuring Placement Notifications on page *28*.
- User home page. For more information, see *User Home Page* on page *30*.

Configuring Two Year Old Funding

The Local Authority (LA) can set the parameters for accepting two year old funding applications. To set the parameters:

1. Select **Provider Portal | Home | Two Year Old Funding | Configure Two Year Old Funding** to display the **Two Year Old Funding Configuration** page.



2. Select the relevant configuration values.

Configuration Key	Configuration Value
Restrict two year old funding applications to a set number of weeks before the child's funding starts	On or Off

<table>
<tr><th>Configuration Key</th><th>Configuration Value</th></tr>
<tr><td>The number of weeks to restrict two year old funding applications</td><td>The default is 6</td></tr>
<tr><td>A comma separated list of file extensions accepted as evidence for applications</td><td>jpeg, bmp, gif, doc, docx, pdf etc</td></tr>
<tr><td>Allow ECS check for second applicant</td><td>On or Off</td></tr>
<tr><td>Allow applications from applicants not currently within your LA?</td><td>Allow applications from applicants not currently within your LA who plan to move within it
Allow applications regardless of where the child lives
Restrict applications to residents of this LA</td></tr>
<tr><td>Request Help message template</td><td rowspan="4">No message template selected
Submitted
Approved two year old funding placement
Rejected two year old funding placement
Two year old funding voucher with second applicant
Two year old funding voucher moving application with second applicant
Two year old funding voucher late moving application with second applicant
Two year old funding help requested
Two year old funding voucher late moving application
Two year old funding voucher moving application
Two year old funding ineligible application
Two year old funding voucher</td></tr>
<tr><td>Second applicant voucher template</td></tr>
<tr><td>2 year old funding moving into voucher template for second applicant</td></tr>
<tr><td>2 year old funding late moving voucher template for second applicant</td></tr>
<tr><td>2 year old funding placement UDF field name</td><td>The name of the UDF that was set up in the v4 Client via Tools | Administration | UDF Management</td></tr>
<tr><td>Eligible under 20% criteria Basis Funding Code</td><td rowspan="2">Lookup table ID: 1180</td></tr>
<tr><td>Eligible under 40% criteria Basis Funding Code</td></tr>
<tr><td>Reply Format</td><td>Evidence Text On or Off
Attach Evidence On or Off</td></tr>
<tr><td>Request Help - Allow Attachments</td><td>On or Off</td></tr>
</table>

3. Click the **Save** button.

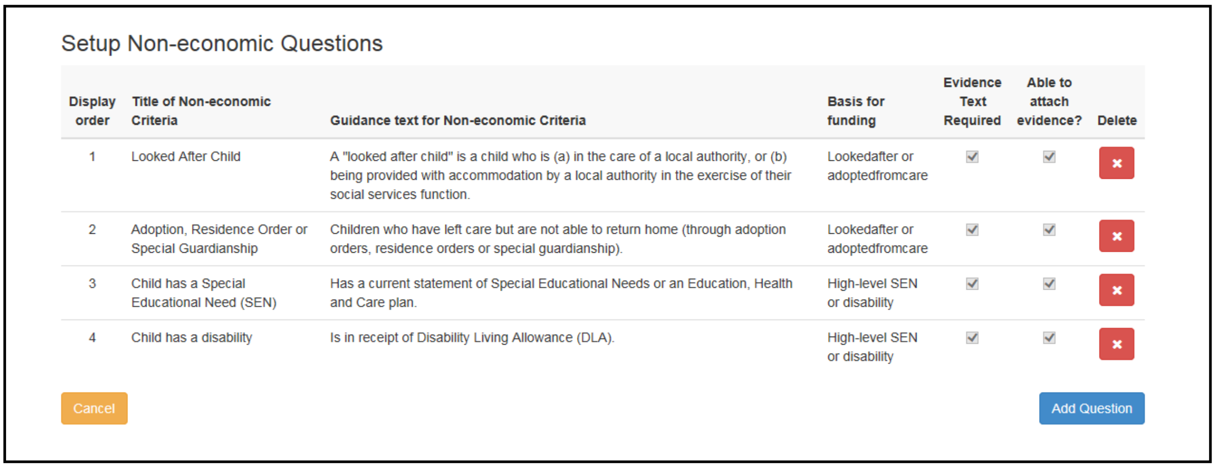
Configuring Non-economic Questions

The Local Authority (LA) can set up non-economic criteria that applicants can use to apply for two year old funding.

> ***NOTE:*** *If the* ***Evidence Text Required*** *check box is deselected, an application made via the Citizen or Provider portal will not display the text box for that question.*

To configure non-economic questions:

1. Select **Provider Portal | Two Year Old Funding | Non-economic Question Configuration** to display the **Setup Non-economic Questions** page. The four default criteria are set by the DfE, but they can be edited.

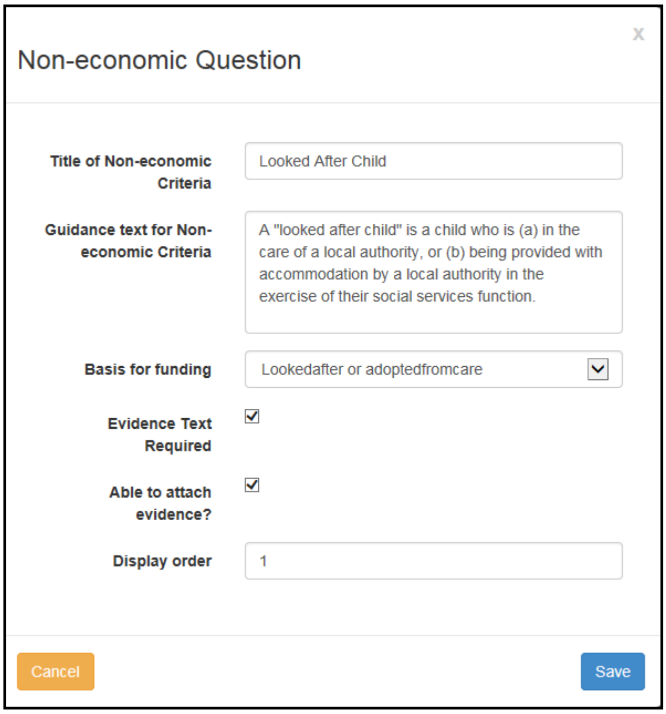


Setup Non-economic Questions

Display order	Title of Non-economic Criteria	Guidance text for Non-economic Criteria	Basis for funding	Evidence Text Required	Able to attach evidence?	Delete
1	Looked After Child	A "looked after child" is a child who is (a) in the care of a local authority, or (b) being provided with accommodation by a local authority in the exercise of their social services function.	Lookedafter or adoptedfromcare	☑	☑	×
2	Adoption, Residence Order or Special Guardianship	Children who have left care but are not able to return home (through adoption orders, residence orders or special guardianship).	Lookedafter or adoptedfromcare	☑	☑	×
3	Child has a Special Educational Need (SEN)	Has a current statement of Special Educational Needs or an Education, Health and Care plan.	High-level SEN or disability	☑	☑	×
4	Child has a disability	Is in receipt of Disability Living Allowance (DLA).	High-level SEN or disability	☑	☑	×

Cancel · Add Question

2. Click on a criteria to display the **Non-economic Question** dialog.



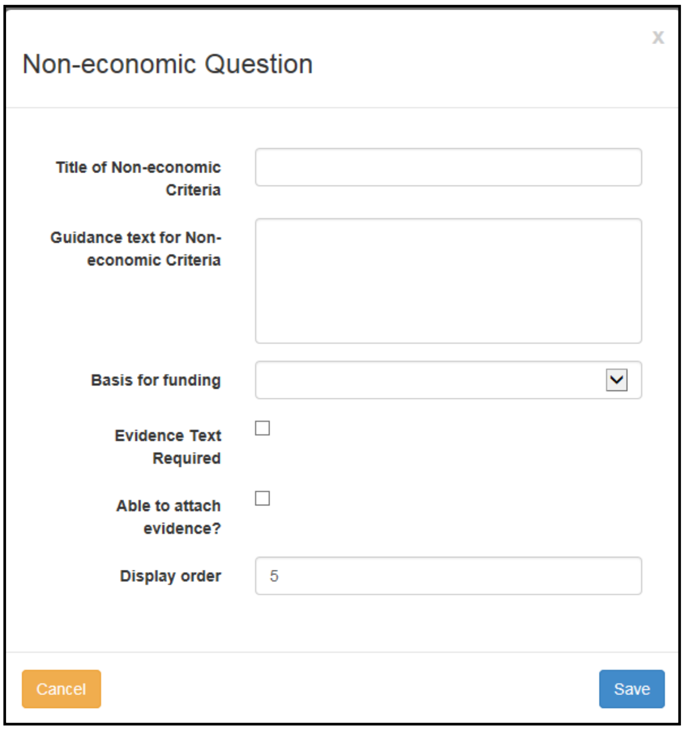
3. If required, edit the fields.
4. Click the **Save** button.

Adding Non-economic Questions

The Local Authority (LA) can define up to 15 non-economic questions, specific to their LA that applicants can use to apply for two year old funding.

To add a new non-economic question:

1. Select **Provider Portal | Two Year Old Funding | Non-economic Question Configuration** to display the **Setup Non-economic Questions** page.
2. Click the **Add Question** button to display the **Non-economic Question** dialog.



The **Basis for funding** is taken from *Table_ID 1180*.
The **Display order** defaults to the next sequential number.

3. Enter information into the fields displayed in the above graphic.
4. Click the **Save** button.

Configuring Assisted Applications

When a provider has assisted with a non-economic application, the LA can choose which method to notify parents of the result of their application. The provider receives the notification via the One Provider Self Service portal.

To configure contact methods for assisted applications:

1. Select **Provider Portal | Two Year Old Funding | Assisted Application Configuration** to display the **Contact Method Configuration (Assisted Applications)** page.
2. Turn on one or more of the following methods:
   - **Email** – an email is sent to an address supplied by the parent at the time of the application. If a One Citizen Self Service portal account exists, this also receives a copy of the message.
   - **Post** – a letter is posted directly from the LA to the parent.
   - **Citizen Portal** – If the parent has an account, a message is sent via the One Citizen Self Service portal.
3. Click the **Save** button.

Configuring Placement Notifications

The Local Authority (LA) can configure how the system assesses funded placements in relation to out of area children and if a provider is not eligible for funding for the child's age group.

To configure the placement notification:

1. Select **Provider Portal | Two Year Old Funding | Placement Notification Configuration** to display the **Placement Notification Configuration** page.

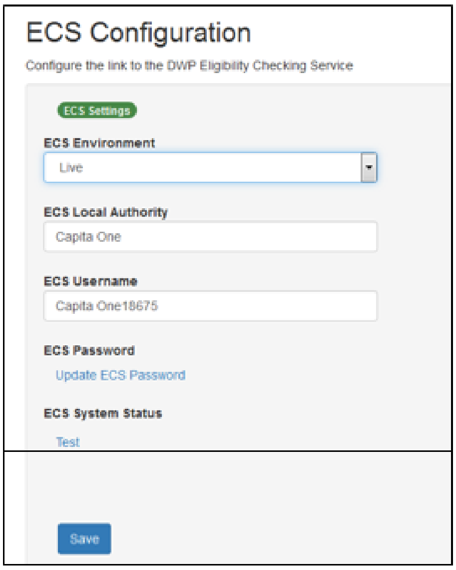
2. On the **Out of area children** drop-down, select from:
   - Submit a request to approve placements
   - Approve placements regardless of the child's residency
   - Reject out of area requests for placements.
3. On the **Provider eligibility for funded placements** drop-down, select from:
   - Submit a request to approve placements
   - Approve placements regardless of the providers eligibility
   - Reject placements where the provider is not eligible for funding.
4. On the **Message Templates | Approval template**, select an approval template to send to the parent.
5. On the **Message Templates | Rejection template**, select a rejection template to send to the parent.
6. Click the **Save** button.

Configuring ECS Settings

ECS Configuration

> ***NOTE:*** *When using a live environment, the* ***ECS Environment*** *must always be* ***Live****. If using in a test environment, the* ***ECS Environment*** *must be* ***Sandpit****.*

ECS Settings



1. From the **ECS Environment** drop-down list select **Live**.
2. Enter your **ECS Local Authority** value.
3. Enter your **ECS Username**.
4. Click the **Save** button.
5. Click the **Update ECS Password** link to display the password fields.
6. Enter your **ECS Account** password in both fields.

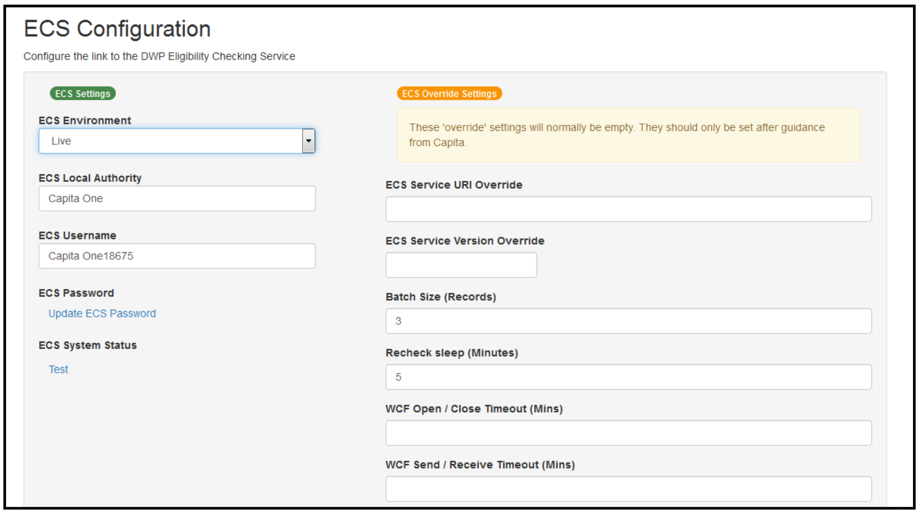
7. Click the **Save** button.
8. If you have changed the **ECS Environment** value, perform an IIS reset on the Provider Portal web server.

> ***NOTE:*** *Changing the* ***ECS Environment*** *affects both Early Years Pupil Premium and 30 Hours Entitlement.*

ECS Override Settings

If it is necessary to override the default address for connection to the DfE Eligibility Checking Service (ECS), complete the following:

1. Enter the following URL into the **ECS Service URI Override** field.
https://ecs.education.gov.uk/fsm.lawebservice/20170701/OnlineQueryService.svc



> ***NOTE:*** *These setting will normally be empty. They should only be set after guidance from Capita.*

2. Click the **Save** button.
3. Reset the Portal application to reload the changes (either IIS Reset, or re-cycle the Application Pool running the Portal.

User Home Page

The following processes can be accessed via **Provider Portal | Two Year Old Funding | User Home Page**:

- Start an assisted application as a provider. For more information, see Starting an Assisted Application as a Provider on page *31*.
- Start a placement notification. For more information, see Starting a Placement Notification on page *38*.
- Start an assisted application as a children's centre. For more information, see Starting an Assisted Application as a Child Centre on page *41*.
- View messages. For more information, see My Messages on page *49*.

Starting an Assisted Application as a Provider

Providers can make an application for two year old funding on behalf of a parent with no IT facilities or language problems. This can be done only if the local authority has purchased a two year old funding licence.

The provider can make both economic and non-economic claims. For more information, see Making a Provider Assisted Application on Economic Grounds on page *34* and Making a Provider Assisted Application on Non-economic Grounds on page *36*.

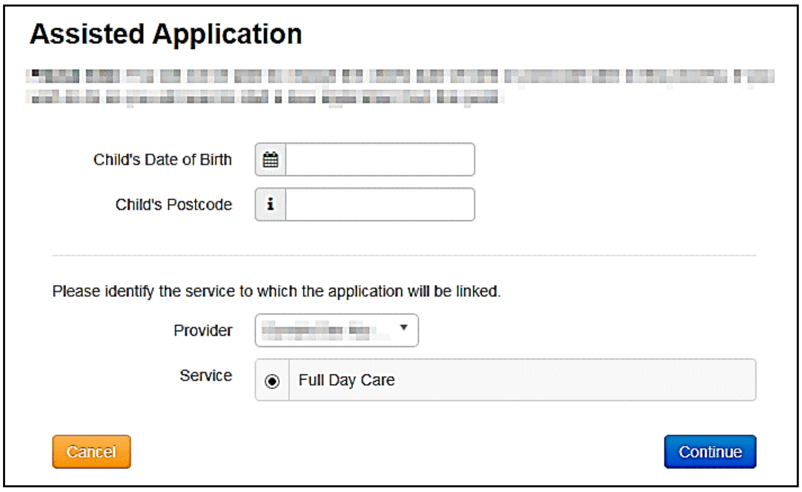
A parent can ask a provider if a place is available for their child and the provider can check to see if the parent qualifies for funding.

The local authority must request the parent's preferred method of communication to notify them of any decision relating to their application; this can be via the provider. The provider also receives the notification.

In order to begin an assisted application, the provider must have the child's date of birth and current address. If these details are entered incorrectly, a new application has to be started.

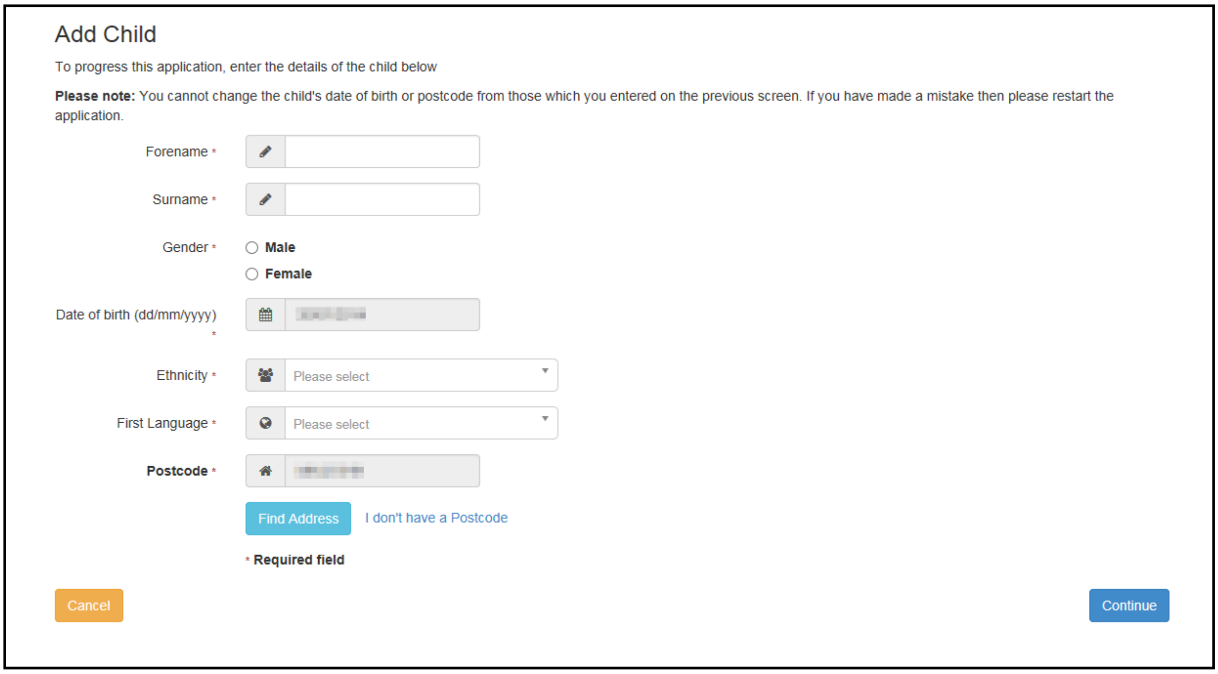
To make an assisted application as a provider:

1. Select **Provider Portal | Two Year Old Funding | User Home Page | Start an Assisted Application as a Provider** to display the **Assisted Application** page.



2. Enter the **Child's Date of Birth**.
3. Enter the **Child's Postcode**.
4. Select the **Provider**.
5. Select a **Service**.
6. Click the **Continue** button to display the **Add Child** page.

Adding Child Details to a Provider Assisted Application



1. Enter the child's **Forename**, **Surname** and **Gender**.

> ***NOTE:*** *If the name is longer than the field allows, the child needs to be added by the Local Authority via the v4 Client. A message is displayed. The message can be configured in the Provider portal via* ***Administration | Text Customisation****.*

The **Date of Birth** is pre-populated and cannot be changed.

2. Select **Ethnicity** from the drop-down. If this has not been obtained, select **NOBT**.
3. Select **First Language** from the drop-down. If this has not been obtained, select **NOT**.

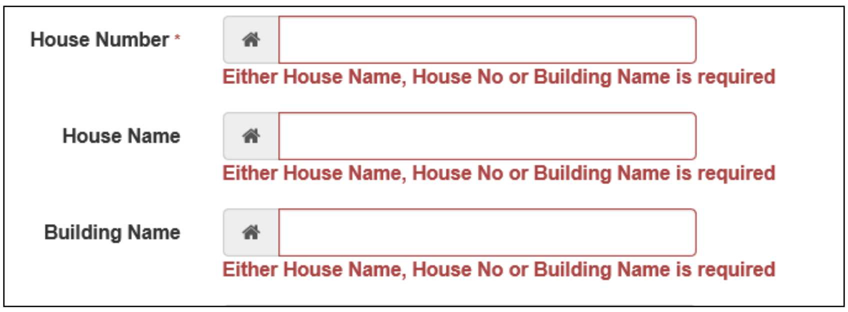
The **Postcode** is pre-populated from the previous screen and cannot be changed.

4. Click the **Find Address** button and select the child's address. Alternatively, click the **I don't have a Postcode** link and enter the address manually.

Building Name is a new field added to the Address section. A Validation check has been implemented against the fields below :

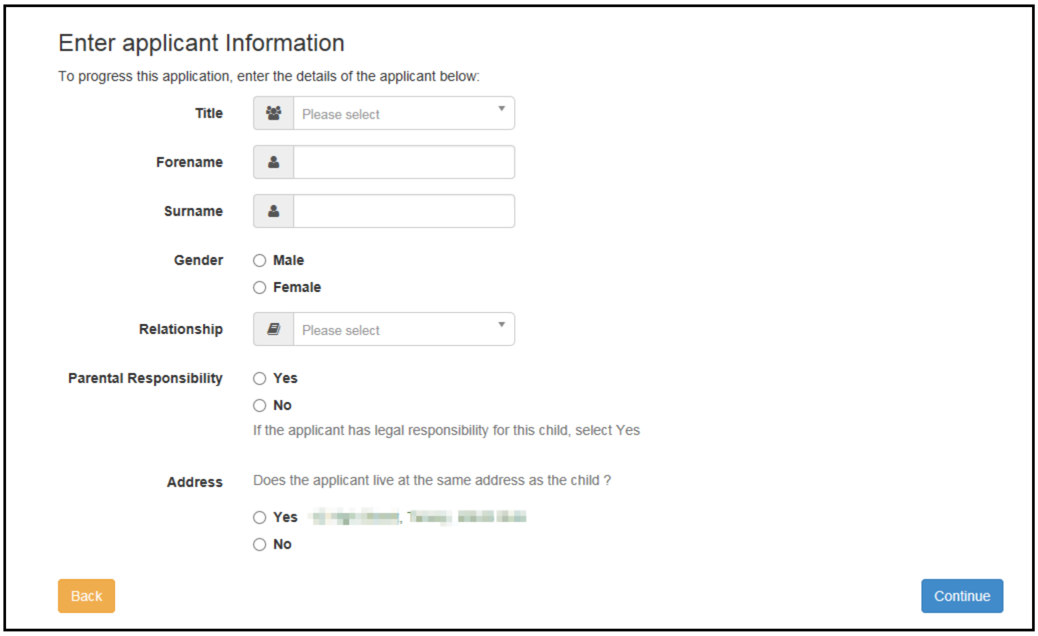
- House Number
- House Name
- Building Name

A message will appear against each field if all 3 are left blank and the Continue button is selected.



5. Click the **Continue** button to display the **Enter Applicant Information** page.

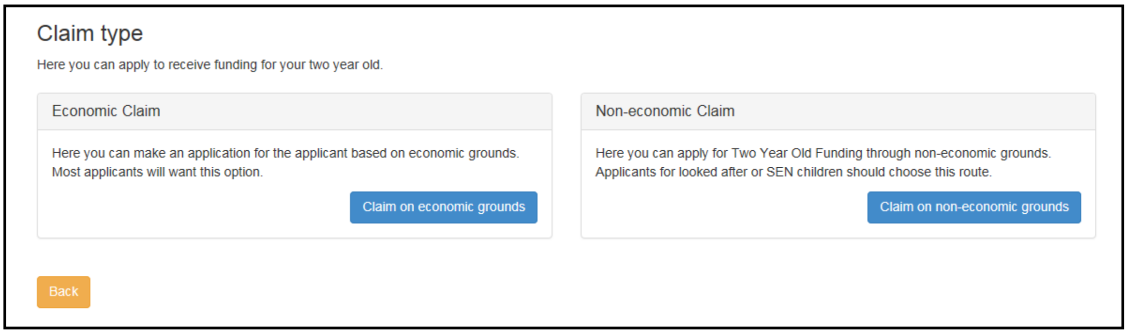
Adding Applicant Details to a Provider Assisted Application



1. Select a **Title** from the drop-down.
2. Enter the applicant's **Forename** and **Surname**.

> ***NOTE:*** *If the name is longer than the field allows, the applicant needs to be added by the Local Authority via the v4 Client. A message is displayed. The message can be configured in the Provider portal via* ***Administration | Text Customisation****.*

3. Select **Gender**.
4. Select a Relationship.
5. Select **Yes** or **No** to confirm whether or not the applicant has parental or legal responsibility for the child.
6. Select **Yes** to confirm that the applicant lives at the same address as the child. Alternatively, select **No** and enter the applicant's address.
7. Click the **Continue** button to display the **Claim Type** page.



8. Click the appropriate button to select if the application is for an economic or a non-economic claim.

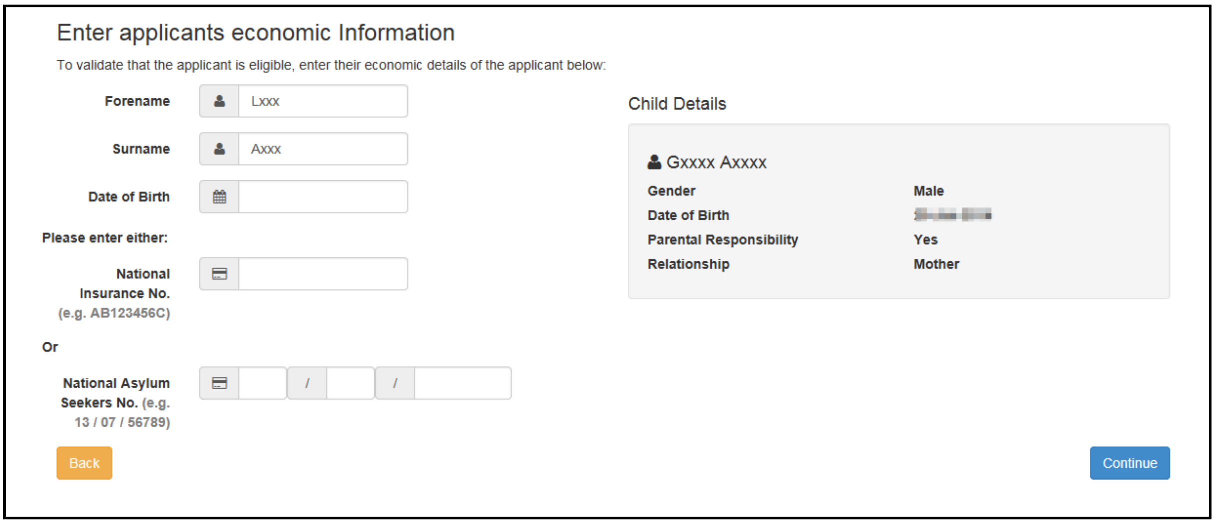
> **More Information:**
>
> *Making a Provider Assisted Application on Economic Grounds* on page *34*.
>
> *Making a Provider Assisted Application on Non-economic Grounds* on page *36*.

Making a Provider Assisted Application on Economic Grounds

The provider can help the parent make an economic claim for two year old funding; the majority of applicants will select this option.

To make a provider assisted application on economic grounds:

1. On the **Claim Type** page, click the **Claim on economic grounds** button to display the **Enter applicants economic Information** page.

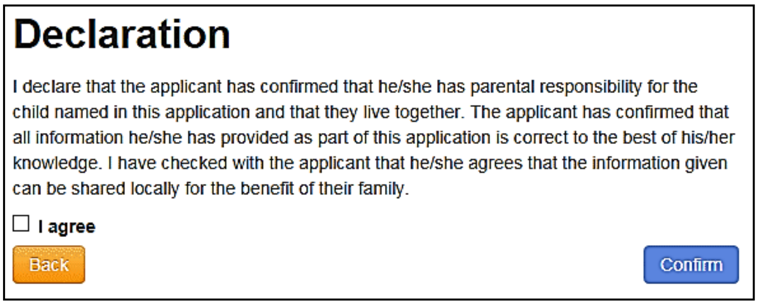


The **Forename** and **Surname** are pre-populated.

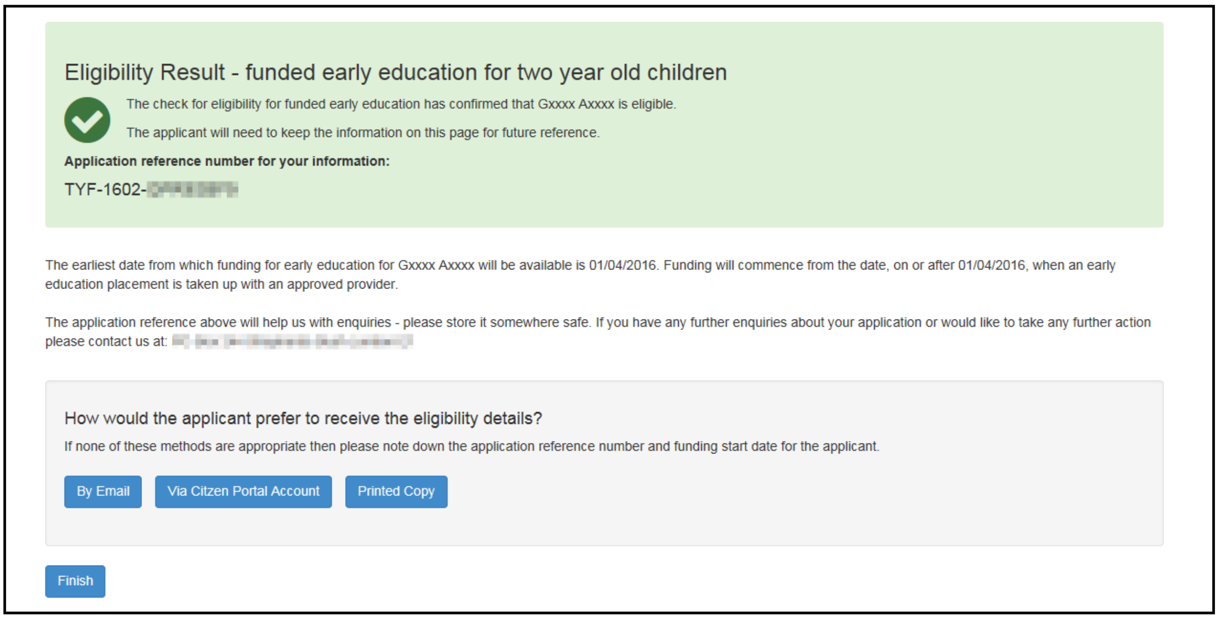
2. Enter the applicant's **Date of Birth**.

> ***NOTE*** *A validation check has been introduced to prevent a Carer from being added that is under 16 e.g. too young to have a National Insurance Number and therefore too young to be assessed for entitlement to 2 year old funding*

3. Enter a **National Insurance** number or a **National Asylum Seekers** number.
4. Click the **Continue** button to display the **Declaration** page.



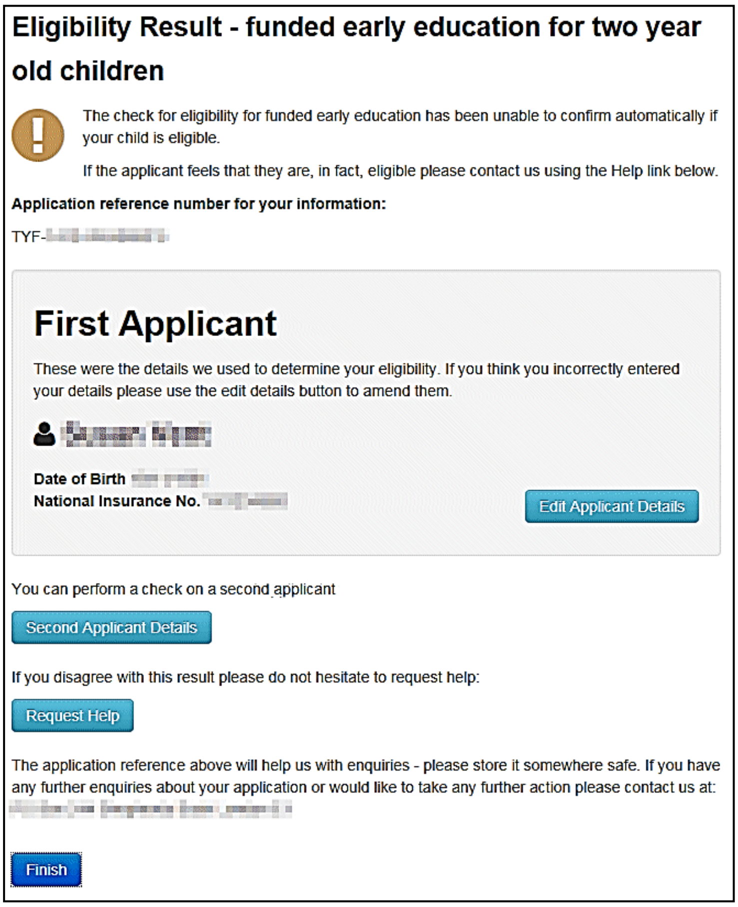
5. Select the check box to confirm that you have read and agree to the declaration.
6. Click the **Confirm** button to display the **Eligibility Result** page.



The page displays the application reference number.

7. Select an option for how to notify the applicant.
8. Click the **Finish** button.

If the child is not eligible to receive two year old funding, the following **Eligibility Result** page is displayed:



If the eligibility check was unsuccessful, the provider can:

- Edit the applicant details:

i. Click the Edit Applicant Details button to display the Applicant’s Economic Information page.
ii. Make any necessary changes.
iii. Click the Continue button to display the Declaration page.
iv. Select the check box to confirm that you have read and agree to the declaration.
v. Click the **Continue** button to display the **Eligibility Results** page.

- Perform an eligibility check on a second applicant:
  i. Click the **Second Applicant Details** button to display the **Second Applicant Details** page.
  ii. Enter a **Forename**, **Surname** and **Date of Birth**.
  iii. Enter either a **National Insurance** number or an **Asylum Seekers** number.
  iv. Select the check box to confirm that the second applicant has parental responsibility for the child and has given their consent to the application being made on their behalf.
  v. Click the **Submit** button to display the **Eligibility Results** page.
- Request help from the local authority:
  i. Click the **Request Help** button to display the **Request Help** page.
  ii. Enter the details of the help request.
  iii. If required, click the **Add File** button to attach any additional evidence.
  iv. Select **Yes** to consent to the LA performing an ECS check on the applicant’s behalf.
  v. Click the **Continue** button to display the **Preferred Methods of Contact** page.
  vi. Select the preferred method of contact.
  vii. If required, a box is available to record additional information.
  viii. Click the **Continue** button to display the **Applicant’s Contact Details** page.
  ix. Enter the applicant’s telephone number.
  x. Click the **Continue** button to display the **Application Submitted** page.

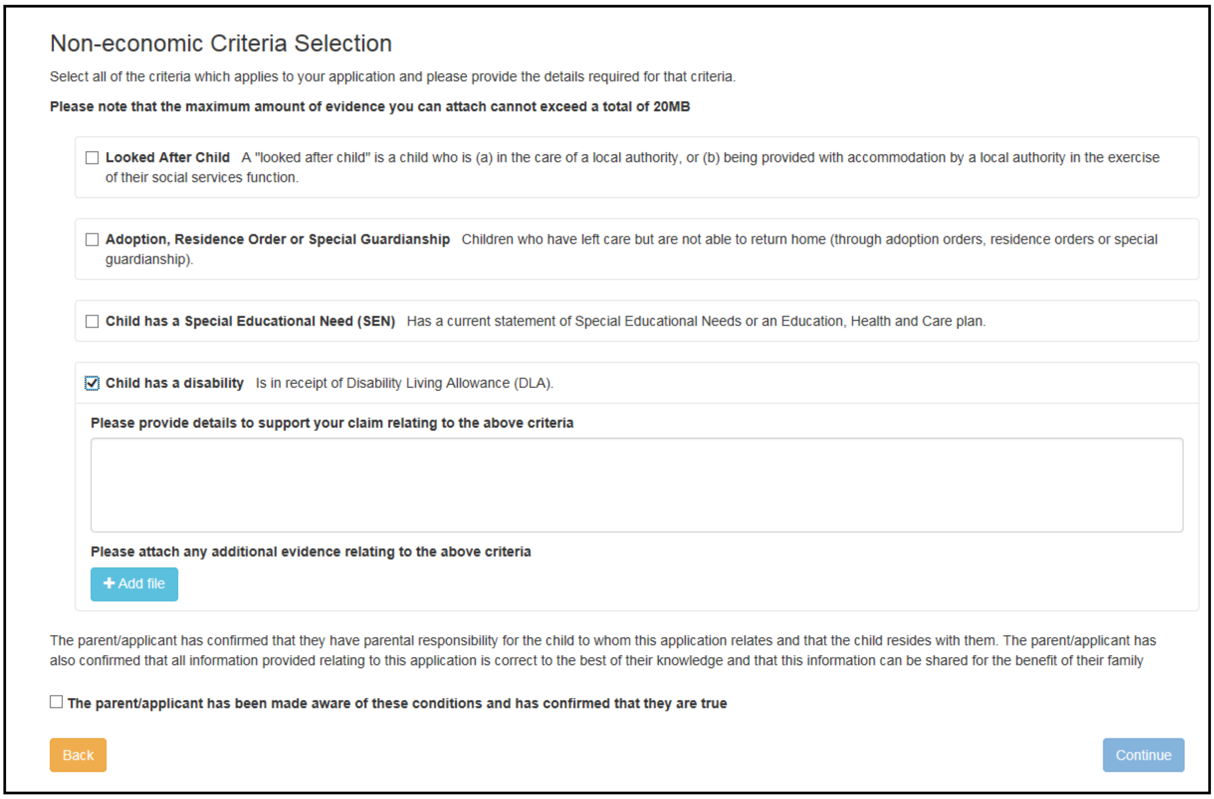
The application reference number is given and a message informs the provider that the applicant will receive notification of the results via their chosen method of contact. The provider will also receive the notification.

Making a Provider Assisted Application on Non-economic Grounds

The provider can help the parent make a non-economic claim for two year old funding. This could be for a looked after child, or a SEN child.

To make a provider assisted application on non-economic grounds:

1. On the **Claim Type** page, click the **Claim on non-economic grounds** button to display the **Non-economic Criteria Selection** page.

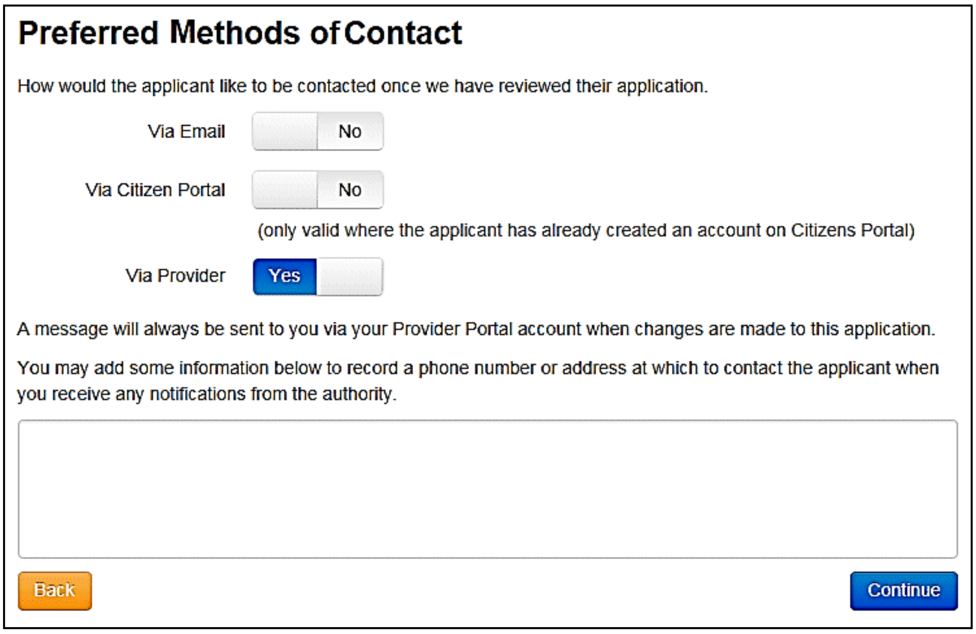


2. Select the criteria which apply to the application.

   Selecting a criteria displays a text box for you to provide additional details and an **Add file** button to attach additional evidence.

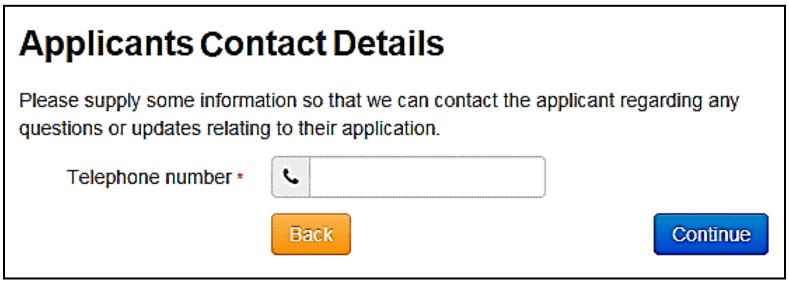
> ***NOTE:*** *The option to allow evidence text to be provided can be disabled via* ***Configuration | Non-economic Questions****. For more information, see* *Configuring Non-economic Questions on page 26.*

3. Select the check box to confirm that the applicant agrees with the declaration.
4. Click the **Continue** button to display the **Preferred Methods of Contact** page.

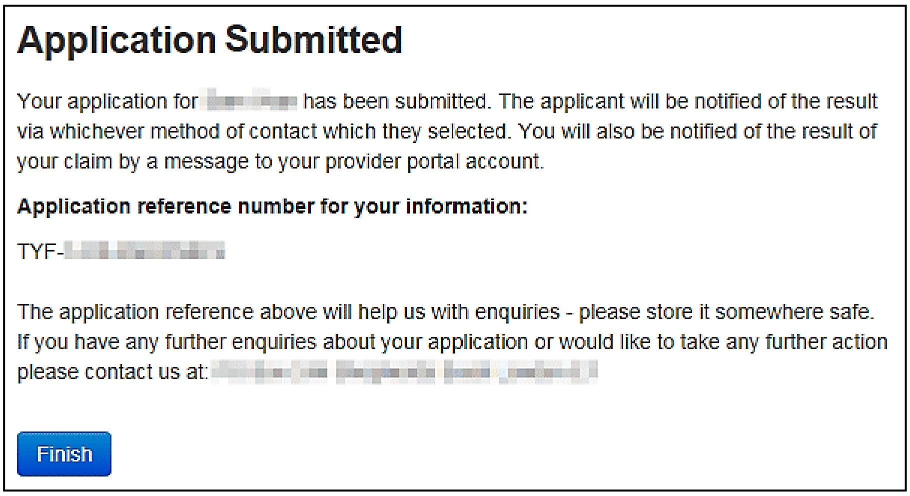


5. Select the preferred methods of contact.
6. If required, enter additional information into the text box.

7. Click the **Continue** button to display the **Applicant Contact Details** page.



8. Enter a **Telephone number**.
9. Click the **Continue** button to display the **Application Submitted** page



The application reference number is displayed.

Both the applicant and the provider will receive notification of the result.

10. Click the **Finish** Button.

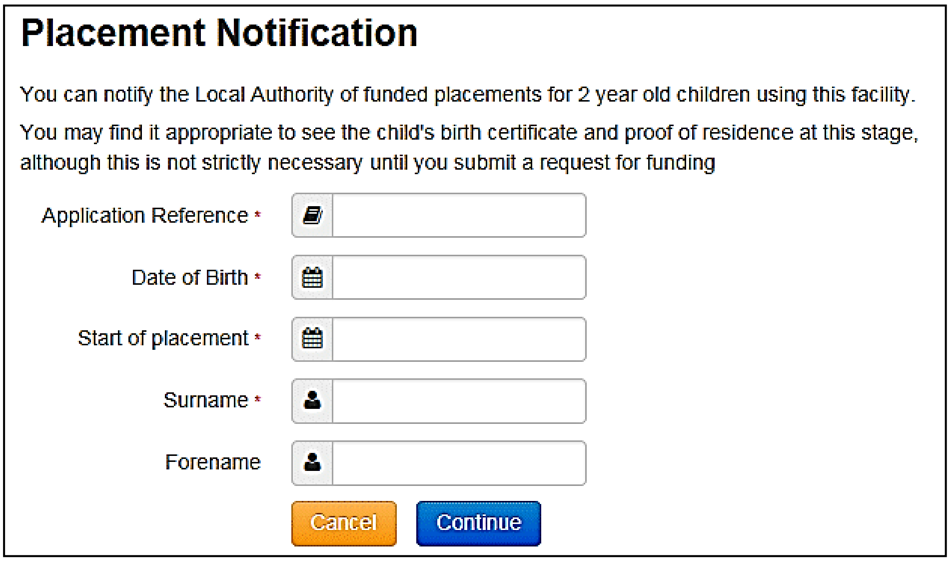
Starting a Placement Notification

The provider can notify the Local Authority of funded placements for two year old children.

The placement must relate to a child who is two years old at the start of the funding period in which the proposed placement commences. These details are validated against those entered during the child's eligibility assessment for free early education for two year olds.

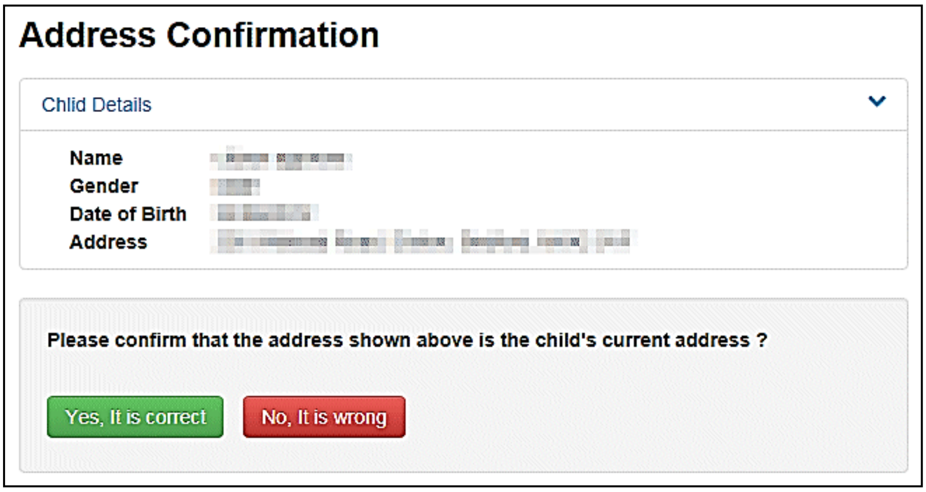
To start a placement notification:

1. Select **Provider Portal | Two Year Old Funding | User Home Page | Start Placement Notification** to display the **Placement Notification** page.

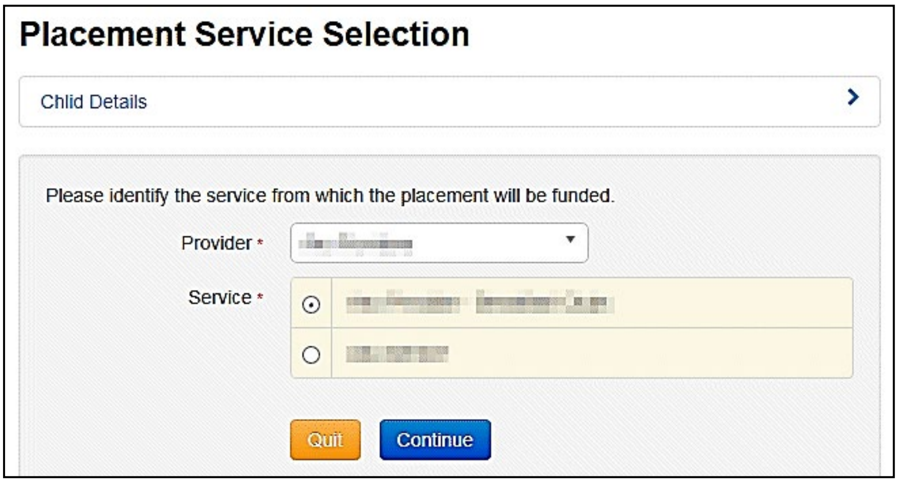


***NOTE:** If the name is longer than the field allows, the child needs to be added by the Local Authority via the v4 Client. A message is displayed. The message can be configured in the Provider portal via **Administration | Text Customisation**.*

2. Enter the **Application Reference** number.
3. Enter the **Date of Birth**.
4. Enter the **Start of Placement** date.
5. Enter the **Surname**.
6. Enter the **Forename**.
7. Click the **Continue** button to display the **Application Summary** page. The page displays the following panels:
   - Application Details
   - Child Details
   - Applicant Details.
8. Select the check box to confirm that the funded placement relates to the child for whom the application was approved.
9. Click the **Agree and Continue** button to display the **Address Confirmation** page.



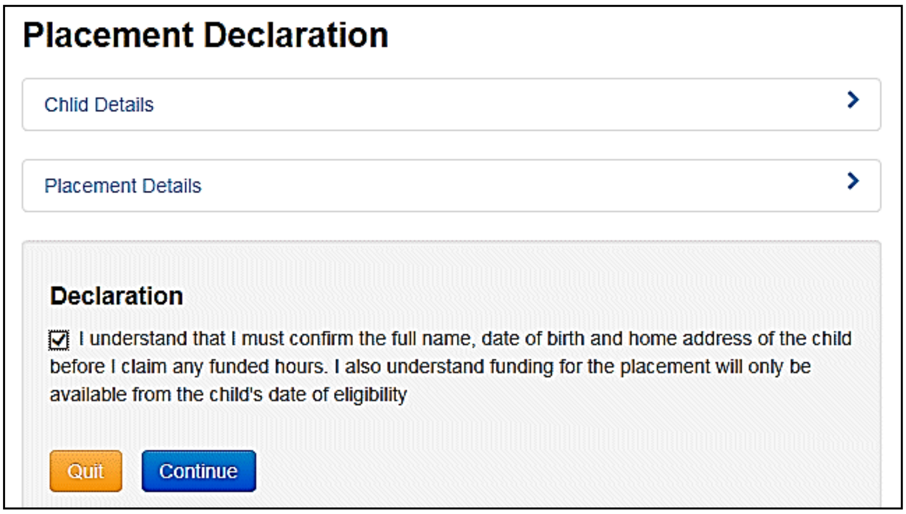
10. Verify the address. If it is correct, click the **Yes, it is correct** button to display the **Placement Service Selection** page. If it is wrong, click the **No, it is wrong** button to edit the details or select another address.



11. Select a **Service**. If the selected service is not marked as eligible for two year old funding, the placement will require approval by the local authority.

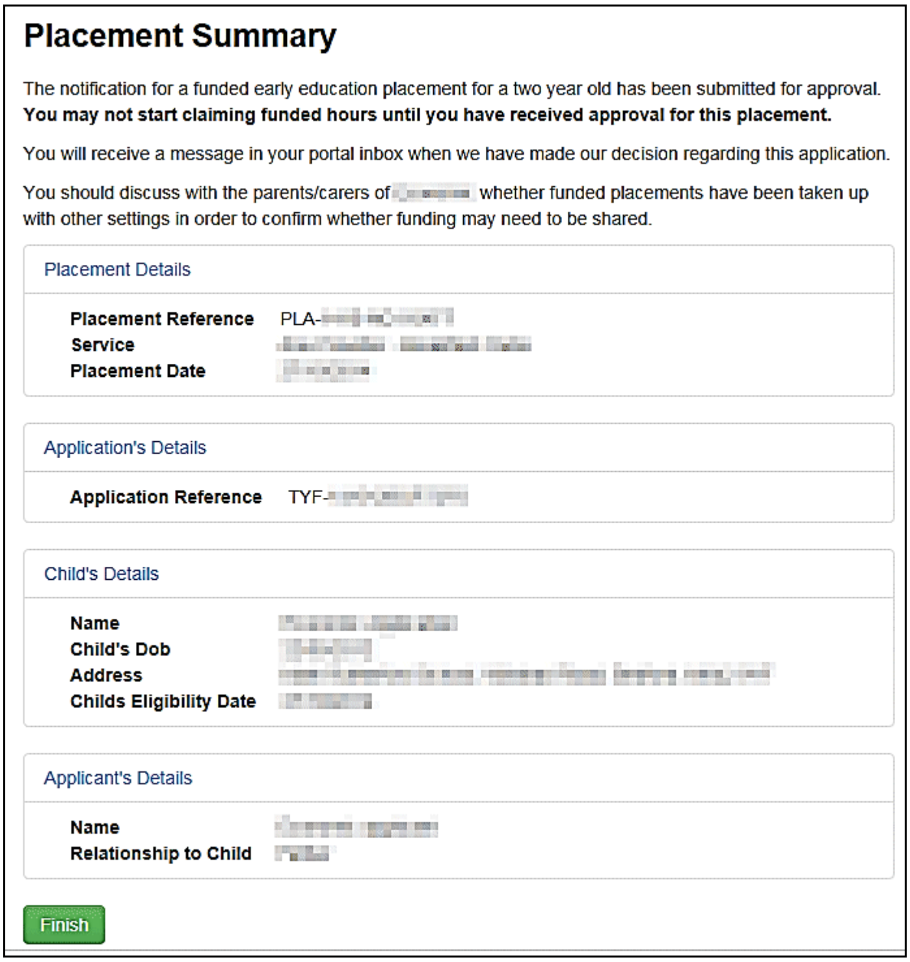
NOTE: *The list displays active services only.*

12. Click the **Continue** button to display the **Placement Declaration** page.



13. Select the check box to confirm that the child's details are correct and that funding will only be available from the child's date of eligibility.

14. Click the **Continue** button to display the **Placement Summary** page.



Placement Summary

The notification for a funded early education placement for a two year old has been submitted for approval.
You may not start claiming funded hours until you have received approval for this placement.

You will receive a message in your portal inbox when we have made our decision regarding this application.

You should discuss with the parents/carers of [illegible] whether funded placements have been taken up with other settings in order to confirm whether funding may need to be shared.

Placement Details

Placement Reference PLA-[illegible]
Service [illegible]
Placement Date [illegible]

Application's Details

Application Reference TYF-[illegible]

Child's Details

Name [illegible]
Child's Dob [illegible]
Address [illegible]
Childs Eligibility Date [illegible]

Applicant's Details

Name [illegible]
Relationship to Child [illegible]

Finish

The application now has a **Placement Reference** number.

15. Click the **Finish** button.

Starting an Assisted Application as a Child Centre

Children's Centres can make an application for two year old funding on behalf of a parent with no IT facilities or if they language difficulties. This can be done only if the local authority has purchased a two year old funding licence.

Where possible, communication with the parent is through the children's centre using the Provider Portal.

The children's centre can make both economic and non-economic claims. For more information, see *Making a Child Centre Assisted Application on Economic Grounds* on page *44* and *Making a Children's Centre Assisted Application on Non-economic Grounds* on page *47*.

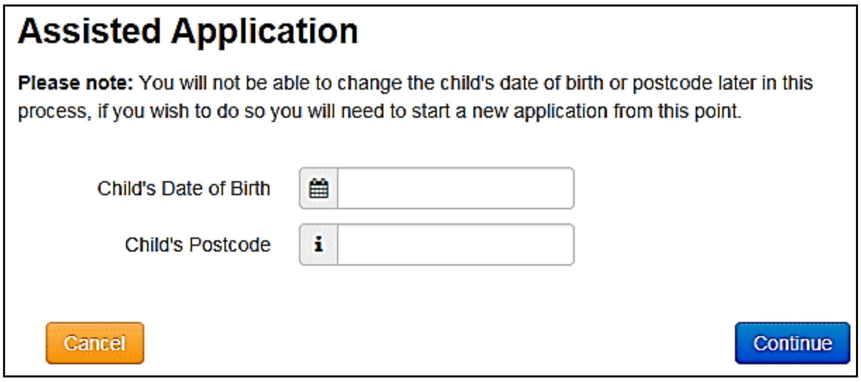
A parent can ask a children's centre if a place is available for their child and the children's centre can check to see if the parent qualifies for funding.

The local authority must request the parent's preferred method of communication to notify them of any decision relating to their application; this can be via the children's centre. The children's centre also receives the notification.

In order to begin an assisted application, the children's centre must have the child's date of birth and current address. If these details are entered incorrectly, a new application has to be started.

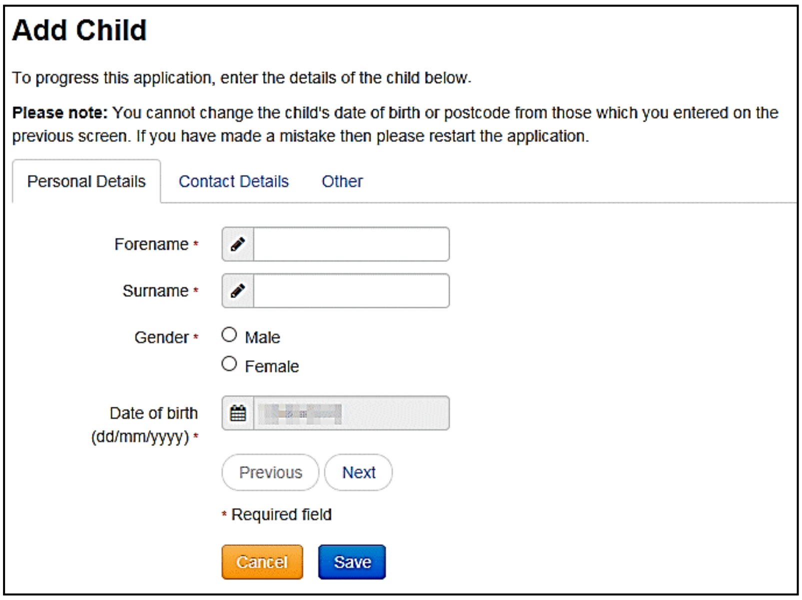
To make an assisted application as a children's centre:

1. Select **Provider Portal | Two Year Old Funding | User Home Page | Start an Assisted Application as a Child Centre** to display the **Assisted Application** page.



2. Enter the **Child's Date of Birth**.
3. Enter the **Child's Postcode**.
4. Click the **Continue** button to display the **Add Child** page.

Adding Child Details to a Child Centre Assisted Application



1. On the **Personal Details** tab, enter the child's **Forename**, **Surname** and **Gender**.

> ***NOTE:*** *If the name is longer than the field allows, the child needs to be added by the Local Authority via the v4 Client. A message is displayed. The message can be configured in the Provider portal via* ***Administration | Text Customisation****.*

The **Date of Birth** is pre-populated and cannot be changed.

2. Click the **Save** button.
3. Click the **Next** button to display the **Contact Details** tab.

The **Postcode** is pre- populated and cannot be changed.

4. Click the **Find Address** button and select the child's address.
5. Click the **Save** button.
6. Click the **Next** button to display the **Other** tab.

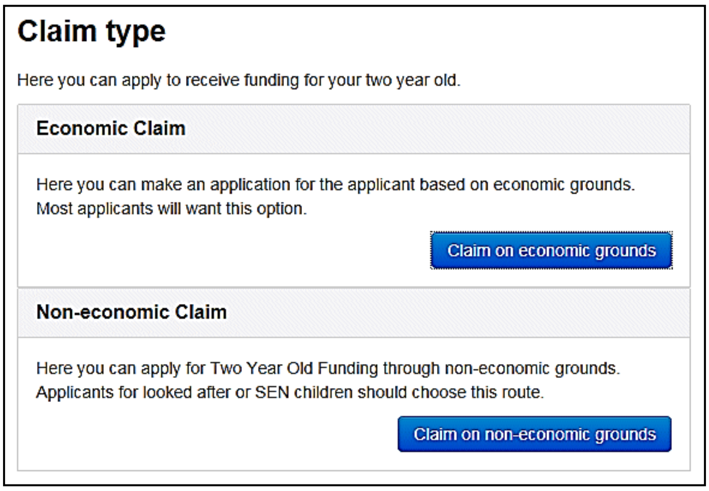
7. Select an **Ethnicity**.
8. Select a **First Language**. If this information has not been obtained, enter **NOT**.
9. Click the **Save** button.
10. Click the **Next** button to display the **Applicant Information** page.

Adding Applicant Details to a Child Centre Assisted Application

1. Enter the applicant's **Forename** and **Surname**.

> ***NOTE:*** *If the name is longer than the field allows, the applicant needs to be added by the Local Authority via the v4 Client. A message is displayed. The message can be configured in the Provider portal via* ***Administration | Text Customisation****.*

2. Select a **Relationship**.
3. Select **Yes** to confirm if the applicant has parental or legal responsibility for the child.
4. Click the **Continue** button to display the **Claim Type** page.



5. Click the appropriate button to select if the application is for an economic or a non-economic claim.

More Information:

Making a Child Centre Assisted Application on Economic Grounds on page 44.

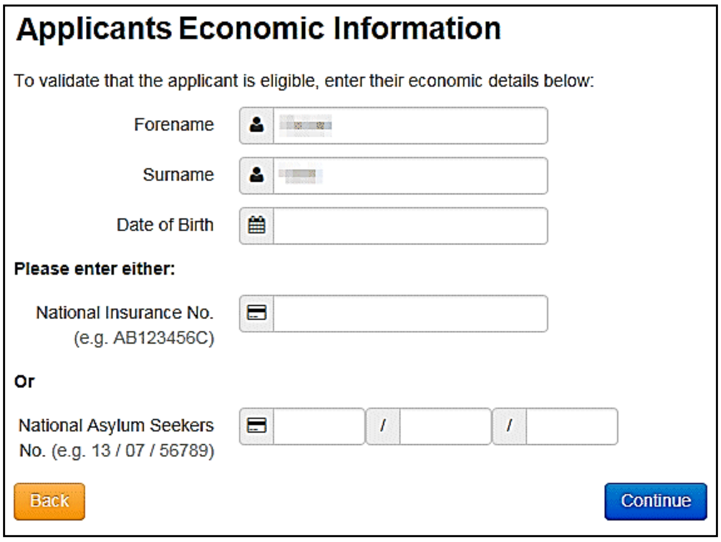
Making a Children's Centre Assisted Application on Non-economic Grounds on page 47.

Making a Child Centre Assisted Application on Economic Grounds

The children's centre can help the parent make an economic claim for two year old funding; the majority of applicants will select this option.

To make a provider assisted application on economic grounds:

1. On the **Claim Type** page, click the **Claim on economic grounds** button to display the **Applicant's Economic Information** page.

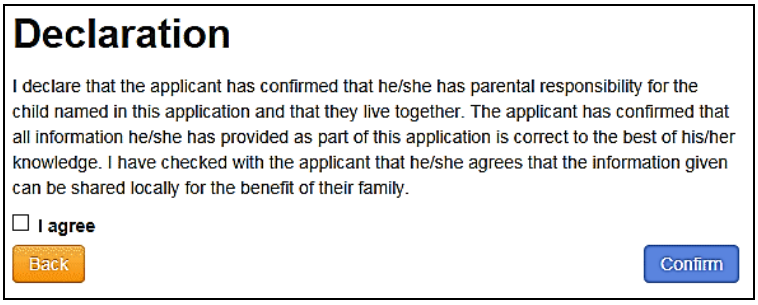


The **Forename** and **Surname** are pre-populated.

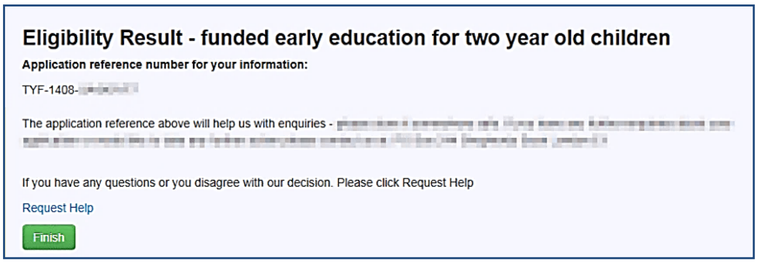
2. Enter the applicant's **Date of Birth**.

NOTE: *A validation check has been introduced to prevent a Carer from being added that is under 16 e.g. too young to have a National Insurance Number and therefore too young to be assessed for entitlement to 2 year old funding.*

3. Enter a **National Insurance** number or a **National Asylum Seekers** number.
4. Click the **Continue** button to display the **Declaration** page.



5. Select the check box to confirm that you have read and agree to the declaration.
6. Click the **Confirm** button to display the **Eligibility Result** page.

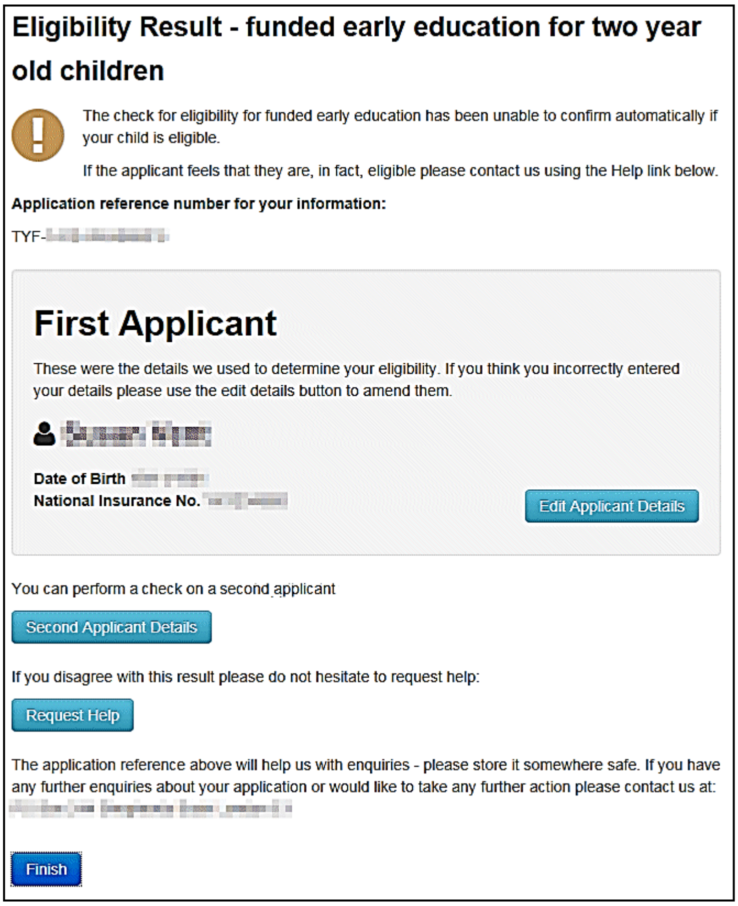


The page displays the application reference number.

If required, you can click the **Request Help** link.

7. Click the **Finish** button.

If the child is not eligible to receive two year old funding, the following **Eligibility Result** page is displayed:



If the eligibility check was unsuccessful, the provider can:

- Edit the applicant details:
  i. Click the **Edit Applicant Details** button to display the **Applicant's Economic Information** page.
  ii. Make any necessary changes.
  iii. Click the **Continue** button to display **Declaration** page.
  iv. Select the check box to confirm that you have read and agree to the declaration.
  v. Click the **Confirm** button to display the **Eligibility Results** page.
- Perform an eligibility check on a second applicant:
  i. Click the **Second Applicant Details** button to display the **Second Applicant Details** page.
  ii. Enter a **Forename**, **Surname** and **Date of Birth**.
  iii. Enter either a **National Insurance** number or an **Asylum Seekers** number.
  iv. Select the check box to confirm that the second applicant has parental responsibility for the child and has given their consent to the application being made on their behalf.
  v. Click the **Submit** button to display the **Eligibility Results** page.
- Request help from the local authority:
  i. Click the **Request Help** button to display the **Request Help** page.
  ii. Enter the details of the help request.
  iii. If required, click the **Add File** button to attach any additional evidence.

iv. Select **Yes** to consent to the LA performing an ECS check on the applicant's behalf.

v. Click the **Continue** button to display the **Preferred Methods of Contact** page.

vi. Select the preferred method of contact.

vii. If required, a box is available to record additional information.

viii. Click the **Continue** button to display the **Applicant's Contact Details** page.

ix. Enter the applicant's telephone number.

x. Click the **Continue** button to display the **Application Submitted** page.

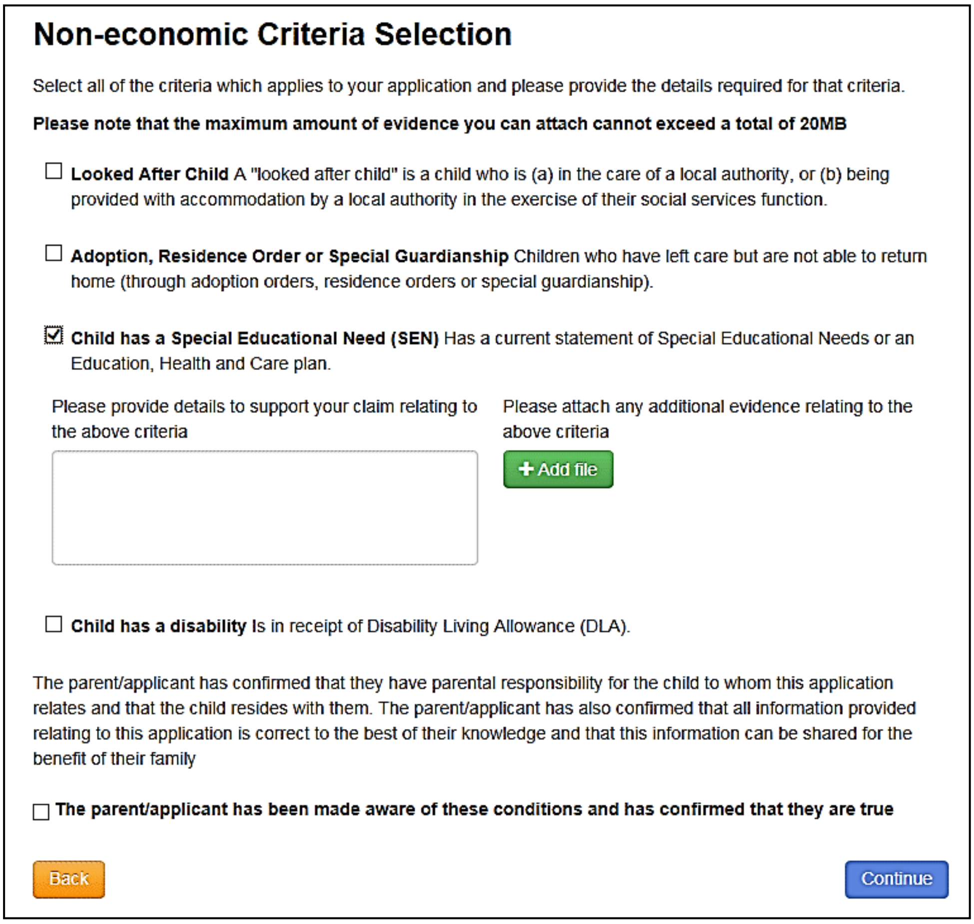
The application reference number is given and a message informs the children's centre that the applicant will receive notification of the results via their chosen method of contact. The children's centre will also receive the notification via their provider portal account.

Making a Children's Centre Assisted Application on Non-economic Grounds

The children's centre can help the parent make a non-economic claim for two year old funding. This could be for a looked after child, or a SEN child.

To make a children's centre assisted application on non-economic grounds:

1. On the **Claim Type** page, click the **Claim on non-economic grounds** button to display the **Non-economic Criteria Selection** page.



Non-economic Criteria Selection

Select all of the criteria which applies to your application and please provide the details required for that criteria.

Please note that the maximum amount of evidence you can attach cannot exceed a total of 20MB

☐ **Looked After Child** A "looked after child" is a child who is (a) in the care of a local authority, or (b) being provided with accommodation by a local authority in the exercise of their social services function.

☐ **Adoption, Residence Order or Special Guardianship** Children who have left care but are not able to return home (through adoption orders, residence orders or special guardianship).

☑ **Child has a Special Educational Need (SEN)** Has a current statement of Special Educational Needs or an Education, Health and Care plan.

Please provide details to support your claim relating to the above criteria

Please attach any additional evidence relating to the above criteria

+ Add file

☐ **Child has a disability** Is in receipt of Disability Living Allowance (DLA).

The parent/applicant has confirmed that they have parental responsibility for the child to whom this application relates and that the child resides with them. The parent/applicant has also confirmed that all information provided relating to this application is correct to the best of their knowledge and that this information can be shared for the benefit of their family

☐ **The parent/applicant has been made aware of these conditions and has confirmed that they are true**

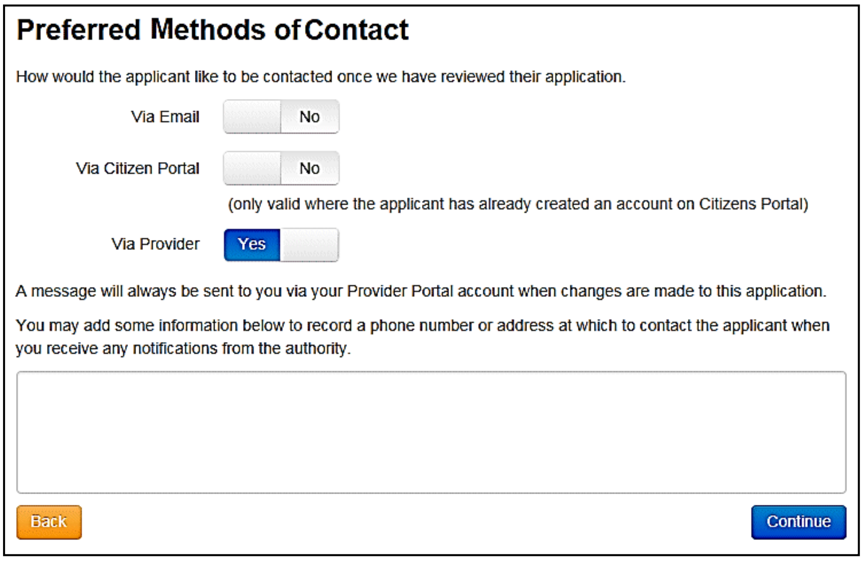
Back

Continue

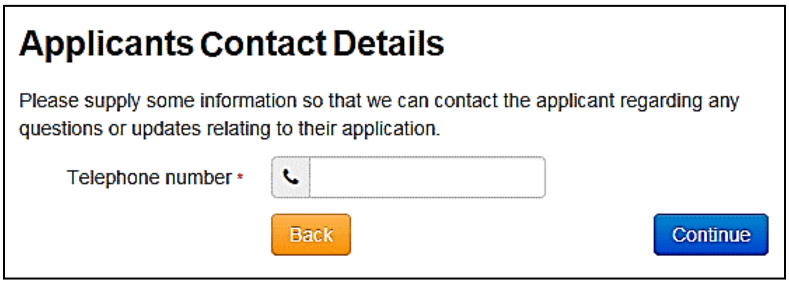
2. Select the criteria which apply to the application.

Selecting a criteria displays a text box for you to provide additional details and an **Add file** button to attach additional evidence.

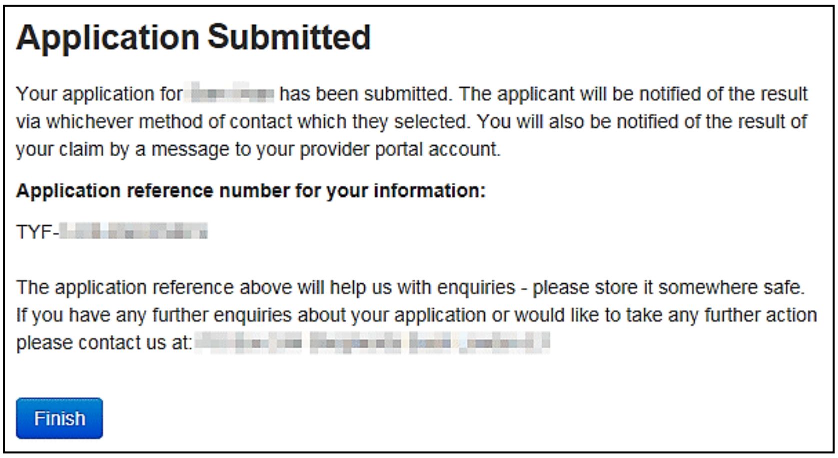
3. Select the check box to confirm that the applicant agrees with the declaration.
4. Click the **Continue** button to display the **Preferred Methods of Contact** page.



5. Select the preferred methods of contact.
6. If required, enter additional information into the text box.
7. Click the **Continue** button to display the **Applicant Contact Details** page.



8. Enter a **Telephone number**.
9. Click the **Continue** button to display the **Application Submitted** page.



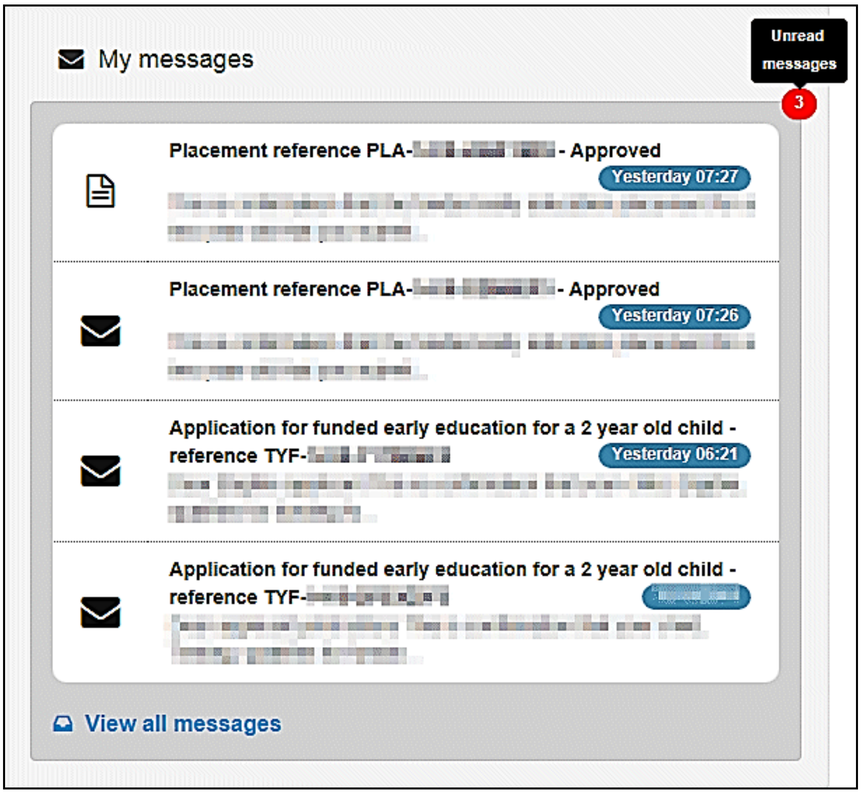
The application reference number is displayed.

Both the applicant and the provider will receive notification of the result.

10. Click the **Finish** Button.

My Messages

Messages for the two year old funding manager are displayed via **Provider Portal | Two Year Old Funding | User Home Page**. The panel displays the latest messages, and indicates the total number of unread messages.



Click the **View all messages** link to display all received messages.

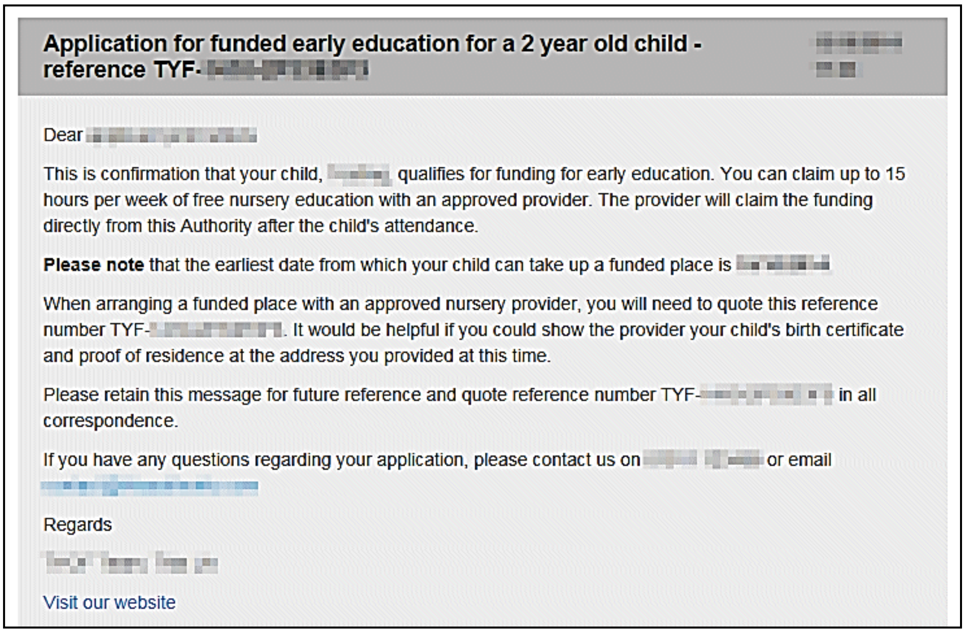
Select an individual message to view the full details.

A placement message displays the following details:

- **Title** - type of application, reference number and status.
- **Placement Details**
  - Placement reference number, prefixed by PLA
  - Placement date
  - Service name
  - Placement entered by.
- **Child/Application Details**
  - TYOF application reference number, prefixed by TYF
  - Child's name
  - Child's date of birth
  - Eligibility date for start of funding
  - Current address.
- **Applicant Details**
  - Applicant name

- Relationship to child
- Contact details.

A two year old funding application message displays as a letter. As the LA can configure the contents according to their own requirements, the following graphic is an example.



Application for funded early education for a 2 year old child - reference TYF-[illegible]

Dear [illegible]

This is confirmation that your child, [illegible] qualifies for funding for early education. You can claim up to 15 hours per week of free nursery education with an approved provider. The provider will claim the funding directly from this Authority after the child's attendance.

Please note that the earliest date from which your child can take up a funded place is [illegible]

When arranging a funded place with an approved nursery provider, you will need to quote this reference number TYF-[illegible]. It would be helpful if you could show the provider your child's birth certificate and proof of residence at the address you provided at this time.

Please retain this message for future reference and quote reference number TYF-[illegible] in all correspondence.

If you have any questions regarding your application, please contact us on [illegible] or email [illegible]

Regards

[illegible]

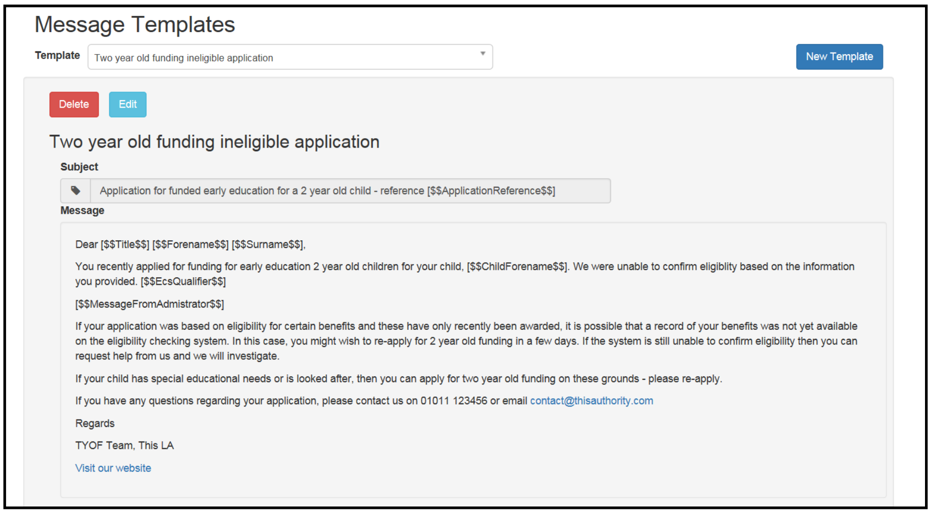
Visit our website

Interpreting the Qualifier Codes

When a check result for Two Year Old Funding comes back with a status of Not Found, a qualifier is also returned. This is interpreted and presented to the person carrying out the check:

- In the messages displayed whenever an ECS check is performed.
- In templates for system messages generated when an ECS check is performed.
- To administrators as part of the request help process following an unsuccessful ECS check.

The message displayed can be configured by the Local Authority via **Administration | Site Setup** as shown in the following graphic. For more information, see [Site Setup](#) on page *15*.



Message Templates

Template: Two year old funding ineligible application

New Template

Delete Edit

Two year old funding ineligible application

Subject

Application for funded early education for a 2 year old child - reference [$$ApplicationReference$$]

Message

Dear [$$Title$$] [$$Forename$$] [$$Surname$$],

You recently applied for funding for early education 2 year old children for your child, [$$ChildForename$$]. We were unable to confirm eligiblity based on the information you provided. [$$EcsQualifier$$]

[$$MessageFromAdmistrator$$]

If your application was based on eligibility for certain benefits and these have only recently been awarded, it is possible that a record of your benefits was not yet available on the eligibility checking system. In this case, you might wish to re-apply for 2 year old funding in a few days. If the system is still unable to confirm eligibility then you can request help from us and we will investigate.

If your child has special educational needs or is looked after, then you can apply for two year old funding on these grounds - please re-apply.

If you have any questions regarding your application, please contact us on 01011 123456 or email contact@thisauthority.com

Regards

TYOF Team, This LA

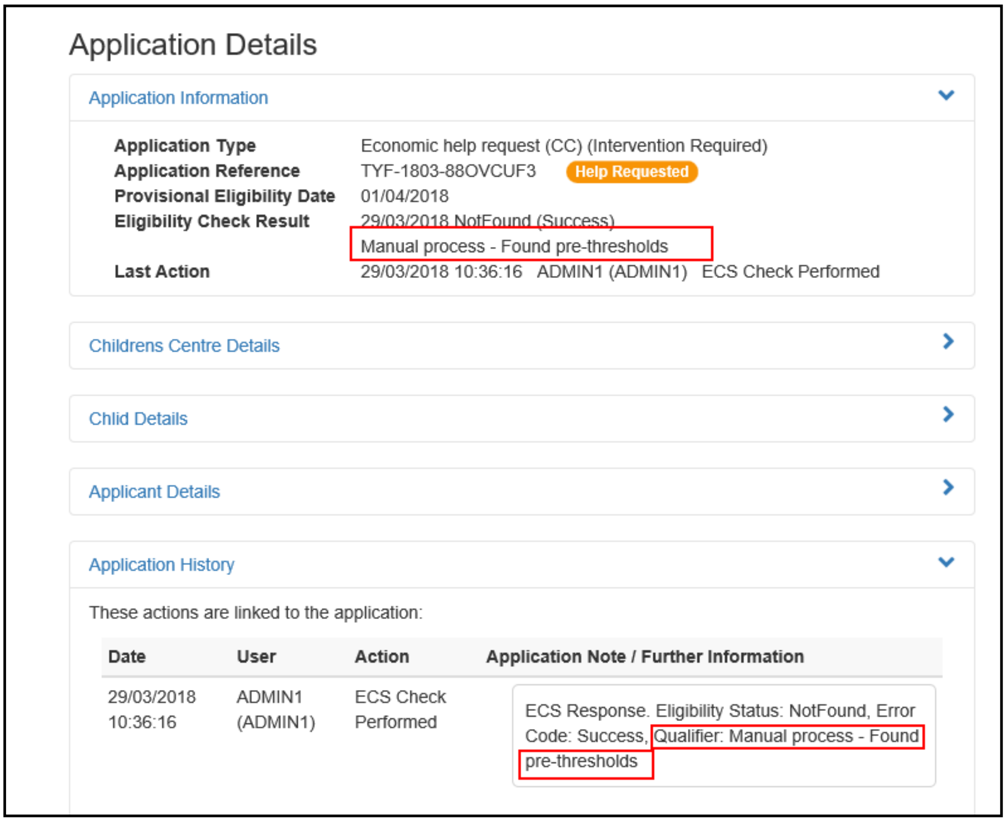
Visit our website

> ***NOTE:*** *The message template for ineligible applications,* ***Two year old funding ineligible application*** *includes the qualifier.*

The following table shows how the qualifier is interpreted:

Qualifier	Interpretation
Final	The check result stands and no further action is required.
Pending	The information to process the check is not yet available and could take up to 6 weeks. The check should be periodically re-run.
No Trace	The details entered may be incorrect. The parent should re-enter their details.
Manual Process	The parent should provide further evidence and the LA should raise a manual query on the ECS web portal.
Manual Query	
Found Pre-Thresholds	For both of these qualifiers, the child's Date of Birth is checked. If the child is born on or before 31/12/2015, the child is eligible and a Not Found result is converted to Found. Otherwise the result should stay as Not Found.
Found Pre-Thresholds Manual Process	

> ***NOTE:*** *The qualifier is displayed in the* ***Eligibility Check Result*** *on the* ***Application Details*** *page as shown in the following graphic:*
> *For more information, see [Managing Two Year Old Funding Applications] on page 53.*



07 | Two Year Old Funding Applications/Placements

Introduction to Two Year Old Funding Applications/Placements

When a Two Year Old Funding (TYOF) application is made, any child that has either not been successfully matched to a student in One, or that has been successfully matched, but there are differences (conflicts) between some details of the incoming child and the matched student, is processed via v**4 Online | Portal Back Office | Data Transfer**. The incoming students are listed under the 2YOF Dummy Base.

Two Year Old Funding administration is divided into the following areas:

- Manage applications and placements
- Search for submitted applications.

The **Manage Applications and Placements** area enables online applications for Two Year Old Funding to be reviewed by the local authority teams. For more information, see *Managing Two Year Old Funding Applications* on page *53*.

The **Search for Submitted Applications** area enables a local authority administrator to search for submitted applications within a given date range. For more information, see *Searching For Two Year Old Funding Submitted Applications* on page *62*.

> **More Information:**
>
> *Matching Students via One Portal Back Office* handbook available from the **One Publications** website via **Handbooks | One Self Service**.
>
> *Introduction to Making Applications* section of *the One Early Years - Two Year Old Funding Citizen Portal* handbook available from the **One Publications** website via **Handbooks | Two Year Old Funding**.

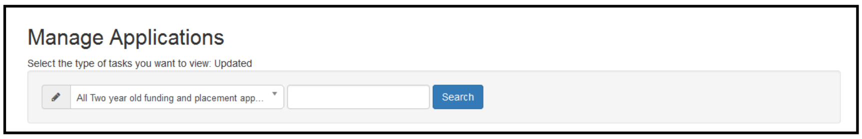
Managing Two Year Old Funding Applications

Parents, carers or guardians can apply for two year old funding on economic or non-economic grounds. The majority of applications will be on economic grounds. The local authority manages the entire application process for non-economic applications, but only provides assistance when requested by economic applications. For more information, refer to the *Requesting Help* section of the *One Early Years - Two Year Old Funding Citizen Portal Handbook*.

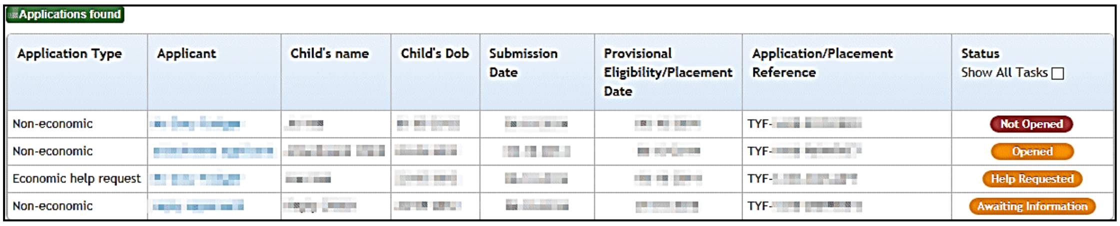
If an economic application is successful, it is approved automatically and a message is sent from the local authority informing the parent, carer or guardian of the status of their application. Message details are not sent directly to the Citizen Self Service portal user. A notification is sent to the user’s mailbox, informing them that they have a message in their portal account. The user must log in and authenticate with the Citizen Self Service portal, before they can view the message details. For more information, refer to the *Messages* section of the *One Early Years - Two Year Old Funding Citizen Portal Handbook*.

To manage two year old funding applications:

1. Select **Provider Portal | Home | Two Year Old Funding**.
2. Click the **Manage Applications and Placements** button to display the **Manage Applications** page.



3. Select the type of tasks you want to view:
   - All Two year old funding and placement applications
   - Economic application help requests
   - Non-economic applications
   - Placement approvals.
4. Click the **Search** button to display the results according to the search criteria.


Applications found

Application Type	Applicant	Child's name	Child's Dob	Submission Date	Provisional Eligibility/Placement Date	Application/Placement Reference	Status Show All Tasks
Non-economic	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	TYF-[illegible]	Not Opened
Non-economic	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	TYF-[illegible]	Opened
Economic help request	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	TYF-[illegible]	Help Requested
Non-economic	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	TYF-[illegible]	Awaiting Information

5. Click a **Status** button to select an application.
   - Click the **Not Opened** or **Opened** button to display the **Application Details** page. Click the following links to expand the details:
     - Application Information
     - Child Details
     - Applicant Details
     - Application History
     - Information provided to support application.

     The application can be approved or rejected here. For more information, see *Approving an Application* on page *58* and *Rejecting an Application* on page *59*.
   - Click the **Help Requested** button to display the **Application Details** page and view the query logged by the applicant for this application. Click the following links to expand the details:
     - Application Information
     - Child Details
     - Applicant Details
     - Messages
     - Application History
     - Information provided to support application.

     Full details of the applicant's request for help are included here. For more information, see Managing Help Requests on page *56*.

     The application can be approved or rejected here. For more information, see *Approving an Application* on page *58* and Rejecting an Application on page 59.
   - Click the **Awaiting Information** button to display the **Application Details** page and view the additional information that has been requested by the local authority for this application. Click the following links to expand the details:

- Application Information
- Children's Centre Details
- Child Details
- Applicant Details
- Messages
- Application History
- Information provided to support application.

  The application can be approved or rejected here. For more information, see *Approving an Application* on page *58* and *Rejecting an Application* on page *59*.

- Click the **Information Received** button to display the **Application Details** page and view the additional information that has been sent by the provider or citizen in support of this application.

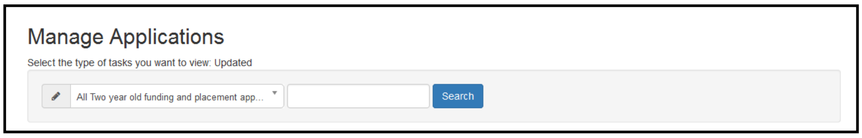
  The application can be approved or rejected here. For more information, see *Approving an Application* on page *58* and *Rejecting an Application* on page *59*.

Requesting Further Evidence from Applicant

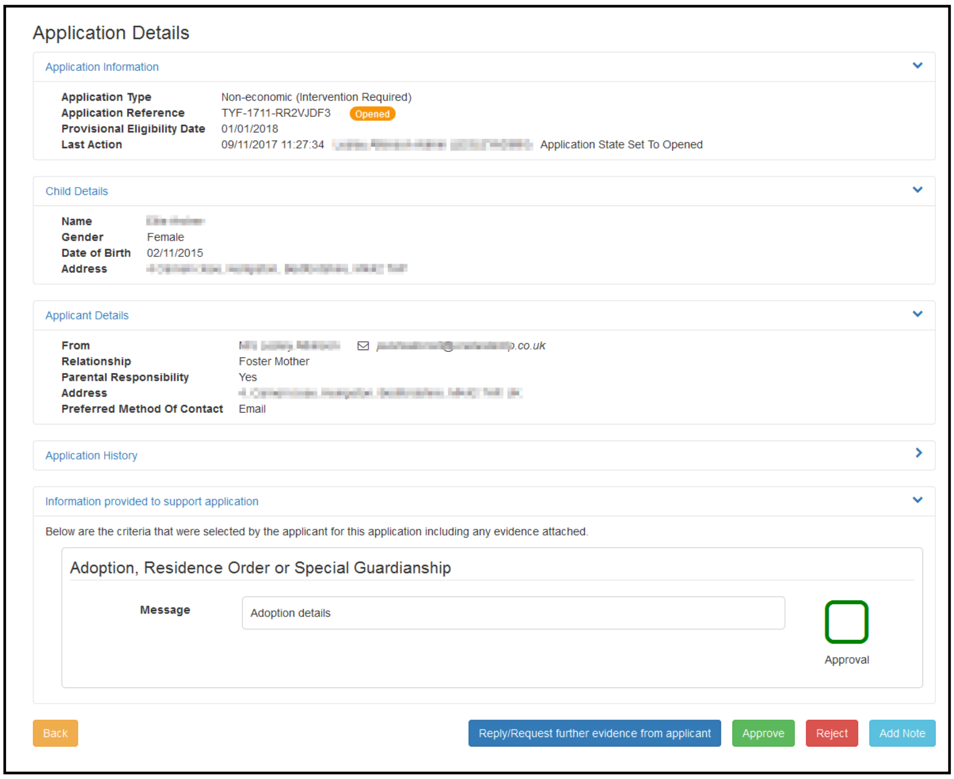
The Local Authority can request further evidence to support a two-year-old funding application.

A message is sent from the LA informing the applicant of the status of their application. A notification is sent to the user's mailbox, informing them that they have a message in their portal account. The user must log in and authenticate with the Citizen Self Service portal to view the message details. For more information, refer to the *Responding to Requests* section of the *One Early Years - Two Year Old Funding Citizen Portal Handbook*.

1. Select **Provider Portal | Home | Two Year Old Funding**.
2. Click the **Manage Applications and Placements** button to display the **Manage Applications** page.



3. Search for the required application.
4. Click on the application to display the **Application Details** page.



5. Click the **Reply/Request further evidence from applicant** button.

6. If required, select the check box and enter an **Application Note**.

   This note will be visible to other administrators, but not to the applicant.

7. Enter a message to the applicant and click the **Send** button.

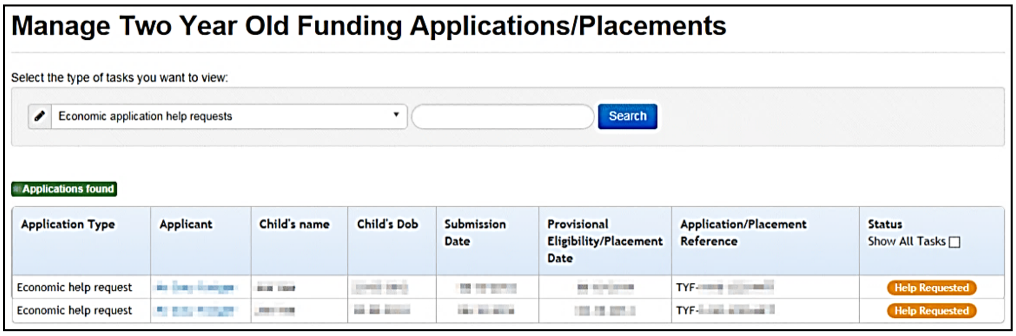
Managing Help Requests

If there is a problem when a parent, carer or guardian makes an economic application, they can request help from the local authority. For more information, see the *Requesting Help* section in the *One Early Years - Two Year Old Funding Citizen Portal Handbook*.

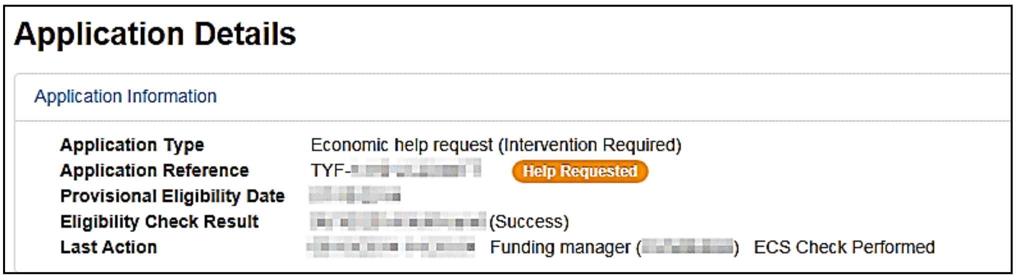
The request for help is managed via **Provider Portal | Home | Two Year Old Funding | Manage Applications and Placements | Manage Two Year Old Funding Applications/Placements**.

To manage help requests:

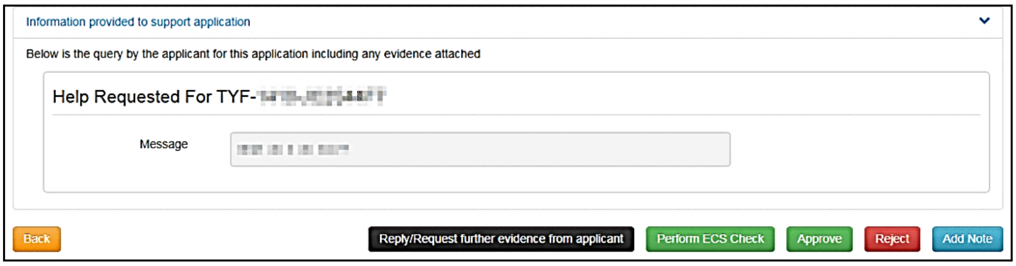
1. On the **Manage Two Year Old Funding Applications/Placements** page, search for **Economic application help requests**.



2. Click the **Help Requested** button to display the **Application Details** page.



3. Click the **Information provided to support application** link to display the help message added by the applicant.



The following actions can be performed from this page:

- Click the **Reply/Request further evidence from applicant** button to respond to the applicant or request further information. When the message is sent, the status is changed to **Awaiting Information**.

  If required, select the check box to include a private note explaining the reason for the request. The note is added to the history of the application; it is visible to other administrators but not the applicant.

  A message is sent from the local authority informing the parent, carer or guardian of the status of their application. Message details are not sent directly to the Citizen Self Service portal user. A notification is sent to the user's mailbox, informing them that they have a message in their portal account. The user must log in and authenticate with the Citizen Self Service portal, before they can view the message details. For more information, refer to the *Messages* section of the *One Early Years - Two Year Old Funding Citizen Portal Handbook*.

- Click the **Perform ECS Check** button to verify if the application is eligible or not, according to the Eligibility Checking Service. If required, you must update the applicant's economic information prior to the ECS check.
- Click the **Approve** button to approve the application. If required, select the check box to include a private note explaining the reason for the approval. The note is added to the history of the application; it is visible to other administrators but not the applicant.

  If information or evidence has been received from the applicant, click the **Approval** check box.

  Click the **Approve** button again to display a confirmation message containing the following information:

  - Claim approved. The applicant has been notified.
  - The claim will now appear as 'Approved' in your dashboard of tasks.
  - Details of the approved application – date and time sent, name of applicant, and application reference number.
- Click the **Reject** button to display the **Reject Application** page. If required, select the check box to include a private note explaining the reason for the rejection.

  Select the check box to send a rejection message to the applicant, then enter the message.

  Click the **Reject** button again to display a confirmation message containing the following information:

  - Claim rejected. The applicant has been notified.
  - The claim will now appear as 'Rejected' in your dashboard of tasks.
  - Details of the rejected application – date and time sent, name of applicant, and application reference number.
- Click the **Add Note** button to add a note to the application. This text appears in the history of the application; it is visible to other administrators but not to the applicant.

Approving an Application

A two year old funding application is approved via **Provider Portal | Home | Two Year Old Funding | Manage Applications and Placements | Manage Two Year Old Funding Applications/Placements | Application Details**.

1. Select an application and click the **Status** button to display the **Application Details** page. An application can be approved irrespective of its status.
2. Click the **Approve** button to display the **Approve Application** page.
3. If required, select the check box to include a private note explaining the reason for the approval. The note is added to the history of the application; it is visible to other administrators but not the applicant.
4. Click the **Approve** button again to display a confirmation message containing the following information:
   - Claim approved. The applicant has been notified.
   - The claim will now appear as 'Approved' in your dashboard of tasks.
   - Details of the approved application – date and time sent, name of applicant, and application reference number.

After the application has been approved, the parent receives a message in the format requested when they filled in the application form. This is the voucher that entitles the parent to claim two year old funding for their child. The two year old funding manager also receives a copy of the message. For more information, see *My Messages* on page *49*.

If the parent loses the voucher, it can be resent by accessing the **Approved Application Details** page and clicking the **Resend Voucher** button. For more information, see *Resending a Voucher* on page *59*.

Rejecting an Application

A two year old funding application is rejected via **Provider Portal | Home | Two Year Old Funding | Manage Applications and Placements | Manage Two Year Old Funding Applications/Placements | Application Details**.

1. Select an application and click the **Status** button to display the **Application Details** page. An application can be rejected irrespective of its status.
2. Click the **Reject** button to display the **Reject Application** page.
3. If required, select the check box to include a private note explaining the reason for the rejection. The note is added to the history of the application; it is visible to other administrators but not the applicant.
4. Select the check box to send a rejection message to the applicant, then enter the message.
5. Click the **Reject** button again to display a confirmation message containing the following information:
   - Claim rejected. The applicant has been notified.
   - The claim will now appear as ‘Rejected’ in your dashboard of tasks.
   - Details of the rejected application – date and time sent, name of applicant, and application reference number.

Resending a Voucher

If a parent loses their voucher for two year old funding, it can be re-issued.

To resend a two year old funding voucher:

1. Select **Provider Portal | Home | Two Year Old Funding | Manage Applications and Placements** to display the **Manage Two Year Old Funding Applications/Placements** page.
2. Select the **Approved** application to display the **Application Details** page.
3. Click the **Resend Voucher** button to display the **Resend Voucher** page.
4. Select one of the following methods for the applicant to receive the funding details again:
   - **By Email** – this can be the parent, provider or child centre.
   - **Via Citizen Portal Account** – enter the email address of the citizen portal account.
   - **Printed Copy** – the system generates a letter for you to print.

Managing Two Year Old Funding Placements

After the application has been approved, a message is received by the provider and/or parent in the format requested on the application form. This is the voucher that entitles the parent to claim two year old funding for their child.

The parent takes the voucher to the provider or child centre. The provider or child centre check the details and notify the Local Authority of a funded placement.

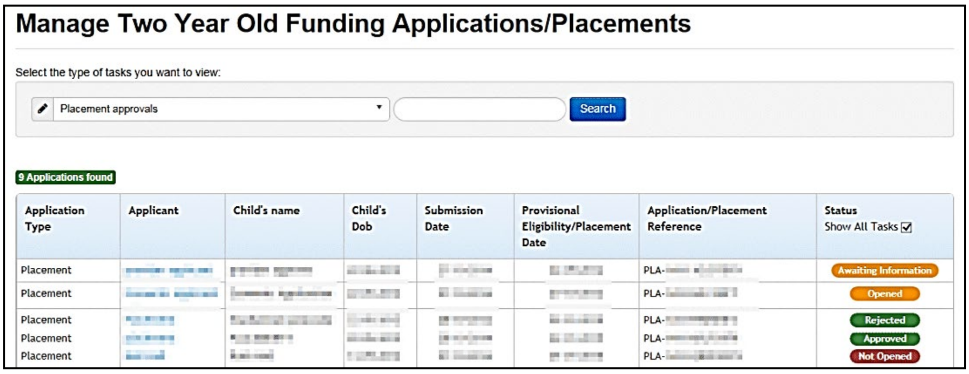
A placement cannot be processed until the child's application has been approved and the child's record has been cleared via the Portal Back Office.

If the placement meets all validations, it is automatically approved by the LA. Only placements that need to be manually approved are displayed on this page.

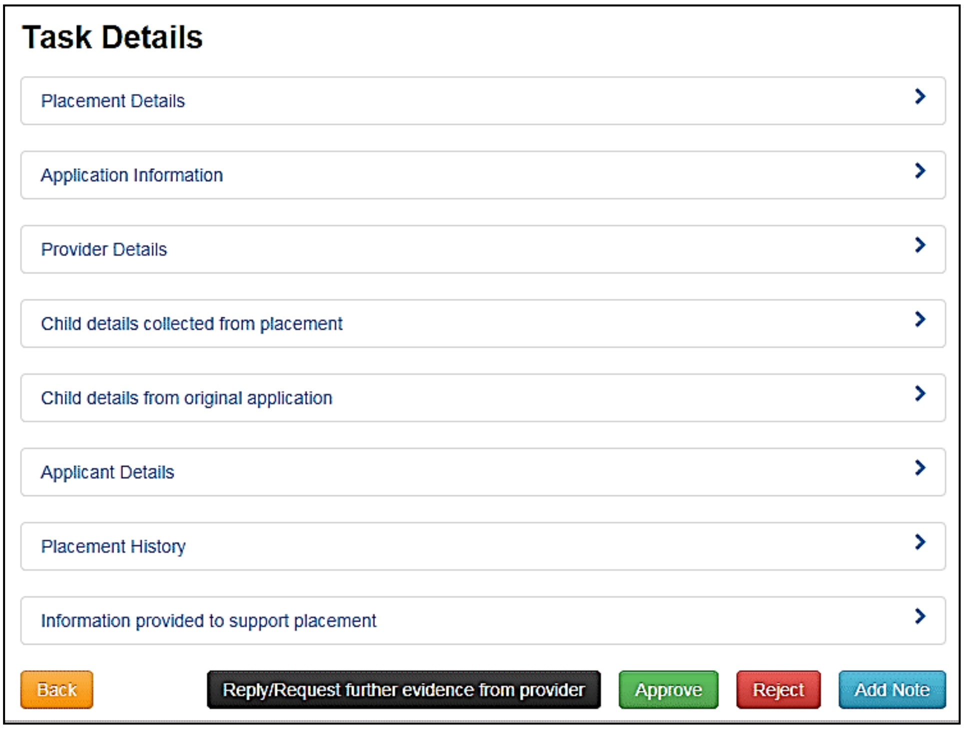
To manage two year old funding placements:

1. Select **Provider Portal | Home | Two Year Old Funding | Manage Applications and Placements** to display the **Manage Two Year Old Funding Applications/Placements** page.
2. Select **Placement Approvals** and click the **Search** button to display the placements that need to be approved.

   Select the **Show All Tasks** check box to include all placements that have already been approved or rejected. You may need to do this to resend the placement outcome message.



3. Click a **Status** button to display the **Task Details** page.



The following actions can be performed from this page:

- Click the **Reply/Request further evidence from provider** button to respond to the provider or request further information. When the message is sent, the status is changed to **Awaiting Information**.

A note can be added to the placement; it is visible to other administrators but not the provider.

- Click the **Approve** button to approve the application. If required, select the check box to include a private note explaining the reason for the approval. The message is sent to the provider.

  Click the **Approve** button again to display a confirmation message containing the following information:

  - Claim approved. The provider has been notified.
  - The claim will now appear as 'Approved' in your dashboard of tasks.
  - Details of the approved application – date and time sent, name of provider, and placement reference number.

- Click the **Reject** button to display the **Reject Application** page. If required, select the check box to include a private note explaining the reason for the rejection.

  Select the check box to send a rejection message to the provider, then enter the message.

  Click the **Reject** button again to display a confirmation message containing the following information:

  - Claim rejected. The provider has been notified.
  - The claim will now appear as 'Rejected' in your dashboard of tasks.
  - Details of the rejected application – date and time sent, name of provider, and placement reference number.

- Click the **Add Note** button to add a note to the application. This text appears in the history of the application; it is visible to other administrators but not the provider.

More Information:

My Messages on page *49*.

Starting a Placement Notification on page *38*.

Resending a Placement Notification on page *61*.

For information regarding using the Portal Back Office, refer to the *One Portal Back Office* handbook available on the **One Publications** website.

Resending a Placement Notification

If a parent loses their placement notification, it can be re-issued.

To resend a placement notification:

1. Select **Provider Portal | Home | Two Year Old Funding | Manage Applications and Placements** to display the **Manage Two Year Old Funding Applications/Placements** page.
2. Select the **Show all Tasks** check box and select an **Approved** placement application to display the **Task Details** page.
3. Click the **Resend Placement Outcome Message** button. A confirmation message displays confirming that the message has been sent.

Searching For Two Year Old Funding Submitted Applications

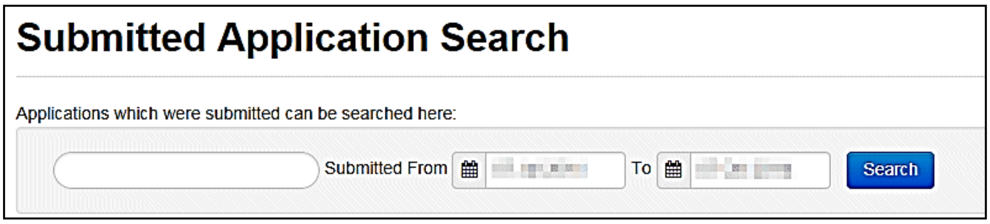
The local authority manages the entire application process for non-economic applications, but only provides assistance when requested by economic applications.

It is possible, however, to search for both economic (including economic help requests) and non-economic applications. The majority of applications submitted by parents, carers or guardians are economic applications.

If an economic application is successful, it is approved automatically and a message is sent from the local authority informing the parent, carer or guardian of the status of their application. Message details are not sent directly to the Citizen Self Service portal user. A notification is sent to the user's mailbox, informing them that they have a message in their portal account. The user must log in and authenticate with the Citizen Self Service portal, before they can view the message details.

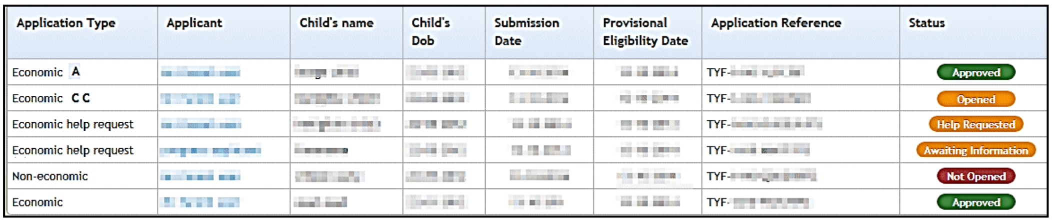
To search for two year old funding applications:

1. Select **Provider Portal | Home | Two Year Old Funding | Search for Submitted Applications** to display the **Submitted Application Search** page.



The **To** date is automatically populated with the system date. The **Submitted From** date is automatically populated with a date 3 months prior to the system date.

2. If known, enter an applicant's name, a child's name or an application reference number, this is optional.
3. Select a **Submitted From** and **To** date.
4. Click the **Search** button to display the submitted applications according to the search criteria.



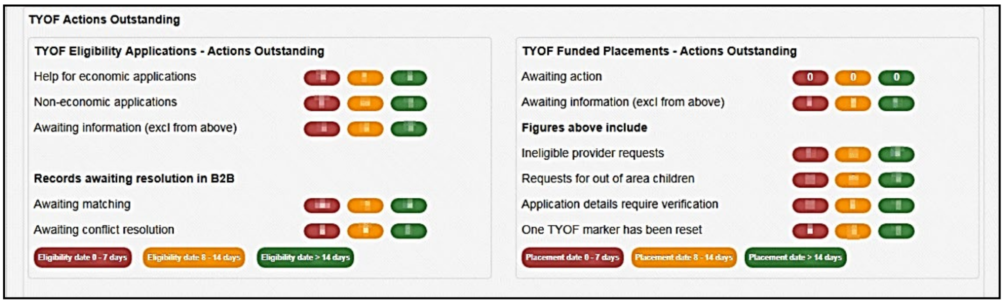
Application Type	Applicant	Child's name	Child's Dob	Submission Date	Provisional Eligibility Date	Application Reference	Status
Economic A	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	TYF-[illegible]	Approved
Economic CC	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	TYF-[illegible]	Opened
Economic help request	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	TYF-[illegible]	Help Requested
Economic help request	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	TYF-[illegible]	Awaiting Information
Non-economic	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	TYF-[illegible]	Not Opened
Economic	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	TYF-[illegible]	Approved

An **Economic (A)** application is a Provider Assisted application.
An **Economic (CC)** application is a Child Centre Assisted application.

5. Click a **Status** button to display the **Application Details** page and process the application. For more information, see *Managing Two Year Old Funding Applications* on page *53*.

Actioning Dashboard Tasks

The read-only **Dashboard Tasks** panel is available on the **Two Year Old Funding (TYOF) Home** page. The dashboard displays counts of outstanding tasks that the funding manager's team need to action. It is only visible to users who have the role of two year old funding manager.



The following information is displayed:

- **TYOF Eligibility Applications** – information relating to outstanding eligibility checks. This refers to application records that have been submitted to the Local Authority (LA) for approval, but they have not been approved, rejected or closed.
- **TYOF Funded Placements** – information relating to outstanding placement notifications. These relate to placement records that have been submitted to the LA for approval, but they have not been approved or rejected.
- **Records awaiting resolution in B2B** – information relating to outstanding B2B processing. These figures relate to children's records submitted to B2B processing from eligibility checks.

The count for eligibility dates and placement dates are based on a traffic light system:

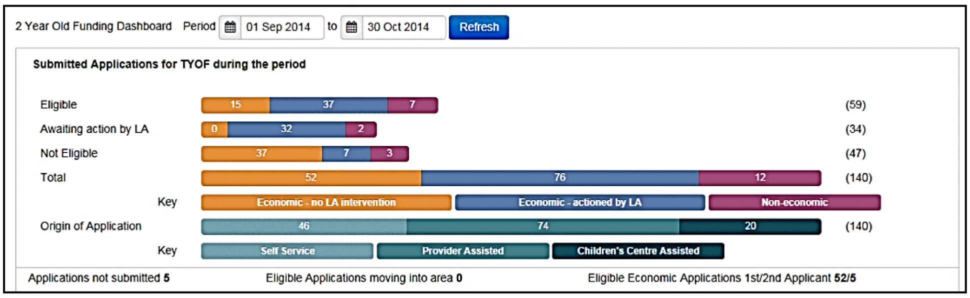
- Red – within the next 7 days.
- Amber – between 8 and 14 days.
- Green – 15 days and longer.

A more detailed **Dashboard** is accessed via the **Two Year Old Funding** drop-down at the top of the page.

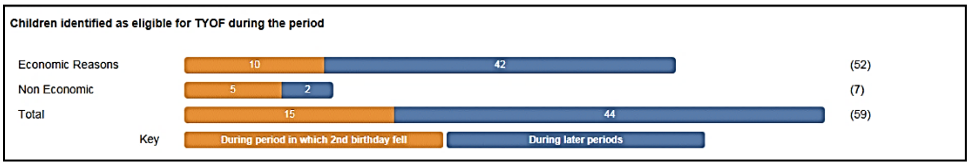
Counts presented on this page relate to the period defined by the dates below. These dates are defaulted to the first day of the current funding period and today's date, but they can be changed to review counts for any period. A key is provided below each section.

This dashboard enables you to view the following information:

- Submitted applications for TYOF during the period.

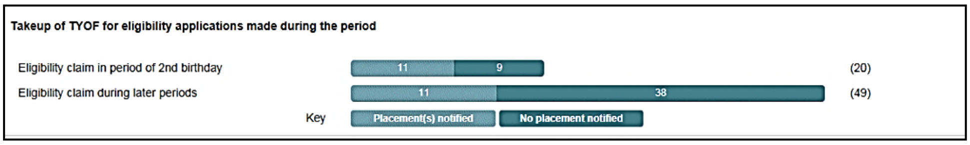


- Children identified as eligible for TYOF during the period.

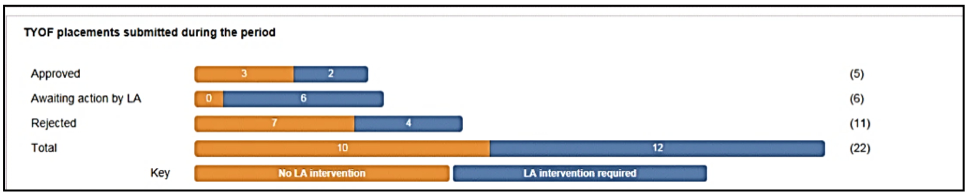


- Takeup of TYOF for eligibility applications made during the period.

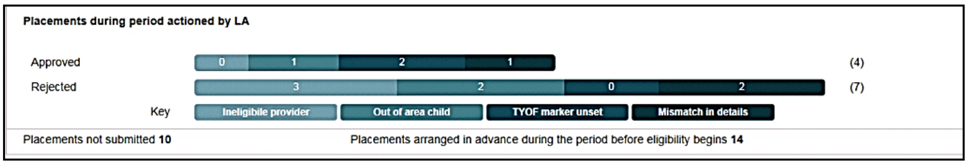
Two Year Old Funding Applications/Placements



- TYOF placements submitted during the period.



- Placements actioned by the LA during the period.



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